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Service design Great Britain. Office of Government Commerce, 2007-05-30 The Service Design phase of the ITIL Service Lifecycle uses business requirements to create services and their supporting practices This volume covers design principles for applications infrastructure processes and resources as well as sourcing models Service managers will also find guidance on the engineering of sound requirements supplier management and design considerations for outsourcing

IT Service Management - Global Best Practices, Volume 1, 2008-04-22 A very practical publication that contains the knowledge of a large number of experts from all over the world Being independent from specific frameworks and selected by a large board of experts the contributions offer the best practical guidance on the daily issues of the IT manager

Financial Services and General Government Appropriations for 2013 United States. Congress. House. Committee on Appropriations. Subcommittee on Financial Services and General Government, 2012

The Official Introduction to the ITIL Service Lifecycle OGC - Office of Government Commerce, 2007-05-30 ITIL was created by the UK government in the 1980s as an efficiency improving initiative This text gives an essential guide to the overall structure of ITIL and an outline of its principles

Financial Services and General Government Appropriations for 2012 United States. Congress. House. Committee on Appropriations. Subcommittee on Financial Services and General Government, 2011

Service transition, 2007-05-30 This publication offers guidance on managing service transition from design specification change configuration test release and deployment Service transition requires effective management of knowledge organisational culture and transition in difficult circumstances The volume is derived from decades of IT service management experience and is applicable to all sizes and types of organisations

EJISE Volume 14 Issue 1, **Operational Support and Analysis** John Sansbury, 2010 This user friendly book will help candidates pass the ITIL OSA Intermediate examination It references the source material from the core ITIL texts and helps readers make sense of the technical and complex ITIL terminology

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variety of different topics and at the conference we discuss potential synergies and the combined use of such methods and approaches. These proceedings contain selected research papers for five topics: Section I SPI Tools, Section II SPI Methods, Section III SPI in SMEs, Section IV Economic Aspects of SPI, and Section V The Future of SPI. Section I presents studies on SPI tools. The authors provide an insight into new tools which can be used for SPI. Willem Bekkers et al. present a new assessment method and tool for software product management. Ismael Edrei Espinosa Curiel et al. illustrate a graphical approach to support the teaching of SPI. Paul Clarke and coworkers deal with an analysis and a tool to help real adoption of standards like ISO 12207 and they focus on SPI implementation and practices. Esparanca Amengual et al. present a new team-based assessment method and tool.

IT Audit, Control, and Security Robert R. Moeller, 2010-10-12. When it comes to computer security, the role of auditors today has never been more crucial. Auditors must ensure that all computers, in particular those dealing with e-business, are secure. The only source for information on the combined areas of computer audit, control, and security is the IT Audit, Control, and Security. It describes the types of internal controls, security, and integrity procedures that management must build into its automated systems. This very timely book provides auditors with the guidance they need to ensure that their systems are secure from both internal and external threats.

ISO/IEC 20000-1:2011 - A Pocket Guide Mart Rovers, 2020-06-11. This Pocket Guide provides a concise explanation of the nature, content, and aim of ISO/IEC 20000-1:2011. It brings ISO/IEC 20000-1:2011 within reach of a vast international audience by providing the key elements of this important standard in a short, easy-to-read Pocket Guide. It promotes the awareness and the acceptability of ISO/IEC 20000-1:2011 as a valid standard for IT services organisations. It supports ISO/IEC 20000-1:2011 training and certification. It is a quick reference to the core content of ISO/IEC 20000-1:2011 for practitioners. ISO/IEC 20000-1:2011 A Pocket Guide is ideal for a broad range of practitioners, trainers, and students who work in IT as well as in other environments ranging from experienced experts in IT service organisations to those who are looking for a suitable approach to quality improvement issues.

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