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ITIL® 4

A Pocket Guide

Jan van Bon



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specifications of AXELOS ITIL Foundation Certificate syllabus ISO/IEC 20000:2011 - A Pocket Guide Mart Rovers,2020-06-10 This Pocket Guide provides a concise explanation of the nature content and aim of ISO IEC 20000 1 2011 and a short summary of ISO IEC 20000 2 2012 It brings ISO IEC20000 Part 1 and Part 2 within reach of a vast international audience by providing the key elements of this important standard in a short easy to read format it promote the awareness and the acceptability of ISO IEC 20000 Part 1 and Part 2 as a valid standard for IT Services organizations it supports ISO IEC 20000 training and certification and it is a quick reference for practitioners to the core content of ISO IEC 20000 ASL® 2 - A Pocket Guide Remko van der Pols,Yvette Backer,2020-06-10 Note This book is available in several languages Dutch English The Application Services Library ASL is a public domain framework and the standard for application management This pocket guide offers an introduction to the framework ASL 2 an evolutionary update of the ASL framework that was introduced in 2001 and is used by more and more organizations since then This compact book offers a generic introduction and additional background information through a case study This case study offers a historic perspective with examples comparing the past situation for ASL and the present with ASL 2 ASL will offer support to anyone implementing application management Additional support is given by best practices that are published on the website of the ASL BiSL Foundation ASL aligns with other frameworks e g BiSL for Business Information Management and ITIL for IT Service Management ITIL® 4 - Pocket Guide Jan van Bon,2019-05-21 De ITIL pocketguides van Van Haren Publishing worden al lange tijd beschouwd als een betrouwbare gids op het gebied van ITIL in vele taalversies Deze publicaties hebben een vaste plaats verworven als naslagwerk voor professionals en als hulpmiddel bij het toepassen van best practices in een organisatie Deze pocketguide maakt lezers bekend met het ITIL 4 framework door inzicht te verkrijgen in de belangrijkste concepten van servicemanagement te begrijpen hoe de zeven ITIL basisprincipes een organisatie kunnen helpen bij het adopteren en toepassen van servicemanagement inzicht te verkrijgen in de vier dimensies van servicemanagement inzicht te verkrijgen in het doel en de componenten van het ITIL servicewaardesysteem inzicht te verkrijgen in de zes activiteiten van de servicewaardeketen en hoe deze onderling verbonden zijn het doel en de belangrijkste begrippen van 15 van de 34 ITIL practices te leren kennen zeven van die 15 ITIL practices in detail te leren begrijpen Deze pocketguide geeft uitleg over alle exameneisen voor het ITIL 4 Foundation examen en biedt tevens ondersteuning voor iedereen die eerdere ITIL edities kent en op zoek is naar een brug naar deze nieuwe editie ITIL 4 heeft een grote sprong gemaakt in de moderne wereld van IT servicemanagement waarbij de nieuwste principes en practices worden behandeld op een klantgerichte en servicegerichte manier *Implementing IT Governance - A Pocket Guide* Dr. Gad Selig,2008-04-12 The issues opportunities and challenges of aligning information technology more closely with an organization and effectively governing an organization s Information Technology IT investments resources major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management in enterprises on a global basis An integrated and comprehensive approach to the

alignment planning execution and governance of IT and its resources has become critical to more effectively align integrate invest measure deploy service and sustain the strategic and tactical direction and value proposition of IT in support of organizations Much has been written and documented about the individual components of IT Governance such as strategic planning demand portfolio investment management program and project management IT service management and delivery strategic sourcing and outsourcing performance management and metrics like the balanced scorecard compliance and others Much less has been written about a comprehensive and integrated IT Business Alignment Planning Execution and Governance approach This new title fills that need in the marketplace and gives readers a structured and practical solutions using the best of the best principles available today The book is divided into nine chapters which cover the three critical pillars necessary to develop execute and sustain a robust and effective IT governance environment leadership and proactive people and change agents flexible and scalable processes and enabling technology Each of the chapters also covers one or more of the following action oriented topics demand management and alignment the why and what of IT strategic planning portfolio investment management decision authority etc execution management includes the how Program Project Management IT Service Management and Delivery with IT Infrastructure Library ITIL and Strategic Sourcing and outsourcing performance risk and contingency management e g includes COBIT the balanced scorecard and other metrics and controls and leadership teams and people skills Endorsements Selig has brought together his years of practical experience and his academic training to produce a valuable resource on how to successfully manage IT He uses IT governance as the focal point for executing best practices to create alignment between IT and the business In today s marketplace where no organization can compete effectively without alignment this book can become the executive handbook for IT management Christine V Bullen Senior Lecturer Howe School of Technology Management Stevens Institute of Technology Dr Selig has written an extremely comprehensive book on IT Governance It is so comprehensive that today s IT leader need look at few other sources to ensure that they have nailed what it takes to lead a world class IT organization It provides details yet serves as a easily reference able road map for today s busy IT executives it s a great desktop companion Stu Werner Executive Vice President and CIO Li Fong U S A Dr Selig s book on this topic is a great resource for all IT practitioners and brings together every critical aspect relating to IT governance This book lays out a roadmap to executing within a solid governance model It looks at all aspects of establishing marinating growing and sustaining an IT ecosystem The combination of case studies and disciplined approaches to building well structured processes committed leaders and change agents will help the board executive management and most of all CIO s and IT professionals think through what has worked what can work and how to deployIT governance successfully I very much enjoyed reading the chapters I think you have a great book and I look forward to reading it when it comes out Dick LeFave CIO Sprint Nextel In an era when strong IT governance is an increasingly critical component of visionary business and technology leadership Dr Selig s book provides a

welcome compendium of successful practices Experienced leaders will find it a valuable reference while early career managers will appreciate the clear actionable framework for developing high quality sustainable governance models of their own Hank Zupnick CIO GE Real Estate Dr Selig's book is a well thought out and comprehensive reference guide on the successful governance of IT in context of the larger business It successfully combines practical check lists and governance models with real world insights in an easy to read format The book is organized into logical sections that make it easy to find topics of relevance This book will be useful when setting up a new governance model or challenging and improving what is in place today It is written in a format that allows the reader to stand back from the detail and look at the bigger picture recognizing that an integrated approach to IT governance is critical to the overall health of a successful business Dr Selig has captured this complex topic in a way that will prove a valuable reference for all levels of Executives and managers that are involved in IT governance Nicholas Willcox Director IT Unilever Americas Dr Selig's blend of executive IT and senior level business experience in major companies combined with many years of teaching experience and research effort have enabled him to create a unique book that blends many different components and perspectives on IT Governance into a single framework Written for senior and aspiring IT and business leaders his book draws upon practical experience research and best practices as well as the collective wisdom of the many senior IT leaders he has interacted with in teaching IT Governance A five star rating James R Shea Director Syracuse University Center for Business Information Technologies Dr Selig has created a veritable IT Governance Encyclopedia for the 21st century IT executive If something isn't covered here you probably don't need to know it Peter Schay Executive VP The Advisory Council

Six Sigma for IT Management - A Pocket Guide Melvin Harteveld, Sven den Boer, 2011-03-03 Six Sigma provides a quantitative methodology of continuous process improvement and cost reduction by reducing the amount of variation in process outcomes The production of a product be it a tangible product like a car or a more abstract product like a service consists of a series of processes All processes consist of a series of steps events or activities Six Sigma measures every step of the process by breaking apart the elements within each process identifying the critical characteristics defining and mapping the related processes understanding the capability of each process discovering the weak links and then upgrading the capability of the process It is only by taking these steps that a business can raise the high water mark of its performance IT is now a fundamental part of business and business processes this book demonstrates how IT can be made to work as an enabler to better business processes and how the Six Sigma approach can be used to provide a consistent framework for measuring process outcomes ITIL defines the what of Service Management Six Sigma defines the how of process improvement together they are a perfect fit of improving the quality of IT service delivery and support The Six Sigma approach also provides measures of process outcomes and prescribes a consistent approach in how to use these metrics This Pocket guide provides a coherent view and guidance for using the Six Sigma approach successfully in IT service organisations It particularly aims to merge ITIL and Six

Sigma into a single approach for continuous improvement of IT service organizations **BiSL® 2nd Edition - Pocket Guide** Remko van der Pols,Yvette Backer,2012-06-06 This book describes a process framework for business information management encompassing the best way to manage and execute business information management in day to day practice and explaining how BiSL can help Effective management of business information is critically important for modern organizations The Business Information Systems Library BiSL is a generic framework and a domain standard which is consistent with ITIL and ASL As outsourcing of ICT activities increases it is essential to maintain control of the services being delivered *ITIL® V3* Jan van Bon,Arjen de Jong,Axel Kolthof,Mike Pieper,Ruby Tjassing,Annelies van der Veen,Tieneke Verheijen,2010-06-06 Note This pocket book is available in several languages English German French Dutch This Pocket Guide is a concise summary of ITIL V 3 A quick portable reference tool to this leading standard within the Service Management community What are the key service management processes What is the lifecycle approach **Manage IT!** Theo Thiadens,2007-12-31 Discusses the IT management tasks and the objects involved This book outlines traditional IT management deals with controlling IT and tackles the financial personnel purchasing legal and security aspects in IT It explains the effects of striving for utility computing and control of IT by means of IT portfolio management **Service Management Strategies that Work** Adam Grummitt,Troy DuMoulin,2007-09-09 Pink Elephant is the world leader in IT management best practices offering solutions to public and private businesses worldwide many of them listed in the Fortune 500 The Company specializes in improving the quality of IT services through the application of recognized frameworks including the IT Infrastructure Library ITIL *IT Procurement Handbook for SMEs* David Nickson,2007 This handbook is specifically designed to help small to medium enterprises SMEs understand and manage IT procurement The text provides checklists and sample templates for the process **Implementing Metrics for IT Service Management** David Smith,Jan van Bon,Peter Brooks,2008-08-08 This book Implementing Metrics for IT Service Management provides a measurement framework which is based on a continuous improvement lifecycle The measurement framework is aligned with the IT Infrastructure Library ITIL set of best practices The framework is compatible with the Control Objectives for IT CobiT framework and supports ISO IEC 20000 standards for IT Service Management This book also provides the basic concepts around measurements for business IT alignment achieving compliance and driving operation excellence Where possible examples case studies and check lists have been included along with a scorecard accelerator software tool to further improve the learning experience and accelerate the adoption of measurements The goal of this book is to provide the reader with a measurement framework to align IT with the business objectives to create value through continuous improvements This book is complimentary to the book Metrics for IT Service Management also published by Van Haren Publishing *ICT Governance, Management and Organization* Theo Thiadens,2008-09-30 Governing managing and organizing the supply and demand for IT is the subject of this book The book consists of five parts These parts are the basic concepts organizing IT

demand and supply governing and controlling IT aspects of IT governance and management and IT governance and management which in the future will often use IT platforms **Quality Management for IT Services: Perspectives on Business and Process Performance** Praeg, Claus-Peter, Spath, Dieter, 2010-09-30 This book gives both scientists and practical experts an insight into the many different facets of IT service quality management Provided by publisher

Business Analysis Based on BABOK® Guide Version 2 - A Pocket Guide Jarett Hailes, 2020-06-10 A Guide to the Business Analysis Body of Knowledge BABOK Guide is the collection of knowledge within the profession of business analysis and reflects current generally accepted practices As with other professions the body of knowledge is defined and enhanced by the business analysis professionals who apply it in their daily work role The purpose of this pocket guide to the BABOK Guide is to help understand the key knowledge found within the BABOK Guide and how it can be applied to a particular situation Primary target groups for this pocket guide are Individuals interested in how business analysis works or who may want to become Business Analysts Business Analysts as a quick reference during the course of their day to day work Team members working on projects or within normal organizational operations where business analysis is performed Managers and executives who need to understand how business analysis can help improve their organizations This pocket guide is based upon the content found in Version 2 of the BABOK Guide The BABOK Guide was first published by the International Institute of Business Analysis IIBA in 2005 Version 2.0 was released in March 2009 The BABOK Guide describes business analysis areas of knowledge their associated activities and the tasks and skills necessary to be effective in their execution The BABOK Guide is a reference for professional knowledge for business analysis and provides the basis for the Certified Business Analysis Professional CBAP and the Certification of Competency in Business Analysis CCBA certifications

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