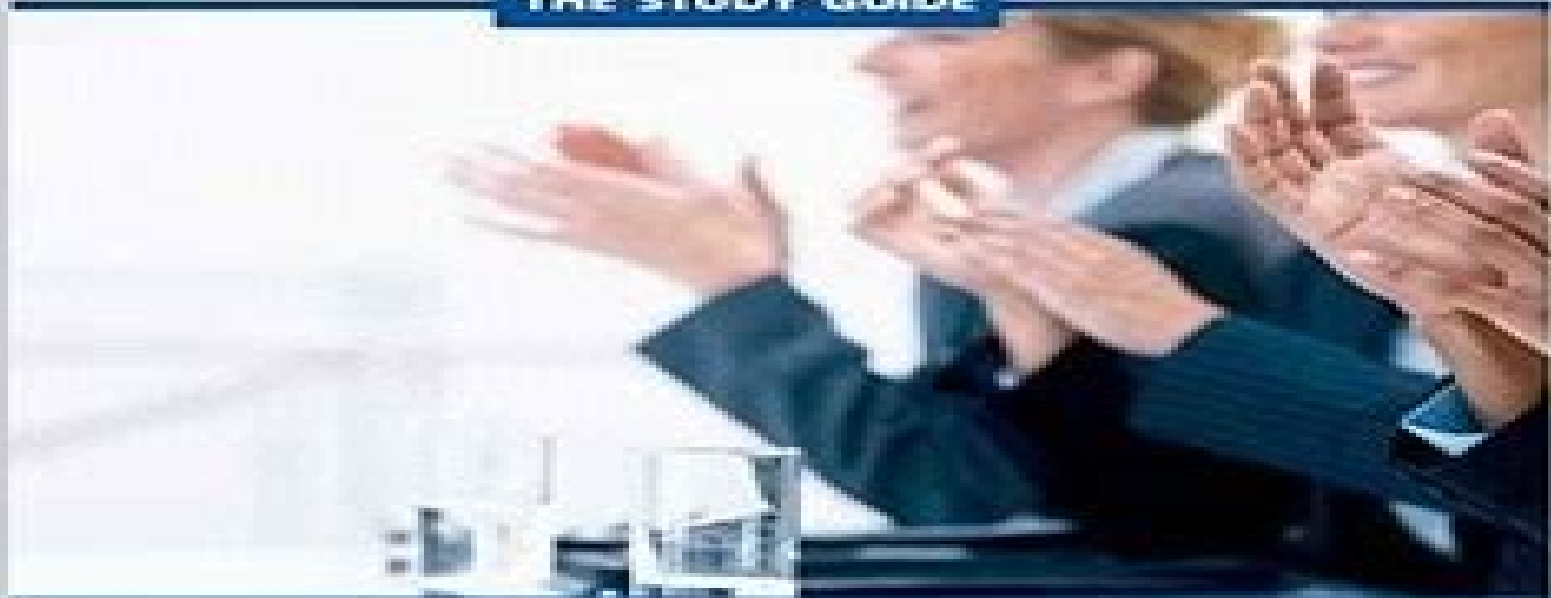


Passing the ITIL® V3 Intermediate Exams

THE STUDY GUIDE



Itil Study Guide Van Haren

Remko van der Pols, Yvette Backer

A red circular graphic with a gradient, appearing as a stylized arrow or a partial circle, located to the right of the authors' names.

Itil Study Guide Van Haren:

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

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

Passing the ITIL® Foundation

Exam David Pultorak, Jon E. Nelson, Vince Pultorak, 1970-01-01 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 This book helps people prepare for the ITIL 2011 Edition Foundation qualification exam It contains direct links to the full syllabus and specifies the terms and definitions required In addition it gives sample questions for practice both within the text and also a number of the official exams questions in the back The content of this book is based on the ITIL 2011 Edition core guidance and APMG's ITIL Foundation Certificate syllabus edition 2011 Written by globally experienced trainers and reviewed by other professionals this unique work provides clear and concise guidance for all those seeking to achieve success at the ITIL Foundation Level Covering A clear and concise explanation of the exam structure Key text for the exams Sample exam questions and sample answers and Hints and Tips and practical examples this book will highlight for readers the key items they need for the ITIL Foundation Exam that will increase chances of success

[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

Implementing IT Governance - A Practical Guide to Global Best Practices in IT Management 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 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

Implementing Information Security based on ISO 27001/ISO 27002 Alan Calder, 1970-01-01 Information is the currency of the information age and in many cases is the most valuable asset possessed by an organisation Information security management is the discipline that focuses on protecting and securing these assets against the threats of natural disasters fraud and other criminal activity user error and system failure Effective information security can be defined as the preservation of confidentiality integrity and availability of information This book describes the approach taken by many organisations to realise these objectives It discusses how information security cannot be achieved through technological means alone but should include factors such as the organisation s approach to risk and pragmatic day to day business

operations This Management Guide provides an overview of the implementation of an Information Security Management System that conforms to the requirements of ISO IEC 27001 2005 and which uses controls derived from ISO IEC 17799 2005 It covers the following Certification Risk Documentation and Project Management issues Process approach and the PDCA cycle Preparation for an Audit

TOGAF Version 9 Foundation Study Guide Rachel Harrison,2015-01-01 Study Guide for Preparing for the TOGAF 9 Part 1 Examination This document is a Study Guide for TOGAF 9 Foundation It gives an overview of every learning objective for the TOGAF 9 Foundation Syllabus and in depth coverage on preparing and taking the TOGAF 9 Part 1 Examination It is specifically designed to help individuals prepare for certification The audience for this Study Guide is Individuals who require a basic understanding of TOGAF 9 Professionals who are working in roles associated with an architecture project such as those responsible for planning execution development delivery and operation Architects who are looking for a first introduction to TOGAF 9 Architects who want to achieve Level 2 certification in a stepwise manner and have not previously qualified as TOGAF 8 Certified

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

Metrics for IT Service Management David Brooks,Jan van Bon,Tieneke 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 Melliard 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 metrics 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 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 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 **VeriSMTM - Foundation Study Guide** Helen Morris, Liz

Gallacher,2018-02-28 This book is intended as a self study guide for the VeriSMTM Foundation VeriSMTM Essentials and VeriSMTM Plus qualifications It also supports classroom and online courses for these qualifications It is based on the requirements of the syllabuses for these three qualifications Certification requirements for the VeriSMTM Foundation VeriSMTM Essentials and VeriSMTM Plus a publication of the IFDC International Foundation for Digital Competence This guide is also useful for all professionals and organizations involved in delivering value to customers through the development delivery operation and or promotion of services VeriSMTM Foundation VeriSMTM Essentials and VeriSMTM Plus prove to be useful to both professionals at the very start of their service management career and also to experienced professionals who need access to a simple service management approach It refers to the information contained in the VeriSM handbook VeriSMTM A service management approach for the digital age published by Van Haren Publishing This guide has been developed for anyone who works with products and services and will be of particular interest to graduates and undergraduates 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 and IT professionals who need to understand the impact of evolving management practices and new technologies on their role

IT Service Management Based on ITIL® 2011 Edition Pierre Bernard,2014-10-01 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 the world of international IT Service Management the previous editions of this book have acquired an excellent reputation as guidance on the topic of ITIL 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 revised edition is based on ITIL 2011 Edition It is written in the same concise way as the previous editions and covering all the facts Readers will find that this title succinctly covers the key aspects of ITIL 2011 Edition It is endorsed by AXELOS the official ITIL Accreditor The ITIL Lifecycle is fully covered In addition there is much attention to the 26 IT Service Management processes and 4 Functions These are described in detail This means that it is easy for all readers to access and grasp the concepts of processes and functions that are so pivotal to many service management day to day operations This title covers the following Introduction to the Service Lifecycle Lifecycle phase Service Strategy Lifecycle phase Service Design Lifecycle phase Service Transition Lifecycle phase Service Operation Lifecycle phase Continual Service Improvement New compared with the previous edition on ITIL V3 are the processes for Strategy Management and Business Relationship Management Also the other new and revised concepts of ITIL are covered in this book Well written and presented this publication provides a useful addition to the core ITIL publications for anyone wanting to understand IT service management Kevin Holland Service Management Specialist NHS Pierre has produced an extremely useful summary of the current version of ITIL This will be an invaluable day to day reference for all practitioners Claire Agutter ITIL Training Zone *The Digital Practitioner*

Foundation Study Guide Andrew Josey, 2020-10-15 This is the Digital Practitioner Foundation Study Guide for the DPBoK Part 1 Examination It gives an overview of every learning objective included in the Digital Practitioner Foundation syllabus and provides in depth coverage on preparing and taking the DPBoK Part 1 Examination It is specifically designed to help individuals prepare for certification This Study Guide is excellent material for Senior digital business professionals who need an increased awareness of digital practices Mid career IT professionals who need to stay relevant and validate their digital Subject Matter Expert SME status in specific domain areas Entry level computing and digital business professionals College level students and computing and digital business majors It covers the following topics An introduction to DPBoK Foundation certification including the DPBoK Part 1 Examination Key terminology key concepts and the structure of the Body of Knowledge Basic concepts employed by the Digital Practitioner The capabilities of digital infrastructure and initial concerns for its effective efficient and secure operation The objectives and activities of application development Why product management is formalized as a company or team grows and the differences between product and project management The key concerns and practices of work management as a team increases in size The basic concepts and practices of operations management in a digital IT context How to coordinate as the organization grows into multiple teams and multiple products IT investment and portfolio management Organizational structure human resources and cultural factors Governance risk security and compliance Information and data management on a large scale Practices and methods for managing complexity using Enterprise Architecture

Principles of Computer Systems and Network Management Dinesh Chandra Verma, 2010-01-23 As computer systems and networks have evolved and grown more complex the role of the IT department in most companies has transformed primarily to ensuring that they continue to operate without disruption IT spending as reported by a variety of studies shows the trend that most of the expenses associated with IT are related to the task of operating and managing installed computer systems and applications Furthermore the growth in that expense category is outstripping the expense associated with developing new applications As a consequence there is a pressing need in the companies and organizations to find qualified people who can manage the installed base of computer systems and networks This marks a significant shift from the previous trend in companies where the bulk of the IT department expenses were targeted on development of new computer applications The shift from developing new applications to managing existing systems is a natural consequence of the maturity of IT industry Computers are now ubiquitous in every walk of life and the number of installed successful applications grows steadily over the time Each installed successful application in a company lasts for a long duration Consequently the number of installed applications is much larger than the number of projects focused on developing new applications While there always will be new applications and systems being developed within companies the predominance of managing and operating existing applications is likely to continue

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 The IT Service Part 1 - The Essentials Pierre Bernard,1970-01-01 Make it Simple and Keep it Simple Since the early 2000s numerous external scenarios and drivers have added significant pressures upon the IT organisations Among many these include Regulatory compliance data privacy requirements and corporate scandals have focused a requirement for transparency with high impact on IT organisations Economic pressures require IT organisations to more closely align with business imperatives The outcome has been an explosion of standards and frameworks each designed to support the IT organisation as it demonstrates to the world that they are the rock of an organisation strong reliable effective and efficient Most of these standards and frameworks have great elements but no organisation can adopt them all and many were created without sufficient considerations for interoperability The IT Service in 2 parts looks at the key and very simple goals of an IT organisation and clearly and succinctly presents to the reader the best rock solid elements in the Industry It then shows how all the key elements can easily crystallise together with great templates and check lists In Part 1 this book the reader is presented with the simple objectives that the IT organisation really must address The author uses his extensive expertise to present to the reader the key themes and processes that apply In order to keep it simple the author strips down what appears to be complex standards into their basic components and demonstrates to the reader that these components are actually common sense The author's independence means that the reader doesn't get one view of one or two approaches every aspect of the IT service is considered and presented to create a unique holistic view of the basic building blocks of a rock solid IT department Topics included are Designing The Service Management Of Risks Transitioning The Service Managing The Service Day To Day Improvement Efforts Upcoming Trends N B In Part 2 another book the reader gains expert advice on how the components of IT Service are crystallised in a real environment *Business Process Management: Current Applications and the Challenges of Adoption* Renata Gabryelczyk, Tomislav Hernaus, 2020-01-01 Business Process Management BPM has been evolving for over 25 years in information systems research management science and organizational practice Vom Brocke Mendling 2018 The earliest characteristics of BPM concentrated around process analysis improvement and control in a less strict manner that required reengineering Elzinga Horak Lee Bruner 1995 More mature approaches observed since the year 2000 have been promoting the so called process thinking i.e. managing an organization from a process based point of view These approaches emphasize that process and team work oriented organizational structures should be aligned with other management systems Process management should be holistic by its nature so as to cover an entire organization Although BPM researchers stressed the need for system thinking at that time published literature distinguished two perspectives of looking at BPM the organizational perspective and the technological perspective of BPM From the organizational perspective authors focused on a number of key factors i.e. process governance a process

based organizational structure concept customer orientation of internal and external processes managing an organization based on process outputs building process relations and improving process maturity throughout the customer value chain as well as through strategically aligning process initiatives to organizational objectives From the technological perspective the key factors of interest to authors referred to as BPMS Business Process Management System include IT methods techniques and tools that support the designing implementation modeling and simulation of business processes and are considered to be an extension of classical workflow systems or an environment for designing management support IT systems e.g. ERP class systems An integrated and interdisciplinary approach was proposed in the framework of six core BPM elements required for the holistic and sustainable use of process management Rosemann Vom Brocke 2010 These include strategic alignment governance methods information technology people and culture In this sense technology is only one of six closely interrelated elements Currently there are two distinct directions in the evolution of BPM traditional BPM and digital BPM The former encompasses methods techniques and systems that traditionally lead to increased organizational efficiency and to improved process effectiveness and flexibility Although studies on BPM have been continuously evolving some research gaps still remain open The traditional understanding of process management seems particularly vital to organizations in developing economies which sometimes follow practices and models that were designed and tested in highly developed countries but should also be committed to drawing on their own experience and understanding of their local business environment Gabryelczyk Roztock 2018 Research on BPM in this traditional focus is still needed to better document implement and improve idiosyncratic business processes in the context of an organization environment culture and country This is also confirmed by research conducted under the JEMI Special Issue on Business Process Management Besides the traditionally shaped approach to BPM organizations increasingly treat BPM as a driver of organizational innovation and as an essential part of the digital transformation Vom Brocke Schmiedel 2015 New digital technologies such as social media digital platforms big data and advanced data analytics blockchains robotics etc enable development and growth in a constantly changing environment To take advantage of these opportunities in the digital world organizations require new BPM competences and capabilities However digital disruption creates quite a challenge for the BPM research community How can BPM capabilities be developed in order to achieve adaptability growth flexibility and agility How can BPM foster innovations within and throughout organizations These are just some of the issues for future BPM related research Threads associated with employing BPM for digital transformation have been included in a proposed Special Issue on BPM This Special Issue on BPM consists of six articles including contributions from invited authors from three transition economies Croatia Slovakia and Poland All of the papers focus on applications of the process approach to management or directly to the adoption of Business Process Management The majority of articles relate to the traditional BPM thread although the indicated BPM alliances with other concepts such as Knowledge Management Change Management and Project Management are worthy of

note Only one article addresses the topic of BPM in the context of digital transformation The nature and structure of these articles may be indicative of the current motivational factors and process maturity levels of organizations adopting ordinary and or advanced BPM practices When analyzing the content of individual articles we pay attention to the factors underlying BPM adoption We understand the primary motivation to be the expected benefits from BPM Therefore we can assume this Special Issue to be a contribution to BPM development in the form of the indicating motivation and triggers for BPM adoption The first paper by Jerzy Auksztol and Magdalena Chomuszko proposes a process based approach to construct a Data Control Framework for Standard Audit File for Tax SAF T The process approach is used to redesign the internal financial control processes and procedures of an organization to meet the new requirements of a fiscal audit The process approach combined with risk management and quality management is therefore a tool supporting entrepreneurs adapting to new regulations imposed on them by their external environment particularly those of tax authorities Therefore in this case the main motivation for adopting elements of BPM was the impact of external environment factors The paper by Ana Marija Stjepi Lucija Ivan i and Dalia Su a Vugec focuses on the link between Business Process Management and digital transformation The authors have developed a theoretical framework for the emerging role of BPM in digitalization and as a guide for researchers and practitioners conducting digital transformation initiatives in organizations The results obtained in the article prove that the set goals and expected benefits of digital transformation can be achieved by a rethink and improvement of the processes with a particular focus on end to end customer processes through supply chain management Based on this article we can conclude that one of the main motivational factors for BPM adoption is a desire to obtain the benefits of digital transformation The article written by Miroslava Nyul sziov and Dana Pa ov takes up the issues of using and linking the process approach and BPM lifecycle with the designing of decision support systems The authors of this paper have developed an innovative system for decision support by implementing modeling analysis and improvement methods to the transportation process in the studied organization The forwarding company s case study presented in the paper also shows how BPM adoption began with a single main process that has been streamlined and automated Therefore the motivations for BPM adoption were not only operational relating to the optimization of the cost of the process but also managerial oriented on improving the decision making process The use of information technology allowed the full exploitation of the potential for process improvements The next paper by Olga Sobolewska is about incorporating the issues of BPM into the contemporary challenges of network organizations The author claims that the organization s orientation towards both business processes and knowledge management is a strong success factor for network cooperation The author argues that modern organizations should focus on managing knowledge oriented processes to become attractive to cooperation partners for network organizations In this article BPM adoption is of a strategic nature for the purposes of undertaking new forms of cooperation The paper by Hubert Bogumi has an interdisciplinary character and in a unique way shows the connections between the

concepts of process management organizational change management and IT project management The author undertook the challenge of examining how problems for organizations managing IT projects facilitate in different ways the use of distinctive approaches to improve business processes The author emphasizes that the main difficulty is the fact that modern organizations most often use a hybrid approach with elements of both traditional project management and agile The need to create a work environment that takes into account the risk of unexpected system and business regression as well as a diagnosis of the causes and methods of its mitigation is the initial research result in this paper This article contributes to the development of BPM governance and integration of IT governance The motivational factors for BPM are multi faceted as is the scope of the article However their managerial and cultural character related to methods of communication and rules of cooperation in teams should be emphasized The article by Agnieszka Bitkowska concerns the integration of the concept of Knowledge Management and BPM The author restates in her article that the identification acquisition presentation and documentation of knowledge are not independent tasks but are implemented within business processes In this paper the correlations between BPM and Knowledge Management have been examined and the benefits and practical implications resulting from the integrated implementation of both concepts are emphasized In the case of this article BPM adoption can be a success factor for the implementation of Knowledge Management and the achievement of associated benefits Studying Business Process Management from the different angles presented in this Special Issue should enrich our understanding of current BPM practices and better realize future challenges especially those related to BPM development in the context of digital transformation and the integration of BPM with other management related concepts In addition the contribution made by the authors of this Special Issue allowed us to see various motivations and triggers for BPM adoption from operational to managerial strategic cultural and technological ones and those driven by the external environment We would like to thank the authors for their contribution to this Special Issue We would also like to thank all the reviewers for their valuable comments which helped the authors improve their articles significantly We are firmly convinced that the BPM research results presented in this Special Issue will help strengthen the existing body of BPM knowledge We recommend reading the related issue of the JEMI journal to the wider community of BPM researchers practitioners and enthusiasts Guest Editors Renata Gabryelczyk Tomislav HERNÁUS Acknowledgments The editorial work on this Special Issue was supported by the Polish National Science Centre Poland Grant No 2017 27 B HS4 01734 References Elzinga D J Horak T Lee C Y Bruner C 1995 Business process management Survey and methodology IEEE Transactions on Engineering Management 42 2 119 128 <http://dx.doi.org/10.1109/17.387274> Gabryelczyk R Roztocki N 2018 Business process management success framework for transition economies Information Systems Management 35 3 234 253 <http://dx.doi.org/10.1080/10580530.2018.1477299> Rosemann M Vom Brocke J 2010 The six core elements of business process management In Handbook on Business Process Management 1 Cham Springer Vom Brocke J Mendling J Eds 2018 Business

Process Management Cases Digital Innovation and Business Transformation in Practice Berlin Springer Vom Brocke J Schmiedel T Eds 2015 BPM Driving Innovation in a Digital World Cham Springer *IT4ITTM Foundation study guide*

Andrew Josey, 2020-06-10 This title is a Study Guide for the IT4IT Foundation Certification examination It gives an overview of every learning objective for the IT4IT Foundation certification syllabus and in depth coverage on preparing and taking the IT4IT Part 1 Examination It is specifically designed to help individuals to prepare for certification This Study Guide is excellent material for Individuals who require a basic understanding of the IT4IT Reference Architecture IT Professionals Practitioners who are responsible for delivering services in a way that is flexible traceable and cost effective IT Professionals who want to achieve a higher level certification in the IT4IT Certification Program expected in 2017 in a stepwise approach A prior knowledge of IT service management is advantageous but not required While reading this Study Guide the reader should also refer to the IT4IT documentation available at www.opengroup.org/it4it

ABC of ICT: The Exercise Workbook Jan Schilt, Paul Wilkinson, 2008-01-15 ABC stands for the Attitude Behavior and Culture within IT organizations ABC is like an Iceberg much of it hidden beneath the surface yet capable of inflicting enormous damage to your IT organization or more importantly your business With the 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 The Exercise Workbook gives practical exercises you can do within a real training or team sessions whilst using the ABC of ICT Card Deck Together they make an awareness and assessment instrument to be used in team meetings and workshops to perform a number of exercises aimed at recognizing and discussing ABC worst practices that need solving in YOUR organization The ABC of ICT Introduction book sold separately will then give help and tips for solving We also have a website where people can give feedback on the book share exercises and case studies and where they can find a list of training and consulting companies that deliver ABC of ICT products and services

Itil Study Guide Van Haren Book Review: Unveiling the Magic of Language

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