

BEST PRACTICE

# ITIL® 4

## A Pocket Guide

Jan van Bon



# Itil Pocket Guide Van Haren

**Jan van Bon**



## **Itil Pocket Guide Van Haren:**

**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      **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      ITIL® 2011 Edition - A Pocket Guide Jan van Bon a.o., 2011-12-30 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 APMG s ITIL Foundation Certificate syllabus By this book is a separate file free via internet available All images in the book in Powerpoint format Click on the button Training Material by the book on our website **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 **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 **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® 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 20000:2011 - 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

**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 a 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

**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

**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      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      *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      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      **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      **Modeling Enterprise Architecture with TOGAF**

Philippe Desfray,Gilbert Raymond,2014-08-04 Modeling Enterprise Architecture with TOGAF explains everything you need to know to effectively model enterprise architecture with The Open Group Architecture Framework TOGAF the leading EA standard This solution focused reference presents key techniques and illustrative examples to help you model enterprise architecture This book describes the TOGAF standard and its structure from the architecture transformation method to governance and presents enterprise architecture modeling practices with plenty of examples of TOGAF deliverables in the context of a case study Although widespread and growing quickly enterprise architecture is delicate to manage across all its dimensions Focusing on the architecture transformation method TOGAF provides a wide framework which covers the repository governance and a set of recognized best practices The examples featured in this book were realized using the open source Modelio tool which includes extensions for TOGAF Includes intuitive summaries of the complex TOGAF standard to let you effectively model enterprise architecture Uses practical examples to illustrate ways to adapt TOGAF to the needs of your enterprise Provides model examples with Modelio a free modeling tool letting you exercise TOGAF modeling

immediately using a dedicated tool Combines existing modeling standards with TOGAF

## Unveiling the Energy of Verbal Art: An Emotional Sojourn through **Itil Pocket Guide Van Haren**

In a world inundated with screens and the cacophony of immediate interaction, the profound energy and emotional resonance of verbal beauty usually disappear into obscurity, eclipsed by the constant onslaught of noise and distractions. Yet, located within the musical pages of **Itil Pocket Guide Van Haren**, a fascinating function of fictional brilliance that impulses with fresh emotions, lies an unique trip waiting to be embarked upon. Composed by way of a virtuoso wordsmith, this enchanting opus guides visitors on a psychological odyssey, lightly revealing the latent possible and profound impact embedded within the intricate web of language. Within the heart-wrenching expanse of the evocative examination, we will embark upon an introspective exploration of the book's main subjects, dissect their captivating writing style, and immerse ourselves in the indelible effect it leaves upon the depths of readers' souls.

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