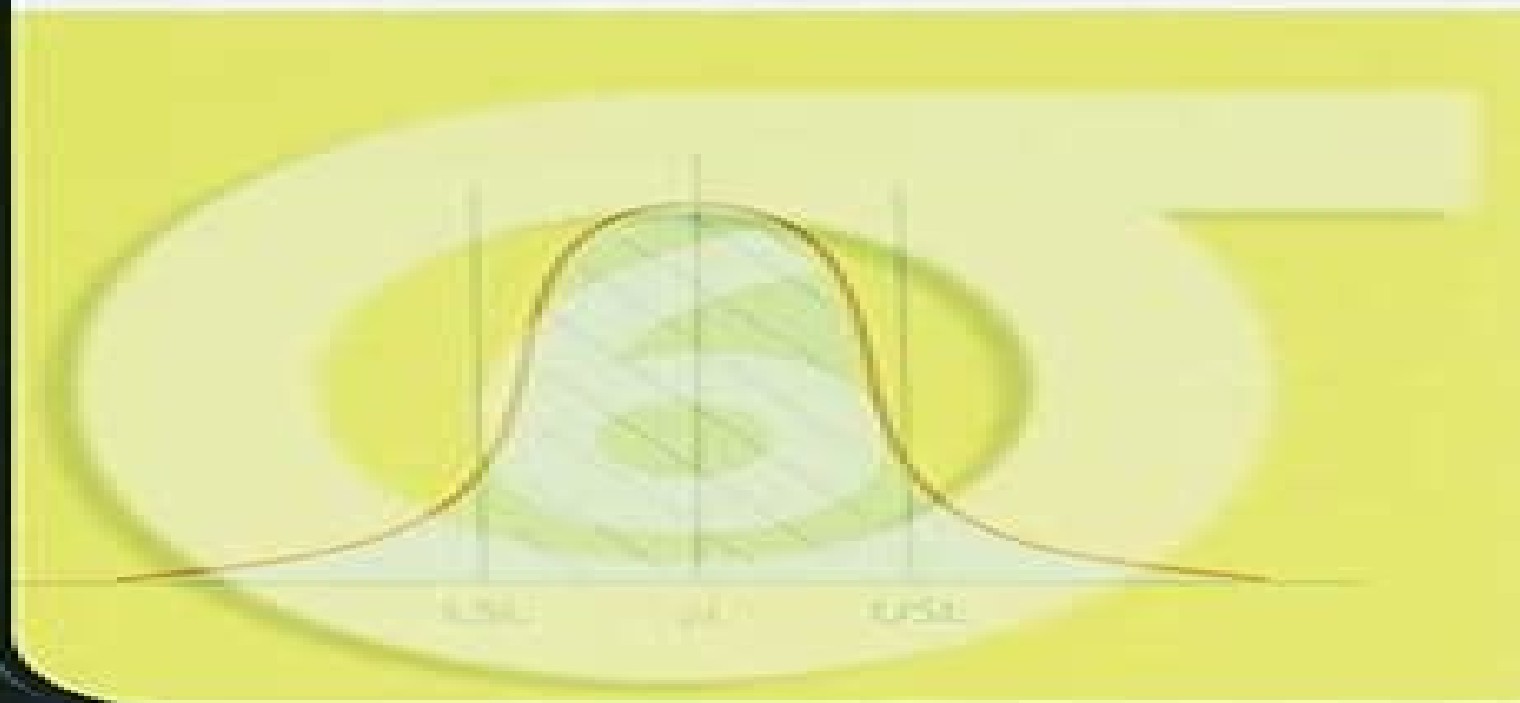




Six Sigma for IT Management

A P O C K E T G U I D E



P O C K E T S E R I E S

Itsmf Pocket Guide

David Baud



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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

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

VeriSMTM - A Pocket Guide Doug Tedder,Michelle Major-Goldsmith,Simon Dorst,2018-03-15 This pocket guide will introduce you to VeriSM key concepts and the VeriSM model and help you to understand how they can apply in your organization VeriSM is an approach that offers value driven evolving responsive and integrated service management VeriSM is designed to enable organizations and professionals understand how to create a flexible operating model using Governance Service Management Principles and a Management Mesh to define produce provide and respond to consumer requirements for service VeriSM is essential reading for anyone who works within a service organization It will be of particular interest to Managers who want to understand how to leverage evolving management practices Service owners and service managers who need to bring their skills up to date and understand how service management has changed Executives who are accountable for effective service delivery Graduates and undergraduates who will be joining organizations and who need to understand the principles of service management

[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

ISO/IEC 20000: Pocket Guide Marianne Nugteren, Jan van Bon, Selma Polter, 1970-01-01 Note This book is available in several languages Italian German Spanish L obiettivo di questa pubblicazione di fornire un documento di facile lettura che spieghi la natura il contenuto e lo scopo dello standard ISO IEC 20000 Ci dovrebbe portare velocemente la ISO IEC 20000 alla portata di una ampia audience internazionale attraverso una facile ed accessibile pocket guide Per promuovere la consapevolezza e l'accettabilit della ISO IEC 20000 quale un valido standard per le organizzazioni di servizi IT Per supportare la formazione e la certificazione ISO IEC 20000 Per dare ai professionisti un rapido riferimento ai contenuti principali della ISO IEC 20000 ISO IEC 20000 pocket guide si rivolge ad un ampio insieme di professionisti trainer e studenti che lavorano sia nell'IT sia in altri ambienti a partire dagli esperti nella fornitura di servizi IT fino a coloro che desiderano trovare una metodologia valida per affrontare le criticit del miglioramento della qualit L organizzazione internazionale ITSMF attraverso l'impegno del suo International Publications ESC IPESC ha concesso la sua approvazione a questa pocket guide quale parte di una comune libreria globale a supporto di uno standard uniforme della conoscenza ITSM e delle best practice

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

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 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

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

The IT4IT Reference Architecture, Version 2.1 - A Pocket Guide Andrew Josey, 2017-04-24 This Pocket Guide provides a concise introduction to the IT4IT Reference Architecture Version 2.1 an Open Group Standard The IT4IT standard provides a vendor neutral technology agnostic and industry agnostic reference architecture for managing the business of IT enabling insight for continuous improvement This Pocket Guide is based on the IT4IT Reference Architecture Version 2.1 What's more it's authoritative with material derived from the official IT4IT documentation and contributions from members of the IT4IT Forum The audience for this Pocket Guide is Individuals who require a basic understanding of the IT Value Chain and IT4IT Reference Architecture IT Professionals who are responsible for delivering services in a way that is flexible traceable and cost effective IT Professionals

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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

The IT4ITTM reference architecture, Version 2.0 - A Pocket Guide Andrew Josey, 1970-01-01 This Pocket Guide provides a concise introduction to the IT4IT Reference Architecture Version 2.0 an Open Group Standard The IT4IT standard provides a vendor neutral technology agnostic and industry agnostic reference architecture for managing the business of IT enabling insight for continuous improvement This Pocket Guide is based on the IT4IT Reference Architecture Version 2.0 What's more it's authoritative with material derived from the official IT4IT documentation and contributions from members of the IT4IT Forum The audience for this Pocket Guide is Individuals who require a basic understanding of the IT Value Chain and IT4IT Reference Architecture IT Professionals who are responsible for delivering services in a way that is flexible traceable and cost effective IT Professionals Practitioners who are focused on instrumenting the IT management landscape IT leaders who are concerned about their operating model Enterprise Architects who are responsible for IT business transformation Topics covered include An introduction to the IT4IT Reference Architecture the structure of the IT4IT standard and the positioning of the IT4IT standard in the standards landscape The IT Value Chain and IT4IT Reference Architecture concepts including Value Streams The Strategy to Portfolio S2P Value Stream The Requirement to Deploy R2D Value Stream The Request to Fulfill R2F Value Stream The Detect to Correct D2C Value Stream A summary of the differences between the IT4IT Reference Architecture and ITIL

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 *SqEME Process Management - A Pocket Guide* Jos van Oosten, 2008-10-16 This pocket guide is a practical book and provides compulsory reading material for anyone who wants to learn more about SqEME process management or intends using SqEME It acts as an instructive guide with directives and tips showing an efficient approach for structuring, mastering and improving processes supported by real life case studies This pocket guide explains the essentials of SqEME process management As a methodology SqEME views processes from four different perspectives known as windows The content of this title is broken down into these four windows Constitution Correspondence Chemistry Construction The language and drawing conventions for SqEME are dealt with as key issues SqEME is an open standard for developing a process 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 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

Metrics for IT Service Management David Brooks, Jan van Bon, Tienneke Verheijen, 2006-04-26 Note This book is available in several languages Russian Chinese English The ability to organise and measure performance is a key part of the implementation of IT Service Management processes This publication contains practical information on the provision of useful and meaningful metrics as well as how best to use them within an organisation including generic principles such as SMART and KISS specific examples and templates for the use of each metric All metrics discussed are directly related to process objectives in order to help create a service focused management system This publication complements the ITIL CobiT and ISO20000 service management principles If you need to develop metrics for an IT environment buy this book or hire a consultant who has read it G Kieliszek Healthcare CIO Amazon This is more than a book it's a practical useable A to Z of IT Service Management Metrics Peter Brooks Author has given us all a crystal clear view of a neglected blurred piece of

the IT Service Management puzzle As a Principal ITSM Consultant working for Foster Melliar in South Africa I am continuously disappointed by the many ITSM books produced that generally regurgitate what is already known by many in the industry Metrics for IT Service Organisations provides a vast array of possible audiences something that many ITSM volumes do not and this is a Practical useable view of How to plan for design manage and improve the critical measures IT Service organisations require from both a strategic tactical and operational perspective I don t carry many books around with me this one I most certainly will Ian Clark Principal ITSM Consultant Foster Melliar With all the focus on IT Governance and IT Business process management It is easy to see why metric are becoming hugely important for the management of organisations In reality however getting the right set of metrics in place is by no means a simple exercise Metrics for IT service organisations can be a great help Using ITIL as the basis the book lists many useful examples of metrics But what is more important is that it gives us insight into to creation of good metrics and the dangers of bad metrics Emma Speakman IT BPM consultant SA NL UK Looking for a comprehensive in depth exploration and explanation of what metrics to use in your ITSM journey Then Metrics for IT Service Organizations by Peter Brooks may be exactly what you re looking for This new book not only covers what metrics need to be seriously considered but explains the why and how behind selecting and defining them pointing out along the way many of the dangers and pitfalls of selecting the wrong ones or too many If you tend to agree that what gets measured gets done then applying the ideas in Peter s book will assist you in getting the right things done Ken Wendle FISM previous President of the itSMF USA works as a Senior Solution Architect for Hewlett Packard s OpenView Software division Given that itSMF is the source readers of this book will naturally expect a best practices view on metrics and a highly practical reference text More particularly though the special merit of the text is its carefulness in stressing that metrics must be both useful and meaningful and that the meaning comes from the business perspective on IT management processes a perspective always represented by a stated business objective By encouraging readers to seriously commit to defining clear business objectives the text aims the reader at measurement that avoids excess or irrelevance Malcolm Ryder CA Architect

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 *HMSO Agency Catalogue* Great Britain. Her Majesty's Stationery Office,2005 *IT Service Management from Hell* itSMF International,2004-01-10 This piece of work claims to be politically incorrect sexist and IT centric And it achieves all three We recommend this book to you unreservedly if you wish to provide the worst possible practices to your customers Be aware that most of the items raised as comic issues make uncomfortable reading because we can all identify someone who really believes in them **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 **The Stationery Office Agency Catalogue 2007** Stationery Office,2009-02 No public library discount on this title 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

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