

BEST PRACTICE

ITIL® 4

Pocketguide

Jan van Bon

Itil Pocket Guide Dutch

David Smith, Jan van Bon, Peter Brooks



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ABC of ICT Jan Schilt, Paul Wilkinson, 2008-10-03 ABC is like an iceberg much of it hidden beneath the surface yet capable of inflicting enormous damage to your organization or more importantly your business With growing importance of IT to business operations we can no longer afford to have our ITSM improvement programs and initiatives fail because of Attitude Behavior or culture issues This book describes what ABC is why it is important and gives practical cases and examples in dealing with ABC issues The book contains more than 35 case examples from industry experts and practitioners on what they have done to solve specific ABC issues The book can be used in combination with the ABC of ICT card set for creating awareness assessing your own worst practices and taking your first practical steps in solving them This book provides a valuable addition on top of ITIL publications on how to ensure ITSM improvement programs can and do deliver lasting value

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

IT Outsourcing Part 1: Contracting the Partner Denis Verhoef, Gerard Wijers, 2009-01-01 As companies focus on the core specialisms most will look to the benefits of outsourcing some if not all of the IT services required The benefits include cost efficient operations delivery of IT services at lower cost through economies of scale improvements in time to market of IT solutions improvements in capability and quality of IT service delivery This essential guide looks at the procedures needed to achieve all these benefits when contracting an outsourcing partner It explains the benefits of a well thought out and practical approach to selecting a partner a partner indeed whose performance may make or break an organization's delivery to market This book is a key reference guide to anyone procuring IT services and also to those who are responsible for maintaining the contract once signed By covering all aspects of the Outsourcing contracting process its guidance will help reduce risks and miscommunication In addition its approach to the Request for Proposal also known as Invitation to Tender shows how clarity at this stage can deliver significant benefits as the services go live in the operational phase

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

BiSL®: Business Information Services Library - Management Guide Remko van der Pols, Yvette Backer, 2007-10-05 Effective management of business information is critically important for modern organizations The Business Information Systems Library BiSL is a generic framework which provides an effective solution for business information management BiSL is a public domain standard which is consistent with ITIL and ASL This management guide is an easy to use guide about the how and why of the Framework BiSL Business

Information Service Library that is governed by the ASL BiSL Foundation It describes the best way to manage and execute business information management in day to day practice and how BiSL can be of use with this To illustrate the implementation of BiSL a separate case history is being evolved throughout the text Supports EXIN BiSL Exams **ITIL® 2011 Edition - A Pocket Guide** Jan van Bon,2020-06-11 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 Note This pocket book is available in several languages English German Dutch Since 2001 the Van Haren Publishing ITIL Pocket Guides have helped readers all over the world to understand the essentials of ITIL IT Infrastructure Library the leading framework for IT service management This pocket guide does exactly the same as previous editions offering a concise summary of ITIL based on ITIL 2011 Edition We have condensed the full ITIL framework found in 2000 pages into just 200 pocket sized pages It means that this book is an essential time saving and cost effective guide to ITIL 2011 Edition for both industry experts and students alike Primarily it is a quick portable reference tool to ITIL for all professionals in the service management community What is the lifecycle approach What are the key service management processes and functions Secondly the ITIL pocket guide can be used as part of the training material for everyone who wants to certify for the ITIL Foundation exam The guide contents cover all of the specifications of AXELOS ITIL Foundation Certificate syllabus Defining IT Success Through The Service Catalog Bill Fine,Rodrigo Flores,Troy DuMoulin,2007-02-12 The Service Catalog is a fundamental IT tool covering the services themselves default capabilities measures and primary means of access and provision In short it represents the value IT provides to facilitate business operations Written by industry experts and using real case studies this valuable title takes the reader beyond the theoretical to focus on the real business benefits of Service Catalogs and how to implement them successfully within an organization Services are made standard and rational leading to lower costs and increased service availability Standard service products enable forecasting of demand leading to better volume discounts from vendors and improved inventory and capacity planning Controls over consumption of services are enhanced The fulfillment of IT services is improved with the catalog Standardization of services leads to recurrent workflows rather than relatively expensive one off projects **Service Agreements - A Management Guide** itSMF International,2006-09-09 Note This book is available in several languages Chinese English This book provides a more thorough approach to service agreements than available so far It takes the material from ITIL best practices one step further by providing a more comprehensive and holistic approach to service agreements **Process Management Based on SqEME®** Jos van Oosten,2008-04-24 SqEME is an open standard for developing a processed centred architecture of an enterprise It may be reproduced freely by any organization wishing to use it to develop a governance structure on the quality of their business processes SqEME Process Management is a method that facilitates discussion of the design of the organization in a subtle but unambiguous way Processes have to hold a prominent place in observing organizations how are the different parts of the

organization tuned to each other and how does adequate communication take place SqEME as a methodology views processes from four different perspectives SqEME calls these windows by means of which one seeks for the Constitution Chemistry Correspondence and Construction of the enterprise SqEME is the result of more than twenty years experience with the management of business processes within various organizations SqEME has been applied successfully in industry chemistry automotive construction paper in the business sector IT service healthcare in the non profit sector and in public companies such as the Prosecution Counsel County Councils and local authorities This book is particularly aimed at professionals who are involved in the change process within process driven organizations Anyone wishing to familiarize themselves with process centred thinking will be pleased to find that this book adopts an innovative yet practice proven approach The SqEME Foundation is a platform for discussing the method and its application where insights into the basic assumptions and backgrounds are shared www.sqeme.org 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 **IT Service Management from Hell based on Not ITIL** itSMF International, 2007-01-01 A humorous and insightful perspective on the often chaotic world of IT service management Drawing inspiration from the IT Infrastructure Library ITIL framework but taking a decidedly satirical approach the book explores the pitfalls paradoxes and downright ludicrous situations that can arise in IT organizations **Implementing ISO/IEC 20000 Certification: The Roadmap** itSMF International, 2008-03-03 ISO IEC 20000 is the corporate standard for achieving quality within IT Service Management As individuals achieve success in Service Management frameworks such as ITIL many organizations have identified the benefits of making the jump to full corporate accreditation But having made the decision to invest in this standard what is the best way to implement adoption in an efficient and successful way This thorough practical guide has been put together by real experts with real experience of how ISO IEC 20000 works in the workplace and in the real world Part A of this title covers the step by step description of the ISO 20000 implementation process Part B contains real case studies from organizations who have successfully achieved ISO IEC accreditation This Official itSMF guide is unique in that it not only describes the implementation process It also suggests

solutions to common problems and set backs An understanding of the many business pressures means that practical guidance on the business case measuring success or not or the need for quick wins are all included in this book making it an invaluable companion for all those working on an implementation project A sister guide to the hugely successful Official ITSMF Introduction to ISO IEC 20000 book readers will find that this book becomes a key asset in delivering a practical down to earth implementation program Foreword by John Stewart of OGC

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

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

The EFQM excellence model for Assessing Organizational Performance Chris Hakes, 2007-07-05 The EFQM Excellence Model was introduced at the beginning of 1992 as the framework for assessing organizations for the annual European Excellence Award It is now the most widely used organizational assessment

framework in Europe Most users have no intention of applying to win awards they use the framework and analysis techniques within the model as diagnostic tools that will help them to assess the health of their organization identify its strengths and areas for improvement and periodically measure progress identify and share good management practices both internally and externally anticipate and target their desired results in tangible measurable ways Whether you are a newcomer to the Excellence Model or an experienced user whose techniques of performance assessment maybe rigorous but have possibly evolved to become overly complex this Management Guide provides you with practical techniques to undertake timely and effective assessments It explains the history basis and evolution of the EFQM Excellence Model the nature of EFQM and its networks today and most importantly provides step by step guidance together with a series of analysis pro formas to enable readers to facilitate an assessment of an organization against each of the 32 elements criterion parts of the EFQM Excellence Model

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

ISO 9001:2000 Ray Tricker,Van Haren Publishing,2006-10-10 With the publication of ISO 9001 2000 there is now a single quality management requirements standard that is applicable to all organisations products and services ISO 9001 2000 is the only standard that can be used for the certification of a quality management system QMS and its generic requirements can be used by any organisation It is the quality standard which specifies the requirements of quality management systems for use where organisations need to demonstrate their capability to provide products and services which meet both customer needs and relevant regulatory requirements

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

ASL Remko van der Pols,2004-02-23 Application management refers to the maintenance and enhancement of information systems and accounts for a large proportion of IT expenditure This publication contains information on the ASL the Application Services Library framework which is currently the only public domain application management standard in the world Aspects discussed include the structure of the ASL framework maintenance

processes including configuration capacity and continuity management impact analysis design testing and implementation connecting processes such as software control and distribution application cycle management organisations cycle management relationships with other forms of management application and introduction of ASL *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 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 maturing 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 deploy IT 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

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Table of Contents Itil Pocket Guide Dutch

1. Understanding the eBook Itil Pocket Guide Dutch
 - The Rise of Digital Reading Itil Pocket Guide Dutch
 - Advantages of eBooks Over Traditional Books
2. Identifying Itil Pocket Guide Dutch
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Itil Pocket Guide Dutch
 - User-Friendly Interface
4. Exploring eBook Recommendations from Itil Pocket Guide Dutch
 - Personalized Recommendations
 - Itil Pocket Guide Dutch User Reviews and Ratings

- Itil Pocket Guide Dutch and Bestseller Lists
- 5. Accessing Itil Pocket Guide Dutch Free and Paid eBooks
 - Itil Pocket Guide Dutch Public Domain eBooks
 - Itil Pocket Guide Dutch eBook Subscription Services
 - Itil Pocket Guide Dutch Budget-Friendly Options
- 6. Navigating Itil Pocket Guide Dutch eBook Formats
 - ePub, PDF, MOBI, and More
 - Itil Pocket Guide Dutch Compatibility with Devices
 - Itil Pocket Guide Dutch Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Itil Pocket Guide Dutch
 - Highlighting and Note-Taking Itil Pocket Guide Dutch
 - Interactive Elements Itil Pocket Guide Dutch
- 8. Staying Engaged with Itil Pocket Guide Dutch
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Itil Pocket Guide Dutch
- 9. Balancing eBooks and Physical Books Itil Pocket Guide Dutch
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Itil Pocket Guide Dutch
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Itil Pocket Guide Dutch
 - Setting Reading Goals Itil Pocket Guide Dutch
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Itil Pocket Guide Dutch
 - Fact-Checking eBook Content of Itil Pocket Guide Dutch
 - Distinguishing Credible Sources

13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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