Architecting Itsm A Reference Of Configuration Items And Building Blocks For A Comprehensive It Service Management Infrastructure Randy A Steinberg

Up until now, no one has attempted to lay out the entire blueprint for architecting a complete IT service management supporting infrastructure--until this book. What are the supporting toolsets and technologies that need to support an IT service management infrastructure? What databases need to be put into place? What are all the IT service management roles and responsibilities to effectively operate this infrastructure? What kinds of IT support services does almost any IT organization deliver? Get it all here. This book lists the CI types, toolset descriptions, detailed roles and activities, and much more. Get a firm handle on the data, functions, services, processes, organization, and technologies all needed to effectively build and operate a complete IT service management infrastructure. Explore approaches for reviewing and assessing your current toolsets, data, processes, and services. See where gaps might exist. Find areas that might be missing tools or have too many tools doing similar functions. Validate IT service management roles and activities. "One can put together an entire IT service management operation just from the descriptions in this book!" "If I had to build a large IT infrastructure or data center from scratch, this book becomes my most critical reference!"

"This book is a valuable addition to the reading list of executives, managers, and staff in business, government, and other sectors who seek to keep their enterprises agile and efficient as they manage change, implement new business processes and supporting technologies, and pursue important strategic goals"--Provided by publisher.

The highly dynamic world of information technology service management stresses the benefits of the quick and correct implementation of IT services. A disciplined approach relies on a separate set of assumptions and principles as an agile approach, both of which have complicated implementation processes as well as copious benefits. Combining these two approaches to enhance the effectiveness of each, while difficult, can yield exceptional dividends. Balancing Agile and Disciplined Engineering and Management Approaches for IT Services and Software Products is an essential publication that focuses on clarifying theoretical foundations of balanced design methods with conceptual frameworks and empirical cases. Highlighting a broad range of topics including business trends, IT service, and software development, this book is ideally designed for software engineers, software developers, programmers, information technology professionals, researchers, academicians, and students.

Information technology supports efficient operations, enterprise integration, and seamless value delivery, yet itself is too often inefficient, un-integrated, and of unclear value. This completely rewritten version of the bestselling Architecture and Patterns for IT Service Management, Resource Planning and Governance retains the original (and still unique) approach: apply the discipline of enterprise architecture to the business of large scale IT management itself. Author Charles Betz applies his deep practitioner experience to a critical rereading of ITIL 2011, COBIT version 4, the CMMI suite, the IT portfolio management literature, and the Agile/Lean IT convergence, and derives a value stream analysis, IT semantic model, and enabling systems architecture (covering current topics such as CMDB/CMS, Service Catalog, and IT Portfolio Management). Using the concept of design patterns, the book then presents dozens of visual models documenting challenging problems in integrating IT management, showing how process, data, and IT management systems must work together to enable IT and its business partners. The edition retains the fundamental discipline of traceable process, data, and system analysis that has made the first edition a favored desk reference for IT process analysts around the world. This best seller is a must read for anyone charged with enterprise architecture, IT planning, or IT governance and management. Lean-oriented process analysis of IT management, carefully distinguished from an IT functional model Field-tested conceptual information model with definitions and usage scenarios, mapped to both the process and system architectures Integrated architecture for IT management systems Synthesizes Enterprise Architecture, IT Service Management, and IT Portfolio Management in a practical way

Data Management at Scale

GRE 4000

Ten Steps to ITSM Success

Multi-Cloud Architecture and Governance

Enterprise Architecture

Service-Oriented Computing - ICSOC 2007

The revised standard for Service Management, ISO/IEC 20000-1: 2018 is the third version of the international standard for service management, replacing the 2011 edition. It provides requirements for the planning, design, transition, delivery and improvement of a Service Management System, which is the coordinated set of policies, proce organisational structure and people to manage services. This book introduces the ISO/IEC 20000-1 standard as well as providing extensive practical advice on implementing an SMS that conforms to the requirements. It does so by referring to the ISO/IEC 20000-1:2018 documentation toolkit, which is separately available and contains doz templates that allow you to provide the documented evidence necessary.

This IBM® Redbooks® publication delivers a Site Reliability Engineering (SRE) solution for cloud workloads that uses Red Hat OpenStack for Infrastructure as a Service (IaaS), Red Hat OpenShift for Platform as a Service (PaaS), and IT operations management that uses open source tools. Today, customers are no longer living in a world of licensed software. Curiosity increased the demand for investigating the Open Source world for Community Open Source and Enterprise grade applications. IBM as one of the contributors to the Open Source community is interested in helping the software be maintained and supported. Open Source software helps to keep the Open Source community striving for enterprise grade open source solutions. Lately, companies are working on deciphering how to take advantage of Enterprise and Community Open Source to implement in their enterprises. The business case for open source software is no longer a mystery and no surprise that most of the new positions in IT enterprises are related to open source projects. The ability of a large enterprise to manage this sort of implementations is to engage in a hypertrophied cooperation, where the ability to not only cooperate with teams and people outside your organization, but also to find new ways of working t and devise new ways to improve the software and its code. A goal for this publication is to help the client's journey into the open source space and implement a private Cloud Container-based architecture with the ability to manage the entire IT Service Management processes from the open source framework. This publication describes th architecture and implementation details of the solution. Although not every piece of this solution is documented here, this book does provide instructions for what was achieved incorporating open source technologies. Moreover, with this publication, the team shares their collaboration experiences working in a team of technologists, open source developers, Red Hat, and the open source community. This publication is for designers, developers, managers, and anyone who is considering starting a Cloud open source project, or users who started that journey. This book also can be a manual to guide the implementation of a technical viable architecture and help those enterpris participate in an open source project but have not done so before. The reader must be familiar with principles in programming and basic software engineering concepts, such as source code, compilers, and patches.

What services does the IT organization really deliver? Rather than discuss the theory around what a service catalog or service portfolio is, this book gives you the actual IT service descriptions for running, operating, and managing an entire IT infrastructure. It's all here--complete service descriptions, catalog and portfolio templates, service implementation plans, service governance processes, and much more all packed into this one handbook! Just about every IT support service is described in this book. Take the service descriptions you need, mix, match and customize them to quickly create the content needed for your own service catalogs and portfolios. "Many books talk about how to build a service catalog--this book is a service catalog!" "We really struggled to identify and pull our IT services together until we saw this material--it saved us months!" "With this material, we can finally tell the business what IT actually delivers to them!" "A valuable reference resource for ITSM practitioners, service managers CIOs, procurement managers, and anyone else sourcing the services needed to run an entire IT infrastructure operation!" "One can put together an entire IT service management operation just from the service descriptions in this book!"

This book constitutes the thoroughly refereed proceedings of eight international workshops held in Valencia, Spain, in conjunction with the 25th International Conference on Advanced Information Systems Engineering, CAiSE 2013, in June 2013. The 36 full and 12 short papers have undertaken a high-quality and selective acceptance policy, resulting in acceptance rates of up to 50% for full research papers. The eight workshops were Approaches for Enterprise Engineering Research (AppEER), International Workshop on BUSiness/IT ALignment and Interoperability (BUSITAL), International Workshop on Cognitive Aspects of Information Systems Engineering (COGNISE), Workshop on Human-Centric Information Systems (HC-IS), Next Generation Enterprise and Business Innovation Systems (NGEBIS), International Workshop on Ontologies and Conceptual Modeling (OntoCom), International Workshop on Variability Support in Information Systems (VarIS), International Workshop on Information Systems Security Engineering (WISSE).

Kick-start your career as a solutions architect by learning architecture design principles and strategies

Talk and act like a software architect in one weekend

Servicing ITIL

Cloud Service Management and Governance

Architecting ITSM

Microservices with Azure

How do you measure and report your IT services and processes? Which metrics matter the most to senior executives? Finally, here is a book that shows you how! Not theory, 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 the following: Defining and building a comprehensive metrics program Metrics that are the most important and how to calculate them How to measure your IT services Tips and suggestions for what to do if inadequate tools and reporting exist Suggested approach for how to build your metrics program step-by-step In addition, this book directs you to free sources for IT service management process and service metrics and reporting dashboards that you can use yourself. Simply enter your key operational metrics and the KPIs and CSFs get automatically calculated! "A comprehensive guide for building any service management metrics program with all the information you need in one place!" "No theory here . . . this gives us real metrics we can easily go after." "A fantastic addition to our IT service management solution set!""

This Pocket Guide is a concise summary of the Frameworks for IT Management. A quick, portable reference tool to the standards used within the Service Management community. English version available: September 2007, Dutch, French, Japanese, Spanish, German available February 2008.

Cloud Enterprise Architecture examines enterprise architecture (EA) in the context of the surging popularity of Cloud computing. It explains the different kinds of desired transformations the architectural blocks of EA undergo in light of this strategically significant convergence. Chapters cover each of the contributing architectures of EA—business, information, application, integration, security, and technology—illustrating the current and impending implications of the Cloud on each. Discussing the implications of the Cloud paradigm on EA, the book details the perceptible and positive changes that will affect EA design, governance, strategy, management, and sustenance. The author ties these topics together with chapters on Cloud integration and composition architecture. He also examines the Enterprise Cloud, Federated Clouds, and the vision to establish the InterCloud. Laying out a comprehensive strategy for planning and executing Cloud-inspired transformations, the book: Explains how the Cloud changes and affects enterprise architecture design, governance, strategy, management, and sustenance Presents helpful information on next-generation Cloud computing Describes additional architectural types such as enterprise-scale integration, security, management, and governance architectures This book is an ideal resource for enterprise architects, Cloud evangelists and enthusiasts, and Cloud application and service architects. Cloud center administrators, Cloud business executives, managers, and analysts will also find the book helpful and inspirational while formulating appropriate mechanisms and schemes for sound modernization and migration of traditional applications to Cloud infrastructures and platforms.

All organizations need two systems to function: Run the business and Change the business. While there is a vast amount of information on how to run organizations, the focus of this book is to apply a tried, tested and proven approach to help organizations adopt complex change (i.e. transformation). An organization's ecosystem is constantly changing and requires a series of small to significant adoptions. This book lends insight into who should be involved with the major organizational decisions, what quality of information is required to make the decisions and how can all the disciplines involved with transformation can come together and collaborate using practical tools and services in realizing the desired business outcome.

Agile It Service Management for Rapid Change in a World of Devops, Lean It and Cloud Computing

Leverage Azure, AWS, GCP, and VMware vSphere to build effective multi-cloud solutions

Balancing Agile and Disciplined Engineering and Management Approaches for IT Services and Software Products

Measuring ITSM

8th IFIP WG 9.2, 9.5, 9.6/11.7, 11.4, 11.6 International Summer School, Nijmegen, The Netherlands, June 17-21, 2013, Revised Selected Papers

Software Defined Data Center with Red Hat Cloud and Open Source IT Operations Management

Security is a major consideration in the way that business and information technology systems are designed, built, operated, and managed. The need to be able to integrate security into those systems and the discussions with business functions and operations exists more than ever. This IBM® Redbooks® publication explores concerns that characterize security requirements of, and threats to, business and information technology (IT) systems. This book identifies many business drivers that illustrate these concerns, including managing risk and cost, and compliance to business policies and external regulations. This book shows how these drivers can be translated into capabilities and security needs that can be represented in frameworks, such as the IBM Security Blueprint, to better enable enterprise security. To help organizations with their security challenges, IBM created a bridge to address the communication gap between the business and technical perspectives of security to enable simplification of thought and process. The IBM Security Framework can help you translate the business view, and the IBM Security Blueprint describes the technology landscape view. Together, they can help bring together the experiences that we gained from working with many clients to build a comprehensive view of security capabilities and needs. This book is intended to be a valuable resource for business leaders, security officers, and consultants who want to understand and implement enterprise security by considering a set of core security capabilities and services.

If you read through this book and still dont believe there is a critical need for IT Service Management then good luck seeing if you can survive in IT for the next 5 years. Agile, DevOps, Lean IT, Virtualization, Application Lifecycle Management, Cloud Computing and many other technologies are rapidly pulling IT in many directions. These modern ways of operating IT to cope with a world of rapid change will not go away. Somehow they need to be pulled together to avoid the chaos. Service Management is the glue needed to hold these all together. There is no IT value for the business until the point a service is received. For this reason, this book is written for IT leaders, managers and practitioners from a Service Management perspective: Having the best development practices, be it Agile, DevOps or others means little if a service is not delivered to the business. When they need it. High Velocity ITSM is about transitioning the IT Organization from traditional waterfall slower service development and support to a service delivery organization operating at high velocity. This book provides practical guidance for: ? Transitioning IT towards high velocity ITSM ? Using Agile and DevOps for rapid service build ? Using Lean IT to operate at high velocity ? Streamlining your ITSM management processes ? Building a Lean IT CSI Program ? Learning and applying modern IT methods and much more!

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.

From fundamentals and design patterns to the different strategies for creating secure and reliable architectures in AWS cloud, learn everything you need to become a successful solutions architect Endorsements "For new or existing solutions architects looking to keep their skills sharp in the cloud era, this book hits all the key areas." -Rajesh Sheth, GM, Messaging and Streaming, AWS "...the go-to guide for understanding various functions in the age of cloud computing." -Rohan Karmarkar, Director, Solutions Architecture, AWS "...you will find very important nuggets of knowledge that will help you be a successful solutions architect, and open up a new world of infinite possibilities!" -Kamal Arora, Senior Manager, Solutions Architecture, AWS Book Description Becoming a solutions architect requires a hands-on approach, and this edition of the Solutions Architect's Handbook brings exactly that. This handbook will teach you how to create robust, scalable, and fault-tolerant solutions and next-generation architecture designs in a cloud environment. It will also help you build product strategies for your business and implement them from start to finish. This new edition features additional chapters on disruptive technologies, such as Internet of Things (IoT), quantum computing, data engineering, and machine learning. It also includes updated discussions on cloud-native architecture, blockchain data storage, and mainframe modernization with public cloud. The Solutions Architect's Handbook provides an understanding of solution architecture and how it fits into an agile enterprise environment. It will take you through the journey of solution architecture design by providing detailed knowledge of design pillars, advanced design patterns, anti-patterns, and the cloud-native aspects of modern software design. By the end of this handbook, you'll have learned the techniques needed to create efficient architecture designs that meet your business requirements. What you will learnExplore the various roles of a solutions architect in the enterprise landscapeImplement key design principles and patterns to build high-performance cost-effective solutionsChoose the best strategies to secure your architectures and increase their availabilityModernize legacy applications with the help of cloud integrationUnderstand how big data processing, machine learning, and IoT fit into modern architectureIntegrate a DevOps mindset to promote collaboration, increase operational efficiency, and streamline productionWho this book is for This book is for software developers, system engineers, DevOps engineers, architects, and team leaders who already work in the IT industry and aspire to become solutions architect professionals. Existing solutions architects who want to expand their skillset or get a better understanding of new technologies will also learn valuable new skills. To get started, you'll need a good understanding of the real-world software development process and general programming experience in any language.

A Handbook of IT Services for ITIL Service Managers and Practitioners

Architecture and Patterns for IT Service Management, Resource Planning, and Governance: Making Shoes for the Cobbler's Children

RAPID Value Management for the Business Cost of Ownership

Chirp / Pollito

Implementing ITSM

Measuring ITIL

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!

The verbal section of the GRE is essentially a vocabulary test. With a few exceptions, if you know the word, you will probably be able to answer the question correctly. Thus, it is crucial that you improve your vocabulary. Even if you have a strong vocabulary, you will still encounter unfamiliar words on the GRE. Many students write off questions, which contain words, they don't recognize. This is a mistake. This book introduces numerous techniques that decode unfamiliar words and prod your memory of words you only half-remember. With these techniques, you will often be able to squeeze out enough meaning from an unfamiliar word to answer a question correctly. Nevertheless, don't rely on just these techniques--you must study word lists. Obviously, you cannot attempt to memorize the dictionary, and you don't need to. The GRE tests a surprisingly limited number of words, and this book has 4000 prime candidates. Granted, memorizing a list of words is rather dry, but it is probably the most effective way of improving your performance on the verbal section. All the words you need for success on the GRE! Features: * 4000 Words Defined * Word Analysis section * 200 Prefixes, Roots, and Suffixes * Concise, practical definitions

A comprehensive guide to architecting, managing, implementing, and controlling multi-cloud environments Key FeaturesDeliver robust multi-cloud environments and improve your business productivityStay in control of the cost, governance, development, security, and continuous improvement of your multi-cloud solutionIntegrate different solutions, principles, and practices into one multi-cloud foundationBook Description Multi-cloud has emerged as one of the top cloud computing trends, with businesses wanting to reduce their reliance on only one vendor. But when organizations shift to multiple cloud services without a clear strategy, they may face certain difficulties, in terms of how to stay in control, how to keep all the different components secure, and how to execute the cross-cloud development of applications. This book combines best practices from different cloud adoption frameworks to help you find solutions to these problems. With step-by-step explanations of essential concepts and practical examples, you'll begin by planning the foundation, creating the architecture, designing the governance model, and implementing tools, processes, and technologies to manage multi-cloud environments. You'll then discover how to design workload environments using different cloud propositions, understand how to optimize the use of these cloud technologies, and automate and monitor the environments. As you advance, you'll delve into multi-cloud governance, defining clear demarcation models and management processes. Finally, you'll learn about managing identities in multi-cloud: who's doing what, why, when, and where.By the end of this book, you'll be able to create, implement, and manage multi-cloud architectures with confidence What you will learnGet to grips with the core functions of multiple cloud platformsDeploy, automate, and secure different cloud solutionsDesign network strategy and get to grips with identity and access management for multi-cloudDesign a landing zone spanning multiple cloud platformsUse automation, monitoring, and management tools for multi-cloudUnderstand multi-cloud management with the principles of BaseOps, FinOps, SecOps, and DevOpsDefine multi-cloud security policies and use cloud security toolsTest, integrate, deploy, and release using multi-cloud CI/CD pipelinesWho this book is for This book is for architects and lead engineers involved in architecting multi-cloud environments, with a focus on getting governance right to stay in control of developments in multi-cloud. Basic knowledge of different cloud platforms (Azure, AWS, GCP, VMWare, and OpenStack) and understanding of IT governance is necessary.

An architect's guide to designing, implementing, and integrating DevOps in the enterprise Key FeaturesDesign a DevOps architecture that is aligned with the overall enterprise architectureDesign systems that are ready for AIOps and make the move toward NoOpsArchitect and implement DevSecOps pipelines, securing the DevOps enterpriseBook Description Digital transformation is the new paradigm in enterprises, but the big question remains: is the enterprise ready for transformation using native technology embedded in Agile/DevOps? With this book, you'll see how to design, implement, and integrate DevOps in the enterprise architecture while keeping the Ops team on board and remaining resilient. The focus of the book is not to introduce the hundreds of different tools that are available for implementing DevOps, but instead to show you how to create a successful DevOps architecture. This book provides an architectural overview of DevOps, AIOps, and DevSecOps – the three domains that drive and accelerate digital transformation. Complete with step-by-step explanations of essential concepts, practical examples, and self-assessment questions, this DevOps book will help you to successfully integrate DevOps into enterprise architecture. You'll learn what AIOps is and what value it can bring to an enterprise. Lastly, you'll learn how to integrate security principles such as zero-trust and industry security frameworks into DevOps with DevSecOps. By the end of this DevOps book, you'll be able to develop robust DevOps architectures, know which toolsets you can use for your DevOps implementation, and have a deeper understanding of next-level DevOps by implementing Site Reliability Engineering (SRE). What you will learnCreate DevOps architecture and integrate it with the enterprise architectureDiscover how DevOps can add value to the quality of IT deliveryExplore strategies to scale DevOps for an enterpriseArchitect SRE for an enterprise as next-level DevOpsUnderstand AIOps and what value it can bring to an enterpriseCreate your AIOps architecture and integrate it into DevOpsCreate your DevSecOps architecture and integrate it with the existing DevOps setupApply zero-trust principles and industry security frameworks to DevOpsWho this book is for This book is for enterprise architects and consultants who want to design DevOps systems for the enterprise. It provides an architectural overview of DevOps, AIOps, and DevSecOps. If you're looking to learn about the implementation of various tools within the DevOps toolchain in detail, this book is not for you.

IT4ITTM for Managing the Business of IT - A Management Guide
Business Transformation Made Straight-Forward
A Practitioner's Guide to Enterprise IT Transformation
ITIL® 2011 At a Glance
Leverage AIOps and DevSecOps for secure digital transformation
A Pocket Guide

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 requirements and building your implementation program; What areas should be addressed as part of a proper assessment approach and 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 dependencies for every ITIL process and function, work products that should be produced by each process, key tooling functions and more. This is a comprehensive guide for building your IT Service Management program with all the information you need in one place. "This is the book we've been waiting for! It definitely complements much of the available ITIL literature that describes the processes, but not how you actually get them implemented!" "We will use many of these concepts in our program planning!" "Real, valuable, informative - Great!" "Some great tips for implementing ITIL!" "Very valuable information!"

Organizational change for IT people! The first book of its kind written specifically for IT service management practitioners and executives. Most IT organizational structures are falling out of date with the shifts created by the introduction of new technologies, expanding services, pace of business change, and the overall trend of lifting IT up and out of the traditional data center and into the cloud. This is about transitioning the IT organization from engineering silos providing capabilities to valued IT services that deliver business value. IT organizations embarking on IT service management must address both cultural and structural barriers in a way that involves the whole enterprise if they are going to be successful. Readers of this book will find practical guidance for transitioning to the people and culture side of IT service management. It identifies pros and cons of different IT organizational models, how to deal with resistance, building a communications plan step-by-step, training considerations, and much more.

This book constitutes the refereed proceedings of the Fifth International Conference on Service-Oriented Computing, ICSOC 2007. The 30 revised full papers and 14 short papers are organized in topical sections on service deployment, business process design, service discovery, quality of service support, testing and validation, service assembly, service properties, service modeling, SOA composition/experience/runtime/governance and QoS and composite service support.

This book contains a range of keynote papers and submitted papers presented at the 7th IFIP WG 9.2, 9.5, 9.6/11.7, 11.4, 11.6 International Summer School, held in Nijmegen, The Netherlands, in June 2013. The 13 revised full papers and 6 keynote papers included in this volume were carefully selected from a total of 30 presentations and 11 keynote talks and were subject to a two-step review process. The keynote papers cover the dramatic global changes, including legislative developments that society is facing today. Privacy and identity management are explored in specific settings, such as the corporate context, civic society, and education and using particular technologies such as cloud computing. The regular papers examine the challenges to privacy, security and identity; ways of preserving privacy; identity and identity management and the particular challenges presented by social media.

Transitioning the It Organization from Silos to Services with Practical Organizational Change
The 4000 Words Essential for the GRE
Advanced Information Systems Engineering Workshops
It Infrastructure Architecture - Infrastructure Building Blocks and Concepts Second Edition
High Velocity Itsm
Frameworks for IT Management

A quick start guide to learning essential software architecture tools, frameworks, design patterns, and best practices Key FeaturesApply critical thinking to your software development and architecture practices and bring structure to your approach using well-known IT standardsUnderstand the impact of cloud-native approaches on software architectureIntegrate the latest technology trends into your architectural designsBook Description Are you a seasoned developer who likes to add value to a project beyond just writing code? Have you realized that good development practices are not enough to make a project successful, and you now want to embrace the bigger picture in the IT landscape? If so, you're ready to become a software architect; someone who can deal with any IT stakeholder as well as add value to the numerous dimensions of software development. The sheer volume of content on software architecture can be overwhelming, however. Software Architecture for Busy Developers is here to help. Written by Stephane Eyskens, author of The Azure Cloud Native Mapbook, this book guides you through your software architecture journey in a pragmatic way using real-world scenarios. By drawing on over 20 years of consulting experience, Stephane will help you understand the role of a software architect, without the fluff or unnecessarily complex theory. You'll begin by understanding what non-functional requirements mean and how they concretely impact target architecture. The book then covers different frameworks used across the entire enterprise landscape with the help of use cases and examples. Finally, you'll discover ways in which the cloud is becoming a game changer in the world of software architecture. By the end of this book, you'll have gained a holistic understanding of the architectural landscape, as well as more specific software architecture skills. You'll also be ready to pursue your software architecture journey on your own - and in just one weekend! What you will learnUnderstand the roles and responsibilities of a software architectExplore enterprise architecture tools and frameworks such as The Open Group Architecture Framework (TOGAF) and ArchiMateGet to grips with key design patterns used in software developmentExplore the widely adopted Architecture Tradeoff Analysis Method (ATAM)Discover the benefits and drawbacks of monoliths, service-oriented architecture (SOA), and microservicesStay on top of trending architectures such as API-driven, serverless, and cloud nativeWho this book is for This book is for developers who want to move up the organizational ladder and become software architects by understanding the broader application landscape and discovering how large enterprises deal with software architecture practices. Prior knowledge of software development is required to get the most out of this book.

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!

This handbook is about methods, tools and examples of how to architect an enterprise through considering all life cycle aspects of Enterprise Entities. It is based on ISO 15704:2000, or the GERAM Framework. A wide audience is addressed, as the handbook covers methods and tools necessary to design or redesign enterprises, as well as those necessary to structure the implementation into manageable projects.

For an organization to function effectively, its security controls must not be so restrictive that the business is denied the ability to be innovative and flexible. But increasingly pervasive threats mandate vigilance in unlikely areas. Adaptive Security Management Architecture enables security professionals to structure the best program designed t

Readiness, Architecture, Process, Integration, Deployment
Adaptive Security Management Architecture
Servicing ITSM
Using the IBM Security Framework and IBM Security Blueprint to Realize Business-Driven Security
Handbook of Enterprise Systems Architecture in Practice
CAiSE 2013 International Workshops, Valencia, Spain, June 17-21, 2013, Proceedings

Architect enterprise-grade, Microservice-based solutions using Microsoft Azure Service Fabric. About This Book Explore architectural patterns for building modern day Microservice-based systems Learn about Microsoft Service Fabric as a platform to host distributed Microservices Discover multiple options for hosting Microservices on heterogeneous, cross-platform environments Learn to configure Azure Service Fabric clusters for enterprise-grade service deployments Who This Book Is For The book is aimed at IT architects, system administrators, and DevOps engineers who have a basic knowledge of the Microsoft Azure platform and are working on, or are curious about, the concepts of Microservices and Microservice architecture. What You Will Learn Understand the basics of Microservices and how Microsoft Azure fits into the equation Master Azure Service Fabric architecture and services Explore Azure Service Fabric application programming models Comprehensive study of various architecture patterns for building enterprise-grade Microservices Manage and deploy Microservices on Azure Service Fabric An insight into the future of Microservices with containers and serverless computing In Detail Microsoft Azure is rapidly evolving and is widely used as a platform on which you can build Microservices that can be deployed on-premise and on-cloud heterogeneous environments through Microsoft Azure Service Fabric. This book will help you understand the concepts of Microservice application architecture and build highly maintainable and scalable enterprise-grade applications using the various services in Microsoft Azure Service Fabric. We will begin by understanding the intricacies of the Microservices architecture and its advantages over the monolithic architecture and Service Oriented Architecture (SOA) principles. We will present various scenarios where Microservices should be used and walk you through the architectures of Microservice-based applications. Next, you will take an in-depth look at Microsoft Azure Service Fabric, which is the best-in-class platform for building Microservices. You will explore how to develop and deploy sample applications on Microsoft Azure Service Fabric to gain a thorough understanding of it. Building Microservice-based application is complicated. Therefore, we will take you through several design patterns that solve the various challenges associated with realizing the Microservices architecture in enterprise applications. Each pattern will be clearly illustrated with examples that you can keep referring to when designing applications. Finally, you will be introduced to advanced topics such as Serverless computing and DevOps using Service Fabric, to help you undertake your next venture with confidence. Style and approach This book introduces its readers to the concept of Microservices and Microsoft Azure Service Fabric as a distributed platform to host enterprise-grade Microservices. It then addresses common architectural challenges associated with the Microservice architecture, using proven architectural patterns.

When a little chick leaves the flock, he stumbles on to an adventure that will change him forever. This charming bilingual Spanish-English picture book is a cute read for little explorers.

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.

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!"

Software Architecture for Busy Developers
The Practical Guide To World-Class IT Service Management
Handbook on Enterprise Architecture
Fifth International Conference, Vienna, Austria, September 17-20, 2007, Proceedings
IT Service Management: ISO/IEC 20000-1:2018 - Introduction and Implementation Guide - Second edition
Adapting Your IT Organization to the Coming Revolution in IT Service Management

As data management and integration continue to evolve rapidly, storing all your data in one place, such as a data warehouse, is no longer scalable. In the very near future, data will need to be distributed and available for several technological solutions. With this practical book, you'll learnhow to migrate your enterprise from a complex and tightly coupled data landscape to a more flexible architecture ready for the modern world of data consumption. Executives, data architects, analytics teams, and compliance and governance staff will learn how to build a modern scalable data landscape using the Scaled Architecture, which you can introduce incrementally without a large upfront investment. Author Piethein Strengholt provides blueprints, principles, observations, best practices, and patterns to get you up to speed. Examine data management trends, including technological developments, regulatory requirements, and privacy concerns Go deep into the Scaled Architecture and learn how the pieces fit together Explore data governance and data security, master data management, self-service data marketplaces, and the importance of metadata

Once an organisation adopts cloud computing, it quickly becomes apparent that the traditional approaches to IT Service Management processes will need to undergo drastic changes to integrate and run Bi-Modal IT Service Operations. This book is an alleyway to manage enterprise could services with a framework that consists of progressive Service Management practices to ensure practical, strategic, and modular methodology for the positive transformation of ITSM for cloud delivery models is followed. It illustrates how to optimise your current IT Service Management processes using modern service management frameworks, including ITIL 4, IT4IT - from conceptual service blueprint to the most efficient service operations. It has very easy to understand process workflows with grand synthesis with enterprise service management and cloud operations management using Agile, DevOps, Robotic Process Automation, with a value-based approach. It gives facile explanations to the cloud service management reference architecture, IT value streams and service models. Comprehensive features include: - Cloud Service Management Framework.- Transformation and Transition Planning actions for ITSM processes.- Value stream workflows with detail explanations for the incident, problem, change management and other processes.- Detail KPIs for performance monitoring and continuous improvements.- A full setup manual of smart cloud governance for the better decision-making process.- Complete guide on setting up your Cloud Centre Of Excellence with defined roles and responsibilities.- And many more never seen cloud capability related facets for making your cloud service management successful and measurable.

The IT4IT Management Guide provides guidance on how the IT4IT Reference Architecture can be used within an IT organization to manage the business of IT. It is designed to provide a guide to business managers, CIOs, IT executives, IT professionals, and all individuals involved or interested in how to transition an IT organization to become a Lean and Agile IT service provider.This book includes two case studies from Shell and the Rabobank.After reading this document you should be able to: Understand why the IT4IT approach is needed to improve the performance of the IT function; and support the business to leverage new IT in the digital age Understand the vision, scope, and content of the IT4IT Reference Architecture (from a

high-level perspective) Understand the benefits of using the IT4IT Reference Architecture within the IT function Initiate the first steps to implement the IT4IT standard in your own IT organizationThe audience for this Management Guide is: CIOs and other IT executive managers who would like to transform their IT organization to support end-to-end value streams Senior leaders and executives in the business and IT responsible for how IT is organized, managed, and improved Enterprise Architects involved in the implementation of IT management solutions within the IT organization IT professionals and consultants involved in the transition of their organizations to a new streamlined IT factory

Guides the reader through an ITSM transformation journey based on the authors' real-world experiences, in a ten-step approach.

ITIL®4

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

Organizing Itsm

Solutions Architect's Handbook

Implementing ITIL

"ITIL® 2011 At a Glance" is an important update to the internationally-recognized ITIL® best practices for IT Service Management. "ITIL® 2011 At a Glance" provides graphical and textual memory joggers for the primary concepts of those best practices. IT organizations worldwide are implementing ITIL® as a vehicle for improving IT service quality and improve return on investment for IT services. This book is an update based on the ITIL 2011 Update. The desk reference's unique graphical approach will take otherwise complex textual descriptions and make the information accessible in a series of consistent, simple diagrams. "ITIL® 2011 At a Glance" will be of interest to organizations looking to train their staffs in a consistent and cost-effective way. Further, this book is ideal for anyone involved in planning consulting, implementing, or testing an ITIL® implementation.

For many decades, IT infrastructure has provided the foundation for successful application deployment. Yet, general knowledge of infrastructures is still not widespread. Experience shows that software developers, system administrators, and project managers often have little knowledge of the big influence IT infrastructures have on the performance, availability and security of software applications. This book explains the concepts, history, and implementation of IT infrastructures. Although many of books can be found on individual infrastructure building blocks, this is the first book to describe all of them: datacenters, servers, networks, storage, virtualization, operating systems, and end user devices. Whether you need an introduction to infrastructure technologies, a refresher course, or a study guide for a computer science class, you will find that the presented building blocks and concepts provide a solid foundation for understanding the complexity of today's IT infrastructures.

Architecting ITSMTrafford Publishing

The model presented in this manual for the IT professional helps managers work with tech workers and their customers to make a clear and well-substantiated argument for IT service investments. In order to validate and fully explain this model, Wigodsky presents an overview of the "why" behind technology investment for any organization, and combines this with detailed real-world solutions that maximize BCO efficiency. By eliminating the "futz factor" commonly associated with system ownership costs, the book provides a glimpse of the next generation IT architecture, a repeatable process for identifying organization-wide system costs, and a customizable model for integrating BCO management with your people, processes, and technology. · Provides detailed technical architectures, processes, and integrated solutions using common computing technologies · Helps the reader build a customized model for reviewing the long-term potential costs and benefits of interrelated IT investments · Includes observations of HP thought leaders, experienced consultants, and customers on past projects

Enterprise DevOps for Architects

Smart Service Management in Cloud Era

Privacy and Identity Management for Emerging Services and Technologies

Cloud Enterprise Architecture