

BEST PRACTICE

# ITIL® 4

## Pocketguide

Jan van Bon

# Itil A Pocket Guide 2015

**Bert Hedeman, Ron Seegers**



## **Itil A Pocket Guide 2015:**

ISO/IEC 38500: A pocket guide, second edition Alan Calder, 2019-09-26 This useful pocket guide is an ideal introduction for those wanting to understand more about ISO 38500 It describes the scope application and objectives of the Standard and outlines its six core principles

**ITIL® 2011 Editie - Pocketguide** Jan van Bon, 2020-06-09 Note This pocket book is available in several languages English German Dutch Vanaf 2001 hebben de ITIL pocketguides van Van Haren Publishing lezers over de gehele wereld ingeleid in de wereld van ITIL IT Infrastructure Library het belangrijkste framework voor IT servicemanagement Deze pocketguide voorziet weer in dezelfde behoefte als de vorige edities het bieden van een nauwgezette samenvatting van ITIL gebaseerd op ITIL 2011 Editie De essentie van 2000 pagina's van de officiële ITIL manuals samengevat op circa 160 pagina's in pocketguide formaat Dit is in de eerste plaats een handzame gids over ITIL voor iedereen die werkzaam is in de wereld van IT servicemanagement Wat zijn de essentiële servicemanagement processen en functies Wat is de lifecycle approach Kortom deze pocketguide is een uitkomst voor IT servicemanagers en alle anderen die moeten of willen werken met de nieuwste ITIL versie maar te weinig tijd hebben om de officiële manuals te bestuderen In de tweede plaats kan de ITIL pocketguide worden gebruikt als onderdeel van het studiemateriaal voor iedereen die zich wil certificeren voor het ITIL Foundation examen De inhoud dekt alle specificaties van de ITIL Foundation Certificate Syllabus van APMG

ISO 9001:2015 Steve Watkins, 2017-05-03 With a quality management system QMS based on ISO 9001 the world's most established quality framework you can ensure the quality of the products and services your company provides thereby enhancing customer satisfaction and increasing profitability ISO 9001 2015 A Pocket Guide provides a useful introduction to ISO 9001 and the principles of quality management

*PRINCE2 2009 Edition - A Pocket Guide* Bert Hedeman, Ron Seegers, 1970-01-01 Note This pocket book is available in several languages English German French Dutch This Pocket Guide supplies a summary of the PRINCE2 method to provide a quick introduction as well as a structured overview of the method Main target Group for this pocket guide is anyone who wants to get to know the method PRINCE2 or a methodical approach for project management The book is also very useful for members of a project management team on a project using the PRINCE2 method Furthermore this pocket guide can be used as literature for the preparation of the PRINCE2 2009 Edition Foundation exam This pocket guide is based on PRINCE2 2009 Edition This pocket book deals with processes themes and principles within project management and PRINCE2 Tailoring PRINCE2 explains how to fit the PRINCE2 method onto the specific project circumstances A complete but concise description of PRINCE2 2009 Edition for anyone involved in projects or project management Available in English Dutch and French

ISO 21500 Guidance on project management - A Pocket Guide Anton Zandhuis, Rommert Stellingwerf, 2015-01-01 This pocket guide explains the content and the practical use of ISO 21500 Guidance on project management the latest international standard for project management and the first of a family of ISO standards for project portfolio and program management ISO 21500 is meant for

senior managers and project sponsors to better understand project management and to properly support projects for project managers and their team members to have a reference for comparing their projects to others and it can be used as a basis for the development of national standards This pocket guide provides a quick introduction as well as a structured overview of this guidance and deals with the key issues within project management Roles and responsibilities Balancing the project constraints Competencies of project personnel All ISO 21500 subject groups themes are explained Integration Stakeholder Scope Resource Time Cost Risk Quality Procurement and Communication A separate chapter explains the comparison between ISO 21500 and PMBOK Guide PRINCE2 Agile Lean Six Sigma and other methods practices and models Finally it provides a high level description of how ISO 21500 can be applied in practice using a generic project life cycle Proper application of this new globally accepted project management guideline will support organizations and individuals in growing their project management maturity consistently to a professional level **Implementing IT Processes** Lionel

Pilorget, 2015-02-11 Information Technology plays a major role in our society Due to system integration and process automation a company has to rely on performant information systems To achieve this objective it is important to have relevant IT processes in place on the one hand to ensure current operation and on the other hand to enable the successful introduction of new technologies Once IT processes are defined and described interrelations become visible which allow to gain an appropriate level of maturity *Strategic Approaches to Digital Platform Security Assurance* Bobbert, Yuri, Chtepen, Maria, Kumar, Tapan, Vanderbeken, Yves, Verslegers, Dennis, 2021-05-21 Nowadays it is impossible to imagine a business without technology as most industries are becoming smarter and more tech driven ranging from small individual tech initiatives to complete business models with intertwined supply chains and platform based business models New ways of working such as agile and DevOps have been introduced leading to new risks These risks come in the form of new challenges for teams working together in a distributed manner privacy concerns human autonomy and cybersecurity concerns Technology is now integrated into the business discipline and is here to stay leading to the need for a thorough understanding of how to address these risks and all the potential problems that could arise With the advent of organized crime such as hacks and denial of service attacks all kinds of malicious actors are infiltrating the digital society in new and unique ways Systems with poor design implementation and configurations are easily taken advantage of When it comes to integrating business and technology there needs to be approaches for assuring security against risks that can threaten both businesses and their digital platforms *Strategic Approaches to Digital Platform Security Assurance* offers comprehensive design science research approaches to extensively examine risks in digital platforms and offer pragmatic solutions to these concerns and challenges This book addresses significant problems when transforming an organization embracing API based platform models the use of DevOps teams and issues in technological architectures Each section will examine the status quo for business technologies the current challenges and core success factors and approaches that have been used This book is

ideal for security analysts software engineers computer engineers executives managers IT consultants business professionals researchers academicians and students who want to gain insight and deeper knowledge of security in digital platforms and gain insight into the most important success factors and approaches utilized by businesses **ITIL® 4 - A Pocket Guide**

Jan van Bon, 2019-04-30 The ITIL pocket guides of Van Haren Publishing are since long recognized as the industry classic guide on the topic of ITIL in many languages Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations This pocket guide will provide readers with an understanding of the ITIL 4 service management framework by understanding the key concepts of service management understanding how the seven ITIL guiding principles can help an organization adopt and adapt service management understanding the four dimensions of service management understanding the purpose and components of the ITIL service value system understanding the six activities of the service value chain and how they interconnect knowing the purpose and key terms of 15 of the 34 ITIL practices understanding seven of these 15 ITIL practices in detail All exam requirements for the ITIL 4 Foundation exam are covered in this pocket guide It also provides support for everyone who has knowledge of previous ITIL editions and is looking for a bridge to the new edition ITIL 4 took a big leap into the modern world of IT service management covering the latest principles and practices in a customer focused service centric way enabling Agile principles for maximum support of any business **Qualitäts- und Risikomanagement im**

**Gesundheitswesen** Peter Kuntsche, Kirstin Borchers, 2017-02-22 Das Buch liefert einen umfassenden Überblick über das Qualitäts und Risikomanagement im Gesundheitswesen QMRM und stellt die Ziele und Ausrichtungen eines QMRM Systems sowie die Prämissen und Stolpersteine bei der praktischen Umsetzung vor Es beschreibt die Werkzeuge und Methoden für den Einsatz im QMRM sowie das Prozessmanagement und stellt die für das Gesundheitswesen relevanten QM bzw RM Systeme und Verfahren anwendungsorientiert dar Daneben erfolgt eine sektorenspezifische Skizze des gesetzlichen Rahmens für QM und RM aus Sicht des Gesetzgebers Auch das Hygienemanagement wird grundlegend thematisiert Unterstützt wird eine effiziente Gestaltung integrierter Systeme und deren phasenorientierter Aufbau bis zur Implementierung und ggf Zertifizierung Normen Konzepte und Verfahren im Bereich QMRM und eine praxisnahe und komprimierte Aufbereitung mit einem über den Tellerrand hinausgehenden Blick auf 12 für das Gesundheitswesen relevante Managementsysteme sowie ein Abriss über aktuelle Projektmanagementmethoden zur Unterstützung der Projektarbeit runden das Gesamtkonzept ab **A**

**pocket companion to PMI's PMBOK Guide Fifth edition** Anton Zandhuis, Paul Snijders, Thomas Wuttke, 2015-01-01 Note This pocket book is available in several languages English German French Spanish Dutch This pocket guide is based on the PMBOK Guide Fifth Edition It contains a summary of the PMBOK Guide to provide a quick introduction as well as a structured overview of this framework for project management This pocket guide deals with the key issues and themes within project management and the PMBOK Guide as follows Key terms and definitions in the project management profession

A short overview of the activities of PMI Inc the organization and its standards PMBOK Guide Standard for Project Portfolio Management Standard for Program Management and other standards The essentials of the Project Lifecycle and Organization What are the key project management knowledge areas and processes Main target Group for this pocket guide is anyone with an interest in understanding the PMBOK Guide framework or a systematic approach for project management The book is also very useful for members of a project management team in a project environment using the PMBOK Guide as a shared reference A complete but concise description of the PMBOK Guide for anyone involved in projects or project management for only 15 95

**Security für Data-Warehouse- und Business-Intelligence-Systeme** Herbert Stauffer, 2018-08-23 Mit zunehmender Bedeutung der systematischen Datenanalyse Stichwörter sind hier Big Data Cloud basierte Analysen Mobile BI und Data Science steigen auch die Sicherheitsanforderungen für BI Systeme kontinuierlich Der Autor beschreibt in seinem Buch praxisorientiert und systematisch die Grundlagen der Security und deren spezifische Ausprägungen in DWH und BI Systemen und analytischen Applikationen Das Buch gliedert sich in fünf Teile Behandlung von externen Bedrohungen Berechtigungsstrukturen Prozesse und Systeme Sicherstellung des operativen Betriebs Standards Methoden und Normen Hilfsmittel und Checklisten Der Leser erfährt welche Anforderungen an die Schutzwürdigkeit von Systemen gestellt werden welche Schutzziele verfolgt werden müssen auf welchen Ebenen Security berücksichtigt werden muss welche Typen von Maßnahmen es gegen interne und externe Bedrohungen gibt und welche Datenschutz bzw regulatorischen Anforderungen zu beachten sind Auch auf die organisatorische Einbettung wird eingegangen welche Einheiten im Unternehmen in die Security Strategie einzubeziehen sind und wie sich die Security Prozesse in gegebene IT und BI Serviceprozesse einordnen Direkt anwendbare Checklisten ermöglichen einen schnellen Transfer in die eigene berufliche Praxis Der Anhang des Buches enthält eine Übersicht über Security Tools und Kategorien sowie einen Exkurs in verwandte Themen wie Privacy und Lizenzmanagement

**Research and Practical Issues of Enterprise Information Systems** Petr Doucek, Josef Basl, Amin Tjoa, Maria Raffai, Antonin Pavlicek, Katrin Detter, 2019-12-13 This book constitutes the refereed proceedings of the 13th IFIP WG 8.9 Working Conference on Research and Practical Issues of Enterprise Information Systems CONFENIS 2019 held in Prague Czech Republic in December 2019 The 11 full and 2 short papers included in this volume were carefully reviewed and selected from 43 submissions They were organized in topical sections named EIS and industry technical architecture and applications for EIS collaborative networks and project management and security and privacy issues

Trends and Applications in Software Engineering Jezreel Mejia, Mirna Muñoz, Alvaro Rocha, Jose Calvo-Manzano, 2015-10-22 This book contains a selection of papers from The 2015 International Conference on Software Process Improvement CIMPS 15 held between the 28th and 30th of October in Mazatlán Sinaloa Mexico The CIMPS 15 is a global forum for researchers and practitioners that present and discuss the most recent innovations trends results experiences and concerns in the several perspectives of Software Engineering with clear relationship but not limited to

software processes Security in Information and Communication Technology and Big Data Field The main topics covered are Organizational Models Standards and Methodologies Knowledge Management Software Systems Applications and Tools Information and Communication Technologies and Processes in non software domains Mining automotive aerospace business health care manufacturing etc with a demonstrated relationship to software process challenges *Implementing Effective IT Governance and IT Management* Gad Selig, 2015-02-01 This book is a revised edition of the best selling title *Implementing IT Governance* ISBN 978 90 8753 119 5 For trainers free additional material of this book is available This can be found under the Training Material tab Log in with your trainer account to access the material In all enterprises around the world the issues opportunities and challenges of aligning IT more closely with the organization and effectively governing an organization s IT investments resources major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management 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 management program and project management IT service management strategic sourcing and outsourcing performance management metrics compliance and others Much less has been written about a comprehensive and integrated approach for IT Business Alignment Planning Execution and Governance This title fills that need in the marketplace and offers readers structured and practical solutions using the best of the best practices available today The book is divided into two parts which cover the three critical pillars necessary to develop execute and sustain a robust and effective IT governance environment Leadership people organization and strategy IT governance its major component processes and enabling technologies Each of the chapters also covers one or more of the following action oriented topics the why and what of IT strategic planning portfolio investment management decision authority etc the how of IT Program Project Management IT Service Management including ITIL Strategic Sourcing and outsourcing performance risk and contingency management including COBIT the Balanced Scorecard etc and leadership team management and professional competences **ITIL® V3 - A Pocket Guide** Jan van Bon, 2020-06-11 Note This pocket book is available in several languages English German French 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 *Itil* Van Haren Publishing, 2019-04-20 The ITIL pocket guides of Van Haren Publishing are since long recognized as the industry classic guide on the topic of ITIL in many languages Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations This pocket guide will provide readers with an understanding of the ITIL 4 service management framework by understanding the key concepts of

service management understanding how the seven ITIL guiding principles can help an organization adopt and adapt service management understanding the four dimensions of service management understanding the purpose and components of the ITIL service value system understanding the six activities of the service value chain and how they interconnect knowing the purpose and key terms of 15 of the 34 ITIL practices understanding seven of these 15 ITIL practices in detail All exam requirements for the ITIL 4 Foundation exam are covered in this pocket guide It also provides support for everyone who has knowledge of previous ITIL editions and is looking for a bridge to the new edition ITIL 4 took a big leap into the modern world of IT service management covering the latest principles and practices in a customer focused service centric way enabling Agile principles for maximum support of any business

**Balancing Agile and Disciplined Engineering and Management Approaches for IT Services and Software Products** Mora, Manuel,Gómez, Jorge Marx,O'Connor, Rory V.,Buchalceková, Alena,2020-07-10 The highly dynamic world of information technology service management stresses the benefits of the quick and correct implementation of IT services A disciplined approach relies on a separate set of assumptions and principles as an agile approach both of which have complicated implementation processes as well as copious benefits Combining these two approaches to enhance the effectiveness of each while difficult can yield exceptional dividends Balancing Agile and Disciplined Engineering and Management Approaches for IT Services and Software Products is an essential publication that focuses on clarifying theoretical foundations of balanced design methods with conceptual frameworks and empirical cases Highlighting a broad range of topics including business trends IT service and software development this book is ideally designed for software engineers software developers programmers information technology professionals researchers academicians and students

**Cloud computing** Haroldo Ferreira,2025-01-03 A S rie Universit ria foi desenvolvida pelo Senac S o Paulo com o intuito de preparar profissionais para o mercado de trabalho Os t tulos abrangem diversas reas abordando desde conhecimentos te ricos e pr ticos adequados s exig ncias profissionais at a forma o tica e s lida Cloud computing trata sobre as principais caracter sticas da computa o em nuvem al m de apresentar algumas das tecnologias que se relacionam com ela e que s o partes muito importantes desse nicho tecnol gico Entre os temas abordados temos o que de mais significativo na computa o em nuvem como modelos de implanta o bilhetagem ferramentas de gest o exemplos de provedores de nuvem e possibilidades de utiliza o da computa o em nuvem O livro trata ainda sobre o que o profissional de tecnologia da informa o deve focar para estar apto a trabalhar com nuvem computacional O objetivo proporcionar ao leitor uma vis o geral da computa o em nuvem e como ela pode ser utilizada

**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

**ITIL® V3 - A Pocket Guide** Jan van Bon,2020-06-11 Note This



pocket book is available in several languages English German French 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

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