

## Itil Dummies Guide

This book offers organization leaders an easy-to-read resource to better understand the latest version of IT Information Library and how best to leverage its capabilities. Service Management Leadership is the name of Jeffrey's consulting practice and YouTube channel.

Delve into the principles of ITIL® and DevOps and examine the similarities and differences. This book re-engineers the ITIL framework to work in DevOps projects without changing its meaning and its original objectives, making it fit for purpose for use in DevOps projects.

Reinventing ITIL® in the Age of DevOps shows you the relevance of ITIL since the emergence of DevOps and puts a unique spin on the ITIL service management framework. Along the way you will see that ITIL is a mature service management framework and years of maturity will be lost if it's made invalid. The ideas, recommendations, and solutions provided in Reinventing ITIL in the Age of DevOps can be leveraged in order to readily develop solutions or create proposals for clients. The ideas in this book can be further expanded to deliver seamless services to DevOps projects. What You Will Learn Discover the basics of ITIL and DevOps Compare ITIL and DevOps Understand the structure of a DevOps organization and adapt the ITIL roles to this structure Re-engineer ITIL for DevOps projects Implement major processes such as incident management, configuration management, and change management processes in DevOps projects Automate activities within processes Who This Book Is For Consultants, business analysts, administrators, and project managers who are looking for more information about Dynamics 365.

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

ITIL For Dummies John Wiley & Sons

Ideal guidance for IT professionals who are responsible for managing the direction and strategy of their IT team or organisation. This book helps you understand the Digital and IT Strategy module towards Strategic Leader, as well as provide daily expert reference guidance for day-to-day problems.

This book is designed to introduce doctoral and other higher-degree research students to the process of scientific research in the fields of Information Systems as well as fields of Information Technology, Business Process Management and other related disciplines within the social sciences. It guides research students in their process of learning the life of a researcher. In doing so, it provides an understanding of the essential elements, concepts and challenges of the journey into research studies. It also provides a gateway for the student to inquire deeper about each element covered?. Comprehensive and broad but also succinct and compact, the book is focusing on the key principles and challenges for a novice doctoral student.

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.

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.

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

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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.

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."

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:

The PRINCE2 Agile guide supports a new qualification which is being offered as an extension for those who already hold a PRINCE2 Practitioner qualification. PRINCE2 Agile is the most up-to-date and relevant view of agile project management methodologies and the only framework covering a wide range of agile concepts, including SCRUM, Kanban and Lean Startup. Key features: PRINCE2 Agile provides guidance on tailoring PRINCE2 in an agile context and covers: How to tailor the integrated set of PRINCE2 principles, themes and processes How to produce the PRINCE2 management products How to map the common agile roles to the PRINCE2 project management team structure How to incorporate the fundamental agile behaviours, concepts and techniques into PRINCE2 The strength of PRINCE2 lies in the areas of project direction and project management.

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; Create 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.

ITIL For Beginners Simple And Easy Beginners Guide To Understanding And Starting With ITIL Implementation In Your Organization! If you are like many new business owners, hearing the acronym ITIL can be fairly intimidating! But don't worry! ITIL is actually a business strategy that is going to help you much, much more than it hurts. If you want to be able to manage technical services that can benefit your business, or even run an IT business of your own, implementing an ITIL strategy to help you manage every piece of the puzzle is one of the most efficient ways of getting work done and providing excellent customer service that will leave your customer base glowing! In this book, you will discover: Ways to break down your services in order to better manage your processes Types of management and services to break your project down into for guaranteed success Roles each employee must play and documenting each process Designing and building your business Testing your module for success Constant improvement of your process to keep customers coming back for more Much, much more!

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. /div

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 Regime IT Costs - The Capability Maturity Model and its Five Evolutionary Stages The Ultimate ITIL Crash Course For Beginners - Become a Master in 1 Hour! ITIL, or Information Technology Infrastructure Library, is considered as the most used method of IT service management there is. Currently, it is considered as the most reliable and efficient practice framework to have been drawn from both the private and public sectors at an international level. In this book you will master: ITIL Basics: What's Service Management? Planning Your Service: The First Step! Designing Your Services Taking Care of Service Transitions Maintaining Service Operations Helping Provide High-Quality Service with Constant Service Improvements And a lot more! Scroll Up and Become an ITIL Master Today!

The Professional Product Owner's Guide to Maximizing Value with Scrum “This book presents a method of communicating our desires, cogently, coherently, and with a minimum of fuss and bother.” —Ken Schwaber, Chairman & Founder, Scrum.org The role of the Product Owner is more crucial than ever. But it's about much more than mechanics: it's about taking accountability and refocusing on value as the primary objective of all you do. In The Professional Product Owner, two leading experts in successful Scrum product ownership show exactly how to do this. You'll learn how to identify where value can be found, measure it, and maximize it throughout your entire product lifecycle. Drawing on their combined 40+ years of experience in using agile and Scrum in product management, Don McGreal and Ralph Jocham guide you through all facets of envisioning, emerging, and maturing a product using the Scrum framework. McGreal and Jocham discuss strategy, showing how to connect Vision, Value, and Validation in ROI-focused agile product management. They lay out Scrum best-practices for managing complexity and continuously delivering value, and they define the concrete practices and tools you can use to manage Product Backlogs and release plans, all with the goal of making you a more successful Product Owner. Throughout, the authors share revealing personal experiences that illuminate obstacles to success and show how they can be overcome. Define success from the “outside in,” using external customer-driven measurements to guide development and maximize value Bring empowerment and entrepreneurship to the Product Owner's role, and align everyone behind a shared business model Use Evidence-Based Management (EBMgt) to invest in the right places, make smarter decisions, and reduce risk Effectively apply Scrum's Product Owner role, artifacts, and events Populate and manage Product Backlogs, and use just-in-time specifications Plan and manage releases, improve transparency, and reduce technical debt Scale your product, not your Scrum Use Scrum to inject autonomy, mastery, and purpose into your product team's work Whatever your role in product management or agile development, this guide will help you deliver products that offer more value, more rapidly, and more often. Register your book for convenient access to downloads, updates, and/or corrections as they become available. See inside book for details. Management, Computers, Computer networks, Information exchange, Data processing, IT and Information Management: IT Service Management

ITIL For Beginners The Complete Guide To IT Service Management - Learn How To Master ITIL In Just 24 Hours! Mastering ITIL (Information Technology Infrastructure Library) is no easy task. The library is five volumes or books that teach an IT organization how best to render its services to its customers. The idea is to help Service Management teams balance the ideas behind cost and value with things like providing the best services and help desks to customers. Management will also want to consider things like ever changing technology and

how best to combat incidents and problems. Technology is constantly changing and organizations always want to roll out the newest and the best software, but at what cost to the company? Does it always pay out to best the newest and the best? IT companies have to take these things into considering when balancing between happy customers and the bottom line. In this book we'll discuss the following things: What is ITIL and the history behind its development? ITIL Service Strategy ITIL Service Design ITIL Service Transition ITIL Service Operations ITIL Continual Service Improvement Download your copy of ITIL For Beginners by scrolling up and clicking "Buy Now With 1-Click" button. Gives ITIL Foundation candidates a comprehensive overview of the key elements, concepts and terminology used in the ITIL service lifecycle.

Linux For Beginners! Updated April 2016 The Ultimate Beginners Crash Course To Learning & Mastering Linux Are You Ready To Learn How To Use, Master & Configure Linux? If So You've Come To The Right Place - Regardless Of How Little Experience You May Have! There's a ton of other technical guides out there that aren't clear and concise, and in my opinion use far too much jargon. My job is to teach you in simple, easy to follow terms how to get started and excel at Linux! Here's A Preview Of What Linux For Beginners Contains... An Introduction to Linux Installing Linux - Exactly What You Need To Know Server Vs. Desktop Editions - Variations Of Linux Explained Tasks & Commands You Need To Know To Master Linux How To Effortlessly Navigate Through Your Linux Operating System File Editing - How To Use VIM Advanced Navigation & Linux Controls And Much, Much More! Order Your Copy Now And Let's Get Started!

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

The Ultimate Beginner's Guide To Learning HTML - Learning HTML Has Never Been Easier!\*\*\*HTML Broken Down Into Easy To Follow Steps With Extensive Examples & Real Application!\*\*\* Do you want to learn HTML but don't know where to start? Are you overwhelmed by the 1,000 page long books that simply have TOO much information and are impossible to follow? Do you want to be up and running with HTML in just a few hours? Do you like getting the best 'bang' for your 'buck'? (Of course you do!) If so, then look no further. The "HTML QuickStart Guide" will take you step-by-step through the learning process so you will understand fundamental tags and elements all the way

to building a full-fledged HTML5 compliant web page. Are you looking to change careers to something that will pay you more and have more flexibility? Are you looking to learn just for fun on the side? No matter why you want to learn HTML the "HTML QuickStart Guide" has you covered. Extensive Examples & Screenshots of What You Should See Makes This Book Like Having An HTML Guru Right Over Your Shoulder While You Learn! Let's face it - HTML has been around for a LONG TIME and it is not going anywhere. With more opportunities for web development appearing every day, it is critical for anyone who planning on creating Anything online to understand HTML. HTML is everywhere you look on the web - it's on EVERY WEB PAGE on the Internet today! It's marking up this description right in front of your eyes! "HTML QuickStart Guide" has been specifically designed by HTML experts with ease of learning in mind to ensure you don't get stuck, lost or lose hope in the learning process. Never again will you need to waste your time searching the internet, watching YouTube videos and paying crazy amounts of money for online courses! What's Required? No Prior Knowledge Required! No Special Software or Programs! All You Need Is a Desire To Learn! Who Is This For? People With Zero To Little HTML Experience! HTML Experts Looking To Brush Up On The Basics! People Looking To Learn HTML For Fun! People Looking To Learn HTML For a Career! What You'll Learn... Foundational HTML Terminology Explained Basic Page Structure - Head & Body Mark Up Page Content Creation - Paragraphs, Lists, Tables and Images Content Structure - Headers, Footers, Semantic Images The Importance of HTML5 Compatibility The Top Mistakes to AVOID That Those New To HTML Make! A FREE Gift from ClydeBank Media Worth Over \$250 Dollars! Much, Much More! Our Personal Guarantee We are so confident that methods outlined in this book will help you learn HTML that we're willing to let you try the book risk-free. If you are not fully satisfied with the product, simply let us know and we will provide a 100% full refund. That's right, a 100% Money-Back Guarantee! What reason do you have to not give this book a try? Scroll Up To The Top Of The Page And Click The Orange "Add To Cart" On The Right Side Right Now! ClydeBank Media LLC All Rights Reserved

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.

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

**ITIL For Beginners The Complete Guide To IT Service Management - Learn Everything You Need To Know About ITIL!** This concise and straight forward guide will provide you with an introduction to IT service management and the ITIL framework. This eBook will cover the core concepts involved in ITIL, defining terms such as the customer, the service, utility, warranty, service provider and much more. Next this guide will jump into the five-stage life cycle of a service, which includes service strategy, design, transition, operation and continuous improvement. By having read this guide you will have a strong grasp of what ITIL is and how it is useful for business.

**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.

**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?**

**Programme management is the coordinated organisation and implementation of a portfolio of projects and activities that help your business achieve its strategic objectives.** Good programme management is the key to managing transformational change and, in today's business environment, the organisations that can transform themselves are more likely to succeed. **Managing Successful Programmes For Dummies** is your plain-English guide to implementing and using the proven MSP method. It provides a structured framework that helps you coordinate your projects and achieve your goals. The book takes you through every step of programme management and inside you'll find: **What's involved in a programme - and how it differs from a project!** **An overview of the structure of MSP** **Full explanations of MSP principles, governance themes and transformational 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**

**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.



The rules and practices for Scrum—a simple process for managing complex projects—are few, straightforward, and easy to learn. But Scrum's simplicity itself—its lack of prescription—can be disarming, and new practitioners often find themselves reverting to old project management habits and tools and yielding lesser results. In this illuminating series of case studies, Scrum co-creator and evangelist Ken Schwaber identifies the real-world lessons—the successes and failures—culled from his years of experience coaching companies in agile project management. Through them, you'll understand how to use Scrum to solve complex problems and drive better results—delivering more valuable software faster. Gain the foundation in Scrum theory—and practice—you need to: Rein in even the most complex, unwieldy projects Effectively manage unknown or changing product requirements Simplify the chain of command with self-managing development teams Receive clearer specifications—and feedback—from customers Greatly reduce project planning time and required tools Build—and release—products in 30-day cycles so clients get deliverables earlier Avoid missteps by regularly inspecting, reporting on, and fine-tuning projects Support multiple teams working on a large-scale project from many geographic locations Maximize return on investment!

Use this guide book in its fully updated second edition to study for the ITIL 4 Foundation certification exam. Know the latest ITIL framework and DevOps concepts. The book will take you through the new ITIL framework and nuances of the DevOps methodology. The book follows the topics included in the foundation certification exam syllabus and includes new sections on ITIL's guiding principles, service value chain, and the four dimensions of service management. Also included are the concepts, processes, and philosophies used in DevOps programs and projects. ITIL and DevOps concepts are explained with relevant examples. By the time you finish this book, you will have a complete understanding of ITIL 4 and will be ready to take the ITIL 4 Foundation certification exam. You will know the DevOps methodology and how ITIL reinforces the philosophy of shared responsibility and collaboration. Over the course of a week, even while working your day job, you will be prepared to take the exam. What You Will Learn Know the basics of ITIL as you prepare for the ITIL Foundation certification exam Understand ITIL through examples Be aware of ITIL's relevance to DevOps and DevOps concepts Who This Book Is For Professionals from the IT services industry

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.

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.

ITIL For Beginners The Complete Beginners Guide To Mastering ITIL Today! Information Technology covers a huge amount of different areas and scenarios. It is a catch-all phrase for anything computer related. As such the phrase Information Technology Infrastructure Library (ITIL) may be enough to have you switch off and call for the IT professionals. However, ITIL is more than just computers. It is a set of guidelines which are updated constantly and can help any business become more customer orientated and better focused. In fact, the ITIL guidelines are simply a way to help you identify and resolve problems within your business. Every business will face issues; it is how you handle them that separate your business from the others. Implementing problem management procedures under the guidelines of ITIL will help you be the best. Of course, it can be extremely daunting attempting to understand and implement a new way of doing things. Even the most adaptable business people may struggle with right approach to an issue. In order to combat this and create the right solution for your business it is essential to seek some guidance and assistance. Here is a preview of what you'll learn: It provides a guide as to what ITIL is, how it originated and what it covers. A summary of the core issues dealt with by this set of guidelines. Methods and things to consider when adopting this to your workplace and adapting to the changes. Tips on how to master ITIL and ensure the easiest possible integration of the guidelines with your business.

ITIL For Beginners The Complete Beginner's Guide To Learn IT Service Management In 24 Hours Or Less! ITIL is a five level framework for information and technology to work together. This framework can be applied to any business or situation in life and if worked properly make

everything run smoother. ITIL is a structured framework that has very loose rules. You can take the pieces and parts of the framework and assemble them in such a way that they will relate to you and your business. In this book we will look at the ITIL framework and apply it towards different businesses. We will see why it works and what you can do with it and what it can do for you. At the end of this book you will understand ITIL and start applying it to your own situations.

Create strong IT governance processes In the current business climate where a tremendous amount of importance is being given to governance, risk, and compliance (GRC), the concept of IT governance is becoming an increasingly strong component. Executive's Guide to IT Governance explains IT governance, why it is important to general, financial, and IT managers, along with tips for creating a strong governance, risk, and compliance IT systems process. Written by Robert Moeller, an authority in auditing and IT governance Practical, no-nonsense framework for identifying, planning, delivering, and supporting IT services to your business Helps you identify current strengths and weaknesses of your enterprise IT governance processes Explores how to introduce effective IT governance principles with other enterprise GRC initiatives Other titles by Robert Moeller: IT Audit, Control, and Security and Brink's Modern Internal Auditing: A Common Body of Knowledge There is strong pressure on corporations to have a good understanding of their IT systems and the controls that need to be in place to avoid such things as fraud and security violations. Executive's Guide to IT Governance gives you the tools you need to improve systems processes through IT service management, COBIT, and ITIL.

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