

Itil Itil Tutorial For Beginners

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

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

This book constitutes the refereed proceedings of the First International Conference on Autonomous Infrastructure, Management and Security, AIMS 2007, held in Oslo, Norway in June 2007. It covers scalable network management, inter-domain concepts, promises and ubiquitous management, autonomous infrastructure and security, management models, policy interactions, security management, logic and validation, and networks.

IT Service management at your fingertips About This Book Leverage ServiceNow's capabilities to achieve improved service management and excellent results in your IT operations by following step-by-step, practical instructions Build core administration, management, and maintenance skills with IT service management and IT operations management Improve your workflow efficiency by designing and creating responsive and automated workflows Who This Book Is For This book is for IT professionals and administrators who are planning to or are already trying to implement ServiceNow in their organization for Enterprise IT service management tasks. Some familiarity with web technologies (JavaScript) would be helpful. System administration experience is necessary. What You Will Learn Acquire and configure your own free personal developer instance of ServiceNow Read (and write!) clear, effective requirements for ServiceNow development Avoid common pitfalls and missteps that could seriously impact future progress and upgradeability Know how to troubleshoot when things go wrong using debugging tools Discover developer "tips and tricks" Pick up great tips from top ServiceNow development and administration professionals, and find out what they wish they knew when they were starting out In Detail This book shows you how to put important ServiceNow features to work in the real world. We will introduce key concepts and examples on managing and automating IT services, and help you build a solid foundation towards this new approach. We'll demonstrate how to effectively implement various system configurations within ServiceNow. We'll show you how to configure and administer your instance, and then move on to building strong user interfaces and creating powerful workflows. We also cover other key elements of ServiceNow, such as alerts and notifications, security, reporting, and custom development. You will learn how to improve your business' workflow, processes, and operational efficiency. By the end of this book, you will be able to successfully configure and manage ServiceNow within your organization. Style and approach This book is a step-by-step practical tutorial to help you quickly deploy and configure ServiceNow in your organization.

Inter-Domain Management

Linux Essentials (010-160)

HTML QuickStart Guide: the Simplified Beginner's Guide to HTML

ITIL Foundation

700+ ITIL Foundation Questions with Detailed Solutions

Python is an easy to learn, powerful programming language. It has efficient high-level data structures and a simple but effective approach to object-oriented programming. Python's elegant syntax and dynamic typing, together with its interpreted nature, make it an ideal language for scripting and rapid application development in many areas on most platforms. The Python interpreter and the extensive standard library are freely available in source or binary form for all major platforms from the Python Web site, <https://www.python.org/>, and may be freely distributed. The same site also contains distributions of and pointers to many free third party Python modules, programs and tools, and additional documentation. The Python interpreter is easily extended with new functions and data types implemented in C or C++ (or other languages callable from C). Python is also suitable as an extension language for customizable applications. This tutorial introduces the reader informally to the basic concepts and features of the python language and system. It helps to have a Python interpreter handy for hands-on experience, but all examples are self contained, so the tutorial can be read off-line as well. For a description of standard objects and modules, see [library-index](#). [reference-index](#) gives a more formal de?nition of the language. To write extensions in C or C++, read [extending-index](#) and [c-api-index](#). There are also several books covering Python in depth. This tutorial does not attempt to be comprehensive and cover every single feature, or even every commonly used feature. Instead, it introduces many of Python's most noteworthy features, and will give you a good idea of the language's ?avor and style. After reading it, you will be able to read and write Python modules and programs, and you will be ready to learn more about the various Python library modules described in [library-index](#). The Glossary is also worth going through.

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

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

The PRINCE2 Agile guide supports a new qualification which is being offered as an extension for those who already hold a PRINCE2 Practitioner qualification. PRINCE2 Agile is the most up-to-date and relevant view of agile project management methodologies and the only framework covering a wide range of agile concepts, including SCRUM, Kanban and Lean Startup

ITIL® 4 Essentials: Your essential guide for the ITIL 4 Foundation exam and beyond, second edition

First International Conference on Autonomous Infrastructure, Management and Security, AIMS 2007, Oslo, Norway, June 21-22, 2007, Proceedings

Become ITIL® 4 Foundation Certified in 7 Days

ITIL 4 High-Velocity IT

A Guide for ITIL Foundation Exam Candidates

A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Seventh Edition and The Standard for Project Management (RUSSIAN)

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

ITIL for BeginnersThe Simplified Beginner's Guide to ITILClydebank Media LLC

Learning Agile is a comprehensive guide to the most popular agile methods, written in a light and engaging style that makes it easy for you to learn. Agile has revolutionized the way teams approach software development, but with dozens of agile methodologies to choose from, the decision to "go agile" can be tricky. This practical book helps you sort it out, first by grounding you in agile's underlying principles, then by describing four specific—and well-used—agile methods: Scrum, extreme programming (XP), Lean, and Kanban. Each method focuses on a different area of development, but they all aim to change your team's mindset—from individuals who simply follow a plan to a cohesive group that makes decisions together. Whether you're considering agile for the first time, or trying it again, you'll learn how to choose a method that best fits your team and your company. Understand the purpose behind agile's core values and principles Learn Scrum's emphasis on project management, self-organization, and collective commitment Focus on software design and architecture with XP practices such as test-first and pair programming Use Lean thinking to empower your team, eliminate waste, and deliver software fast Learn how Kanban's practices help you deliver great software by managing flow Adopt agile practices and principles with an agile coach

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.

The Simplified Beginner's Guide to ITIL

Python Tutorial

COBIT 5

Learning Agile

A Time Compressed Resource to Passing the LPI(R) Linux Essentials Exam on Your First Attempt

Service operation

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

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

In this book, you will receive a crash course that will introduce you to everything you need to know to pass the LPI Linux Essentials(R) certification exam. This book covers just the essentials with no fluff, filler, or extra material, so you can learn the material quickly and conquer the certification exam with ease. The LPI Linux Essentials(R) exam is the first certification exam in the Linux Professional Institute's certification path. This certification is designed to test your ability to use the basic console line editor and to demonstrate an understanding of processes, programs, and components of the Linux operating system. This book assumes that you have no previous experience with the Linux operating system and will teach you exactly what you need to know to take and pass the Linux Essentials(R) certification exam on your first attempt.

There has never been a Security Management manual like this. Security Management 70 Success Secrets is not about the ins and outs of Security Management. Instead, it answers the top 70 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 Security Management best practice and standards details. Instead it introduces everything you want to know to be successful with Security Management. A quick look inside of the subjects covered: CISSP Exam Cram Books to Up the Ante for your Test Preparations, What Is CISSP?, ITIL: An ITIL IT Service Continuity Management process will guide you....., IT Infrastructure Library ITIL, cisa cissp, Certified Information Systems Security Professional CBT: An In-house CD Tutorial, What Factors Should You Consider When You Go For CISSP Training?, IT Service Management-An Introduction based on ITIL, ITIL Security Management, ITIL Security, Defense Information Technology Security Certification and Accreditation Process, Certified Informati, When Is Access Control Chart CISSP Necessary?, You need to do this to enable a rollbackscenario for Release and Deployment Management, What covers the ITIL Framework?, Specialist Training, Service Catalog: Service Level Management Service Catalog Demand Management Financial Management....., ITSM Tool Requirements, The Safety Management of ITIL, What is so special about ITIL Service Management?, What You Can Learn In CISSP Seminar, ITSM ITIL, Help Desk Glossary, IT support needs to translate these goals into technical goals for the IT organization, Will ITIL V5 still have Capacity Management as a process? Or is it replaced by Cloud Management?, Know More About ITIL Procedures, Answers for review questions, The Advantages Of CISSP Tutorial, ITIL BASED IT SERVICE MANAGEMENT, This is especially true for regulated industries seeking ITIL compliance, What is Network Management (At its Simplest?), Dissecting the CISSP Curriculum, The Five Conceptual Areas of the OSI/ISO Network Management Model, Useful New Features of SQL Server 2005 Replication Tool, How Microsoft Handles Business It Management Portfolio Technology Unlocking Value Through Security S, Service Management Processes, ITIL Managers Case Inputs About ITIL Security Management, ITIL Security Management Increasing the Company s Level of Security, ITIL Framework The Backbone of ITIL Functions and Processes, Particulars About the CISSP All-In-One Exam Guide, Second Edition All-In-One, and much more...

ITIL®4

Aws Amazon Web Services Tutorial

ITIL 4 Exam Prep Questions, Answers & Explanations

An Introductory Overview of ITIL V3

ITIL Practitioner Guidance (Japanese Edition)

A+ Certification

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

The Ultimate Beginner's Guide To Learning HTML - Learning HTML Has Never Been Easier!***HTML Broken Down Into Easy To Follow Steps With Extensive Examples & Real Application!*** Do you want to learn HTML but don't know where to start? Are you overwhelmed by the 1,000 page long books that simply have TOO much information and are impossible to follow? Do you want to be up and running with HTML in just a few hours? Do you like getting the best 'bang' for your 'buck'? (Of course you do!) If so, then look no further. The "HMTL QuickStart Guide" will take you step-by-step through the learning process so you will understand fundamental tags and elements all the way to building a full-fledged HMTL5 compliant web page. Are you looking to change careers to something that will pay you more and have more flexibility? Are you looking to learn just for fun on the side? No matter why you want to learn HTML the "HTML QuickStart Guide" has you covered. Extensive Examples & Screenshots of What You Should See Makes This Book Like Having An HTML Guru Right Over Your Shoulder While You Learn! Let's face it - HTML has been around for a LONG TIME and it is not going anywhere. With more opportunities for web development appearing every day, it is critical for anyone who planning on creating Anything online to understand HTML. HTML is everywhere you look on the web - it's on EVERY WEB PAGE on the Internet today! It's marking up this description right in front of your eyes! "HTML QuickStart Guide" has been specifically designed by HTML experts with ease of learning in mind to ensure you don't get stuck, lost or lose hope in the learning process. Never again will you need to waste your time searching the internet, watching YouTube videos and paying crazy amounts of money for online courses! What's Required? No Prior Knowledge Required! No Special Software or Programs! All You Need Is a Desire To Learn! Who Is This For? People With Zero To Little HTML Experience! HTML Experts Looking To Brush Up On The Basics! People Looking To Learn HTML For Fun! People Looking To Learn HTML For a Career! What You'll Learn... Foundational HTML Terminology Explained Basic Page Structure - Head & Body Mark Up Page Content Creation - Pagragraphs, Lists, Tables and Images Content Structure - Headers, Footers, Semantic Images The Importance of HTML5 Compatibility The Top Mistakes to AVOID That Those New To HTML Make! A FREE Gift from ClydeBank Media Worth Over \$250 Dollars! Much, Much More! Our Personal GuaranteeWe are so confident that methods outlined in this book will help you learn HTML that we're willing to let you try the book risk-free. If you are not fully satisfied with the product, simply let us know and we will provide a 100% full refund. That's right 100% Money-Back Guarantee! What reason do you have to not give this book a try? Scroll Up To The Top Of The Page And Click The Orange "Add To Cart" On The Right Side Right Now! ClydeBank Media LLC All Rights Reserved

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

Annotation Countless time and money is spent preparing for the ITIL Foundation exam. So why aren't students laser-focused on taking practice exams before attempting the real thing? If you plan on passing the ITIL Foundation exam, it's time to test your knowledge. It's time for ITIL Exam Prep - Questions, Answers, and Explanations.

Service transition

Learning ServiceNow

MITRE Systems Engineering Guide

Implementation

ITIL for Beginners

Understand and Prepare for the ITIL Foundation Exam with Real-life Examples

Pass the ITIL Foundation examination by learning the basics of ITIL and working through real-life examples. This book breaks the course down for studying in 7 days with 3 hours a day, which means at the end of a week you are ready to pass the exam. You'll also see tips and an array of sample questions, as well as FAQs on ITIL. All this will prepare you for the examination and give you the knowledge required to pass with flying colors After using Become ITIL Foundation Certified in 7 Days and earning the ITIL Foundation certification, you'll be well placed to get the career you always wanted. What You Will Learn Gain ITIL basics – the entire syllabus designed of the ITIL Foundation certification Obtain a deep-rooted understanding of ITIL topics and not textbook knowledge Prepare for the ITIL Foundation examination Sort out career-related queries and decide whether ITIL will aid your career Who This Book Is For IT professionals from the IT services industry are the primary audience.

Meyers, the industry expert on professional certification, brings readers this concise, affordable, and portable study tool for the A+ certification exams. With an intensive focus on what

users need to know to pass the tests, plus practice exam software on CD, this is the ticket to success on exam day.

To benefit from this tutorial, you should have the desire to understand how Amazon Web Services can help you scale your cloud computing services. Amazon Web Services (AWS) is Amazon's cloud web hosting platform that offers flexible, reliable, scalable, easy-to-use, and cost-effective solutions. This tutorial covers various important topics illustrating how AWS works and how it is beneficial to run your website on Amazon Web Services. This tutorial is prepared for beginners who want to learn how Amazon Web Services works to provide reliable, flexible, and cost-effective cloud computing services.

Data in all domains is getting bigger. How can you work with it efficiently? Recently updated for Spark 1.3, this book introduces Apache Spark, the open source cluster computing system that makes data analytics fast to write and fast to run. With Spark, you can tackle big datasets quickly through simple APIs in Python, Java, and Scala. This edition includes new information on Spark SQL, Spark Streaming, setup, and Maven coordinates. Written by the developers of Spark, this book will have data scientists and engineers up and running in no time. You'll learn how to express parallel jobs with just a few lines of code, and cover applications from simple batch jobs to stream processing and machine learning. Quickly dive into Spark capabilities such as distributed datasets, in-memory caching, and the interactive shell Leverage Spark's powerful built-in libraries, including Spark SQL, Spark Streaming, and MLlib Use one programming paradigm instead of mixing and matching tools like Hive, Hadoop, Mahout, and Storm Learn how to deploy interactive, batch, and streaming applications Connect to data sources including HDFS, Hive, JSON, and S3 Master advanced topics like data partitioning and shared variables

Service Integration and Management (SIAM™) Foundation Body of Knowledge (BoK), Second edition

PRINCE2 Agile (Dutch Edition)

ITIL Service Operation

ITIL Service Strategy

Security Management 70 Success Secrets - 70 Most Asked Questions on Security Management - What You Need to Know

Itil 4: Digital and It Strategy

*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 how the 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, uitgeverijinformatie.*

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.

IT service management automation at your fingertips Key Features Learn to leverage ServiceNow's capabilities for improved IT automation by following step-by-step, practical instructions Build core administration, development, and maintenance skills with IT service management in ServiceNow Improve your workflow efficiency by designing and creating responsive and automated workflows, business logic, and front-end automation Book Description This book is an updated version of Learning ServiceNow, that will cover the new and updated features of the ServiceNow platform. It will show you how to put important ServiceNow features to work in the real world, while introducing key concepts via examples of managing and automating IT services. It'll help you build a solid foundation of knowledge, and will demonstrate how to effectively implement and configure modules within ServiceNow. We'll show you how to configure and administer your instance, and then move on to building strong user interfaces and creating powerful workflows. We also cover other key elements of ServiceNow, such as notifications, security, reporting, and custom development. You will learn how to improve and automate your business' workflow and processes. By the end of this book, you will be able to successfully configure and manage ServiceNow like a pro. What you will learn Read and write clear, effective code for the ServiceNow platform Identify and avoid common pitfalls and missteps that could seriously impact future progress and upgradeability Use debugging tools to troubleshoot when things go wrong Discover tips and tricks from top ServiceNow developers, architects, and administrators. Find out what the pros wish they knew when they were starting out Who this book is for This book is for IT professionals and administrators who are planning to or are already trying to implement ServiceNow in their organization for Enterprise IT service management tasks. Some familiarity with web technologies (JavaScript) would be helpful. Prior ServiceNow experience is not necessary.

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.

ITIL V3 Planning to Implement Service Management

IT Service Management

Learning ITIL Made Simple with Real-life Examples

ITIL Exam Prep Questions, Answers and Explanations

Become ITIL Foundation Certified in 7 Days

The Ultimate Beginner's Guide

Countless time and money is spent preparing for the ITIL Foundation exam. So why aren't students laser-focused on taking practice exams before attempting the real thing? Based on the latest ITIL 4 Foundation syllabus and the ITIL Service Value System (SVS), the practice exams in this book are designed to help students adjust to the pace, subject matter, and difficulty of the real ITIL Foundation exam. Geared towards anyone preparing for the exam, all tests include clear solutions to help you understand the core concepts. If you plan on passing the ITIL Foundation exam, it's time to test your knowledge. It's time for ITIL Exam Prep - Questions, Answers, and Explanations. Now packed with over 700+ ITIL Foundation sample questions to help you pass the exam on your FIRST try.

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.

ITIL is a widely adopted body of knowledge and best practices for successful IT Service Management that links with training and certification.

Test your knowledge and know what to expect on A+ exam day CompTIA A+ Complete Practice Tests, Second Edition enables you to hone your test-taking skills, focus on challenging areas, and be thoroughly prepared to ace the exam and earn your A+ certification. This essential component of your overall study plan presents nine unique practice tests—and two 90-question bonus tests—covering 100% of the objective domains for both the 220-1001 and 220-1002 exams. Comprehensive coverage of every essential exam topic ensures that you will know what to expect on exam day and maximize your chances for success. Over 1200 practice questions on topics including hardware, networking, mobile devices, operating systems and procedures, troubleshooting, and more, lets you assess your performance and gain the confidence you need to pass the exam with flying colors. This second edition has been fully updated to reflect the latest best practices and updated exam objectives you will see on the big day. A+ certification is a crucial step in your IT career. Many businesses require this accreditation when hiring computer technicians or validating the skills of current employees. This collection of practice tests allows you to: Access the test bank in the Sybex interactive learning environment Understand the subject matter through clear and accurate answers and explanations of exam objectives Evaluate your exam knowledge and concentrate on problem areas Integrate practice tests with other Sybex review and study guides, including the CompTIA A+ Complete Study Guide and the CompTIA A+ Complete Deluxe Study Guide Practice tests are an effective way to increase comprehension, strengthen retention, and measure overall knowledge. The CompTIA A+ Complete Practice Tests, Second Edition is an indispensable part of any study plan for A+ certification.

Service strategy

Exam Core 1 220-1001 and Exam Core 2 220-1002

ITIL Capacity Management

CompTIA A+ Complete Practice Tests

ITIL Foundation Exam Study Guide

Learning Spark

PMBOK® Guide is the go-to resource for project management practitioners. The project management profession has significantly evolved due to emerging technology, new approaches and rapid market changes. Reflecting this evolution, The Standard for Project Management enumerates 12 principles of project management and the PMBOK® Guide 6– Seventh Edition is structured around eight project performance domains. This edition is designed to address practitioners' current and future needs and to help them be more proactive, innovative and nimble in enabling desired project outcomes. This edition of the PMBOK® Guide: •Reflects the full range of development approaches (predictive, adaptive, hybrid, etc.); •Provides an entire section devoted to tailoring the development approach and processes; •Includes an expanded list of models, methods, and artifacts; •Focuses on not just delivering project outputs but also enabling outcomes; and • Integrates with PMI standards™ for information and standards application content based on project type, development approach, and industry sector.

Implement Configuration Management Databases that Deliver Rapid ROI and Sustained Business Value Implementing an enterprise-wide Configuration Management Database (CMDB) is one of the most influential actions an IT organization can take to improve service delivery and bridge the gap between technology and the business. With a well-designed CMDB in place, companies are better positioned to manage and optimize IT infrastructure, applications, and services; automate more IT management tasks; and restrain burgeoning costs. Now, there's an objective, vendor-independent guide to making a CMDB work in your organization. The CMDB Imperative presents a start-to-finish implementation methodology that works and describes how the CMDB is shifting to the superior Configuration Management System (CMS). Expert CMDB industry analyst Glenn O'Donnell and leading-edge architect and practitioner Carlos Casanova first review the drivers behind a CMDB and the technical, economic, cultural, and political obstacles to success. Drawing on the experiences of hundreds of organizations, they present indispensable guidance on architecting and customizing CMDB solutions to your specific environment. They'll guide you through planning, implementation, transitioning into production, day-to-day operation and maintenance, and much more. Coverage includes Defining the tasks and activities associated with configuration management Understanding the CMDB's role in ITIL and the relationship between CMDBs and ITIL v3's CMS Building software models that accurately represent each entity in your IT environment Ensuring information accuracy via change management and automated discovery Understanding the state of the CMDB market and selling the CMDB within your organization Creating federated CMDB architectures that successfully balance autonomy with centralized control Planning a deployment strategy that sets appropriate priorities and reflects a realistic view of your organization's maturity Integrating systems and leveraging established and emerging standards Previewing the future of the CMDB/CMS and how it will be impacted by key trends such as virtualization, SOA, mobility, convergence, and "flexi-sourcing"

This handbook provides advice and guidance to organisations considering implementing service management. It features a six-step process to planning service management implementation; relationships, roles, organisation & structure and enablers and blockers to successful service management.

Service Integration and Management (SIAM™) Foundation Body of Knowledge (BoK), Second edition has been updated to reflect changes to the market and is the official guide for the EXIN SIAM™ Foundation certification.

Prepare for your SIAM™ Foundation exam and understand how SIAM can benefit your organization!

Agile Project Management with Scrum

Understanding Scrum, XP, Lean, and Kanban

800+ ITIL Foundation Questions with Detailed Solutions

The CMDB Imperative

How to Realize the Dream and Avoid the Nightmares

Administration and development on the Now platform, for powerful IT automation, 2nd Edition