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The Shortcut Guide to Automating Network Management and Compliance Realtimepublishers.com 2006-01-01

Collective Manifestation Melissa Wadsworth 2014-09-15 An ideas and process based book helping individuals and groups to follow dreams through creation of online and physical intentional communities, that inspire, innovate and contribute to positive social change and new realizations of love, peace and plenty around the globe.

The Shortcut Guide to Improving IT Service Support Through ITIL Realtimepublishers.com 2007-01-01

Implementing ITSM Randy A. Steinberg 2014-03-05 The traditional IT operating model of delivering IT to the business in the form of bundled capabilities and assets is now wearing thin in an age of cloud computing, on-demand services, virtualization, mobile devices, outsourcing and rapidly changing business delivery strategies. The role of IT is rapidly changing from a primary focus on engineering to a primary focus on service integration. How might an IT organization effect this transformation? Finally, there is a book that shows you how! This is not a theoretical treatise but a practical guide that shows you the activities and steps to show results quickly. Learn how to define and build a comprehensive IT service management solution that incorporates process, technology, organization, and governance activities. Discover practical tips and step-by-step approaches for defining your IT Service Management Vision, building your processes, developing a communications strategy, analyzing stakeholders, identifying technology requirements, and building your transformation program. Organizations that have already undertaken a transformation to IT service management are finding game-changing results positively received by both business executives and customers of their IT services. Using this book, start your transformation today!

Business Process Change Paul Harmon 2010-07-28 Every company wants to improve the way it does business, to produce goods and services more efficiently, and to increase profits. Nonprofit organizations are also concerned with efficiency, productivity, and with achieving the goals they set for themselves. Every manager understands that achieving these goals is part of his or her job. BUSINESS PROCESS MANAGEMENT (or BPM) is what they call these activities that companies perform in order to improve and adapt processes that will help improve the way they do business. In this balanced treatment of the field of business process change, Paul Harmon offers concepts, methods, and cases for all aspects and phases of successful business process improvement. Updated and added for this edition are coverage of business process management systems, business rules, enterprise architectures and frameworks (SCOR), and more content on Six Sigma and Lean--in addition to new coverage of performance metrics. * Extensive revision and update to the successful BPM book, addressing the growing interest in Business Process Management Systems, and the integration of process redesign and Six Sigma concerns. * The best first book on business process, the most up-to-date book to read to learn how all the different process elements fit together. * Presents a methodology based on the best practices available that can be tailored for specific needs and that maintains a focus on the human aspects of process redesign. * Offers all new detailed case studies showing how these methods are implemented.

Implementing Service and Support Management Processes HDI 2005-03-11 The purpose of this book is to provide practical process guide for technical support centres. It is based on the ITAL processes covered in 'Service Support' (ISBN 011330952X) and 'Service Delivery' (ISBN 0113309503) 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 Workforce Management; Availability Management; IT Service Continuity Management; and Customer Satisfaction Measurement.

Six Sigma for IT Management - A Pocket Guide Sven den Boer 2011-03-03 Six Sigma provides a quantitative methodology of continuous (process) improvement and cost reduction, by reducing the amount of variation in process outcomes. The production of a product, be it a tangible product like a car or a more abstract product like a service, consists of a series of processes. All processes consist of a series of steps, events, or activities. Six Sigma measures every step of the process by breaking apart the elements within each process, identifying the critical characteristics, defining and mapping the related processes, understanding the capability of each process, discovering the weak links, and then upgrading the capability of the process. It is only by taking these steps that a business can raise the high-water mark of its performance. IT is now a fundamental part of business and business processes; this book demonstrates how IT can be made to work as an enabler to better business processes, and how the Six Sigma approach can be used to provide a consistent framework for measuring process outcomes. ITIL defines the what of Service Management; Six Sigma defines the how of process improvement; together they are a perfect fit of improving the quality of IT service delivery and support. The Six Sigma approach also provides measures of process outcomes, and prescribes a consistent approach in how to use these metrics. This Pocket guide, provides a coherent view and guidance for using the Six Sigma approach successfully in IT service organisations. It particularly aims to merge ITIL and Six Sigma into a single approach for continuous improvement of IT service organizations.

Quiet Leadership David Rock 2009-10-13 Improving the performance of your employees involves one of the hardest challenges in the known universe: changing the way they think. In constant demand as a coach, speaker, and consultant to companies around the world, David Rock has proven that the secret to leading people (and living and working with them) is found in the space between their ears. "If people are being paid to think," he writes, "isn't it time the business world found out what the thing doing the work, the brain, is all about?" Supported by the latest groundbreaking research, Quiet Leadership provides a brain-based approach that will help busy leaders, executives, and managers improve their own and their colleagues' performance. Rock offers a practical, six-step guide to making permanent workplace performance change by unleashing higher productivity, new levels of morale, and greater job satisfaction.

Executive's Guide to COSO Internal Controls Robert R. Moeller 2013-12-11 Essential guidance on the revised COSO internal controls framework Need the latest on the new, revised COSO internal controls framework? Executive's Guide to COSO Internal Controls provides a step-by-step plan for installing and implementing effective internal controls with an emphasis on building improved IT as well as other internal controls and integrating better risk management processes. The COSO internal controls framework forms the basis for establishing Sarbanes-Oxley compliance and internal controls specialist Robert Moeller looks at topics including the importance of effective systems on internal controls in today's enterprises, the new COSO framework for effective enterprise internal controls, and what has changed since the 1990s internal controls framework. Written by Robert Moeller, an authority in internal controls and IT governance Practical, no-nonsense coverage of all three dimensions of the new COSO framework Helps you change systems and processes when implementing the new COSO internal controls framework Includes information on how ISO internal control and risk management standards as well as COBIT can be used with COSO internal controls Other titles by Robert Moeller: IT Audit, Control, and Security, Executives Guide to IT Governance Under the Sarbanes-Oxley Act, every corporation has to assert that their internal controls are adequate and public accounting firms certifying those internal controls are attesting to the adequacy of those same internal controls, based on the COSO internal controls framework. Executive's Guide to COSO Internal Controls thoroughly considers improved risk management processes as part of the new COSO framework; the importance of IT systems and processes; and risk management techniques.

Computing Handbook, Third Edition Heikki Topi 2014-05-14 Computing Handbook, Third Edition: Information Systems and Information Technology demonstrates the richness and breadth of the IS and IT disciplines. The second volume of this popular handbook explores their close links to the practice of using, managing, and developing IT-based solutions to advance the goals of modern organizational environments. Established leading experts and influential young researchers present introductions to the current status and future

directions of research and give in-depth perspectives on the contributions of academic research to the practice of IS and IT development, use, and management Like the first volume, this second volume describes what occurs in research laboratories, educational institutions, and public and private organizations to advance the effective development and use of computers and computing in today's world. Research-level survey articles provide deep insights into the computing discipline, enabling readers to understand the principles and practices that drive computing education, research, and development in the twenty-first century.

Modeling Enterprise Architecture with TOGAF Philippe Desfray 2014-08-04 Modeling Enterprise Architecture with TOGAF explains everything you need to know to effectively model enterprise architecture with The Open Group Architecture Framework (TOGAF), the leading EA standard. This solution-focused reference presents key techniques and illustrative examples to help you model enterprise architecture. This book describes the TOGAF standard and its structure, from the architecture transformation method to governance, and presents enterprise architecture modeling practices with plenty of examples of TOGAF deliverables in the context of a case study. Although widespread and growing quickly, enterprise architecture is delicate to manage across all its dimensions. Focusing on the architecture transformation method, TOGAF provides a wide framework, which covers the repository, governance, and a set of recognized best practices. The examples featured in this book were realized using the open source Modelio tool, which includes extensions for TOGAF. Includes intuitive summaries of the complex TOGAF standard to let you effectively model enterprise architecture Uses practical examples to illustrate ways to adapt TOGAF to the needs of your enterprise Provides model examples with Modelio, a free modeling tool, letting you exercise TOGAF modeling immediately using a dedicated tool Combines existing modeling standards with TOGAF

Complete Guide to the CITP Body of Knowledge Tommie W. Singleton 2017-05-15 Looking for tools to help you prepare for the CITP Exam? The CITP self-study guide consists of an in-depth and comprehensive review of the fundamental dimensions of the CITP body of knowledge. This guide features various and updated concepts applicable to all accounting professionals who leverage Information Technology to effectively manage financial information. There are five dimensions covered in the guide: Dimension 1 Risk Assessment Dimension 3 Fraud Considerations Dimension 3 Internal Controls & Information Technology General Controls Dimension 4 Evaluate, Test and Report Dimension 5 Information Management and Business Intelligence The review guide is designed not only to assist in the candidate's preparation of the CITP examination but will also enhance your knowledge base in today's marketplace. Using the complete guide does not guarantee the candidate of successfully passing the CITP exam. This guide addresses most of the subjects on the CITP exam's content specification outline and is not meant to teach topics to the candidate for the first time. A significant amount of cooperating and independent readings will be necessary to prepare for the exam, regardless of whether the candidate completes the review course or not.

Code of Federal Regulations 2007 Special edition of the Federal Register, containing a codification of documents of general applicability and future effect ... with ancillaries.

A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Seventh Edition and The Standard for Project Management (BRAZILIAN PORTUGUESE) Project Management Institute Project Management Institute 2021-08-01 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.

The Gift of Leadership: How to Coach Your Team to More Productive and Efficient Outcomes Ron Nottingham 2016-06-09 The Gift of Leadership will present insightful knowledge, understanding, and wisdom that you can use to enhance your own leadership skills. This book will improve whatever you're doing in your arena. Whether you find yourself leading within the home, community, church, a business, or any other organization, this book is for you. In this book you will: Learn How to Be More Productive and More Efficient Discover New Ways to Be a Great Manager and Leader Learn How to See Leadership as a Gift and Treat It That Way Gain Tools to Be Effective in Your Home, Community, Church or Business Organization Learn Previously Undiscovered Ways to Enjoy Your Leadership Journey "The Gift of Leadership will provide the knowledge, understanding, and wisdom needed to enhance your leadership skills that are so essential to achieving success with any organization." - Hugh Ballou, Speaker, and Transformational Leadership Strategist "A great Leader himself, Ron Nottingham was a life coach for me and my team, and a mentor to aspiring Leaders in my organization. His book gives you a privileged access to thirty years of experience of leadership." - Ludovic Pauchard, Manufacturing Director at Louis Vuitton "A wonderful blend of deep insight coupled with immediately practical application, this book is indispensable to any current or aspiring Leader. This Book will equip Leaders for the daily challenges to help make a powerful impact in the lives of those we lead. - Pastor Paul Bachman, North Glen Community Church "

Encyclopedia of Information Systems and Technology - Two Volume Set Phillip A. Laplante 2015-12-29 Spanning the multi-disciplinary scope of information technology, the Encyclopedia of Information Systems and Technology draws together comprehensive coverage of the inter-related aspects of information systems and technology. The topics covered in this encyclopedia encompass internationally recognized bodies of knowledge, including those of The IT BOK, the Chartered Information Technology Professionals Program, the International IT Professional Practice Program (British Computer Society), the Core Body of Knowledge for IT Professionals (Australian Computer Society), the International Computer Driving License Foundation (European Computer Driving License Foundation), and the Guide to the Software Engineering Body of Knowledge. Using the universally recognized definitions of IT and information systems from these recognized bodies of knowledge, the encyclopedia brings together the information that students, practicing professionals, researchers, and academicians need to keep their knowledge up to date. Also Available Online This Taylor & Francis encyclopedia is also available through online subscription, offering a variety of extra benefits for researchers, students, and librarians, including: □ Citation tracking and alerts □ Active reference linking □ Saved searches and marked lists □ HTML and PDF format options Contact Taylor and Francis for more information or to inquire about subscription options and print/online combination packages. US: (Tel) 1.888.318.2367; (E-mail) e-reference@taylorandfrancis.com International: (Tel) +44 (0) 20 7017 6062; (E-mail) online.sales@tandf.co.uk

The Disabled Workforce Rachel Shaw 2017-04-04 An expert in the Americans with Disabilities Act (ADA) and California's Fair Employment and Housing Act (FEHA), Rachel Shaw is the foremost executive-level human resources compliance trainer in the country. As principal of Shaw HR Consulting for more than 15 years, she has helped thousands of public and private sector employers to manage their most challenging personnel issues related to disability compliance, leave management, and workers' compensation. Now, with "The Disabled Workforce," Rachel has written the book on ADA compliance, using straight talk to clarify confusing and complicated disability discrimination laws, while revealing her signature methods for managing the disability interactive process and its many challenges, including leave management, discipline issues, mental disabilities, fraudulent claims, and more. Inside are practical tools and easy-to-follow strategies for employers who navigate the interconnected roles of human resources, workers' compensation, and disability compliance. By applying Rachel's revolutionary Disability Interactive Process Hallway(TM), your organization will pinpoint legitimate accommodation requests and develop creative solutions while weeding out inappropriate claims. This proven approach saves organizations considerable time and money, reduces

litigation, and improves employee-employer relations. "The Disabled Workforce" is an indispensable tool for human resources and risk management professionals to master ADA compliance while nurturing their diverse and dynamic workforces.

Business Perspective 2004 Business organisations are increasingly dependent on the electronic delivery of services, irrespective of type or size of organisation, and require high quality information systems (IS) services which can adapt to business and user requirements as they evolve. This publication contains best practice information for IT practitioners on the development and delivery of quality IS services to maximise business objectives and benefits, building on the foundation of the other publications in the information technology infrastructure library (ITIL) series. Topics covered include: the value of information technology for business development; business management frameworks and IS alignment; understanding the business viewpoint; supplier relationship management; roles, responsibilities and interfaces; quality management; as well as giving a bibliography, list of acronyms, a glossary, and some sample/template documents.

Healthcare Information Security and Privacy Sean Murphy 2015-01-09 Secure and protect sensitive personal patient healthcare information Written by a healthcare information security and privacy expert, this definitive resource fully addresses security and privacy controls for patient healthcare information. Healthcare Information Security and Privacy introduces you to the realm of healthcare and patient health records with a complete overview of healthcare organization, technology, data, occupations, roles, and third parties. Learn best practices for healthcare information security and privacy with coverage of information governance, risk assessment and management, and incident response. Written for a global audience, this comprehensive guide covers U.S. laws and regulations as well as those within the European Union, Switzerland, and Canada. Healthcare Information and Security and Privacy covers: Healthcare industry Regulatory environment Privacy and security in healthcare Information governance Risk assessment and management

The ITIL Process Manual James Persse 2016-01-01 This practical guide is a great solution to address the key problem how to implement ITIL and ISO 20000 when initial training has been completed. It supports the basic approaches to the fundamental processes small to medium sized companies will find the concise, practical guidance easy to follow and implement. It avoids the complex, enterprise-wide issues which are not required for many organisations. Each chapter has the following structure:Improvement activities Process inputs and outputs Related processesTools and techniques Key Performance Indicators Critical Success FactorsProcess Improvement roles Benefits of effective Process Implementation challenges and considerationsTypical assets and artefacts of an Improvement program

Great Trainers Make It Happen Ben Olson 2007-09-28 ATTENTION TRAINERS: It's Not About YOU - It's About the LEARNER! What is the biggest mistake a trainer can make? Quite simply, it is focusing all of their efforts on themselves and not their students! Many inexperienced trainers fall into this trap, but it doesn't have to happen to you! This book provides easy-to-execute examples that, when utilized, will make any rookie trainer look like a seasoned pro in just one day! You will learn how to structure the classroom experience in such a positive way that I guarantee it will make a difference in your professional life and in the lives of your participants. The techniques outlined in this book will help you to become the Great Trainer you have always wanted to be - because although good trainers may know these methods, Great Trainers make it happen! Inside, you will discover how to: -Create an inviting physical and emotional learning environment for your students. An inviting learning environment leads to higher levels of participation, retention, and on-the-job application! -Be less of an instructor and more of a "Tour Guide." Utilizing tour guide techniques will make your class anything-but-ordinary, causing people to look forward to your next event! -Utilize Great Trainer techniques whether you're facilitating a 5-day course, a 60-minute training session, or a 15-minute presentation! -Apply the techniques that will help you go WACCO for your participants - without spending a dime! Get on the road to continuous training improvement and start reading!

The Effective Change Manager's Handbook Richard Smith 2014-11-03 The change management profession is no longer in its infancy. Readily identifiable in organizations and in business literature it is no longer reliant on parent disciplines such as organizational development or project management. Change management is itself in a state of change and growth - the number of jobs is increasing and organizations are actively seeking to build their change management capability. The Effective Change Manager's Handbook, the official guide to the CMI Body of Knowledge, is explicitly designed to help practitioners, employers and academics define and practice change management successfully and to develop change management maturity within their organization. A single-volume learning resource covering the range of underpinning knowledge required, it includes chapters from esteemed and established thought leaders on topics ranging from benefits management, stakeholder strategy, facilitation, change readiness, project management and education and learning support. Covering the whole process from planning to implementation, it offers practical tools, techniques and models to effectively support any change initiative.

ITIL® 4 Essentials: Your essential guide for the ITIL 4 Foundation exam and beyond, second edition Claire Agutter 2020-04-28 ITIL® 4 Essentials contains everything you need to know to pass the ITIL 4 Foundation Certificate, plus more. It covers practices and concepts that are not addressed as part of the Foundation syllabus, making it ideal for newly qualified practitioners. This second edition has been updated to align with amendments to the ITIL® 4 Foundation syllabus.

Service Integration and Management (SIAM™) Foundation Body of Knowledge (BoK), Second edition Claire Agutter 2021-07-20 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!

InfoWorld 2004-11-08 InfoWorld is targeted to Senior IT professionals. Content is segmented into Channels and Topic Centers. InfoWorld also celebrates people, companies, and projects.

Executive's Guide to IT Governance Robert R. Moeller 2013-01-29 Create strong IT governance processes In the current business climate where a tremendous amount of importance is being given to governance, risk, and compliance(GRC), the concept of IT governance is becoming an increasingly strong component.

Executive's Guide to IT Governance explains IT governance, why it is important to general, financial, and IT managers, along with tips for creating a strong governance, risk, and compliance IT systems process. Written by Robert Moeller, an authority in auditing and IT governance Practical, no-nonsense framework for identifying, planning, delivering, and supporting IT services to your business Helps you identify current strengths and weaknesses of your enterprise IT governance processes Explores how to introduce effective IT governance principles with other enterprise GRC initiatives Other titles by Robert Moeller: IT Audit, Control, and Security and Brink's Modern Internal Auditing: A Common Body of Knowledge There is strong pressure on corporations to have a good understanding of their IT systems and the controls that need to be in place to avoid such things as fraud and security violations. Executive's Guide to IT Governance gives you the tools you need to improve systems processes through IT service management, COBIT, and ITIL.

Forty Centuries of Wage and Price Controls Robert L. Schuettinger. The Mises Institute is thrilled to bring back this popular guide to ridiculous economic policy from the ancient world to modern times. This outstanding history illustrates the utter futility of fighting the market process through legislation. It always uses despotic measures to yield socially catastrophic results. It covers the ancient world, the Roman Republic and Empire, Medieval Europe, the first centuries of the U.S. and Canada, the French Revolution, the 19th century, World Wars I and II, the Nazis, the Soviets, postwar rent control, and the 1970s. It also includes a very helpful conclusion spelling out the theory of wage and price controls. This book is a treasure, and super entertaining!

The CMDB Imperative Glenn O'Donnell 2009-02-19 Implement Configuration Management Databases that Deliver Rapid ROI and Sustained Business Value Implementing an enterprise-wide Configuration Management Database (CMDB) is one of the most influential actions an IT organization can take to improve service delivery and bridge the gap between technology and the business. With a well-designed CMDB in place, companies are better positioned to manage and optimize IT infrastructure, applications, and services; automate more IT management tasks; and restrain burgeoning costs. Now, there's an objective, vendor-independent guide to making a CMDB work in your organization. The CMDB Imperative presents a start-to-finish implementation methodology that works and describes how the CMDB is shifting to the superior Configuration Management System (CMS). Expert CMDB industry analyst Glenn O'Donnell and leading-edge architect and practitioner Carlos Casanova first review the drivers behind a CMDB and the technical, economic, cultural, and political obstacles to success. Drawing on the experiences of hundreds of

organizations, they present indispensable guidance on architecting and customizing CMDB solutions to your specific environment. They'll guide you through planning, implementation, transitioning into production, day-to-day operation and maintenance, and much more. Coverage includes Defining the tasks and activities associated with configuration management Understanding the CMDB's role in ITIL and the relationship between CMDBs and ITIL v3's CMS Building software models that accurately represent each entity in your IT environment Ensuring information accuracy via change management and automated discovery Understanding the state of the CMDB market and selling the CMDB within your organization Creating federated CMDB architectures that successfully balance autonomy with centralized control Planning a deployment strategy that sets appropriate priorities and reflects a realistic view of your organization's maturity Integrating systems and leveraging established and emerging standards Previewing the future of the CMDB/CMS and how it will be impacted by key trends such as virtualization, SOA, mobility, convergence, and "flexi-sourcing"

ADKAR Jeff Hiatt 2006 In his first complete text on the ADKAR model, Jeff Hiatt explains the origin of the model and explores what drives each building block of ADKAR. Learn how to build awareness, create desire, develop knowledge, foster ability and reinforce changes in your organization. The ADKAR Model is changing how we think about managing the people side of change, and provides a powerful foundation to help you succeed at change. After more than 14 years of research with corporate change, the ADKAR model has emerged as a holistic approach that brings together the collection of change management work into a simple, results oriented model. This model ties together all aspects of change management including readiness assessments, sponsorship, communications, coaching, training and resistance management. All of these activities are placed into a framework that is oriented on the required phases for realizing change with individuals and the organization. The ADKAR perspective can help you develop a new lens through which to observe and influence change. You may be working for change in your public school system or in a small city council. You may be sponsoring change in your department at work. You may be observing large changes that are being attempted at the highest levels of government or you may be leading an enterprise-wide change initiative. The perspective enabled by the ADKAR model allows you to view change in a new way. You can begin to see the barrier points and understand the levers that can move your changes forward. ADKAR allows you to understand why some changes succeed while others fail. Most importantly, ADKAR can help your changes be a success. Based on research with more than 900 companies from 59 countries, ADKAR is a simple and holistic way to manage change.

Leading Change John P. Kotter 1996 Offers advice on how to lead an organization into change, including establishing a sense of urgency, developing a vision and strategy, and generating short-term wins.

Leading with Y.E.S. Maria Van Hekken 2017-03-17 Declare Y.E.S. loud and clear to create new possibilities in your life and leadership.

Service operation 2007-05-30 Management, Computers, Computer networks, Information exchange, Data processing, IT and Information Management: IT Service Management

The Empowered Manager Peter Block 1993-10 Digital version of the book of the same title. Offers search capability, notes option, and bookmark feature.

On Purpose Michael Creamer 2016-03-01 On Purpose, Selling Your Company With Intention And Purpose! was written as a guide for the small business owner to understand the steps involved in the process of selling a company for maximum value. Most business owners will only sell a company once or twice in a lifetime making them inexperienced at best. Hiring a business broker is one of the last steps you'll take in selling your company. I wrote this book so you can better understand the steps you need to take to begin the process of selling a company and maximize the value for all parties. I pull back the curtain and shed light on important aspects of selling that most buyers don't understand until it's too late. I arm you with the insight and experience needed to prepare yourself and your company for sale and successfully work through the sales process. After reading this book, you will be able to plan confidently and follow through with a successful sale of your company.

A Guide to Service Desk Concepts Donna Knapp 2013-02-21 Translate technical expertise into an effective career in computer user support with the help of Knapp's A GUIDE TO SERVICE DESK CONCEPTS, 4E. This trusted, contemporary guide introduces the latest developments, research, resources and trends as they happen in computer user support. Readers explore the various types of service desks and gain a solid understanding of the diverse roles and skills required. This edition also reviews the processes and technologies that ensure the service desk is operating efficiently and examines how today's leading organizations measure service desk success. The author references the very latest ITIL 2011 best practices, leading quality and IT service management frameworks and standards to ensure this edition presents the most recent information regarding the role of outsourcing and certification in the service desk. New case studies and case projects provide on-the-job practice, while updated chapters highlight the evolving role of the service desk to relationship managers and how technology trends, such as cloud computing, virtualization, mobile technology and consumerization, are impacting the service desk. New material also examines the current emphasis on self-help and the effects of self-healing capabilities within newer generation technologies. A GUIDE TO SERVICE DESK CONCEPTS, 4E provides the overview needed for success in computer user support today. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Anyone Can Intubate Christine E. Whitten 1997 Since 1987, Anyone Can Intubate has been the book for teaching intubation and related techniques. This 5th edition has been extensively rewritten and many new figures have been added. -- Provided by publisher.

Organizing Itsm Randy A. Steinberg 2015-08-07 Organizational change for IT people! The first book of its kind written specifically for IT service management practitioners and executives. Most IT organizational structures are falling out of date with the shifts created by the introduction of new technologies, expanding services, pace of business change, and the overall trend of lifting IT up and out of the traditional data center and into the cloud. This is about transitioning the IT organization from engineering silos providing capabilities to valued IT services that deliver business value. IT organizations embarking on IT service management must address both cultural and structural barriers in a way that involves the whole enterprise if they are going to be successful. Readers of this book will find practical guidance for transitioning to the people and culture side of IT service management. It identifies pros and cons of different IT organizational models, how to deal with resistance, building a communications plan step-by-step, training considerations, and much more.

Business Process Management Workshops Michael zur Muehlen 2011-05-10 This book constitutes the thoroughly refereed post-workshop proceedings of nine international workshops held in Hoboken, NJ, USA, in conjunction with the 8th International Conference on Business Process Management, BPM 2010, in September 2010. The nine workshops focused on Reuse in Business Process Management (rBPM 2010), Business Process Management and Sustainability (SusBPM 2010), Business Process Design (BPD 2010), Business Process Intelligence (BPI 2010), Cross-Enterprise Collaboration, People, and Work (CEC-PAW 2010), Process in the Large (IW-PL 2010), Business Process Management and Social Software (BPMS2 2010), Event-Driven Business Process Management (edBPM 2010), and Traceability and Compliance of Semi-Structured Processes (TC4SP 2010). In addition, three papers from the special track on Advances in Business Process Education are also included in this volume. The overall 66 revised full papers presented were carefully reviewed and selected from 143 submissions.

Service Support 2000 IT Service Management is concerned with delivering and supporting IT services that are appropriate to the business requirements of the organisation. ITIL (the IT Infrastructure Library) is fast becoming an international de facto standard, providing a comprehensive, consistent and coherent set of best practices for IT Service Management,

Handbook of Research on End-to-End Cloud Computing Architecture Design Chen, Jianwen "Wendy"

2016-10-06 Cloud computing has become integrated into all sectors, from business to quotidian life. Since it has revolutionized modern computing, there is a need for updated research related to the architecture and frameworks necessary to maintain its efficiency. The Handbook of Research on End-to-End Cloud Computing Architecture Design provides architectural design and implementation studies on cloud computing from an end-to-end approach, including the latest industrial works and extensive research studies of cloud computing. This handbook enumerates deep dive and systemic studies of cloud computing from architecture to implementation. This book is a comprehensive publication ideal for programmers, IT professionals, students, researchers, and engineers.