

IT Service Management Using ITIL® And UML, 2nd Edition: A Guide To IT Service Management And ITIL® V3, 2011 Edition On Foundation Level And Beyond

There has never been a IT Service Management manual like this. IT Service Management 102 Success Secrets is not about the ins and outs of IT Service Management. Instead, it answers the top 102 questions that we are asked and those we come across in forums, our consultancy and education programs. It tells you exactly how to deal with those questions, with tips that have never before been offered in print. This guidebook is also not about IT Service Management best practice and standards details. Instead it introduces everything you want to know to Support and Processes. Customize your ITIL Workflow, ITIL in Action: Service Delivery, Define ITIL, What Should I do To Earn an ITIL Certificate?, Specialist Training, For example, ITIL is not an IT Project Management methodology, BS15000 ITIL Material Training, Discover the new ITIL version 3. Levels of ITIL Certification, The Exam of ITIL Foundation, Project Management Professional Courses for Task's Overall Success, Your ITIL Certification Will Draw Your Career, What is so special about ITIL Service Management?, How To Effectively Use an ITIL Interactive Process First? ITIL® Sigma and ITIL, Road ITIL through White paper ppt, What is ITIL Change Management, IT Services Service Catalog Perspectives Process: Service Catalog Management, Tools to Aid ITIL Process. CV ITIL, Understanding the ITIL Foundations Live Demo, Best ITIL Practice, Good practices, Service Support Disciplines, A Short Description of ITIL History: The Best Way to Define ITIL, The Value of Staying Up to Date About Basic CCNA 1 Answers, Viewpoints to Creating a Service Catalog, How Do You Define Change Management? ITIL v3 the Service-Life Cycle? What are Services?, Business Process Management and ITIL, The True Meaning of ITIL, IT Services Service Agreements Processes: Service Level Management Supplier Management, Reasons Why You Should Take ITIL Foundation Course, Microsoft ITIL, Service Desk and Incident Management, Do My IT People Need to Be ITIL Certified?, Exin ITIL - With exams like ITIL Project Management PRINCE2 and ISPL EXIN... How Does One Take the ITIL Input Output Managers Exam?, What is an ITIL V3 Lifecycle?, The Service Management of ITIL, The Skills That Should be Taught?

How ITIL software asset management can benefit you, CSIP: ITIL Planning To Implement Service Management, Simulating your ITIL, and much more... This title is the sister book to the global best-seller Metrics for IT Service Management. Taking the basic steps described there, this new title describes the context within the ITIL 2011 Lifecycle approach. More than that it looks at the overall goal of metrics which is to achieve Value. The overall delivery of Business Value is driven by Corporate Strategy and Governance, from which Requirements are developed and Risks identified. These Requirements drive the design of Services, Processes and Metrics. Metrics are designed and metrics enable design as well as achieve this Value objective by extending the ITIL Service Lifecycle approach to meet business requirements.

Who are our customers? What services do we offer our customers and are they willing to pay for these? Would our customers choose another provider? Do we measure our performance in terms of our customers' business performance? Does our governance model allow us to identify and make wise investments? Do we need to align ourselves and integrate with our customers? Where do we start? How can we achieve it while making business benefits transparent and keeping the sponsorship alive? Answering these questions and more, ITIL® Service Management Implementation Investment, in the least possible time. It discusses the key challenges organizations experience as they leverage ITIL Version 3 to achieve desired transformations—including the approaches adopted to address those challenges. It includes templates, checklists, implementation patterns, and detailed plans for each pattern to kick start your implementation efforts. Detailing the components needed to implement, operate, and optimize ITIL service management, the text explains the organizational architecture required to achieve Business Value. For more information on this book, visit [www.itil.org](#). Additional resources on the author's website, the book illustrates how to achieve service management excellence with ITIL—in a way that's seamless to your customers and enables the delivery of business value effectively, visibly, and efficiently.

How do you implement ITIL? Finally, there is a book that shows you how! This is not a theoretical treatise, but a practical guide that shows you the activities and steps to show results quickly. In this book you will learn about: Defining and building a comprehensive implementation approach that incorporates process, technology, organization and governance activities. Practical tips and step-by-step approaches for defining your Service Management Vision, building your processes, developing a communications strategy, analyzing stakeholders, identifying technology, and building your service management architecture. How to focus assessment efforts to gain the maximum results from 3rd party consultants: How to best organize your program work plans: What key Work Products need to be produced by each step in your program: Different options for transitioning your Service Management solutions and building an appropriate IT Service Management organization. In addition, this book is chock full of reference charts where you can easily find things such as Service Management Organizational Role descriptions, input and output, Service Management Reference Models, and ITIL Service Management Best Practices. ITIL® Service Management Best Practices Study and Implementation Guide

Operational Support and Analysis of IT Services Best Practices Study and Implementation Guide

The ITSM Process Design Guide

ITIL Service Strategy

ITIL Service Operation

Implementing ITIL

The most authoritative guide to preparing for the ITIL® V3 Foundation Certificate in IT Service Management. It includes an extensive range of practice questions complete with explanations and key learning points and provides a wealth of background knowledge. This guide utilises the experience of three established independent service management consultants who are members of the ISEB examination panel and are experienced Service Management Lecturers. An ITIL® Licensed Product.

This book offers practical guidance on delivering and managing IT services in an effective and efficient manner by extending the IT Infrastructure Library approach. It provides a candid look at the relative merits of the currently accepted wisdom regarding the provision of IT services. The book identifies strengths as well as shortcomings in the accepted status quo, presenting an unbiased view of current methodologies and products.

ITIL was created by the UK government in the 1980s as an efficiency-improving initiative. This text gives an essential guide to the overall structure of ITIL and an outline of its principles. 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.

The Official Introduction to the ITIL Service Lifecycle

Measuring, Reporting and Modeling the IT Service Management Metrics that Matter Most to IT Senior Executives

Foundations of IT Service Management Based on ITIL®

ITIL® Service Management

ITIL V3 Service Capability OSA

This official introduction is a gateway to ITIL. It explains the basic concept of IT Service Management (ITSM) and the place of ITIL, introducing the new lifecycle model, which puts into context all the familiar ITIL processes from the earlier books. It also serves to illuminate the background of the new ITIL structure. This title introduces ITSM and ITIL, explains why the service lifecycle approach is best practice in today's ITSM, and makes a persuasive case for change. After showing high level process models, it takes the reader through the main principles that govern the new version: lifecycle stages, governance and decision making, then the principles behind design and deployment, and operation and optimisation.

Take a behind-the-scenes look at the past, present, and future of IT Service Management and set your organization on a path to World-Class Service Desk and ITSM! This guide contains 6 Core and 12 World-Class processes each of which is described in chapters that provide a logical view of the element itself and why it is important to the organization, along with a flexible process model that can be adapted to most businesses and how the process works in practice—plus proven and practical models and Tips for Success from high-performing organizations on implementing the process. The technical content takes a mid-level view to be useful to a broader group of readers and is complemented by other relevant chapters, including: -A Brief History of IT Service Management -Understanding ITIL, COBIT, and ISO -The Consumerization of IT -Making Sense of Cloud and On-Premise -Enterprise Service Management -A Culture of Excellence -An Approach to Leverage Technology -The Exploration of Service Automation The Practical Guide to World-Class IT Service Management also examines the future of IT service management and where this exciting journey is likely to lead.

This volume provides updated guidance on how to design, develop and implement service management both as an organisational capability and a strategic asset. It is a guide to a strategic review of ITIL-based service management capabilities, with the aim of improving their alignment with overall business needs. It is written primarily for senior managers who provide leadership and direction in the form of objectives, plans and policies. It is also benefits managers at other levels, by explaining the logic of senior management decisions. Rather than discuss ITIL theory around Service Catalogs and Portfolios, this book gives you the actual IT service descriptions for running, operating and managing an entire IT infrastructure!

ITIL®4

A Guide for ITIL Foundation Exam Candidates

Servicing ITIL

An Introductory Overview of ITIL V3

Developing, Reengineering, and Improving IT Service Management

This publication focuses on continual service improvement (CSI) from both an IT service and IT service management perspective. It introduces the concept of CSI at a high level and defines its value before describing common methods and techniques. The guidance is written for managers and practitioners at all levels. Foundations of IT Service Management based on ITIL® V3 Foundations of IT Service Management based on ITIL has 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 2007 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 new 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 IT Service Management based on ITIL V3 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: PART 1: THE ITIL SERVICE LIFECYCLE Lifecycle phase: Service strategy Lifecycle phase: Service design Lifecycle phase: Service transition Lifecycle phase: Service operation Lifecycle phase: Continual service improvement PART 2: FUNCTIONS AND PROCESSES Introduction to Functions and Processes Functions and Processes in Service Strategy Functions and Processes in Service Design Functions and Processes in Service Transition Functions and Processes in Service Operation Functions and Processes in Continual Service Improvement and much more!

Explains how to build an ITIL based Service Management Department. This title uses terminology consistent with the ITIL Service Management Practices and the ITIL glossary, acronyms and definitions. It embraces both ITIL Version 2 and ITIL Version 3. How do you measure and report your ITIL processes? Which ITIL metrics matter the most to Senior Executives? Finally, there is a book that shows you how! This is not a theoretical treatise, but a practical guide that shows you the operational metrics to use and how these can be calculated into Key Performance Indicators (KPIs) and Critical Success Factors (CSFs) that resonate with Senior Management. In this book you will learn about: Defining and building a comprehensive ITIL metrics program; Which metrics are the most important and how to calculate them; Dealing with staff resistance to a metrics program; Tips and suggestions for what to do if inadequate tools and reporting exist; Suggested work plan for how to build your metrics program step-by-step. In addition, this book contains a helpful CD with a helpful IT Service Management modeling tool that covers all 10 ITIL processes. Simply enter your key operational metrics and the KPIs and CSFs get automatically calculated! This is a comprehensive guide for building any ITIL metrics program with all the information you need in one place. "Finally, someone tackled the mystery of ITIL metrics and put it all in one place!" "No theory here...this gives us the real metrics we can easily go after..." "A fantastic addition to our ITIL reference library and our IT Service Management solution set!"

ITIL Foundation Exam Study Guide

ITIL Capacity Management

ITIL Practitioner Guidance (Japanese Edition)

Service strategy

Adapting Your IT Organization to the Coming Revolution in IT Service Management

The Practical Guide to World-Class IT Service Management

Service Management is the potent idea that could change your business. This useful little book is a pocket guide on how to operate any enterprise, described from the point of view of the services it delivers. After all, delivery is what success is all about. It describes the basics, in realistic pragmatic terms. And it is brief - we limited ourselves to 50 pages. Whether you are in manufacturing, trades, retail, IT, not-for-profit...; whether you provide service internally to the rest of your organisation or externally to paying customers; whether you work anywhere from a small business to a government department; this book introduces you to service management. It will get you started, get you up and running, and it will set you on the path to the advanced concepts if that is where you need to be.

ITIL Practitioner Guidance is the essential reference text which accompanies the ITIL Practitioner qualification. Fully integrated with the ITIL Practitioner syllabus, this publication is also a practical guide that helps IT service management (ITSM) professionals turn ITIL theory into practice through case studies, worksheets, templates and scenarios. The book assumes knowledge of ITIL and ITSM up to ITIL Foundation level, and begins with a discussion of the guiding principles of ITSM. It goes on to explain how these guiding principles are essential for ITSM and how they relate to philosophies, frameworks and methodologies such as DevOps, Lean, Agile etc. The publication shows how following the CSI (continual service improvement) approach, and how the core skills of organizational change management, communication, metrics and measurement, can underpin successful ITSM improvement initiatives.

This guide contains 6 Core and 12 World-Class processes each of which is described in chapters that provide a logical view of the element itself and why it is important to the organization, along with a flexible process model that can be adapted to most businesses and how the process works in practice—plus proven and practical models and Tips for Success from high-performing organizations on implementing the process. The technical content takes a mid-level view to be useful to a broader group of readers and is complemented by other relevant chapters, including: • A Brief History of IT Service Management • Understanding ITIL, COBIT, and ISO • The Consumerization of IT • Making Sense of Cloud and On-Premise • Enterprise Service Management • A Culture of Excellence • An Approach to Leverage Technology • The Exploration of Service Automation The Practical Guide to World-Class IT Service Management also examines the future of IT service management and where this exciting journey is likely to lead.

In recent years, IT Service Management has developed into a field in its own right. Organizations are now so dependent on the automation of large parts of their business processes that the quality of IT services and the synchronization of these services with the needs of the organization are now essential to their survival. This introduction to IT Service Management, published by ITSMF-INL, is based on the latest edition of the ITIL books on Service Support, Service Delivery and Security Management, and is intended to serve as: A thorough and convenient introduction to the field of IT Service Management and the core books in the IT Infrastructure Library (ITIL) A self-study guide that contains all the material needed to prepare for the Foundation Certificate examination in IT Service Management The book fully covers the official syllabus of the ITIL Foundations exam, as it is set by the ITIL Certification Management Board. It contains the same chapters on Service Support, Service Delivery and Security Management as the official "Introduction to ITIL", plus a case description with questions, and an additional chapter on exam preparation, making it even more useful as a study guide for the ITIL Foundation exam While this book may serve as a textbook, it is not a theoretical book. Instead, it contains a wealth of practical knowledge collected by the editorial board. This practical knowledge and the introduction to the field of IT service management make the book useful even for those not preparing for the examination Since no single publication can have the answers to all the questions that arise in a field so multifaceted as IT Service Management, the aim of the book is to raise key questions, to encourage discussions and the comparison of the best practices found in the book with the reader's own experience. Bron: Flaptekst, uitgeversinformatie.

Foundations of IT Service Management Based on ITIL Implementation and Operation Building an ITIL-based Service Management Department Foundations of IT Service Management A Pocket Guide Measuring ITIL

The first edition of this book is regarded as a classic in its field. Now, in an expanded and updated version of The Art of Service's book, the authors once again present a step-by-step guide to getting to ITIL v3 OSA. This book centers on the ability of an IT organization to deliver and support IT services on a day to day basis. The focus is on effectively monitoring events, and responding to user requests, minimizing the impact of incidents, and identifying and proactively resolving underlying problems. This book covers practical guidance on the design and implementation of integrated end-to-end processes based on proven industry best practice guidelines. It provides in-depth knowledge of the ITIL OSA areas: Change Management, Event Management, Incident Management, Request Management, Problem Management, Access Management, Service Desk, Technical Management, IT Operations Management and Application Management. Operational Support and Analysis Best Practices is designed to complement the certified ITIL V3 Capability Programs for IT Service Management. This book focuses on describing the industry best practices for the Operational Support and Analysis of IT Services, including: e Service Management as a Practice e Service Operation Principles e The Processes pertaining to Operational Support and Analysis across the Service Lifecycle e Specific emphasis on the Service Operation Lifecycle processes and roles included in: e Event Management which defines any detectable or discernible occurrence that has significance for the management of the IT Infrastructure or the delivery of an IT Service e Incident Management which has the capability to bring services back to normal operations as soon as possible, according to agreed service levels e Request Fulfillment which fulfils a request providing quick and effective access to standard services which business staff can use to improve their productivity or the quality of business services and products e Problem Management which prevents problems and resulting Incidents from happening, to eliminate recurring Incidents and to minimize the impact of Incidents that cannot be prevented e Access Management which grants authorized users the right to use a service, while preventing access to non-authorized users e Operational activities of processes covered in other Lifecycle phases such as: e Change Management e Service Asset and Configuration Management e Release and Deployment Management e Capacity Management e Availability Management e Knowledge Management e Financial Management for IT Services, and e IT Service Continuity Management e Organizing for Service Operation which describe functions to be performed within the Service Operation and Support such as Service Desk, Technical Management, IT Operations Management and Application Management e Service Operations and Support Service Operation roles and responsibilities e Technology and Implementation Considerations The information provided in this book is based on version 3 of the ITIL framework, predominantly focusing on the volume of Service Operations. Other guidance provided includes: eExample template for incident records/tickets. eSuggested criteria for implementing Operational Support and Analysis (OSA) processes. eExplanation of the more abstract ITIL concepts to improve understanding. eReview questions to assist study for the ITIL OSA exam.

Considering the increasing number of IT Professionals and their Organizations who want to be actively involved in IT Service Management, this book, should do at least as well as the first edition, which is a bestseller. 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 best practices 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.

NOTE: This book has been updated with "Foundations of IT Service Management with ITIL 2011". This new book covers the ITIL exam topics with the latest, up-to-date information. As business becomes more and more dependent on technology, there is considerable attention given to the concept of aligning IT to the business. Until ITIL version 3, this concept remained mostly conceptual. The IT Infrastructure Library, by focusing on the principle of providing services, empowers IT and the business with the tools they require to enable this alignment. Having become the de-facto standard in IT Service Management, ITIL is rapidly gaining popularity across the globe. Written by an ITIL trainer who has taught thousands of students at hundreds of organizations, Foundations of IT Service Management - The Unofficial ITIL v3 Foundations Course in a Book, provides the reader with the introduction to this approach to IT services without the expense of a formal classroom course. While the focus is primarily on providing the information required to pass the ITIL v3 Foundations exam, this book goes beyond those basics to also provide real understanding of ITIL to further your knowledge and abilities as a valuable part of this IT/Business alignment. Using a case-study approach, real issues are discussed that represent challenges experienced in almost every IT organization. This book is supported with access to online sample exams that are constantly updated as new material is available. Additionally, access to the author is provided to ask questions prior to taking your exam giving you the greatest opportunity to learn the material and successfully pass your ITIL Foundations exam. Based on reader input and the latest ITIL v3 Foundations syllabus, this book has been updated to provide readers with the most up-to-date exam preparation material possible.

This practical guide is a great solution to address the key problem how to implement ITIL and ISO 20000 when initial training has been completed. It supports the basic approaches to the fundamental processes – small to medium sized companies will find the concise, practical guidance easy to follow and implement. It avoids the complex, enterprise-wide issues which are not required for many organisations. Each chapter has the following structure: Improvement activities Process inputs and outputs Related processes Tools and techniques Key Performance Indicators Critical Success Factors Process Improvement roles Benefits of effective Process Implementation challenges and considerations Typical assets and artefacts of an Improvement program

ITIL For Dummies

The Practical Guide To World-Class IT Service Management

Implementing ITSM

Implementing ITIL Change and Release Management

Metrics for Service Management:

IT Service Management Foundation Practice Questions

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 ImprovementNew, 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 Well

The Business-Focused, Best-Practice Guide to Succeeding with ITIL Capacity Management Using ITIL® capacity management processes, IT organizations can eliminate waste and overbuying, reduce both equipment and staffing costs, drive more value from existing investments, and consistently provide the right resources to meet the needs of the business. Now, in this comprehensive, best-practice guide, leading ITIL expert Larry Klosterboer systematically explains how to manage capacity using the ITIL framework and techniques. Drawing on his extensive ITIL experience, Klosterboer covers all facets of ITIL-based capacity management, and offers proven solutions to the challenges IT organizations encounter in implementation. He presents expert guidance on accurately projecting demand and growth, planning and staffing, tool selection, process implementation, and much more. This book's practical insights will be invaluable to every IT leader who wants to leverage ITIL's best practices for capacity management, and for every business and technical manager who wants IT to deliver greater value, efficiency, and effectiveness. Coverage includes Making the business case for capacity management Establishing specific goals for capacity management Mastering ITIL capacity management terminology Predicting capacity in dynamic, fast-changing organizations Implementing systems that help you anticipate trends Defining capacity plans, staffing capacity management teams, and implementing ongoing processes Linking capacity with performance management and with other ITIL processes Selecting the right capacity management tools for your environment Integrating capacity issues into your IT project management discipline Using "business capacity planning" to help the entire business become more agile

Foundations of IT Service Management Based on ITIL®Van Haren On cover: ITSM Library [IT services management library]. Supersedes all previous eds.. Also available in other languages. COBIT 5: Enabling Information To ITIL and Beyond! IT Service Management 102 Success Secrets – 102 Most Asked Questions on It Service Management – What You Need to Know IT Service Management Based on ITIL® 2011 Edition Operational Support and Analysis of It Services Best Practices Study and Implementation Guide Effective IT Service Management

ITIL® is a framework for IT service management and provides best management practice to meet ISO/IEC 20k. The guide introduces ITIL to Foundation Examination candidates and offers a practical understanding of IT service management. This new edition is compatible with the 2011 update to ITIL®. It includes the following additional processes: business relationship management; design coordination; strategy management for IT services; transition planning and support. An ITIL® licensed product. Management, Computers, Computer networks, Information exchange, Data processing, IT and Information Management: IT Service Management

The traditional IT operating model of delivering IT to the business in the form of bundled capabilities and assets is now wearing thin in an age of cloud computing, on-demand services, virtualization, mobile devices, outsourcing and rapidly changing business delivery strategies. The role of IT is rapidly changing from a primary focus on engineering to a primary focus on service integration. How might an IT organization effect this transformation? Finally, there is a book that shows you how! This is not a theoretical treatise but a practical guide that shows you the activities and steps to show results quickly. Learn how to define and build a comprehensive IT service management solution that incorporates process, technology, organization, and governance activities. Discover practical tips and step-by-step approaches for defining your IT Service Management Vision, building your processes, developing a communications strategy, analyzing stakeholders, identifying technology requirements, and building your transformation program. Organizations that have already undertaken a transformation to IT service management are finding game-changing results positively received by both business executives and customers of their IT services. Using this book, start your transformation today!

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

IT Service Management

A Handbook of IT Services for ITIL Service Managers and Practitioners

For ITIL® V3 Foundation Exam Candidates

Itli V3 Service Capability Osa

Introduction to the ITIL service lifecycle

The ITIL Process Manual

The ITSM Process Design Guide: Developing, Reengineering and Improving IT Service Management closes the knowledge gap by providing detailed guidance on assessing, designing, measuring, and integrating ITSM processes. The advice and techniques in this book apply unilaterally to every IT service provider and ITSM framework, standard, and maturity model. This book centers on the ability of an IT organization to deliver and support IT services on a day to day basis. The focus is on effectively monitoring events, and responding to user requests, minimizing the impact of incidents, and identifying and proactively resolving underlying problems. This book covers practical guidance on the design and implementation of integrated end-to-end processes based on proven industry best practice guidelines. It provides in-depth knowledge of the ITIL OSA areas: Change Management, Event Management, Incident Management, Request Management, Problem Management, Access Management, Service Desk, Technical Management, IT Operations Management and Application Management. Operational Support and Analysis Best Practices is designed to complement the certified ITIL V3 Capability Programs for IT Service Management. This book focuses on describing the industry best practices for the Operational Support and Analysis of IT Services, including: e Service Management as a Practice e Service Operation Principles e The Processes pertaining to Operational Support and Analysis across the Service Lifecycle e Specific emphasis on the Service Operation Lifecycle processes and roles included in: e Event Management which defines any detectable or discernible occurrence that has significance for the management of the IT Infrastructure or the delivery of an IT Service e Incident Management which has the capability to bring services back to normal operations as soon as possible, according to agreed service levels e Request Fulfillment which fulfils a request providing quick and effective access to standard services which business staff can use to improve their productivity or the quality of business services and products e Problem Management which prevents problems and resulting Incidents from happening, to eliminate recurring Incidents and to minimize the impact of Incidents that cannot be prevented e Access Management which grants authorized users the right to use a service, while preventing access to non-authorized users e Operational activities of processes covered in other Lifecycle phases such as: e Change Management e Service Asset and Configuration Management e Release and Deployment Management e Capacity Management e Availability Management e Knowledge Management e Financial Management for IT Services, and e IT Service Continuity Management e Organizing for Service Operation which describe functions to be performed within the Service Operation and Support such as Service Desk, Technical Management, IT Operations Management and Application Management e Service Operations and Support Service Operation roles and responsibilities e Technology and Implementation Considerations The information provided in this book is based on version 3 of the ITIL framework, predominantly focusing on the volume of Service Operations. Other guidance provided includes: eExample template for incident records/tickets. eSuggested criteria for implementing Operational Support and Analysis (OSA) processes. eExplanation of the more abstract ITIL concepts to improve understanding. eReview questions to assist study for the ITIL OSA exam.

including: [*Service Management as a Practice* [*Service Operation Principals* [*The Processes pertaining to Operational Support and Analysis across the Service Lifecycle* [*Specific emphasis on the Service Operation Lifecycle processes and roles included in:* [*Event Management which defines any detectable or discernible occurrence that has significance for the management of the IT Infrastructure or the delivery of an IT service* [*Incident Management which has the capability to bring services back to normal operations as soon as possible, according to agreed service levels* [*Request Fulfillment which fulfills a request providing quick and effective access to standard services which business staff can use to improve their productivity or the quality of business services and products* [*Problem Management which prevents problems and resulting Incidents from happening, to eliminate recurring Incidents and to minimize the impact of Incidents that cannot be prevented* [*Access Management which grants authorized users the right to use a service, while preventing access to non-authorized users* [*Operational activities of processes covered in other Lifecycle phases such as:* [*Change Management* [*Service Asset and Configuration Management* [*Release and Deployment Management* [*Capacity Management* [*Availability Management* [*Knowledge Management* [*Financial Management for IT Services*, and [*IT Service Continuity Management* [*Organizing for Service Operation which describe functions to be performed within the Service Operation and Support such as Service Desk, Technical Management, IT Operations Management and Application Management* [*Service Operations and Support Service Operation roles and responsibilities* [*Technology and Implementation Considerations* The information provided in this book is based on version 3 of the ITIL framework, predominantly focusing on the volume of Service Operations. Other guidance provided includes: [Example template for incident records/tickets. [Suggested criteria for implementing Operational Support and Analysis (OSA) processes. [Explanation of the more abstract ITIL concepts to improve understanding. [Review questions to assist study for the ITIL OSA exam.

This publication provides updated best-practice advice on all aspects of managing the day-to-day operation of an organisation's IT services. It encompasses and supersedes the operational aspects of the ITIL Service Support and Service Delivery publications and covers most of the scope of ICT Infrastructure Management. It also incorporates operational aspects from the Planning to Implement, Application Management, Software Asset Management and Security Management publications.

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 skip on information or preparation, then this study guide is for you.

Improving Systems Processes with Service Management, COBIT, and ITIL

Continual service improvement

An Introduction

Basic Service Management

The ITIL Foundations Course in a Book

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

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 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.