

Remedy Cmdb User Guide

Welcome to the all-new second edition of Navigating the Digital Age. This edition brings together more than 50 leaders and visionaries from business, science, technology, government, aca-demia, cybersecurity, and law enforce-ment. Each has contributed an exclusive chapter designed to make us think in depth about the ramifications of this digi-tal world we are creating. Our purpose is to shed light on the vast possibilities that digital technologies present for us, with an emphasis on solving the existential challenge of cybersecurity. An important focus of the book is centered on doing business in the Digital Age-par-ticularly around the need to foster a mu-tual understanding between technical and non-technical executives when it comes to the existential issues surrounding cybersecurity. This book has come together in three parts. In Part 1, we focus on the future of threat and risks. Part 2 emphasizes lessons from today's world, and Part 3 is designed to help you ensure you are covered today. Each part has its own flavor and personal-ity. We have defined its goals and purpose. Part 1 is a bit more futuristic, Part 2 a bit more experiential, and Part 3 a bit more practical. How we work together, learn from our mistakes, deliver a secure and safe digital future-these are the elements that make up the core thinking behind this book. We cannot afford to be complacent. Whether you are a leader in business, government, or education, you should be knowledgeable, diligent, and action-oriented. It is our sincerest hope that this book provides answers, ideas, and inspiration.If we fall on the cybersecurity front, we put all of our hopes and aspirations at risk. So we start this book with a simple proposition: When it comes to cybersecurity, we must succeed.

BMC Remedy A Complete Guide - 2020 EditionStarcooks

The goal of this ITIL book is to help you understand ITIL in the right spirit without getting lost in the buzzwords. Just to keep you on your feet, I'll start with ITIL basics however focus more on ITIL implementation. Don't worry if you are just getting started with ITIL. This ITIL Book is written simple enough for anyone with a basic understanding of IT.

Organizations today are more widely distributed than ever before, which can make systems management tasks, such as distributing software, patches, and security policies, extremely challenging. The IBM® Tivoli® Endpoint Manager platform is architected for today's highly diverse, distributed, and complex IT environments. It provides real-time visibility and control through a single infrastructure, single agent, and single console for systems lifecycle management, endpoint protection, and security configuration and vulnerability management. This platform enables organizations to securely manage their global IT infrastructures faster and more accurately, resulting in improved governance, control, visibility, and business agility. Plus, it gives organizations the ability to handle tomorrow's unforeseen challenges. In this IBM Redbooks® publication, we provide IT security professionals with a better understanding around the challenging topic of endpoint management in the IT security domain. We focus on IBM Tivoli Endpoint Manager for Security and Compliance and describe the product architecture and provide a hands-on design guide for deploying the solution. This book is a valuable resource for security professionals and architects who want to understand and implement a centralized endpoint management infrastructure and endpoint protection to better handle security and compliance challenges.

FAIR Approach

IBM SmartCloud: Building a Cloud Enabled Data Center

Tivoli Integration Scenarios

Spinning Up ServiceNow

CISA Certified Information Systems Auditor All-in-One Exam Guide

This comprehensive and authoritative guide will teach you the DAX language for business intelligence, data modeling, and analytics. Leading Microsoft BI consultants Marco Russo and Alberto Ferrari help you master everything from table functions through advanced code and model optimization. You'll learn exactly what happens under the hood when you run a DAX expression, how DAX behaves differently from other languages, and how to use this knowledge to write fast, robust code. If you want to leverage all of DAX's remarkable power and flexibility, this no-compromise "deep dive" is exactly what you need. Perform powerful data analysis with DAX for Microsoft SQL Server Analysis Services. Excel, and Power BI Master core DAX concepts, including calculated columns, measures, and error handling Understand evaluation contexts and the CALCULATE and CALCULATEABLE functions Perform time-based calculations: YTD, MTD, previous year, working days, and more Work with expanded tables, complex functions, and elaborate DAX expressions Perform calculations over hierarchies, including parent/child hierarchies Use DAX to express diverse and unusual relationships Measure DAX query performance with SQL Server Profiler and DAX Studio

"All-in-One is All You Need." CISA Certified Information Systems Auditor All in One Exam Guide Get complete coverage of all the material included on the CISA exam inside this comprehensive resource. Written by an IT security and audit expert, this authoritative guide covers all six exam domains developed by the Information Systems Audit and Control Association (ISACA). You'll find learning objectives at the beginning of each chapter, exam tips, practice exam questions, and in-depth explanations. Designed to help you pass the CISA exam with ease, this definitive volume also serves as an essential on-the-job reference. Covers all exam topics, including: IS audit process IT governance Network technology and security Systems and infrastructure Lifecycle management IT service delivery and support Protection of information assets Physical security Business continuity and disaster recovery

The purpose of this book is to provide practical process guide for technical support centres. It is based on the ITIL processes covered in 'Service Support' (ISBN 011330952X) and 'Service Delivery' (ISBN 0113309530) but also includes additional processes as well as a Balanced Scorecard Service Model. Processes covered in the book are: Financial and Operations Management; Knowledge Management; Configuration Management; Change Management; Release Management; Incident Management; Problem Management; Service Level Management; Capacity and Workflow Management; Availability Management; IT Service Continuity Management; and Customer Satisfaction Measurement.

This up-to-date self-study system offers 100% coverage of every topic on the 2016 version of the CISA exam The fully revised new edition delivers complete coverage of every topic on the latest release of the Certified Information Systems Auditor (CISA) exam. Written by an IT security and auditing expert, CISA Certified Information Systems Auditor All-in-One Exam Guide, Third Edition, covers all five exam domains developed by the Information Systems Audit and Control Association (ISACA). This effective self-study system features learning objectives at the beginning of each chapter, in-depth explanations of each topic, and accurate practice questions. Each chapter includes Exam Tips that highlight key exam information, hands-on exercises, a chapter summary that serves as a quick review, and end-of-chapter questions that simulate those on the actual exam. Designed to help you pass the CISA exam with ease, this trusted guide also serves as an ideal on-the-job reference. The latest edition of this trusted resource offers complete, up-to-date coverage of all the material included on the latest release of the Certified Information Systems Auditor exam. Written by an IT security and audit expert, CISA Certified Information Systems Auditor All-in-One Exam Guide, Third Edition covers all five exam domains developed by ISACA®. You'll find learning objectives at the beginning of each chapter, exam tips, practice exam questions, and in-depth explanations. Designed to help you pass the CISA exam with ease, this comprehensive guide also serves as an essential on-the-job reference for new and established IS auditors. COVERS ALL EXAM TOPICS, INCLUDING: • IT governance and management • Information systems audit process • Information systems life-cycle management • IT service delivery and infrastructure • Information asset protection Electronic content includes: • 400 practice exam questions in the Total Tester exam engine-take full-length practice exams or customizable quizzes by exam topic (Windows only)

Building VMware Software-Defined Data Centers

Semantisches Informationsmodell für die Betriebsunterstützung dienstorientierter Systeme

Endpoint Security and Compliance Management Design Guide Using IBM Tivoli Endpoint Manager

Navigating the Digital Age

Managing Digital

Access Control Systems

Some copies of CompTIA Security+ Study Guide: Exam SY0-501 (9781119416876) were printed without discount exam vouchers in the front of the books. If you did not receive a discount exam voucher with your book, please visit http://media.wiley.com/product_ancillary/SX/11194168/DOWNLOAD/CompTIA_Coupon.pdf to download one. Expert preparation covering 100% of Security+ exam SY0-501 objectives CompTIA Security+ Study Guide, Seventh Edition offers invaluable preparation for Exam SY0-501. Written by an expert author team, this book covers 100% of the exam objectives with clear, concise explanation. You'll learn how to handle threats, attacks, and vulnerabilities using industry-standard tools and technologies, while understanding the role of architecture and design. From everyday tasks like identity and access management to complex topics like cloud security and cryptography, this study guide helps you consolidate your knowledge base in preparation for the Security+ exam. Practical examples illustrate how these processes play out in real-world scenarios, allowing you to immediately translate essential concepts to on-the-job application. You also gain access to the Sybex online learning environment, which features a robust toolkit for more thorough prep: flashcards, glossary of key terms, practice questions, and a pre-assessment exam equip you with everything you need to enter the exam confident in your skill set. This study guide is approved and endorsed by CompTIA, and has been fully updated to align with the latest version of the exam. Master essential security technologies, tools, and tasks Understand how Security+ concepts are applied in the real world Study on the go with electronic flashcards and more Test your knowledge along the way with hundreds of practice questions To an employer, the CompTIA Security+ certification proves that you have the knowledge base and skill set to secure applications, devices, and networks; analyze and respond to threats; participate in risk mitigation, and so much more. As data threats loom larger every day, the demand for qualified security professionals will only continue to grow. If you're ready to take the first step toward a rewarding career, CompTIA Security+ Study Guide, Seventh Edition is the ideal companion for thorough exam preparation.

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.

Learn Azure's cloud capabilities with the help of this introductory guide to employing Azure for your cloud infrastructure needs. Key FeaturesGet a clear overview of Azure's capabilities and benefits, and learn how to get started efficientlyDevelop the ability to opt for cloud architecture and design that best fits your organizationLeverage Azure opportunities for cost savings and optimizationBook Description Microsoft Azure is a powerful cloud computing platform that offers a multitude of services and capabilities for organizations of any size moving to a cloud strategy. Azure Strategy and Implementation Guide Third Edition encapsulates the entire spectrum of measures involved in Azure deployment that includes understanding Azure fundamentals, choosing a suitable cloud architecture, building on design principles, becoming familiar with Azure DevOps, and learning best practices for optimization and management. The book begins by introducing you to the Azure cloud platform and demonstrating the substantial scope of digital transformation and innovation that can be achieved by leveraging Azure's capabilities. The guide further acquaints you with practical insights on application modernization, Azure Infrastructure as a Service (IaaS) deployment, infrastructure management, key application architectures, best practices of Azure DevOps, and Azure automation. By the end of this book, you will be proficient in driving Azure operations right from the planning and cloud migration stage to cost management and troubleshooting. What you will learnDeploy and run Azure infrastructure servicesCarry out detailed planning for migrating applications to the cloud with AzureMove underlying code class structure into a serverless modelUse a gateway to isolate your services and applicationsDefine roles and responsibilities in DevOpsImplement release & deployment coordination and automationWho this book is for Azure Strategy and Implementation Guide Third Edition is designed to benefit Azure architects, cloud solution architects, Azure developers, Azure administrators, and anyone who wants to develop an expertise in operating and administering the Azure cloud. A basic familiarity with operating systems and databases will help you grasp the concepts covered in this book.

Master one of the world's most powerful enterprise workload automation tools? BMC Control-M 7 – using this book and eBook.

BMC Remedy A Complete Guide – 2020 Edition

Automating the Virtualized Data Center

Microsoft System Center Optimizing Service Manager

Exam SY0-501

ITIL Service Strategy

Cloud Data Centers and Cost Modeling

Make the most of software-defined data centers with revolutionary VMware technologies About This Book Learn how you can automate your data center operations and deploy and manage applications and services across your public, private, and hybrid infrastructure in minutes Drive great business results with cost-effective solutions without compromising on ease, security, and controls Transform your business processes and operations in a way that delivers any application, anywhere, with complete peace of mind Who This Book Is For If you are an IT professional or VMware administrator who virtualizes data centers and IT infrastructures, this book is for you. Developers and Devops engineers who deploy applications and services would also find this book useful. Data center architects and those at the CXO level who make decisions will appreciate the value in the content. What You Will Learn Understand and optimize end-to-end processes in your data center Translate IT processes and business needs into a technical design Apply and create vRO workflow automation functionalities to services Deploy NSX in a virtual environment Technically accomplish DevOps offerings Set up and use vROPs to master the SDDC resource demands Troubleshoot all the components of SDDC In Detail VMware offers the industry-leading software-defined data center (SDDC) architecture that combines compute, storage, networking, and management offerings into a single unified platform. This book uses the most up-to-date, cutting-edge VMware products to help you deliver a complete unified hybrid cloud experience within your infrastructure. It will help you build a unified hybrid cloud based on SDDC architecture and practices to deliver a fully virtualized infrastructure with cost-effective IT outcomes. In the process, you will use some of the most advanced VMware products such as vSphere, vCloud, and NSX. You will learn how to use vSphere virtualization in a software-defined approach, which will help you to achieve a fully-virtualized infrastructure and to extend this infrastructure for compute, network, and storage-related data center services. You will also learn how to use EVO:RAIL. Next, you will see how to provision applications and IT services on private clouds or IaaS with seamless accessibility and mobility across the hybrid environment. This book will ensure you develop an SDDC approach for your datacenter that fulfills your organization's needs and tremendously boosts your agility and flexibility. It will also teach you how to draft, design, and deploy toolsets and software to automate your datacenter and speed up IT delivery to meet your lines of businesses demands. At the end, you will build unified hybrid clouds that dramatically boost your IT outcomes. Style and approach With the ever-changing nature of businesses and enterprises, having the capability to navigate through the complexities is of utmost importance. This book takes an approach that combines industry expertise with revolutionary VMware products to deliver a complete SDDC experience through practical examples and techniques, with proven cost-effective benefits.

SmartCloud Control Desk is a comprehensive IT Asset and Service Management solution that helps reduce cost and minimize service disruptions. It does so through automated service request handling, efficient change management, and optimized asset lifecycle management across IT and enterprise domains. SmartCloud Control Desk helps to reduce total cost of ownership by using one unified solution to license, install, and manage multiple ITIL processes under one price point. It can also help reduce business risk by using advanced impact analysis and defining automated change procedures that ensure integrity of existing infrastructure while supporting business agility. SmartCloud Control Desk improves efficiency and quality of service by unifying asset, change, and problem management. It lowers cost and mitigates license compliance risk by performing end to end software asset management. It also delivers an adaptive, role-based simplified UI that can be more intuitive for novice users, which reduces training costs, while allowing access from anywhere at anytime through mobile device support that includes BlackBerry, iOS, and Android. In addition, SmartCloud Control Desk supports both a profit center business model for internal IT organizations, and an external Service Provider model. Its allows organizations to manage customers and customer agreements and bills for managed assets, usage, and work activities while improving utilization rates and reducing unnecessary purchases by managing the IT asset lifecycle. You can deploy SmartCloud Control Desk in a variety of ways; traditional on-premise, SaaS, VM image. This approach can make it more affordable to meet your current business needs, and seamlessly move between delivery models while keeping the same functionality. This IBM Redbooks® publication covers IBM SmartCloud® Control Desk product configuration, customization, and implementation best practices.

This book is written in practical cookbook style and it offers learning through vivid examples and. Each chapter contains step-by-step instructions about everything necessary to execute a particular task. The book is designed so that you can read it from start to end for beginners or just open up any chapter and start following the recipes as a reference for advanced users, this book will be useful to IT professionals including System Center Service Manager administrators who want to configure and administer System Center Service Manager 2012 and understand how to solve specific problems and scenarios that arise while using System Center Service Manager. It will also be useful to users of 2010 in learning new features and capabilities.

Set up and maintain your own cloud-based Infrastructure as a Service (IaaS) using OpenStackAbout This Book• Build and manage a cloud environment using just four virtual machines• Get to grips with mandatory as well as optional OpenStack components and know how they work together• Leverage your cloud environment to provide Infrastructure as a Service (IaaS) with this practical, step-by-step guideWho This Book Is ForThis book is targeted at all aspiring administrators, architects, or students who want to build cloud environments using OpenStack. Knowledge of IaaS or cloud computing is recommended.What You Will Learn• Get an introduction to OpenStack and its components• Authenticate and authorize the cloud environment using Keystone• Store and retrieve data and images using storage components such as Cinder, Swift, and Glance• Use Nova to build a Cloud Computing fabric controller• Abstract technology-agnostic networks using the Neutron network component• Gain an understanding of optional components such as Ceph, Ceilometer, Trove, Ironic, Sahara, Barbican, Zaqar, Designate, Manila, and many more• See how all of the OpenStack components collaborate to provide IaaS to users• Create a production-grade OpenStack and automate your OpenStack CloudIn DetailOpenStack is a free and open source cloud computing platform that is rapidly gaining popularity in Enterprise data centres. It is a scalable operating system and is used to build private and public clouds. It is imperative for all the aspiring cloud administrators to possess OpenStack skills if they want to succeed in the cloud-led IT infrastructure space. This book will help you gain a clearer understanding of OpenStack's components and their interaction with each other to build a cloud environment. You will learn to deploy a self-service based cloud using just four virtual machines and standard networking. You begin with an introduction on the basics of cloud computing. This is followed by a brief look into the need for authentication and authorization, the different aspects of dashboards, cloud computing fabric controllers, along with "Networking as a Service" and "Software Defined Networking." Then, you will focus on installing, configuring, and troubleshooting different architectures such as Keystone, Horizon, Nova, Neutron, Cinder, Swift, and Glance. Furthermore, you will see how all of the OpenStack components come together in providing IaaS to users. Finally, you will take your OpenStack cloud to the next level by integrating it with other IT ecosystem elements before automation. By the end of this book, you will be proficient with the fundamentals and application of OpenStack.Style and approachThis is a practical step-by-step guide comprising of installation prerequisites and basic troubleshooting instructions to help you build an error-free OpenStack cloud.

Cloud Computing

VMware NSX Automation Fundamentals

Microsoft System Center 2012 Service Manager Cookbook

Itil Heroes' Handbook

Defining IT Success Through The Service Catalog

BMC Control-M 7

All-in-One is All You Need The new edition of this trusted resource offers complete, up-to-date coverage of all the material included on the latest release of the Certified Information Systems Auditor exam. Written by an IT security and audit expert, CISA Certified Information Systems Auditor All-in-One Exam Guide, Second Edition covers all five exam domains developed by the Information Systems Audit and Control Association (ISACA). You'll find learning objectives at the beginning of each chapter, exam tips, practice exam questions, and in-depth explanations. Designed to help you pass the CISA exam with ease, this comprehensive guide also serves as an essential on-the-job reference. Covers all exam topics, including: IT governance and management IS audit process IT life-cycle management IT service delivery and infrastructure Information asset protection Electronic content includes 200+ practice exam questions

Learn how to onboard ServiceNow ITSM tools by evangelizing, educating, and coordinating your organization's service desk, developers, and stakeholders. Drawing on his own story of lessons learned in spinning up the adoption of ServiceNow throughout the Al Jazeera Media Network, application architect Gabriele Kahlout shows IT service managers how to launch automated ServiceNow ticketing tools in seamless integration with their organization's existing email and Active Directory. Spinning Up ServiceNow: IT Service Managers' Guide to Successful User Adoption shows you how to orchestrate your IT service desks and developers to facilitate the adoption and consumption of IT services by all users, supporting their various business needs while optimizing human-computer interaction and minimizing stress and productivity loss arising from poor human-system design. What You'll Learn Quick-start ServiceNow in a matter of days with the minimum configuration required to start processing tickets via email Avoid the teething problems that can spoil your users' onboarding experience with ServiceNow Automate the process of scaling up new teams into ServiceNow Shape your users' experiences so that they retain their familiar bearings in email and Active Directory while welcoming the power of ServiceNow enhancements Create a strategy to avoid common pitfalls that sabotage ITSM programs Who This Book Is For IT managers charged with implementing ServiceNow ITSM suites in their organizations and business analysts determining the requirements for such implementation. The secondary readership is system administrators and developers involved in ITSM.

Using the factor analysis of information risk (FAIR) methodology developed over ten years and adopted by corporations worldwide, Measuring and Managing Information Risk provides a proven and credible framework for understanding, measuring, and analyzing information risk of any size or complexity. Intended for organizations that need to either build a risk management program from the ground up or strengthen an existing one, this book provides a unique and fresh perspective on how to do a basic qualitative risk analysis. Covering such key areas as risk theory, risk calculation, scenario modeling, and communicating risk within the organization, Measuring and Managing Information Risk helps managers make better business decisions by understanding their organizational risk. Uses factor analysis of information risk (FAIR) as a methodology for measuring and managing risk in any organization. Carefully balances theory with practical applicability and relevant stories of successful implementation. Includes examples from a wide variety of businesses and situations presented in an accessible writing style.

Part of a series of specialized guides on System Center - this book provides focused guidance for deploying and customizing Service Manager, an integrated platform for automating and adapting an organization's IT service management best practices. Led by series editor Mitch Tulloch, a team of System Center experts step you through key technical scenarios and tasks.

VeriSM™ - unwrapped and applied

Itil for Those Who Don't Have The Time

Security, Identity Management and Trust Models

IT Service Managers' Guide to Successful User Adoption

The Official (ISC)2 Guide to the CCSP CBK

CISSP For Dummies

The Service Catalog is a fundamental IT tool covering the services themselves, default capabilities, measures and primary means of access and provision. In short, it represents the value IT provides to facilitate business operations. Written by industry experts and using real case studies, this valuable title takes the reader beyond the theoretical to focus on the real business benefits of Service Catalogs and how to implement them successfully within an organization: Services are made standard and rational, leading to lower costs and increased service availability Standard ' service products ' enable forecasting of demand, leading to better volume discounts from vendors and improved inventory and capacity planning Controls over consumption of services are enhanced The fulfillment of IT services is improved with the catalog. Standardization of services leads to recurrent workflows, rather than relatively expensive one-off projects

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 mistakes that could seriously impact future progress and upgradability Know how to troubleshoot when things go wrong using debugging tools Discover developer " tips and tricks " Pick up great tips from top ServiceNow users and administrators who can help you 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.

As a result of a rigorous, methodical process that (ISC) follows to routinely update its credential exams, it has announced that enhancements will be made to both the Certified Information Systems Security Professional (CISSP) credential, beginning April 15, 2015. (ISC) conducts this process on a regular basis to ensure that the examinations and

Bei der Umsetzung von Geschäftsmodellen wird verstärkt auf das Architekturkonzept der serviceorientierten Architektur (SOA) zurückgegriffen. Vor dem Hintergrund der wachsenden Komplexität der resultierenden dienstorientierten Systeme stellt die vorliegende Arbeit einen systematischen Ansatz zur effektiven Zusammenführung von Informationen, Werkzeugen und Methodiken in ein übergreifendes und konsistent anwendbares Modell zur Verwaltung und Überwachung dienstorientierter Systemlandschaften vor.

Making Change Work in the Age of Cloud and Agile

Business intelligence with Microsoft Excel, SQL Server Analysis Services, and Power BI

Up-to-date information for organizations new to Azure, 3rd Edition

Introducing Microsoft System Center 2012 R2

CompTIA Security+ Study Guide

The Definitive Guide to DAX

Part of a series of specialized guides on System Center - this book delivers a focused drilldown into designing runbooks for Orchestrator workflow management solutions. Series editor Mitch Tulloch and a team of System Center experts provide concise technical guidance as they step you through key design concepts, criteria, and tasks.

Organizations are looking for ways to get more out of their already strained IT infrastructure as they face new technological and economic pressures. They are also trying to satisfy a broad set of users (internal and external to the enterprise) who demand improvements in their quality of service (QoS), regardless of increases in the number of users and applications. Cloud computing offers attractive opportunities to reduce costs, accelerate development, and increase the flexibility of the IT infrastructure, application point for most organizations when moving to a cloud computing environment. IaaS can be used for the delivery of resources such as compute, storage, and network services through a self-service portal. With IaaS, IT services are delivered as a subscription service, eliminating up-front costs and driving down ongoing support costs. IBM® has defined the Cloud Computing Reference Architecture (CCRA) based on years of experience of working with customers who have implemented cloud-computing solutions. The IBM publications titled "Getting started" information highlights the Cloud Enabled Data Center adoption pattern and describes how you can use it to define an IaaS solution. This guide is intended for chief technology officers, data center architects, IT architects, and application architects who want to understand the cloud-computing infrastructure necessary to support their applications and services by using an IaaS solution. It explains the technical and business benefits of a Cloud Enabled Data Center solution. It introduces the key components that increase in the degree of automation and the cloud-computing capabilities that are available. In addition, this guide describes the architectural framework provided by the IBM CCRA and explains details about the Cloud Enabled Data Center adoption pattern. Globally recognized and backed by the Cloud Security Alliance (CSA) and the (ISC)2 the CCSP credential is the ideal way to match marketability and credibility to your cloud security skill set. The Official (ISC)2 Guide to the CCSPSM CBK Second Edition is your ticket for expert insight through the 6 CCSP domains. You will find step-by-step guidance through real-life scenarios, illustrated examples, tables, best practices, and more. This Second Edition features clearer diagrams as well as refined explanations based on experience what you have learned and prepare smarter. Numerous illustrated examples and tables are included to demonstrate concepts, frameworks and real-life scenarios. The book offers step-by-step guidance through each of CCSP's domains, including best practices and techniques used by the world's most experienced practitioners. Developed by (ISC)2, endorsed by the Cloud Security Alliance® (CSA) and compiled and reviewed by cloud security experts across the world, this book brings together a global, thorough perspective as your fundamental study tool in preparation for the CCSP exam and provides a comprehensive reference that will serve you for years to come.

NOTE: This title is also available as a free eBook. It is offered for sale in print format as a convenience. Get a head start evaluating System Center 2012 R2 - with technical insights from a Microsoft MVP and members of the System Center product team. This guide introduces new features and capabilities, with scenario-based advice on how the platform can meet the needs of your business. Get the high-level overview you need to begin preparing your deployment now. Preview new features and enhancements, including Data Protection Manager Operations Manager Advisor Service Manager Orchestrator

Azure Strategy and Implementation Guide

A Journey from Traditional Batch Scheduling to Workload Automation

A Practical Guide

Official (ISC)2 Guide to the CISSP CBK

The Executive's Guide to Information Technology

CISA Certified Information Systems Auditor All-in-One Exam Guide, Third Edition

The complete guide to provisioning and managing cloud-based Infrastructure as a Service (IaaS) data center solutions Cloud computing will revolutionize the way IT resources are deployed, configured, and managed for years to come. Service providers and customers each stand to realize tremendous value from this paradigm shift—if they can take advantage of it. Cloud Computing brings together the realistic, start-to-finish guidance they need to plan, implement, and manage cloud solution architectures for tomorrow's virtualized data centers. It introduces cloud "newcomers" to essential concepts, and offers experienced operations professionals detailed guidance on delivering Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS). This book's replicable solutions and fully-tested best practices will help enterprises, services providers, consultants, and Cisco partners meet the challenge of provisioning end-to-end cloud infrastructures. Drawing on extensive experience working with leading cloud vendors and integrators, the authors present detailed operations workflow examples, proven techniques for operating cloud-based network, compute, and storage infrastructure, a comprehensive management reference architecture, and a complete case study demonstrating rapid, lower-cost solutions design. Cloud Computing will be an indispensable resource for all network/IT professionals and managers involved with planning, implementing, or managing the next generation of cloud computing services. • Review the key concepts needed to successfully deploy cloud-based services • Transition common enterprise design patterns and use cases to the cloud • Master architectural principles and infrastructure design for "real-time" managed IT services • Understand the Cisco approach to cloud-related technologies, systems, and services • Develop a cloud management architecture using ITIL, TMF, and ITIL-TMM standards • Implement best practices for cloud service provisioning, activation, and management • Automate cloud infrastructure to simplify service delivery, monitoring and assurance • Choose and implement the right billing/chargeback approaches for your business • Design and build IaaS services, from start to finish • Provide a consistent and optimal cloud user experience This book is part of the Networking Technology Series from Cisco Press, which offers networking professionals valuable information for constructing efficient networks, understanding new technologies, and building successful careers.

VeriSM: Unwrapped and Applied, the second volume within the VeriSM series, extends the information in the first volume VeriSM: A Service Management Approach for the Digital Age. It shows how VeriSM applies to the digitally transforming organization. This includes information around what digital transformation is, approaches to digital transformation and its implications for the entire organization, especially the people. The book explains how to use the VeriSM model, describing the steps to develop, maintain and use the Management Mesh to deliver a new or changed product or service. Within this content, a case study is used to illustrate how to apply the model for each stage and show the expected outcomes. Implications for the entire organization are stressed throughout the entire volume, reinforcing the organizational capabilities to produce consumer-focused products and services. The second part of the book also includes a wealth of case studies, stories and interviews from organizations and individuals who have a digital transformation journey to share. VeriSM early adopters from around the world provide more information about how they are applying the guidance.

VeriSM is a methodology for 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.

Is service delivery (hardware/software/people) capable of supporting requirements? What are the long-term goals in IT Service Management area? Can smart reporting handle federated data for the CMBD? What is a Service Request Definition? Is integration with any Network Management tools in scope for the project? This premium BMC Remedy self-assessment will make you the dependable BMC Remedy domain leader by revealing just what you need to know to be fluent and ready for any BMC Remedy challenge. How do I reduce the effort in the BMC Remedy work to be done to get problems solved? How can I ensure that plans of action include every BMC Remedy task and that every BMC Remedy outcome is in place? What will I save time investigating strategic and tactical options and ensuring BMC Remedy costs are low? How can I deliver tailored BMC Remedy advice instantly with structured going-forward plans? There's no better guide through these mind-expanding questions than acclaimed best-selling author Gerard Blokdyk. Blokdyk ensures all BMC Remedy essentials are covered, from every angle. The BMC Remedy self-assessment shows succinctly and clearly that what needs to be clarified to organize the required activities and processes so that BMC Remedy outcomes are achieved. Contains extensive criteria grounded in past and current successful projects and activities by experienced BMC Remedy practitioners. Their mastery, combined with the easy elegance of the self-assessment, provides its personal value to you in knowing how to assess the outcome of any efforts in BMC Remedy are maximized with professional results. Your purchase includes access details to the BMC Remedy self-assessment dashboard which gives you your dynamically prioritized projects-ready tool and shows you exactly what to do next. Your exclusive instant access details can be found in your book. You will receive the following contents with New and Updated specific criteria: - The latest quick edition of the book in PDF - The latest complete edition of the book in PDF, which criteria correspond to the criteria in... - The Self-Assessment Excel Dashboard - In-depth and specific BMC Remedy Checklists - Project management checklists and templates to assist with implementation INCLUDES LIFETIME SELF-ASSESSMENT UPDATES Every self assessment comes with Lifetime Updates and Lifetime Free Updated Books. Lifetime Updates is an industry-first feature which

allows you to receive verified self assessment updates, ensuring you always have the most accurate information at your fingertips.

IT Service Management Best Practices Using IBM SmartCloud Control Desk

Learning ServiceNow

CISA Certified Information Systems Auditor All-in-One Exam Guide, 2nd Edition

The Manager's Guide to Web Application Security

Microsoft System Center Designing Orchestrator Runbooks

CMDB Systems

About This Book This book, "Managing Digital: Concepts and Practices", is intended to guide a practitioner through the journey of building a digital-first viewpoint and the skills needed to thrive in the digital-first world. As such, this book is a bit of an experiment for The Open Group; it isn't structured as a traditional standard or guide. Instead, it is structured to show the key issues and skills needed at each stage of the digital journey, starting with the basics of a small digital project, eventually building to the concerns of a large enterprise. So, feel free to digest this book in stages — the section Introduction for the student is a good guide. The book is intended for both academic and industry training purposes. This book seeks to provide guidance for both new entrants into the digital workforce and experienced practitioners seeking to update their understanding on how all the various themes and components of IT management fit together in the new world. About The Open Group Press The Open Group Press is an imprint of The Open Group for advancing knowledge of information technology by publishing works from individual authors within The Open Group membership that are relevant to advancing The Open Group mission of Boundaryless Information Flow™. The key focus of The Open Group Press is to publish high-quality monographs, as well as introductory technology books intended for the general public, and act as a complement to The Open Group Standards, Guides, and White Papers. The views and opinions expressed in this book are those of the author, and do not necessarily reflect the consensus position of The Open Group members or staff.

The Manager's Guide to Web Application Security is a concise, information-packed guide to application security risks every organization faces, written in plain language, with guidance on how to deal with those issues quickly and effectively. Often, security vulnerabilities are difficult to understand and quantify because they are the result of intricate programming deficiencies and highly technical issues. Author and noted industry expert Ron Lepofsky breaks down the technical barrier and identifies many real-world examples of security vulnerabilities commonly found by IT security auditors, translates them into business risks with identifiable consequences, and provides practical guidance about mitigating them. The Manager's Guide to Web Application Security describes how to fix and prevent these vulnerabilities in easy-to-understand discussions of vulnerability classes and their remediation. For easy reference, the information is also presented schematically in Excel spreadsheets available to readers for free download from the publisher's digital annex. The book is current, concise, and to the point—which is to help managers cut through the technical jargon and make the business decisions required to find, fix, and prevent serious vulnerabilities.

This essential resource for professionals and advanced students in security programming and system design introduces the foundations of programming systems security and the theory behind access control models, and addresses emerging access control mechanisms.

Many senior executives talk about information as one of their most important assets, but few behave as if it is. They report to the board on the health of their workforce, their financials, their customers, and their partnerships, but rarely the health of their information assets. Corporations typically exhibit greater discipline in tracking and accounting for their office furniture than their data. Infonomics is the theory, study, and discipline of asserting economic significance to information. It strives to apply both economic and asset management principles and practices to the valuation, handling, and deployment of information assets. This book specifically shows: CEOs and business leaders how to more fully yield information as a corporate asset CIOs how to improve the flow and accessibility of information CFOs how to help their organizations measure the actual and latent value in their information assets. More directly, this book is for the burgeoning force of chief data officers (CDOs) and other information and analytics leaders in their valiant struggle to help their organizations become more info savvy. Author Douglas Laney has spent years researching and developing infonomics and advising organizations on the infinite opportunities to monetize, manage, and measure information. This book delivers a set of new ideas, frameworks, evidence, and even approaches adapted from other disciplines on how to administer, wield, and understand the value of information. Infonomics can help organizations not only to better develop, sell, and market their offerings, but to transform their organizations altogether. "Doug Laney masterfully weaves together a collection of great examples with a solid framework to guide readers on how to gain competitive advantage through what he labels "the unruly asset" - data. The framework is comprehensive, the advice practical and the success stories global and across industries and applications." Liz Rowe, Chief Data Officer, State of New Jersey "A must read for anybody who wants to survive in a data centric world." Shaun Adams, Head of Data Science, Betterbathrooms.com "Phenomenal! An absolute must read for data practitioners, business leaders and technology strategists. Doug's lucid style has a set a new standard in providing intelligible material in the field of information economics. His passion and knowledge on the subject exudes thru his literature and inspires individuals like me." Ruchi Rajasekhar, Principal Data Architect, MISO Energy "I highly recommend Infonomics to all aspiring analytics leaders. Doug Laney's work gives readers a deeper understanding of how and why information should be monetized and managed as an enterprise asset. Laney's assertion that accounting should recognize information as a capital asset is quite convincing and one I agree with. Infonomics enjoyably echoes that sentiment!" Matt Green, independent business analytics consultant, Atlanta area "If you care about the digital economy, and you should, read this book." Tanya Shuckhart, Analyst Relations Lead, IRI Worldwid

A Concise Guide to the Weaker Side of the Web
Measuring and Managing Information Risk

Infonomics

A Complete Guide To Planning, Designing and Building a Cloud Data Center

How to Monetize, Manage, and Measure Information as an Asset for Competitive Advantage

Implementing Service and Support Management Processes

CMDB Systems: Making Change Work in the Age of Cloud and Agile shows you how an integrated database across all areas of an organization's information system can help make organizations more efficient reduce challenges during change management and reduce total cost of ownership (TCO). In addition, this valuable reference provides guidelines that will enable you to avoid the pitfalls that cause CMDB projects to fail and actually shorten the time required to achieve an implementation of a CMDB. Drawing upon extensive experience and using illustrative real world examples, Rick Sturm, Dennis Drogseth and Dan Twing discuss: Unique insights from extensive industry exposure, research and consulting on the evolution of CMDB/CMS technology and ongoing dialog with the vendor community in terms of current and future CMDB/CMS design and plans Proven and structured best practices for CMDB deployments Clear and documented insights into the impacts of cloud computing and other advances on CMDB/CMS futures Discover unique insights from industry experts who consult on the evolution of CMDB/CMS technology and will show you the steps needed to successfully plan, design and implement CMDB Covers related use-cases from retail, manufacturing and financial verticals from real-world CMDB deployments Provides structured best practices for CMDB deployments Discusses how CMDB adoption can lower total cost of ownership, increase efficiency and optimize the IT enterprise

Cloud Data Centers and Cost Modeling establishes a framework for strategic decision-makers to facilitate the development of cloud data centers. Just as building a house requires a clear understanding of the blueprints, architecture, and costs of the project; building a cloud-based data center requires similar knowledge. The authors take a theoretical and practical approach, starting with the key questions to help uncover needs and clarify project scope. They then demonstrate probability tools to test and support decisions, and provide processes that resolve key issues. After laying a foundation of cloud concepts and definitions, the book addresses data center creation, infrastructure development, cost modeling, and simulations in decision-making, each part building on the previous. In this way the authors bridge technology, management, and infrastructure as a service, in one complete guide to data centers that facilitates educated decision making. Explains how to balance cloud computing functionality with data center efficiency Covers key requirements for power management, cooling, server planning, virtualization, and storage management Describes advanced methods for modeling cloud computing cost including Real Option Theory and Monte Carlo Simulations Blends theoretical and practical discussions with insights for developers, consultants, and analysts considering data center development

Learning OpenStack

The Definitive Cybersecurity Guide for Directors and Officers