

## The Agile Service Management Guide Masters Consulting

\* Discounted for a few days with 55% OFF! LAST DAYS!! \* Are you tired of missing deadlines? Do you want to increase speed and flexibility when delivering your product to customers? Are you looking for an efficient method to complete your project? Master Agile Methodology & become an expert! In this incredible bundle, you will learn a management system that breaks down complex projects into smaller pieces, letting you finish everything with quality. This bundle includes: BOOK 1 Agile Project Management: The Definitive Beginner's Guide to Learning Agile Project Management and Understanding Methodologies for Quality Control This book will help you: Understand what agile project management is Understand the basic principles behind agile project management Understand why agile is needed Understand where agile comes from Understand why agile has so many advantages (and what they are) Understand how to actually apply the 12 Agile Principles to real-life work Understand why teams love agile project management Understand how to build truly agile teams Understand how to deploy and scale up your agile projects Understand why, sometimes, agile might not seem to work Understand that agile can be a hybrid approach and, as such, it can be implemented in traditional companies Understand how agile will ultimately change your life BOOK 2 Agile Project Management: Methodology. A Comprehensive Beginner's Guide to Scrum, Kanban, XP, Crystal, FDD, DSDM - Scrum project management basics and why this method is so popular - What's up with the Daily Standup, anyway? - How Scrum and other agile methods relate to each other - Kanban and where it really came from - The advantages of Kanban and how it connects to Scrum - Extreme Programming and whether or not it is still relevant in 2019 - Crystal Methods and why they are among the most flexible methods out there - What Feature-Driven Development actually is - Why the Dynamic System Development Method is ideal for corporate agile scaling - How to choose the right combination of agile practices for your own business Are you ready to start seeing results? Do you want to transform the way you manage projects and teams? Buy it NOW and let your customer get addicted to this amazing book! This book is designed to help project managers with a traditional, plan-driven project management background understand the challenges of implementing agile and to develop a more adaptive project management approach. Content is organized into 5 sections: fundamental of agile, agile processes and tools, making agile work for business, implementing agile at the enterprise level, and case studies. It can be used to study for PMI's newly founded ACP exam.

Streamline project workflow with expert agile implementation The Project Management Profession is beginning to go through rapid and profound transformation due to the widespread adoption of agile methodologies. Those changes are likely to dramatically change the role of project managers in many environments as we have known them and raise the bar for the entire project management profession; however, we are in the early stages of that transformation and there is a lot of confusion about the impact it has on project managers: There are many stereotypes and misconceptions that exist about both Agile and traditional plan-driven project management. Agile and traditional project management principles and practices are treated as separate and independent domains of knowledge with little or no integration between the two and sometimes seen as in conflict with each other. Agile and "Waterfall" are thought of as two binary, mutually-exclusive choices and companies sometimes try to force-fit their business and projects to one of those extremes when the right solution is to fit the approach to the project. It's no wonder that many Project Managers might be confused by all of this! This book will help project managers unravel a lot of the confusion that exists; develop a totally new perspective to see Agile and traditional plan-driven project management principles and practices in a new light as complementary to each other rather than competitive; and learn to develop an adaptive approach to blend those principles and practices together in the right proportions to fit any situation. There are many books on Agile and many books on traditional project management but what's very unique about this book is that it takes an objective approach to help you understand the strengths and weaknesses of both of those areas to see how they can work synergistically to improve project outcomes in any project. The book includes discussion topics, real world case studies, and sample enterprise-level agile frameworks that facilitate hands-on learning as well as an in-depth discussion of the principles behind both Agile and traditional plan-driven project management practices to provide a more thorough level of understanding.

Despite the astonishing technological developments in our times, it is surprising how little has changed in the way organizations are structured and managed. However, organizations are finally changing as they embark on agile transformations. Agility concepts emerged from the dynamics of project management and have evolved as they are being applied to organizational structure and operations. This phase of the agile evolution is known as enterprise agility. Filled with real-world scenarios and company case studies, Enterprise Agility: A Practical Guide to Agile Business Management covers the evolution of agility, including applied processes, lessons learned and realized outcomes. The book starts with the initial phase of the agile evolution, project agility and describes how waterfall project management is transformed into scrum, which can have positive effects on project timelines, scope and budget, as well as team motivation. The second phase of agility, organizational agility, is the evolution of the agile principles from temporary projects to permanent organizational structures. The book explains the main components of organizational agility, including structures, roles and ways of organizing work. It emphasizes the advantages of transitioning from traditional organizational management to agile. Finally, the latest phase, enterprise agility, applies to every functional operation of corporations. This phase is still developing, and the book focuses on the fundamentals of enterprise agility and transitioning to a fully agile organization. The last chapter illustrates the enablers of this transformation and how they can help the change to be internalized so that the enterprises realize improvements. The book is based on the author's 10 years of experience of supporting more than 25 companies in varied sectors on their transformational journey. By combining traditional project management techniques and principles of agile business development, it shows managers how to lead the transformation to enterprise agility by following the path from project agility to full enterprise agility.

Agile Service Development

VeriSM™ - A Pocket Guide

A Complete Beginner's Guide to Agile Project Management

IFIP WG 5.7 International Conference, APMS 2019, Austin, TX, USA, September 1–5, 2019, Proceedings, Part II

Your Guide to Agile Value Management

Advances in Production Management Systems. Production Management for the Factory of the Future

Best practices for managing projects in agile environments—now updated with new techniques for larger projects Today, the pace of project management moves faster. Project management needs to become more flexible and far more responsive to customers. Using Agile Project Management (APM), project managers can achieve all these goals without compromising value, quality, or business discipline. In Agile Project Management, Second Edition, renowned agile pioneer Jim Highsmith thoroughly updates his classic guide to APM, extending and refining it to support even the largest projects and organizations. Writing for project leaders, managers, and executives at all levels, Highsmith integrates the best project management, product management, and software development practices into an overall framework designed to support unprecedented speed and mobility. The many topics added in this new edition include incorporating agile values, scaling agile projects, release planning, portfolio governance, and enhancing organizational agility. Project and business leaders will especially appreciate Highsmith's new coverage of promoting agility through performance measurements based on value, quality, and constraints. This edition's coverage includes: Understanding the agile revolution's impact on product development Recognizing when agile methods will work in project management, and when they won't Setting realistic business objectives for Agile Project Management Promoting agile values and principles across the organization Utilizing a proven Agile Enterprise Framework that encompasses governance, project and iteration management, and technical practices Optimizing all five stages of the agile project: Envision, Speculate, Explore, Adapt, and Close Organizational and product-related processes for scaling agile to the largest projects and teams Agile project governance solutions for executives and management The "Agile Triangle": measuring performance in ways that encourage agility instead of discouraging it The changing role of the agile project leader

The Elements of Agile and Scrum in a Nutshell Whether you're new to agile software development or considering Scrum for general project management, Scrum Basics compiles all of the essentials into one handy little guide. Learn how agile teams use Scrum, with: • A simple summary of agile project management basics like the Agile Manifesto and 12 Agile Principles • A concise overview of Scrum roles, artifacts, and activities • A well-organized breakdown of Scrum practices with helpful illustrations and advice • A troubleshooting FAQ and 5 case studies to help you visualize Scrum in action

Economies around the globe have evolved into being largely service-oriented economies. Consumers no longer just want a printer or a car, they rather ask for a printing service or a mobility service. In addition, service-oriented organizations increasingly exploit new devices, technologies and infrastructures. Agility is the ability to deal with such changing requirements and environments. Agile ways of working embrace change as a positive force and harness it to the organization's competitive advantage. The approach described in this book focuses on the notion of a service as a piece of functionality that offers value to its customers. Instead of solely looking at agility in the context of system or software development, agility is approached in a broader context. The authors illustrate three kinds of agility that can be found in an agile enterprise: business, process and system agility. These three types of agility reinforce each other and establish the foundation for the agile enterprise. Architecture, patterns, models, and all of the best practices in system development contribute to agile service development and building agile applications. This book addresses two audiences. On the one hand, it aims at agile and architecture practitioners who are looking for more agile ways of working in designing and building business services or who are interested in extending and improving their agile methods by using models and model-based architectures. On the other hand, it addresses students of (enterprise) architecture and software development or service science courses, both in computer science and in business administration.

Buyers are challenged with the 'what-to-invest-in' decision and expect sellers to help (a) quantify the value of their solutions in a transparent way and (b) measure value realized post solution implementation. Sellers seek a credible way to respond, while differentiating their solutions from competitive alternatives. To bridge this buyer-seller 'expectations gap,' author John Porter makes the point that all buyer-seller interactions need to be based on business value. There has been an overall evolution in the concept of business value over the last years. Originally, when it was relatively straightforward to map a product capability to a specific problem, this evolution began with technical Product / Feature Selling and little or no business value discussion. As problems became more complex, buyers and sellers relied on Solution Selling to scope requirements and design more sophisticated solutions. As competition stiffened, a Generic Value Selling model appeared -- where sellers provided buyers with generic examples of the value achieved by other organizations. But these generalized value propositions were not specifically relevant to each organization; they did not always account for industry, geography, size, or use case variations. This led to Specific Value Selling methodologies that enabled value to be quantified and customized for each opportunity. Agile Customer Value Management completes this evolution. Specifically, CVM brings organizations to the level of Differentiated Value Selling -- where value is quantified for a specific project including differentiation from other alternative uses of budget such as direct competition or alternative uses of capital.

Author John Porter focuses on WHAT this role is, WHY it is important, and HOW it bridges the expectations gap. He provides insights and best practices that will help establish the required agile Customer Value Management (CVM) environment and unleash the power of the Value Practitioner as a key

The Complete Step-By-Step Guide to Agile Project Management with Kanban

Concrete Structure Management - Guide to Ownership and Good Practice

VeriSM™ Foundation Study Guide

Hands-On Guide to AgileOps

Your Quick Start Guide with Step-By-Step Instructions

Agile Portfolio Management

IFIP WG 5.7 International Conference, APMS 2019, Austin, TX, USA, September 1–5, 2019, Proceedings, Part I

The first comprehensive guide to the design and implementation of security in 5G wireless networks and devices Security models for 3G and 4G networks based on Universal SIM cards worked very well. But they are not fully applicable to the unique security requirements of 5G networks. 5G will face additional challenges due to increased user privacy concerns, new trust and service models and requirements to support IoT and mission-critical applications. While multiple books already exist on 5G, this is the first to focus exclusively on security for the emerging 5G ecosystem. 5G networks are not only expected to be faster, but provide a backbone for many new services, such as IoT and the Industrial Internet. Those services will provide connectivity for everything from autonomous cars and UAVs to remote health monitoring through body-attached sensors, smart logistics through item tracking to remote diagnostics and preventive maintenance of equipment. Most services will be integrated with Cloud computing and novel concepts, such as mobile edge computing, which will require smooth and transparent communications between user devices, data centers and operator networks. Featuring contributions from an international team of experts at the forefront of 5G system design and security, this book: Provides priceless insights into the current and future threats to mobile networks and mechanisms to protect it Covers critical lifecycle functions and stages of 5G security and how to build an effective security architecture for 5G based mobile networks Addresses mobile network security based on network-centricity, device-centricity, information-centricity and people-centricity views Explores security considerations for all relative stakeholders of mobile networks, including mobile network operators, mobile network virtual operators, mobile users, wireless users, Internet-of things, and cybersecurity experts Providing a comprehensive guide to state-of-the-art in 5G security theory and practice, A Comprehensive Guide to 5G Security is an important working resource for researchers, engineers and business professionals working on 5G development and deployment.

Discover the best practices for transforming cloud and infrastructure operations by using Agile, Scrum, Kanban, Scrumban and Spotify models. This book will help you gain an in-depth understanding of these processes so that you can apply them to your own work. The book begins by offering an overview of current processes and methods used in IT Operations using ITIL and IT4IT. The Authors provide a background of the Agile, Scrum, Kanban, SaFe, Scrumban, and Spotify models used in software development. You'll then gain in-depth guidance and best practices to implement Agile in the Operations world. You'll see how Agile, Site Reliability Engineering and DevOps work in tandem to provide the foundation for modern day infrastructure and cloud operations. The book also offers a comparison of various agile processes and their suitability to the infrastructure and cloud operations world. After completing this is hands-on guide, you'll know how to adopt Agile, DevOps and SRE and select the most suitable processes for your organization to achieve higher reliability, agility and lower costs while running cloud and infrastructure operations. What You Will Learn Understand how cloud computing and microservices architecture are changing operations dynamics Understand ITIL, IT4IT, and Lean Learn how Site Reliability Engineering, Agile and DevOps work in tandem Leverage Agile, Scrum, Kanban, Scrumban, and Spotify models to run cloud operations Use Site Reliability techniques along with Agile and DevOps Study the different agile frameworks (Spotify, SaFe, LeSS, DAD, Nexus), their purpose, benefits and implementation approaches. Learn a step-by-step process to identify and implement these frameworks in your organization Who This Book is For Infrastructure architects, DevOps architects, Agile practitioners, DevSecOps Experts, Product Managers/Scrum Masters, DevOps Engineers.

Construction projects are undertaken to meet a variety of business, service and aspirational objectives and needs. The success of a building or an element of infrastructure depends on how well it meets the owner's needs and interests or those of the users. Recent changes in owner attitudes to construction are reflected in an increasing interest in through-life costs, i.e. not only the capital costs of construction but also the operational costs associated with a structure's functional performance for a defined life span. The owner can greatly improve the likelihood of achieving the value they seek from the facility by being intimately and effectively involved in the definition of performance requirements at the start of the construction procurement process. The objective of fib Bulletin 44 is to provide guidance to owners of concrete structures on: the management of their concrete structures (buildings and infrastructure) as part of their business goals or the service objectives of their organization; best practice in the management of concrete structures; their responsibilities with respect to the management of their concrete structures; the wider context and issues of service life design; information and direction needed by the supporting professional team of architects, engineers, specifiers, contractors and others. This Guide also provides background information on topics such as deterioration processes and technical procedures used for the management of concrete structures, including reference to international standards for the protection and repair of concrete structures. These activities are illustrated by application examples/case histories and by a section addressing frequently asked questions. A brief review is made of some potential future developments.

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

Combining Adaptive Methods and Flexible Solutions

Agile Practice Guide (Hindi)

The ITSM Process Design Guide

IT4IT™ for Managing the Business of IT - A Management Guide

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

The Project Manager's Guide to Mastering Agile

Guide to Good Practice

The two-volume set IFIP AICT 566 and 567 constitutes the refereed proceedings of the International IFIP WG 5.7 Conference on Advances in Production Management Systems, APMS 2019, held in Austin, TX, USA. The 161 revised full papers presented were carefully reviewed and selected from 184 submissions. They discuss globally pressing issues in smart manufacturing, operations management, supply chain management, and Industry 4.0. The papers are organized in the following topical sections: lean production; production management in food supply chains; sustainability and reconfigurability of manufacturing systems; product and asset life cycle management in smart factories of industry 4.0; variety and complexity management in the era of industry 4.0; participatory methods for supporting the career choices in industrial engineering and management education; blockchain in supply chain management; designing and delivering smart services in the digital age; operations management in engineer-to-order manufacturing; the operator 4.0 and the Internet of Things, services and people; intelligent diagnostics and maintenance solutions for smart manufacturing; smart supply networks; production management theory and methodology; data-driven production management; industry 4.0 implementations; smart factory and IIOT; cyber-physical systems; knowledge management in design and manufacturing; collaborative product development; ICT for collaborative manufacturing; collaborative technology; applications of machine learning in production management; and collaborative technology.

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!

The failure effectively to sustain IT systems and react to change - due to the huge investments that organisations make in these systems - is likely to impact on an organisation's bottom line. This means that an ad hoc approach to IT Service management is not an option. It is vital to focus on business value, good ROI, speed to market, and delivery of solutions in response to change. Agile approaches mean an incremental method to change, early delivery of business value, and collaborative work towards change. Understanding and employing ITIL, PRINCE2, and DSDM together can provide the potential for a well run infrastructure which is responsive to change and will not halt progress. This publication offers practical guidance on how to deliver an IT Service by employing ITIL, PRINCE2, and DSDM Atern together and provides an overview of all three approaches, and describes the benefits of each. It also describes the issues that arise from implementing ITIL, the structure and content of PRINCE2, the breadth of DSDM and how they fit together, where the common areas sit, and where the specialities for each exist.

In Large-Scale Scrum , Craig Larman and Bas Vodde offer the most direct, concise, actionable guide to reaping the full benefits of agile in distributed, global enterprises. Larman and Vodde have distilled their immense experience helping geographically distributed development organizations move to agile. Going beyond their previous books, they offer today's fastest, most focused guidance: "brass tacks" advice and field-proven best practices for achieving value fast, and achieving even more value as you move forward. Targeted to enterprise project participants and stakeholders, Large-Scale Scrum offers straight-to-the-point insights for scaling Scrum across the entire project lifecycle, from sprint planning to retrospective. Larman and Vodde help you: Implement proven Scrum frameworks for large-scale developments Scale requirements, planning, and product management Scale design and architecture Effectively manage defects and interruptions Integrate Scrum into multisite and offshore projects Choose the right adoption strategies and organizational designs This will be the go-to resource for enterprise stakeholders at all levels: everyone who wants to maximize the value of Scrum in large, complex projects.

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

How to Foster Agility, Reduce Costs, and Bring a Competitive Edge to Your Business

Large-Scale Scrum

Creating Innovative Products

A Publication of IFDC (International Foundation of Digital Competences)

The Agile Pocket Guide

Principles and Practices for an Adaptive Approach

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 &—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.

Agile Practice Guide – First Edition has been developed as a resource to understand, evaluate, and use agile and hybrid agile approaches. This practice guide provides guidance on when, where, and how to apply agile approaches and provides practical tools for practitioners and organizations wanting to increase agility. This practice guide is aligned with other PMI standards, including A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Sixth Edition, and was developed as the result of collaboration between the Project Management Institute and the Agile Alliance. This handbook provides an innovative, thorough overview of service management. It draws together an impressive, international group of leading scholars who offer a truly global perspective, exploring current literature and laying out guidance for future research. Beginning with defining service as a perspective on value creation, and service management as “a set of organizational competencies for enabling and realizing value creation through service,” it then moves on to follow the evolution of service research. From there, the book is structured into six main themes: perspectives on service management; service strategy; service leadership and transition; service design and innovation; service interaction; quality and operations; and service management and technology. This book is valuable reading for academics, lecturers, and students studying service management, operations management, and service research.

The IT4IT Management Guide provides guidance on how the IT4IT Reference Architecture can be used within an IT organization to manage the business of IT. It is designed to provide a guide to business managers, CIOs, IT executives, IT professionals, and all individuals involved or interested in how to transition an IT organization to become a Lean and Agile IT service provider. This book includes two case studies from Shell and the Rabobank. After reading this document you should be able to: Understand why the IT4IT approach is needed to improve the performance of the IT function; and support the business to leverage new IT in the digital age Understand the vision, scope, and content of the IT4IT Reference Architecture (from a high-level perspective) Understand the benefits of using the IT4IT Reference Architecture within the IT function Initiate the first steps to implement the IT4IT standard in your own IT organization The audience for this Management Guide is: CIOs and other IT executive managers who would like to transform their IT organization to support end-to-end value streams Senior leaders and executives in the business and IT responsible for how IT is organized, managed, and improved Enterprise Architects involved in the implementation of IT management solutions within the IT organization IT professionals and consultants involved in the transition of their organizations to a new streamlined IT factory

A Manager's Guide

A Nuts and Bolts Guide to Success

delivering IT services using PRINCE2, ITIL and DSDM Atern  
 Agile Management for Software Engineering Complete Self-Assessment Guide  
 Agile and Iterative Development  
 Agile Project Management

Advances in Production Management Systems. Towards Smart Production Management Systems

This book is intended as a self-study guide for the VeriSM™ Foundation, VeriSM™ Essentials, and VeriSM™ Plus qualifications. It also supports classroom and online courses for these qualifications. It is based on the requirements of the syllabuses for these three qualifications (Certification requirements for the VeriSM™ Foundation, VeriSM™ Essentials, and VeriSM™ Plus, a publication of the IFDC – International Foundation for Digital Competence). This guide is also useful for all professionals and organizations involved in delivering value to customers through the development, delivery, operation and/or promotion of services. VeriSM™ Foundation, VeriSM™ Essentials and VeriSM™ Plus prove to be useful to both professionals at the very start of their service management career and also to experienced professionals who need access to a simple service management approach. It refers to the information contained in the VeriSM handbook, “VeriSM™” - A service management approach for the digital age” - published by Van Haren Publishing. This guide has been developed for anyone who works with products and services and will be of particular interest to: graduates and undergraduates, managers (who want to understand how to leverage evolving management practices), service owners and service managers (who need to bring their skills up to date and understand how service management has changed), executives and IT professionals (who need to understand the impact of evolving management practices and new technologies on their role).

Increasingly, information technology governance is being considered an integral part of corporate governance. There has been a rapid increase in awareness and adoption of IT governance as well as the desire to conform to national governance requirements to ensure that IT is aligned with the objectives of the organization. Information Technology Governance and Service Management: Frameworks and Adaptations provides an in-depth view into the critical contribution of IT service management to IT governance, and the strategic and tactical value provided by effective service management. A must-have resource for academics, students, and practitioners in fields affected by IT in organizations, this work gathers authoritative perspectives on the state of research on organizational challenges and benefits in current IT governance frameworks, adoption, and incorporation.

The Agile Pocket Guide explains how to develop products, services, and software quickly and efficiently, without losing the main components of the framework so effective in streamlining the creating of these products and for making positive change within a company. It includes The basic tenets of the Scrum framework How to apply the processes and steps required to become agile The dynamics of a successful agile environment The very basics of Scrum and how to employ them quickly Practical questions to ask the Team Leader as well as the Team How to build an environment of communication and collaboration for the entire organization

Bring agility, cost savings, and a competitive edge to your business by migrating your IT infrastructure to AWS. With this practical book, executive and senior leadership and engineering and IT managers will examine the advantages, disadvantages, and common pitfalls when moving your company’s operations to the cloud. Author Jeff Armstrong brings years of practical hands-on experience helping dozens of enterprises make this corporate change. You’ll explore real-world examples from many organizations that have made—or attempted to make—this wide-ranging transition. Once you read this guide, you’ll be better prepared to evaluate your migration objectively before, during, and after the process in order to ensure success. Learn the benefits and drawbacks of migrating to AWS, including the risks to your business and technology Begin the process by discovering the applications and servers in your environment Examine the value of AWS migration when building your business case Address your operational readiness before you migrate Define your AWS account structure and cloud governance controls Create your migration plan in waves of servers and applications Refactor applications that will benefit from using more cloud native resources

An Agile Adoption and Transformation Survival Guide

Agile Project Management with Scrum

Unleashing Customer Value

Enabling and Sustaining Your Lean Transformation

Scrum For Dummies

A Service Management approach for the Digital Age

Developing, Reengineering, and Improving IT Service Management

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!

This pocket guide will introduce you to VeriSM key concepts and the VeriSM model and help you to understand how they can apply in your organization. VeriSM is an approach that offers value-driven, evolving, responsive, and integrated service management. VeriSM is designed to enable organizations and professionals understand how to create a flexible operating model using Governance, Service Management Principles and a Management Mesh to define, produce, provide and respond to consumer requirements for service. VeriSM is essential reading for anyone who works within a service organization. It will be of particular interest to: • Managers - who want to understand how to leverage evolving management practices; • Service owners and service managers - who need to bring their skills up to date and understand how service management has changed; • Executives - who are accountable for effective service delivery; • Graduates and undergraduates - who will be joining organizations and who need to understand the principles of service management.

Use scrum in all aspects of life Scrum is an agile project management framework that allows for flexibility and collaboration to be a part of your workflow. Primarily used by software developers, scrum can be used across many job functions and industries. Scrum can also be used in your personal life to help you plan for retirement, a trip, or even a wedding or other big event. Scrum provides a small set of rules that create just enough structure for teams to be able to focus their innovation on solving what might otherwise be an insurmountable challenge. Scrum For Dummies shows you how to assemble a scrum taskforce and use it to implement this popular Agile methodology to make projects in your professional and personal life run more smoothly—from start to finish. Discover what scrum offers project and product teams Integrate scrum into your agile project management strategy Plan your retirement or a family reunion using scrum Prioritize for releases with sprints No matter your career path or job title, the principles of scrum are designed to make your life easier. Why not give it a try?

This is the definitive guide for managers and students to agile and iterativedevelopment methods: what they are, how they work, how to implement them, andwhy they should.

Information Technology Governance and Service Management: Frameworks and Adaptations

Lean IT

Scrum Basics: A Very Quick Guide to Agile Project Management

A Quick Start to Making Your Business Agile Using Scrum and Beyond

The Palgrave Handbook of Service Management

IT Service Management Based on ITIL® 2011 Edition

Agile project and service management

*For trainers free additional material of this book is available. This can be found under the "Training Material" tab. Log in with your trainer account to access the material.**In the world of international IT Service Management the previous editions of this book have acquired an excellent reputation as guidance on the topic of ITIL. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations.**This revised edition is based on ITIL 2011 Edition. It is written in the same concise way as the previous editions and covering all the facts. Readers will find that this title succinctly covers the key aspects of ITIL 2011 Edition. It is endorsed by AXELOS, the official ITIL Accreditor.**The ITIL Lifecycle is fully covered. In addition there is much attention to the 26 IT Service Management processes and 4 Functions. These are described in detail. This means that it is easy for all readers to access and grasp the concepts of processes and functions that are so pivotal to many service management day-to-day operations.**This title covers the following: Introduction to the Service Lifecycle Lifecycle phase: Service Strategy Lifecycle phase: Service Design Lifecycle phase: Service Transition Lifecycle phase: Service Operation Lifecycle phase: Continual Service Improvement**New, compared with the previous edition on ITIL V3, are the processes for Strategy Management and Business Relationship Management. Also the other new and revised concepts of ITIL are covered in this book. Well written and presented, this publication provides a useful addition to the core ITIL publications for anyone wanting to understand IT service management. Kevin Holland, Service Management Specialist, NHS Pierre has produced an extremely useful summary of the current version of ITIL. This will be an invaluable day to day reference for all practitioners. Claire Agutter, ITIL Training Zone**The ITSM Process Design Guide: Developing, Rengineering and Improving IT Service Management closes the knowledge gap by providing detailed guidance on assessing, designing, measuring, and integrating ITSM processes. The advice and techniques in this book apply unilaterally to every IT service provider and ITSM framework, standard, and maturity model.*

*AGILE PROJECT MANAGEMENT is a detailed guide to successfully applying Agile, Scrum, Kanban and Lean to your next project. Based on years of hands on experience implementing these proven techniques, the book walks through the details of building and Agile team and planning and executing an Agile project. It provides plenty of detail on various agile techniques and how they can complement traditional project management tools and methods. Whether you are a project manager, functional manager, team member, or stakeholder, the detailed guidance provided in this book will help you to successfully lead or support an Agile project.*

*Are there any constraints known that bear on the ability to perform Agile Management for Software Engineering work? How is the team addressing them? In a project to restructure Agile Management for Software Engineering outcomes, which stakeholders would you involve? How much are sponsors, customers, partners, stakeholders involved in Agile Management for Software Engineering? In other words, what are the risks, if Agile Management for Software Engineering does not deliver successfully? How does the organization define, manage, and improve its Agile Management for Software Engineering processes? What are the business goals Agile Management for Software Engineering is aiming to achieve? Defining, designing, creating, and implementing a process to solve a business challenge or meet a business objective is the most valuable role... In EVERY company, organization and department. Unless you are talking a one-time, single-use project within a business, there should be a process. Whether that process is managed and implemented by humans, AI, or a combination of the two, it needs to be designed by someone with a complex enough perspective to ask the right questions. Someone capable of asking the right questions and step back and say, 'What are we really trying to accomplish here? And is there a different way to look at it?' For more than twenty years, The Art of Service's Self-Assessments empower people who can do just that - whether their title is marketer, entrepreneur, manager, salesperson, consultant, business process manager, executive assistant, IT Manager, CxO etc... - they are the people who rule the future. They are people who watch the process as it happens, and ask the right questions to make the process work better. This book is for managers, advisors, consultants, specialists, professionals and anyone interested in Agile Management for Software Engineering assessment. All the tools you need to an in-depth Agile Management for Software Engineering Self-Assessment. Featuring 616 new and updated case-based questions, organized into seven core areas of process design, this Self-Assessment will help you identify areas in which Agile Management for Software Engineering improvements can be made. In using the questions you will be better able to: - diagnose Agile Management for Software Engineering projects, initiatives, organizations, businesses and processes using accepted diagnostic standards and practices - implement evidence-based best practice strategies aligned with overall goals - integrate recent advances in Agile Management for Software Engineering and process design strategies into practice according to best practice guidelines Using a Self-Assessment tool known as the Agile Management for Software Engineering Scorecard, you will develop a clear picture of which Agile Management for Software Engineering areas need attention. Included with your purchase of the book is the Agile Management for Software Engineering Self-Assessment downloadable resource, which contains all questions and Self-Assessment areas of this book in a ready to use Excel dashboard, including the self-assessment, graphic insights, and project planning automation - all with examples to get you started with the assessment right away. Access instructions can be found in the book. You are free to use the Self-Assessment contents in your presentations and materials for customers without asking us - we are here to help.*

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

*A Comprehensive Guide to 5G Security*

*A Practical Guide to Agile Business Management*

*Frameworks and Adaptations*

*A Guide to Implementing Agile, DevOps, and SRE for Cloud Operations*

*IBM Netcool Operations Insight: A Scenarios Guide*

*Agile Scrum*

**EXPANDED AND UPDATED** Deliver Products in Short Cycles with Rapid Adaptation to Change, Fast Time-to-Market, and Continuous Improvement -- Which Supports Innovation and Drives Competitive Advantage Shifting customer needs are common in today's marketplace. Businesses must be adaptive and responsive to change while delivering an exceptional customer experience to be competitive. There are a variety of frameworks supporting the development of products and services, and most approaches fall into one of two broad categories: traditional or agile. Traditional practices such as waterfall engage sequential development, while agile involves iterative and incremental deliverables. Organizations are increasingly embracing agile to manage projects, and best meet their business needs of rapid response to change, fast delivery speed, and more. With clear and easy to follow step-by-step instructions, Agile Scrum helps you: - Implement and use the most popular agile framework -- Scrum - Deliver products in short cycles with rapid adaptation to change, fast time-to-market, and continuous improvement - Support innovation and drive competitive advantage Agile Scrum is for those interested or involved in innovation, project management, product development, software development or technology management. It's for those who have not yet used Scrum. It's also for people already using Scrum, in roles such as Product Owners, Scrum Masters, Development Team members (business analysts, solution and system architects, designers, developers, testers, etc.), customers, end users, agile coaches, executives, managers, and other stakeholders. For those already using Scrum, this guide can serve as a reference on practices for consideration and potential adaptation. Reactions to Agile Scrum have been incredibly positive. "A superbly written and presented guide to team-based project management that is applicable across a broad range of businesses from consumer products to high-tech." - IndieBRAG "Recommended." - The US Review of Books "The book is excellent." - Readers' Favorite "An all-inclusive instruction guide that is impressively 'user-friendly' in tone, content, clarity, organization, and presentation." - Midwest Book Review "A-type personalities (those inclined to avoid instruction manuals) and non-readers will rejoice upon discovering this guide which makes getting started with Agile Scrum a breeze." - Literary Classics Book Reviews "A must-have for a project manager wanting to introduce Scrum to the organization." - PM World Journal "A clear and authoritative roadmap for successful implementation." - BookViral Agile Scrum has received 17 FIRST PLACE WINS in national and international competitions: 5th Annual Beverly Hills International Book Awards - Business-General category 5th Annual Beverly Hills International Book Awards -Technology category 2016 London Book Festival - Business category Fall 2016 Pinnacle Book Achievement Awards - Business category 2017 Feathered Quill Book Awards - Informational (Business) category 2016 New Apple Book Awards - Technology category 2017 Independent Press Award - Technology category 11th Annual National Indie Excellence Awards - Technology category 2017 Pacific Rim Book Festival - Business category 2017 Bookvana Awards - Green/Conscious Business category 2017 Book Excellence Awards - Technology category 14th Annual Best Book Awards - Business Reference category 2017 New York City Big Book Awards - Technology category 2017 Royal Dragonfly Book Awards - Science & Technology category 2017 Human Relations Indie Book Awards - Workplace category 2018 Florida Book Festival - Business category 2018 Pacific Book Awards - Business category Agile Scrum - get your copy today!

Winner of a Shingo Research and Professional Publication Award Information Technology is supposed to enable business performance and innovation, improve service levels, manage change, and maintain quality and stability, all while steadily reducing operating costs. Yet when an enterprise begins a Lean transformation, too often the IT department is either left out or viewed as an obstacle. What is to be done? Winner of a 2011 Shingo Research and Professional Publication Award, this book shares practical tips, examples, and case studies to help you establish a culture of continuous improvement to deliver IT operational excellence and business value to your organization. Praise for ...will have a permanent place in my bookshelf. —Gene Kim, Chief Technology Officer, Tripwire, Inc. ... provides an unprecedented look at the role that Lean IT will play in making this revolutionary shift and the critical steps for sustained success. —Steve Castellanos, Lean Enterprise Director, Nike, Inc. Twenty years from now the firms which dominate their industries will have fully embraced Lean strategies throughout their IT organizations. —Scott W. Ambler, Chief Methodologist for Agile and Lean, IBM Rational ... a great survival manual for those needing nimble and adaptive systems. —Dr. David Labby, MD, PhD, Medical Director and Director of Clinical Support and Innovation, CareOregon ... makes a major contribution in an often-ignored but much-needed area. —John Bicheno, Program Director MS in Lean Operations, Cardiff University ... a comprehensive view into the world of Lean IT, a must read! —Dave Wilson, Quality Management, Oregon Health & Science University

IBM® Netcool® Operations Insight empowers your IT operations to use real-time and historical analytics to identify, isolate, and resolve problems before they affect your business. Powered by IBM Tivoli® Netcool/OMNibus and the transformative capabilities of cognitive analytics, Netcool Operations Insight consolidates millions of alerts from across local, cloud, and hybrid environments into a few actionable problems. This IBM Redbooks® publication gives a broad understanding of Netcool Operations Insight and describes several scenarios that show the capabilities of this solution in a real-life environment. Each scenario features a different capability of Netcool Operations Insight. The scenarios are documented by using step-by-step figures with explanations to make them easier to implement in your own environment. The scenarios in this book are broken into the following categories: - Network management related scenarios - Network event and cognitive related scenarios - Network event related scenarios The target audience of this book is network specialists, network administrators, and network operators.

In understanding methodologies and agile project management, we look at the different techniques in which you can successfully develop management skills. As you know, it is quite important to adopt a multifaceted approach when it comes to management, to get your job done in a facile manner.

Agile methodology is a multifaceted approach that finds its application in many different fields and can be considered an umbrella concept. Right from engineering to IT to business management, there are many areas where one can effectively apply the ideologies of agile management. Once you go through the book, you will understand how easy it is for you to adopt and utilize it to enhance your business. The agile management technique focuses on four main aspects, namely - effective communication with clients/parties, delivering a work application, collaborating with clients and changing up the scope of work. All of these need to be controlled and managed in order to enhance productivity. That is exactly where this book comes into play. In the course of this book, you will learn how to: Understanding the iterative learning process Learning about the agile software development techniques The scope of management Meaning and features of agile manifesto Dynamic system development model and its applications The phases of the Atern project Understanding of the scrum theory Sprint reviews and sprint retrospectives Service designs and transitions Service operations Lean development principles Operational level management techniques Steps to enhance focus Agile management basically focuses on enhancing communication within the organizational structure to ensure that you remain with free flowing ideologies. It is a good way to increase your productivity while managing your work environment. The book focuses on understanding each and every element by breaking it down to the simplest form. The concepts are explained in such a way that they allow you to implement them in your work life. You can go through the concepts in detail to understand each and every aspect of it. There is no limit to its application and you can mold it into any shape or form of your choice. You can pass a copy of the book to all your employees so that they can understand what it takes to partake in agile management of business. You can also consider holding a seminar or a book reading session where everybody can interpret their ideologies in their own way. Using the information provided in the book, you can implement agile management in your day-to-day life; whether it is work or personal life. So what are you waiting for - start reading right away! Buy your copy today!

A Guide to the Methodology and Its Successful Implementation “Knowledge That Sets You Apart”

Enterprise Agility

Kanban

More with LeSS

Migrating to AWS: A Manager’s Guide

*Agile portfolio management deals with how an organization identifies, prioritizes, organizes, and manages different products. This is done in a streamlined way in order to optimize the development of value in the long run. It ensures that a company provides their clients with the best value for their investment. A good portfolio manager understands and follows the agile principles while also considering the various factors needed to successfully manage numerous teams and projects. The project management office of many organizations are faced with the reality of more and more agile deliverables as part of agile transformations, however they lack the knowledge to perform these tasks. Researchers and practitioners have a good understanding of project, program and portfolio management in a planned based perspective. They have common standards from Axelos, PMI and such, so they know the best practices. The knowledge of agile on a team level is fairly mature and the knowledge of more agile teams (scaling) are increasing. However, the knowledge of agile portfolio management is still limited. The aim of this book is to give the reader an understanding of portfolio management of a portfolio of agile deliverables, what the options are (theory), what we know (research) and what others are doing (practice). Many organizations in banking, insurance to name a few are in the middle of major agile transformations with limited knowledge of the practice. In this book, the author collects and analyzes common practices in varies industries. He provides both theory and through case studies the practical aspects of agile portfolio management.*

*The ITSM Process Design Guide**Developing, Reengineering, and Improving IT Service Management**J. Ross Publishing*