Dummies Guide To Itil

A helpful guide on all things Cisco Do you wish that the complex topics of routers, switches, andnetworking could be presented in a simple, understandablepresentation? With Cisco Networking All-in-One For Dummies,they are! This expansive reference is packed with all theinformation you need to learn to use Cisco routers and switches todevelop and manage secure Cisco networks. Thisstraightforward-by-fun guide offers expansive coverage of Cisco andbreaks down intricate subjects such as networking, virtualization,and database technologies into easily digestible pieces. Drills down complex subjects concerning Cisco networking intoeasy-to-understand, straightforward coverage Shares best practices for utilizing Cisco switches and routersto implement, secure, and optimize Cisco networks Reviews Cisco networking solutions and products, securing Cisconetworks, and optimizing Cisco networks Details how to design and implement Cisco networks Whether you're new to Cisco networking products and services oran experienced professional looking to refresh your knowledge aboutCisco, this For Dummies guide provides you with thecoverage, solutions, and best practices you need.

With the growing business industry there is a large demand for greater speed and quality, for projects of all natures in both small and large businesses. Lean Six Sigma is the result of the combination of the two best-known improvement methods: Six Sigma (making work better, of higher quality) and Lean (making work faster,

more efficient). Lean Six Sigma For Dummies outlines they key concepts in plain English, and shows you how to use the right tools, in the right place, and in the right way, not just in improvement and design projects, but also in your day-to-day activities. It shows you how to ensure the key principles and concepts of Lean Six Sigma become a natural part of how you do things so you can get the best out of your business and accomplish your goals better, faster and cheaper. About the author John Morgan has been a Director of Catalyst Consulting, Europe's leading provider of lean Six Sigma solutions for 10 years. Martin Brenig-Jones is also a Director at Catalyst Consulting. He is an expert in Quality and Change Management and has worked in the field for 16 years.

‘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

The Principles of Project Management lays out clear steps that anyone can follow to get projects done right, and delivered on time. This full color book covers: Why Project Management is important The 6 fundamental truths of project management Getting started: Discovering, Initiating, Planning and Resourcing a project Getting the Job Done: Executing and controlling Keeping it Smooth: Communication, collaboration and managing change Following through: Ongoing support and maintenance, measuring operational success Resources: Review of various tools, recommended reading, professional resources for project management Short, and to the point, this book aims to do to provide a solid foundation for anyone who finds themselves responsible for executing projects. From the Back Cover Every project you manage will be unique. Scope, budgets, team dynamics, and timeframes will differ. As a project manager, the most important factor in achieving project success will be your understanding of The Principles Of Project Management. This book will show you that project management isn't rocket science: using the information contained in this book, you'll deliver projects on time and on budget, again and again. With The Principles Of Project Management you'll: Learn how to start every project on the right foot. Master the planning, execution, and control of your projects. Discover the secrets of effective communication and change management. Identify project warning signals and learn to keep your projects on track. Understand the

benefits of using the right tools, resources, and people. Learn how to give a superstar project handover. And much, much more

Unlimited access to our online ITIL course when purchasing this book. Free unlimited single student* access to the BEST capability assessment tool on the web (Champions). Our certification book covers ITIL which is a widely adopted body of knowledge and best practices for successful IT Service Management that links with training and certification. ITIL 4 has evolved from the current version by re-shaping much of the established ITSM practices in the wider context of customer experience; value streams and digital transformation; as well as embracing new ways of working, such as: Lean Agile DevOps ITIL 4 provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology.Our ITIL® 4 Foundation Certification Kit is the most complete guide for anyone involved in IT Service Management and who are aiming to take the ITIL® 4 Foundation exam. All of our content is up to date to the 2019 syllabus. We offer you this very easy to read book which works with our online course perfectly. When learning via the elearning, we offer examples, instructions, and cautionary advice. Our ITIL® 4 Foundation Complete Certification Kit lays out simple easy to understand concepts, so you can easily pass your exam.As the industry standard in terms of Process, Service and Lifecycle Management for IT, the ITIL® 4 Foundation exam is the most popular entry-level certification, particularly for individuals switching from

another career to IT. Our certification kit prepares you for the exam by offering valuable information on the ITIL® 4 framework, ITIL® 4 certification and IT Service Management as a practice. This certification kit contains both the study guide and access to our outstanding online program that provides you with everything need to prepare for the ITIL® 4 Foundation certification exam, including access to: The Champions System Downloads in PDF format A PDF version of the book** Additional exercises mock exams All complimentary files are available via the e Learning portal once you log in. Exercises help you to understand the concepts and describe what you've learned in the context of service solutions. These include thought provoking questions to challenge your thinking and understanding. Section reviews for each chapter to help you zero in on what you need to know and includes practice exam questions. You will also gain access to the owner of the company, a certified Expert and author of books and whitepapers who has trained thousands of students globally. *Unlimited access to quizzes using our innovative quiz software Champions as well as feedback via the online forum(*excludes organisation capability assessments free of charge) ** PDF version of the book will be stamped with your name and email address. Requests for copies can be made via the website.

Quickstart guide for Microsoft Azure Microsoft Azure is an incredibly versatile and powerful cloud service, but only if you know how to use it! Need to learn Azure fast? Microsoft Azure is a cloud service that can be used to for building, testing, and managing applications and services

through a network of servers managed by Microsoft in various locations all over the world. When you understand how to use Azure, you unlock a world of computing power and possibilities. Get the most out of Azure simply by following the easy instructions fully explained inside this guide. It doesn't matter if you have never used Azure before. This step-by-step guide gives you everything you need to know to do more with Azure than you ever thought possible! Fully up to date for 2018 The world of cloud services is changing constantly and yesterday's instructions are useless today. Save yourself the headache and frustration of trying to use a guide that just doesn't work anymore! Brand new for 2018, this guide shows you exactly what you need to do to get up and running on Microsoft Azure today!Here is a preview of what you will learn in this guide: Infrastructure as a Service (IaaS) Platform as a Service (PaaS) Software as a Service (SaaS) Public, Private, and Hybrid Clouds Cloud Computing and Security Issues The Importance of Geopolitics in Cloud Computing Overview of Available Azure Services Development with Azure Mobile services in Azure Azure Storage services Data management Functions in Azure Messaging Functions on Microsoft Azure Media services in Azure Azure's Content Delivery Network Developer Tools in Azure Application Management with Azure Machine learning Capabilities in Azure Azure and the Internet of Things (IoT) Design of Microsoft Azure Privacy and Microsoft Azure Creating a Windows Virtual Machine Creating a Linux Virtual Machine And so much more! If you aren't a tech-savvy person, have no fear! With this guide in your hands that

will not be a barrier for you any longer. Learn Microsoft Azure quickly and easily when you grab this guide now! A complete preparation guide for the entry-level networking CCNA certification If you're planning to advance your career by taking the all-important Cisco Certified Network Associate (CCNA), this is the study guide you need! Seven minibooks cover all the concepts and topics on which you'll be tested, covering the latest version of the exam. Each part of the exam is covered thoroughly in its own section, so you can readily find the information you want to study. Plenty of review questions help you prepare, and the companion CD-ROM includes the highly rated Dummies Test Engine so you can test your progress with questions based on exam content. The Cisco Certified Network Associate (CCNA) is the entry-level certification for network professionals Seven minibooks in this guide cover Secure Device Manager, Virtual Private Networks, IPv6, 2960 Switches, Cisco Network Assistant, Advanced EIGRP and OSPF, and Introduction to Wireless Networks Covers the latest version of the exam, including the new voice, security and wireless components added in 2008 Packed with review questions to help you prepare Includes more security and troubleshooting information CD-ROM includes the popular Dummies Test Engine, an exclusive, fully customizable test-prep software package that features twice as many sample questions as the previous version CCNA Certification All-In-One For Dummies is the preparation guide you need to earn your CCNA certification. Note: CD-ROM/DVD and other supplementary materials are not included as part of

eBook file.

IT Service Management, Made Simple IT Service Management (ITSM) bridges the world of business with the world of technology. In ITSM For Beginners, ClydeBank Media traces the modern evolutions in information technology that precipitated the need and inspiration for ITSM. The reader is treated to a comparative analysis of several ITSM philosophies and systematic components. From the core facets of ITIL (Information Technology Infrastructure Library) to more specialized ITSM frameworks such as ISO/IEC 20000 and eTOM, ITSM For Beginners offers readers a comprehensive look at the various theories and metrics that define ITSM. In this book, Clydebank Media brings big ideas down to earth for the everyday reader. ITSM For Beginners is the perfect orientation guide for the IT Professional's first forays into the culture and language of ITSM. The book is also a great choice for non-technical professionals seeking a more fruitful and seamless interface with IT personnel and assets. You'll Learn... - In-depth Summary and Analyses of core ITIL Life Cycle Phases and Sub-Components - Case Studies in ITSM Application - Getting Employees to "buy in" to ITSM by Implementing from the Bottom Up - Creating and Leveraging "Service Catalogues" to Clarify and Regiment IT Costs - The Capability Maturity Model and its Five Evolutionary Stages

Virtualization has become a "megatrend"—and for good reason. Implementing virtualization allows for more efficient utilization of network server capacity, simpler storage administration, reduced energy

costs, and better use of corporate capital. In other words: virtualization helps you save money, energy, and space. Not bad, huh? If you're thinking about "going virtual" but have the feeling everyone else in the world understands exactly what that means while you're still virtually in the dark, take heart. Virtualization for Dummies gives you a thorough introduction to this hot topic and helps you evaluate if making the switch to a virtual environment is right for you. This fun and friendly guide starts with a detailed overview of exactly what virtualization is and exactly how it works, and then takes you on a tour of the benefits of a virtualized environment, such as added space in overcrowded data centers, lower operations costs through more efficient infrastructure administration, and reduced energy costs through server consolidation. Next, you'll get step-by-step guidance on how to: Perform a server virtualization cost versus benefit analysis Weigh server virtualization options Choose hardware for your server virtualization project Create a virtualized software environment Migrate to—and manage—your new virtualized environment Whether you're an IT manager looking to sell the idea to your boss, or just want to learn more about how to create, migrate to, and successfully manage a virtualized environment, Virtualization for Dummies is your go-to guide for virtually everything you need to know.

Secure your CISSP certification! If you're a security

professional seeking your CISSP certification, this book is a perfect way to prepare for the exam. Covering in detail all eight domains, the expert advice inside gives you the key information you'll need to pass the exam. Plus, you'll get tips on setting up a 60-day study plan, tips for exam day, and access to an online test bank of questions. CISSP For Dummies is fully updated and reorganized to reflect upcoming changes (ISC)2 has made to the Common Body of Knowledge. Complete with access to an online test bank this book is the secret weapon you need to pass the exam and gain certification. Get key information for all eight exam domains Find test-taking and exam-day tips and tricks Benefit from access to free online practice questions and flash cards Prepare for the CISSP certification in 2018 and beyond You've put in the time as a security professional—and now you can reach your long-term goal of CISSP certification. Practical ITAM: The essential guide for IT Asset Managers If you've just stumbled across the subject of ITAM, you can be for- given if you feel a little overwhelmed. It's not simply matching up what you own with what you've bought. Start peeling back the layers of the ITAM onion and it soon gets incredibly complex. You might be feeling the pressure of software audits, or pressure to show cost savings or sharpen up your records. Looking at the sheer number of devices and software titles in your

environment can be daunting, and there are only so many hours on the clock. Read this book and you'll understand what your top priorities are, what should be done first, and how a valuable and lasting ITAM practice can be built for your company. The subject is broken down into 12 manageable chunks, which allow you to identify where your strengths and weaknesses lie-and real-life examples and practical strategies show you how to make a real impact.

A Beginner's Guide To Understanding Technical Support is a unique guide designed for anyone wishing to venture into the field of technical support. This book will provide a basic understanding of the processes, entities, and issues within a support organization so that anyone wishing to know more about the support organization functions or wanting to pursue a career in this area receives the information they need to make their informed decision.

Sharpen your ACT test-taking skills with this updated and expanded premier guide premier guide with online links to BONUS tests and study aids Are you struggling while studying for the ACT? ACT For Dummies, Premier Edition is a hands-on, friendly guide that offers easy-to-follow advice to give you a competitive edge by fully preparing you for every section of the ACT, including the writing test. You'll be coached on ways to tackle the toughest questions and how to stay focused and manage the time

available for each section. This test guide includes three tests in the book plus two more and 50 interactive math formula flashcards that can be accessed online. ACT For Dummies, Premier Edition with CD, gives you the skills you need to get your best possible score! Get a grip on grammar — prepare yourself for the English portion of the ACT and get a refresher on the grammar rules you once knew but may have forgotten You can count on it — discover time-tested strategies for scoring high on the math portion — from basic math and geometry to algebra and those pesky word problems — and formulate a strategy to memorize lengthy formulas with 50 flashcards online Read all about it — save time and brain cells with helpful tips on how to get through the reading passages — and still have enough time to answer the questions Blinded by science? — learn to analyze the various science passages and graphs and get proven techniques on how to tackle each type Practice makes perfect — take three practice tests in the book, plus two more on online, complete with answers and explanations Open the book and find: An overview of the exam and how it's scored Tips to help you gauge your strengths and weaknesses How to make the best use of your time Ways to sharpen essential grammar, writing, math, and science skills Practice essay questions and guidance for the optional writing test Five full-length practice tests with

complete answer explanations Reasons not to believe common myths about the ACT

ITIL® 4 Essentials contains everything you need to know to pass the ITIL 4 Foundation Certificate, plus more. It covers practices and concepts that are not addressed as part of the Foundation syllabus, making it ideal for newly qualified practitioners. This second edition has been updated to align with amendments to the ITIL® 4 Foundation syllabus.

ITIL® Foundation Essentials ITIL 4 Edition is the ultimate revision guide for candidates preparing for the ITIL 4 Foundation exam. It is fully aligned with the Foundation course syllabus and gives a clear and concise overview of the facts. This second edition has been updated to align with amendments to the ITIL® 4 Foundation syllabus.

Pass the ITIL Foundation examination by learning the basics of ITIL and working through real-life examples. This book breaks the course down for studying in 7 days with 3 hours a day, which means at the end of a week you are ready to pass the exam. You'll also see tips and an array of sample questions, as well as FAQs on ITIL. All this will prepare you for the examination and give you the knowledge required to pass with flying colors. After using Become ITIL Foundation Certified in 7 Days and earning the ITIL Foundation certification, you'll be well placed to get the career you always wanted. What You Will Learn Gain ITIL basics – the entire

syllabus designed of the ITIL Foundation certification Obtain a deep-rooted understanding of ITIL topics and not textbook knowledge Prepare for the ITIL Foundation examination Sort out career-related queries and decide whether ITIL will aid your career Who This Book Is For IT professionals from the IT services industry are the primary audience.

Annotation An easy-to-understand introduction to using best practice techniques within IT service management, 'ITIL for Dummies' provides an easy-to-understand introduction to using best practice guidance within IT service management.

A comprehensive yet nicely abbreviated alternative to the five multi-thousand page volumes comprising the Information Technology Infrastructure Library (ITIL(R)) ITIL(R) For Beginners was reviewed and licensed by Axelos, the government-sponsored publisher of ITIL. This beginner-friendly text is easy-to-read and fully accessible to ITIL(R) newcomers.

A solid introduction to the practices, plans, and skills required for developing a smart system architecture Information architecture combines IT skills with business skills in order to align the IT structure of an organization with the mission, goals, and objectives of its business. This friendly introduction to IT architecture walks you through the myriad issues and complex decisions that many organizations face when setting up IT systems to work in sync with business procedures. Veteran IT professional and author Kirk Hausman explains the business value behind IT architecture and provides you with an action plan for implementing IT architecture procedures in an organization. You'll explore the many challenges that organizations face as they attempt to use technology to enhance their business's productivity so that

you can gain a solid understanding of the elements that are required to plan and create an architecture that meets specific business goals. Defines IT architecture as a blend of IT skills and business skills that focuses on business optimization, business architecture, performance management, and organizational structure Uncovers and examines every topic within IT architecture including network, system, data, services, application, and more Addresses the challenges that organizations face when attempting to use information technology to enable profitability and business continuity While companies look to technology more than ever to enhance productivity, you should look to IT Architecture For Dummies for guidance in this field.

Pass Your ITIL® Foundation Exam First Time! Covering ITIL versions V2, V3 and the latest rewrite of V3 (i.e. ITIL 2011) this guide is fully up-to-date and is excellent exam prep material for anyone looking to study for the ITIL® Foundation Certificate in IT Service Management.A handbook that includes the full text of the following works ... IT Service Management for Newbies A top quality introduction to the ITIL framework and the IT Service Management discipline, descriptions of all 26 ITIL processes and a full service lifecycle description. In addition, there are helpful illustrations and tips to assist the reader with the understanding of important concepts. Incident Management for Newbies The ITIL Foundation Certification requires candidates to have a reasonable working knowledge of the Incident Management process. We go beyond the level of knowledge required for this process and provide excellent additional study material for the Foundation examination. Problem Management for Newbies Again, a good working understanding of this process is also required for the Foundation exam. We provide a comprehensive introduction to this important discipline. About the Author The author is a graduate of the University of

Birmingham, England. He was Technical Manager of Apricot International during its heyday and has been involved with IT Service Management in training and consultancy for the past two decades. He holds the ITIL Expert certification is a lifetime member of the British Computing Society.

ITIL is a widely adopted body of knowledge and best practices for successful IT Service Management that links with training and certification. ITIL 4 has evolved from the current version by re-shaping much of the established ITSM practices in the wider context of customer experience; value streams and digital transformation; as well as embracing new ways of working, such as Lean, Agile, and DevOps. ITIL 4 provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology. It is designed to ensure a flexible, coordinated and integrated system for the effective governance and management of IT-enabled services. "ITIL Foundation" is the first ITIL 4 publication and the latest evolution of the most widely-adopted guidance for ITSM. Its audience ranges from IT and business students taking their first steps in service management to seasoned professionals familiar with earlier versions of ITIL and other sources of industry best practice. The guidance provided in this publication can be adopted and adapted for all types of organizations and services. To show how the concepts of ITIL can be practically applied to an organization's activities, ITIL Foundation follows the exploits of a fictional company on its ITIL journey.

Programme management is the coordinated organisation andimplementation of a portfolio of projects and activities that helpyour business achieve its strategic objectives. Good programmemanagement is the key to managing transformational change and, intoday’s business environment, the organisations that cantransform themselves

are more likely to succeed. Managing Successful Programmes For Dummies is yourplain-English guide to implementing and using the proven MSPmethod. It provides a structured framework that helps youcoordinate your projects and achieve your goals. The booktakes you through every step of programme management and insideyou'll find: What's involved in a programme - and how it differs froma project! An overview of the structure of MSP Full explanations of MSP principles, governance themes andtransformational flow Planning and making a business case for your programme The key roles and responsibilities in programme management The lifecycle of a programme - from conception to delivery Quality and risk management in your programme Working with stakeholders All about the MSP Qualifications A Foundation in Computers & Software That's Easy to Understand Computers Made Easy is designed to take your overall computer skills from a beginner to the next level. Get a top level understanding without a complex education. This easy to use guide will help you navigate your way to becoming proficient with computers, operating systems, hardware and software. Introduction Chapter 1 - What is a Computer? Chapter 2 - Computer Peripherals Chapter 3 - Microsoft Windows Chapter 4 - Software Chapter 5 - Printers Chapter 6 - The Internet Chapter 7 - Email Chapter 8 - Office Productivity Software Chapter 9 - Antivirus and Antispyware Software Chapter 10 - Avoiding Scams Chapter 11 - Error Messages, Crashes, & Troubleshooting Chapter 12 - Wi-Fi and Internet Troubleshooting Chapter 13 - Backup and Protection Chapter 14 - Security Chapter 15 - Cloud Storage Chapter 16 - Basic Networking What's Next? About the Author James Bernstein has been working with various companies in the IT field since 2000, managing technologies such as SAN and NAS storage, VMware, backups, Windows Servers, Active Directory, DNS, DHCP, Networking, Microsoft

Office, Exchange, and more. He has obtained certifications from Microsoft, VMware, CompTIA, ShoreTel, and SNIA, and continues to strive to learn new technologies to further his knowledge on a variety of subjects. He is also the founder of the website OnlineComputerTips.com, which offers its readers valuable information on topics such as Windows, networking, hardware, software, and troubleshooting. James writes much of the content himself and adds new content on a regular basis. The site was started in 2005 and is still going strong today.

To support the broadening spectrum of project delivery approaches, PMI is offering A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Sixth Edition as a bundle with its latest, the Agile Practice Guide. The PMBOK® Guide – Sixth Edition now contains detailed information about agile; while the Agile Practice Guide, created in partnership with Agile Alliance®, serves as a bridge to connect waterfall and agile. Together they are a powerful tool for project managers. The PMBOK® Guide – Sixth Edition – PMI's flagship publication has been updated to reflect the latest good practices in project management. New to the Sixth Edition, each knowledge area will contain a section entitled Approaches for Agile, Iterative and Adaptive Environments, describing how these practices integrate in project settings. It will also contain more emphasis on strategic and business knowledge—including discussion of project management business documents—and information on the PMI Talent Triangle™ and the essential skills for success in today's market. Agile Practice Guide has been developed as a resource to understand, evaluate, and use agile and hybrid agile approaches. This practice guide provides guidance on when, where, and how to apply agile approaches and provides practical tools for practitioners and organizations wanting to increase agility. This practice guide

is aligned with other PMI standards, including A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Sixth Edition, and was developed as the result of collaboration between the Project Management Institute and the Agile Alliance.

The fast and easy way to understand and implement Six Sigma The world's largest and most profitable companies—including the likes of GE, Bank of America, Honeywell, DuPont, Samsung, Starwood Hotels, Bechtel, and Motorola—have used Six Sigma to achieve breathtaking improvements in business performance, in everything from products to processes to complex systems and even in work environments. Over the past decade, over $100 billion in bottom-line performance has been achieved through corporate Six Sigma programs. Yet, despite its astounding effectiveness, few outside of the community of Six Sigma practitioners know what Six Sigma is all about. With this book, Six Sigma is revealed to everyone. You might be in a company that's already implemented Six Sigma, or your organization may be considering it. You may be a student who wants to learn how it works, or you might be a seasoned business professional who needs to get up to speed. In any case, this updated edition of Six Sigma For Dummies is the most straightforward, non-intimidating guide on the market. New and updated material, including real-world examples What Six Sigma is all about and how it works The benefits of Six Sigma in organizations and businesses The powerful "DMAIC" problem-solving roadmap Yellow, Green and Black—how the Six Sigma "belt" system works How to select and utilize the right

tools and technologies Speaking the language of Six Sigma; knowing the roles and responsibilities; and mastering the statistics skills and analytical methods Six Sigma For Dummies will become everyone's No. 1 resource for discovering and mastering the world's most famous and powerful improvement tool. Stephen Covey is spot-on when he says, "Six Sigma For Dummies is a book to be read by everyone."

Management, Computers, Computer networks, Information exchange, Data processing, IT and Information Management: IT Service Management

Foundations of ITIL and its predecessors have become the industry classic guide 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 version has now been upgraded to reflect ITIL V3. Written in the same concise way and covering all the facts, readers will find that this title succinctly covers the key aspects of the ITIL V3 upgrade. The ITIL V3 approach covering the ITIL Lifecycle is fully covered. In addition those who are familiar with the Version 2 process approach will be delighted to discover that this new edition of Foundations of ITIL has split out all the processes and describes them in detail. This means that it is easy for all readers to access and grasp the process concepts that are so pivotal to many service management day-to-day operations. This title covers the following:

Use scrum in all aspects of life Scrum is an agile project management framework that allows for flexibility and

collaboration to be a part of your workflow. Primarily used by software developers, scrum can be used across many job functions and industries. Scrum can also be used in your personal life to help you plan for retirement, a trip, or even a wedding or other big event. Scrum provides a small set of rules that create just enough structure for teams to be able to focus their innovation on solving what might otherwise be an insurmountable challenge. Scrum For Dummies shows you how to assemble a scrum taskforce and use it to implement this popular Agile methodology to make projects in your professional and personal life run more smoothly—from start to finish. Discover what scrum offers project and product teams Integrate scrum into your agile project management strategy Plan your retirement or a family reunion using scrum Prioritize for releases with sprints No matter your career path or job title, the principles of scrum are designed to make your life easier. Why not give it a try?

A plain-English guide to managing IT from the customer's perspective Practical guidance on delivering and managing IT so that it meets the multiple needs and demands of a company and its customers and end-users–both inside and outside the organization–is hard to come by; this accessible book takes a common-sense approach that explains exactly what IT services are and how to fit them most effectively into a business Topics include setting a framework, keeping costs down, improving efficiency, and maintaining standards and best practices This concept of how IT should be wired specifically into the goals and need of the company and

its customers is part of a broader picture that includes ITIL, BPM, SOA, and Six Sigma

This concise book offers 'four steps to control an IT environment' that can be mapped 'to any maturity model'. From the table of contents: ITIL processes common to the High Performers; Creat a change request tracking system; The Spectrum of Change; Helpful tips when preparing for an audit; Generate the DSL approval process; Metrics and how to use them.

Find the right big data solution for your business ororganization Big data management is one of the major challenges facingbusiness, industry, and not-for-profit organizations. Data setssuch as customer transactions for a mega-retailer, weather patternsmonitored by meteorologists, or social network activity can quicklyoutpace the capacity of traditional data management tools. If youneed to develop or manage big data solutions, you'll appreciate howthese four experts define, explain, and guide you through this newand often confusing concept. You'll learn what it is, why itmatters, and how to choose and implement solutions that work. Effectively managing big data is an issue of growing importanceto businesses, not-for-profit organizations, government, and ITprofessionals Authors are experts in information management, big data, and avariety of solutions Explains big data in detail and discusses how to select andimplement a solution, security concerns to consider, data storageand presentation issues, analytics, and much more Provides essential information in a no-nonsense,easy-to-understand style that is empowering Big Data For Dummies cuts through the confusion and

helpsyou take charge of big data solutions for your organization.

Everything you need to prepare for the ITIL exam – Accredited to 2011 syllabus The ITIL (Information Technology Infrastructure Library) exam is the ultimate certification for IT service management. This essential resource is a complete guide to preparing for the ITIL Foundation exam and includes everything you need for success. Organized around the ITIL Foundation (2011) syllabus, the study guide addresses the ITIL Service Lifecycles, the ITIL processes, roles, and functions, and also thoroughly explains how the Service Lifecycle provides effective and efficient IT services. Offers an introduction to IT service management and ITIL V3 service strategy Highlights the topics of service design and development and the service management processes Reviews the building, testing, authorizing, documenting, and implementation of new and changed services into operation Addresses creating and maintaining value for customers through monitoring and improving services, processes, and technology Download valuable study tools including practice exams, flashcards, a glossary of key terms and more. If you prefer self-study over the more expensive training course, but you don't want to skimp on information or preparation, then this study guide is for you.

ITIL® Foundation Essentials is a distillation of the critical information you need to understand the key facts for a successful exam.

Gives ITIL Foundation candidates a comprehensive overview of the key elements, concepts and terminology

used in the ITIL service lifecycle.

ITIL For Dummies provides an easy-to-understand introduction to using best practice guidance within IT service management. It breaks down the 5 stages of the service lifecycle into digestible chunks, helping you to ensure that customers receive the best possible IT experience. Whether readers need to identify their customers' needs, design and implement a new IT service, or monitor and improve an existing service, this official guide provides a support framework for IT-related activities and the interactions of IT technical personnel with business customers and users. Understanding how ITIL can help you Getting to grips with ITIL processes and the service lifecycle Implementing ITIL into your day to day work Learn key skills in planning and carrying out design and implementation projects

This publication serves as the definitive resource for individuals and organizations looking to establish and mature the problem management process within their organization. It consolidates concepts and principles found across numerous IT service management (ITSM) frameworks, then adds the collective experiences of industry experts into an easy-to-read, practical and insightful guide. The bonus materials in the appendices provide templates, workflows and tools that can be leveraged by the reader to accelerate the maturity of their problem management process. Problem Management: A Practical Guide is fully aligned with and serves as an expanded resource for the Problem Management Professional certification course offered by HDI

The Business-Focused, Best-Practice Guide to Succeeding with ITIL Change and Release Management ITIL® (Information Technology Infrastructure Library®) can help organizations streamline and integrate their operations, dramatically improving efficiency and delivering greater business value. For the first time, there's a comprehensive best-practice guide to succeeding with two of the most crucial and challenging parts of ITIL: change and release management. Leading IBM® ITIL expert and author Larry Klosterboer shares solid expertise gained from real implementations across multiple industries. He helps you decide where to invest, avoid ITIL pitfalls, and build successful, long-term processes that deliver real return on investment. You'll find detailed guidance on each process, integrated into a comprehensive roadmap for planning, implementation, and operation–a roadmap available nowhere else. Klosterboer offers in-depth coverage of the crucial issues every implementer will face, including make-or-break challenges most consultants can't or won't talk about. For example, he demonstrates how to set a reasonable project scope, migrate data, execute successful pilot programs, and continually improve quality once ITIL practices are in place. This book's practical insights will be invaluable to every IT executive, professional, and user who wants to bring their current change and release practices in line with ITIL–and transform them from a source of frustration into a source of value. Coverage includes Discovering and managing your change and release management requirements Identifying the resources you'll need to succeed Building

comprehensive schedules for executing change/release management projects Moving from planning to real-world implementation Choosing the right tools–or modifying the tools you've already invested in Using change/release management to facilitate auditing and ensure compliance Leveraging the full business benefits of mature change/release management processes Covers ITIL version 3

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. Bron: Flaptekst, uitgeversinformatie.

ITIL For DummiesJohn Wiley & Sons

Develop your unique design thinking mindset Build a creative toolbox that inspires new ideas Examine how design thinking applies across industries Challenge your creativity methods Design thinking is not just the property of graphic designers. This approach to creating solutions by thinking from the customer perspective can lead to new and innovative ideas that old methods could not approach.??Design Thinking For Dummies??provides a jump-start to get you and your organization on the path to new creativity. Written by a design thinking thought leader, this book helps you through the design thinking cycle and shows how it can help any industry. Inside... Building creative environments Facilitating design thinking workshops Implementing your solutions Applying design thinking to business Tips for transforming your organization

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