

Het Itil V 3 Foundation Examen Groepsdiensten Loi

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. Note: This pocket book is available in several languages: English, German, Dutch. Since 2001 the Van Haren Publishing ITIL Pocket Guides have helped readers all over the world to understand the essentials of ITIL (IT Infrastructure Library), the leading framework for IT service management. This pocket guide does exactly the same as previous editions: offering a concise summary of ITIL, based on ITIL® 2011 Edition. We have condensed the full ITIL framework, found in 2000 pages, into just 200 pocket-sized pages! It means that this book is an essential time-saving and cost-effective guide to ITIL 2011 Edition -- for both industry experts and students alike. Primarily it is a quick, portable reference tool to ITIL for all professionals in the service management community. What is the 'lifecycle' approach? What are the key service management processes and functions? Secondly the ITIL pocket guide can be used as part of the training material for everyone who wants to certify for the ITIL Foundation exam. The guide contents cover all of the specifications of AXELOS' ITIL Foundation Certificate syllabus.

Oefenboek met meerkeuzevragen voor het examen in het beheer van informatietechnologie volgens de ITIL-standaard.

Governing, managing and organizing the supply and demand for IT is the subject of this book. The book consists of five parts. These parts are the basic concepts, organizing IT demand and supply, governing and controlling IT, aspects of IT governance and management, and IT governance and management, which in the future will often use IT platforms.

ITIL®4 - Pocketguide De ITIL pocketguides van Van Haren Publishing worden al lange tijd beschouwd als een betrouwbare gids op het gebied van ITIL, in vele taalversies. Deze publicaties hebben een vaste plaats verworven als naslagwerk voor professionals en als hulpmiddel bij het toepassen van best practices in een organisatie. Deze pocketguide maakt lezers bekend met het ITIL 4 framework door:

- inzicht te verkrijgen in de belangrijkste concepten van servicemanagement*
- te begrijpen hoe de zeven ITIL-basisprincipes een organisatie kunnen helpen bij het adopteren en toepassen van servicemanagement*
- inzicht te verkrijgen in de vier dimensies van servicemanagement*
- inzicht te verkrijgen in het doel en de componenten van het ITIL-servicewaardesysteem*
- inzicht te verkrijgen in de zes activiteiten van de servicewaardeketen en hoe deze onderling verbonden zijn*
- het doel en de belangrijkste begrippen van 15 van de 34 ITIL-practices te leren kennen*
- zeven van die 15 ITIL-practices in detail te leren begrijpen*

Deze pocketguide geeft uitleg over alle exameneisen voor het ITIL 4 Foundation examen en biedt tevens ondersteuning voor iedereen die eerdere ITIL-edities kent en op zoek is naar een brug naar deze nieuwe editie. ITIL 4 heeft een grote sprong gemaakt in de moderne wereld van IT-servicemanagement, waarbij de nieuwste principes en practices worden behandeld op een klantgerichte en servicegerichte manier.

The King in Yellow

Service strategy

ITIL Foundation

BiSL® - A Framework for Business Information Management - 2nd edition

ICT Governance, Management and Organization

Beginning with 1953, entries for Motion pictures and filmstrips, Music and phonorecords form separate parts of the Library of Congress catalogue. Entries for Maps and atlases were issued separately 1953-1955.

With 28 new chapters, the third edition of The Practice of System and Network Administration innovates yet again! Revised with thousands of updates and clarifications based on reader feedback, this new edition also incorporates DevOps strategies even for non-DevOps environments. Whether you use Linux, Unix, or Windows, this new edition describes the essential practices previously handed down only from mentor to protégé. This wonderfully lucid, often funny cornucopia of information introduces beginners to advanced frameworks valuable for their entire career, yet is structured to help even experts through difficult projects. Other books tell you what commands to type. This book teaches you the cross-platform strategies that are timeless! DevOps techniques: Apply DevOps principles to enterprise IT infrastructure, even in environments without developers Game-changing strategies: New ways to deliver results faster with less stress Fleet management: A comprehensive guide to managing your fleet of desktops, laptops, servers and mobile devices Service management: How to design, launch, upgrade and migrate services Measurable improvement: Assess your operational effectiveness; a forty-page, pain-free assessment system you can start using today to raise the quality of all services Design guides: Best practices for networks, data centers, email, storage, monitoring, backups and more Management skills: Organization design, communication, negotiation, ethics, hiring and firing, and more Have you ever had any of these problems? Have you been surprised to discover your backup tapes are blank? Ever spent a year launching a new service only to be

told the users hate it? Do you have more incoming support requests than you can handle? Do you spend more time fixing problems than building the next awesome thing? Have you suffered from a botched migration of thousands of users to a new service? Does your company rely on a computer that, if it died, can't be rebuilt? Is your network a fragile mess that breaks any time you try to improve it? Is there a periodic "hell month" that happens twice a year? Twelve times a year? Do you find out about problems when your users call you to complain? Does your corporate "Change Review Board" terrify you? Does each division of your company have their own broken way of doing things? Do you fear that automation will replace you, or break more than it fixes? Are you underpaid and overworked? No vague "management speak" or empty platitudes. This comprehensive guide provides real solutions that prevent these problems and more!

Van Haren Publishing is the world's leading publisher in best practice, methods and standards within IT Management, Project Management, Enterprise Architecture and Business Management. We are the official publisher for some of the world's leading organizations and their frameworks including: The Open Group, IPMA, ASL BiSL Foundation, IAOP® and IACCM. This catalog will provide you with an overview of our most popular and upcoming titles (including courseware), but also gives you a quality summary on internationally relevant frameworks. Van Haren Publishing is an independent, worldwide recognized publisher, well known for our extensive professional network (authors, reviewers and accreditation bodies of standards), flexibility and years of experience. We make content available in hard copy and digital formats, designed to suit your personal preference (iPad, Kindle and online), available through over 50 distribution partners (Amazon, Google Play, Barnes & Noble, Managementboek and Bol.com, etc.) and over 700 outlets worldwide.

ITIL Practitioner Guidance is the essential reference text which accompanies the ITIL Practitioner qualification. Fully integrated with the ITIL Practitioner syllabus, this publication is also a practical guide that helps IT service management (ITSM) professionals turn ITIL theory into practice through case studies, worksheets, templates and scenarios. The book assumes knowledge of ITIL and ITSM up to ITIL Foundation level, and begins with a discussion of the guiding principles of ITSM. It goes on to explain how these guiding principles are essential for ITSM and how they relate to philosophies, frameworks and methodologies such as DevOps, Lean, Agile etc. The publication shows how following the CSI (continual service improvement) approach, and how the core skills of organizational change management, communication, metrics and measurement, can underpin successful ITSM improvement initiatives.

Leading the Transformation to High Performance IT

A Report

ITIL Practitioner Guidance (Japanese Edition)

IT Service Management Based on ITIL® 2011 Edition

Implementing ISO/IEC 20000 Certification: The Roadmap

Assessing Aid determines that the effectiveness of aid is not decided by the amount received but rather the institutional and policy environment into which it is accepted. It examines how development assistance can be more effective at reducing global poverty and gives five main recommendations for making aid more effective: targeting financial aid to poor countries with good policies and strong economic management; providing policy-based aid to demonstrated reformers; using simpler instruments to transfer resources to countries with sound management; focusing projects on creating and transmitting knowledge and capacity; and rethinking the internal incentives of aid agencies.

This book describes a process framework for business information management: the Business Information Services Library (BiSL®) - a public domain standard that is consistent with the IT Infrastructure Library (ITIL) and Application Services Library (ASL). BiSL establishes a bridge between IT and business processes, and between business information administrators and information managers. The BiSL process model provides an insight into all of the primary processes within their field of operations and into the relationship between the various processes. It offers a starting point for the improvement of these processes using best practices, amongst other things, and it provides uniform terminology. This book explains BiSL, a process framework for business information management, encompassing the best way to manage and execute business information management in day-to-day practice, and explains how the framework BiSL can help to improve business processes and the alignment of business and IT. Additional Training material is available for free for APMG accredited trainers. If you want to have this sent to you, please send an e-mail to: info@vanharen.net By this book is a separate file (free, via internet) available: • All images in the book, in Powerpoint format. Click on the button Training Material by the book on our website.

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! The ITIL pocket guides of Van Haren Publishing are since long recognized as the industry classic guide on the topic of ITIL, in many languages. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This pocket guide will provide readers with an understanding of the ITIL 4 service management framework, by: * understanding the key concepts of service management * understanding how the seven ITIL guiding principles can help an organization adopt and adapt service management * understanding the four dimensions of service management * understanding the purpose and components of the ITIL service value system * understanding the six activities of the service value chain, and how they interconnect * knowing the purpose and key terms of 15 of the 34 ITIL practices * understanding seven of these 15 ITIL practices in detail All exam requirements for the ITIL 4 Foundation exam are covered in this pocket guide. It also provides support for everyone who has knowledge of previous ITIL editions and is looking for a bridge to the new edition. ITIL 4 took a big leap into the modern world of IT service management, covering the latest principles and practices in a customer-focused, service-centric way, enabling Agile principles for maximum support of any business. Bron: Flaptekst, uitgeversinformatie.

Foundations van ITIL®

ITIL®4

Books: subjects; a cumulative list of works represented by Library of Congress printed cards

Lloyd Register of Shipping 1913 Sailing Vessels

IT-servicemanagement op basis van ITIL® 2011 Editie

ABC stands for the Attitude, Behavior and Culture within IT organizations. "ABC is like an Iceberg, much of it hidden beneath the surface, yet capable of inflicting enormous damage" to your IT organization, or more importantly, your business! With the growing importance of IT to business operations we can no longer afford to have our ITSM improvement programs and initiatives fail because of Attitude, Behavior or Culture issues. The Exercise Workbook gives practical exercises you can do within a real training or team sessions whilst using the ABC of ICT Card Deck. Together they make an awareness and assessment instrument to be used in team meetings and workshops to perform a number of exercises aimed at recognizing and discussing ABC worst practices that need solving in YOUR organization. The ABC of ICT Introduction book (sold separately) will then give help and tips for solving. We also have a website where people can give feedback on the book, share exercises and case studies and where they can find a list of training and consulting companies that deliver ABC of ICT products and services.

Digital transformation is a business concern; it is no longer just IT that must get things done. The disruptive force of start-ups focusing on IT-based services that can be consumed through mobile devices cannot be underestimated -- These start-ups eat away at the high-margin services provided by incumbents, leaving lower margin products and services that are rapidly being commoditized. This is happening in all industry sectors and it is the ones who are best able to adjust, innovate, and improve their service offerings that will survive. The question is: What do you need to do to ensure that your organization is one of the survivors? The core of the solution to the problem is to radically improve the way the IT organization works together with the business. To be clear, the digital transformation of your business depends on that relatively small group of people in the basement, or other out-of-the-way location, who make sure that your IT services work. So, building a cooperative model is vital for the success of the business. Which model has proven its worth in many industries? It is the application of Lean principles that gives organizations an advantage in delivering their products and services to their customers. Transforming your organization to high performance is, above all, a people-based movement with the acquisition and, most importantly, application of knowledge and skills necessary for the high performance way of working at its core. In teams, from boardroom to work floor, building a new way of thinking and acting is essential. This book aims to give insight into the reasons why you and your organization must consciously act to apply Lean

principles to your IT organization. It explains the phases organizations go through as they start out with their initial attempts to gain advantages from Lean tools to the phase in which they reap the strategic benefits of Lean applied to IT. The real work of the transformation is described from two different perspectives: Leadership and Team. This book describes a complete set of principles, practices and tools in order to make the right decisions along the winding route of your transformation. The people who will guide, support and drive your transformation are the leaders and team members who understand and apply those principles, practice and tools: your Lean IT Experts.

Besides the ITIL® 4 Foundation Courseware - English (ISBN: 978 94 018 0394 6) publication you are advised to obtain the publication ITIL® 4 - A Pocket Guide (ISBN: 978 94 018 0439 4). The course is designed as an introduction to ITIL 4 and enables you to understand a new way to look at IT Service Management through a Service Value System (SVS). ITIL 4 provides an end-to-end picture of what means to contribute to business value, and also integrates concepts from models such as Lean IT, Agile and DevOps. This course is for those who are involved in the delivery of IT services and need an understanding of best practice in IT Service Management. Student must pass a 60 minute, 40 question closed book multiple choice, examination with a passing score of 65% in order to receive this certification. You can write the exam at any time and at any place after the course. The test is done via your own computer proctored via webcam. Candidates wishing to be trained and pass the exam for this qualification would be recommended to have a general awareness of IT and appreciation of their own business environment. You'll learn: Understand the key concepts of service management Understand how the ITIL guiding principles can help an organization adopt and adapt service management Understand the four dimensions of service management Understand the purpose and components of the ITIL service value system Understand the activities of the service value chain, and how they interconnect Know the purpose and key terms of 18 ITIL practices Understand 7 ITIL practices

Dit boek BUSINESSmodellen beschrijft (internationaal relevante) modellen voor bedrijfskundige analyse. Aan de hand van een bedrijfskundige analyse krijgen we een concreet inzicht in en gevoel voor de bedrijfssituatie. Wat zijn de drijvende krachten achter de business, wat zijn de voor- en nadelen van de organisatiestructuur en -cultuur, welke belangen hebben onze stakeholders en welke invloed heeft de omgeving op onze organisatie? Enkele voorbeelden van modellen die in dit boek terug te vinden zijn: Balanced Scorecard, Vijfkrachtenmodel, BCG-matrix, Blauwe Oceaan Strategie, Kleurenmodel, Lean en de Ambitie-Realisatiematrix. Voor een compleet overzicht zie de inhoudsopgave. Dit boek is geschreven om managers, adviseurs en bedrijfskunde studenten die informatie te bieden die nodig is om de bedrijfssituatie op een zinvolle en diepgaande wijze te kunnen onderzoeken. Het boek stimuleert hen ook om hun businessgevoel en intuïtie aan te spreken en niet te aarzelen om een meezijdige diagnose te stellen. Immers, een probleem heeft meestal meerdere oorzaken en daarmee zijn er ook meerdere keuzemogelijkheden om een probleem aan te pakken. Deel 1: Aspecten van bedrijfskundig onderzoek 1 Bedrijfskundige analyse 1.1 Inleiding 1.2 Ordening in de modellen 1.3 Een analyse 1.4 Creatieve spanning en paradoxen 2 Onderzoek en analyse 2.1 Historie 2.2 Wetenschapsrevoluties 2.3 Onderzoeksmethodologieën 2.4 Een bedrijfskundig onderzoek 2.5 Nadenken over de onderzoeksvraag 2.6 Een praktisch onderzoeksmodel 2.7 Reflectie op de managementvragen 2.8 Plaatsen en afbakenen onderzoek 2.9 Randvoorwaarden voor het onderzoek 2.10 Rapportage 2.11 De McKinsey-methode 2.12 Ter overdenking 2.13 Het Halo-effect 3 Soorten bedrijfskundige managementmodellen 3.1 Inleiding 3.2 Doen modellen wel wat ze beloven? 3.3 Wat is een model? 3.4 Wat is een businessmodel? 3.5 De modellenklok 3.6 Soorten modellen 3.7 Reframing van modellen Deel 2: De zes soorten modellen 4 Beschrijvende modellen 4.1 Inleiding 4.2 Drie soorten beschrijvende modellen 4.3 Bedrijfs geschiedenis 4.4 Bedrijfskolomanalyse 4.5 Bedrijfsmodellen 4.6 Generieke strategieën 4.7 Metaforen 4.8 Missie en Visie 4.9 Strategiescholen 4.10 Waardeketen 4.11 Business Definition Model 4.12 Het C4-model 4.13 Het familiebedrijf 4.14 Good to Great 4.15 Groeifasenmodel organisaties 4.16 Organisatiecultuur 4.17 Organisatieoriëntatie 4.18 Organisatiestructuren/-modellen 4.19 Rechtsvormen 4.20 Het 5-boxes-model 4.21 Kleurenmodel 4.22 De ongeschreven regels van het spel 4.23 Pareto-principe 5 Analysemodellen 5.1 Inleiding 5.2 Activity Based Costing 5.3 Externe marktanalyse/ABCD-analyse 5.4 Groeistrategieën 5.5 HR-cyclus 5.6 Klantorderontkoppelpunt 5.7 Marktanalysemodel 5.8 Marketingmix 5.9 Strategieformulering 5.10 Business-IT alignment 5.11 Het concurrerende-waardenmodel (OCAI) 5.12 Cultural Web 5.13 e-HRM 5.14 Financiële bedrijfsanalyse 5.15 Kenniskaart 5.16 Kerncompetenties 5.17 Leiderschapsstijlen 5.18 Oorzaak-gevolganalyse 5.19 Corporate Governance 5.20 Cultural framework 5.21 DESTEP-

model 5.22 Dupont-analyse 5.23 Enterprise Architectuur 5.24 Ondernemingsmodel 5.25 Strategisch management 5.26 SWOT-analyse 5.27
 Waarde-innovatie 5.28 BCG-matrix 5.29 CMMI 5.30 MABA-analyse 5.31 Product lifecycle 5.32 Scenarioanalyse 5.33 SERVQUAL 5.34
 Strategisch Overzicht 6 Procesmodellen 6.1 Inleiding 6.2 Adopterscategorieën 6.3 Het vijfkrachtenmodel 6.4 Inkooplogistiek 6.5
 Kwaliteitsmanagement 6.6 Lean manufacturing 6.7 Theory of Constraints 6.8 Procesmanagement 6.9 Procesrollen 6.10 Verandermanagement
 6.11 De zes denkhoeden 6.12 Teamontwikkeling 7 Businessmodellen 7.1 Inleiding 7.2 Blauwe Oceaan-strategieën 7.3 Duurzaam
 ondernemen 7.4 MVO 7.5 Business Process Redesign / Re-engineering 7.6 Outsourcing 7.7 SPACE-matrix 7.8 Businessmodellen op
 internet 7.9 Waardeproposities/waardedisciplines 7.10 Winstmodellen 8 Bedrijfsmodellen 8.1 Inleiding 8.2 Het 7 S'en model 8.3
 Generiek bedrijfsmodel 8.4 EFQM/INK-model 8.5 Growing Beyond/E&Y-model 8.6 Business Model Canvas 8.7 De matrixmethode 9
 Prestatiemanagementmodellen 9.1 Inleiding 9.2 Appreciative Inquiry 9.3 Benaderen van veranderingen 9.4 Benchmarking 9.5
 Krachtenveldanalyse 9.6 Veranderkwadranten 9.7 Balanced Score Card 9.8 Business-informatiemanagement 9.9 Good Governance 9.10 IT-
 governance / CoBIT 9.11 ITIL 9.12 Risicomanagement / COSO 9.13 De Ambitie-Realisatiematrix 9.14 Key Performance Indicatoren 9.15
 Kritieke succesfactoren 9.16 SMART 9.17 PDCA-cirkel 9.18 Projectmanagement 9.19 Teamrolmanagement 9.20 Het uitvoeren van de Blauwe
 Oceaan-strategie X Literatuurbronnen Index
 De ISM-methode
 99 BUSINESSmodellen – Een praktisch overzicht van de meest gebruikte modellen en best practices
 School Suspensions--are They Helping Children?
 What Works, what Doesn't, and why

Het vakgebied IT-servicemanagement (ITSM) is nog maar dertig jaar jong en heeft al veel positieve resultaten opgeleverd. Door de jaren heen zijn nieuwe inzichten en oplossingen verschenen: Looijer
 ISO20000 en vele andere. Alle droegen bij aan de groei van het vakgebied en aan verbeterde dienstverlening. Helaas zijn al deze ervaringen tot nu toe niet gebundeld in één gestructureerde en voor
 Dit was de aanleiding voor de ontwikkeling van de ISM-methode: niet het wiel opnieuw uitvinden, maar alle voor IT-dienstverlening relevante en toepasbare kennis en ervaring onderbrengen in één p
 ISM-methode wordt inmiddels bij een groot en groeiend aantal IT-beheerafdelingen succesvol toegepast. In dit boek beschrijven de auteurs, Wim Hoving en Jan van Bon, hoe de ervaringen uit het ve
 tot de huidige status van IT-servicemanagement en hoe de ISM-methode binnen dit domein gestructureerd is opgebouwd. Het boek beschrijft waar People, Process & Product aan moeten voldoen e
 samenwerken. Verder beschrijft het boek de invoeringsmethode, met veel aandacht voor borging en cultuurverandering, een uitgebreide definitielijst, en een voorbeeld van een compact procesmodel
 20 jaar ervaring in het invoeren én toepassen van procesmatig werken. Kritisch en autodidactisch heeft hij, bottom-up, constant gewerkt aan het verbeteren van de dienstverlening door praktisch
 aan te brengen tussen alle hulpmiddelen. Jan van Bon is een internationaal erkende deskundige auteur, hoofdredacteur en spreker. Zijn brede kennis en analytisch vermogen gebruikt hij, top-down, o
 frameworks en standaarden te beschouwen en daaruit kennis te selecteren en toepasbaar te maken. Met dit boek willen de auteurs het IT-beheer verder professionaliseren. De structuur en compa
 de ISM-methode eenvoudig en snel in te voeren, toe te passen en te begrijpen. Ook willen de auteurs een nieuwe impuls geven aan het denken over IT-servicemanagement. Maar bovenal hopen zij d
 de verbetering van uw IT-dienstverlening. Daar is het tenslotte allemaal om begonnen.

Thoroughly prepare for the revised Cisco CCIE Wireless v3.x certification exams Earning Cisco CCIE Wireless certification demonstrates your broad theoretical knowledge of wireless networking, yo
 understanding of Cisco WLAN technologies, and the skills and technical knowledge required of an expert-level wireless network professional. This guide will help you efficiently master the knowledg
 to succeed on both the CCIE Wireless v3.x written and lab exams. Designed to help you efficiently focus your study, achieve mastery, and build confidence, it focuses on conceptual insight, not me
 by five of the leading Cisco wireless network experts, it covers all areas of the CCIE Wireless exam blueprint, offering complete foundational knowledge for configuring and troubleshooting virtually
 deployment. Plan and design enterprise-class WLANs addressing issues ranging from RF boundaries to AP positioning, power levels, and density Prepare and set up wireless network infrastructure,
 key network services Optimize existing wired networks to support wireless infrastructure Deploy, configure, and troubleshoot Cisco IOS Autonomous WLAN devices for wireless bridging Implement
 AireOS Appliance, Virtual, and Mobility Express Controllers Secure wireless networks with Cisco Identity Services Engine: protocols, concepts, use cases, and configuration Set up and optimize mana
 with Prime Infrastructure and MSE/CMX Design, configure, operate, and troubleshoot WLANs with real-time applications

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

This guide provides practical guidance for managers of portfolios and those working in portfolio offices as well as those filling portfolio management roles outside a formal PfMO role. It will be applied in various sectors. It describes both the Portfolio Definition Cycle (identifying the right, prioritised, portfolio of programmes and projects) and the Portfolio Delivery Cycle (making sure the portfolio delivers the intended value).

VeriSM™ - unwrapped and applied

ITIL® 2011 Editie - Pocketguide

Foundations of ITIL®

Learning ServiceNow

Agile Project Management with Scrum

Voor trainers is er gratis extra materiaal bij dit boek beschikbaar. Dit is te vinden onder het tabblad Training Material . Log in met uw trainersaccount om het materiaal te raadplegen. Vrijwel iedere organisatie in de tegenwoordige netwerkeconomie is sterk afhankelijk van perfect functionerende ICT-voorzieningen. Iedere organisatie wordt gedwongen na te denken over zijn vraag naar ICT en hoe zij hier oplossingen voor kiest op basis van het aanbod. Optimale invulling van het ICT-aanbod vanuit de vraag is de rode draad door dit boek. Dit boek is bestemd voor de ICT-manager, ICT-consultant en ICT-docenten en -studenten. Net als bij eerdere drukken van dit boek is ook bij deze tweede druk het uitgangspunt dat een systematische behandeling van de onderwerpen wordt geboden, waarmee men bij ICT-governance, ICT-management en het organiseren van ICT te maken heeft. De inhoud biedt handreikingen voor sturing van de taken voor het leveren van ICT-producten en -diensten. Het boek is in vijf delen opgedeeld: 1 De basis: sturen en organiseren onder architectuur 2 De organisatie van ICT, waaronder die binnen ketens 3 Sturing van ICT: alignment, governance en ICT-management 4 Aspecten 5 Op weg naar morgen: in essentie hetzelfde, in vorm anders. Bij de inrichting van de vraagorganisatie wordt uitgegaan van de methode BiSL. Bij de inrichting van applicatiebeheer wordt de methode ASL als basis genomen. Bij de inrichting van de exploitatie is ITIL het uitgangspunt. De keuze voor de methoden BiSL, ASL en ITIL wordt geplaatst naast andere mogelijke methoden om de ICT-vraagorganisatie, de ICT-regieorganisatie of de ICT-aanbodorganisatie in te richten. Hiermee is een boek ontstaan dat de onderwerpen van het vak Sturing en organisatie van ICT in hun context plaatst. Het geeft een weerslag van de actuele theorie en de praktijk, terwijl het tegelijk aangeeft hoe een organisatie een weg naar morgen kan inslaan. In dit boek waardevol additioneel materiaal opgenomen, zoals up-to-date cases. Verder is bij dit boek een website ontwikkeld: <http://www.ict-management.com/>

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

Foundations of ITIL and its predecessors have become the industry classic guide 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 version has now been upgraded to reflect ITIL V3. Written in the same concise way and covering all the facts, readers will find that this title succinctly covers the key aspects of the ITIL V3 upgrade. The ITIL V3 approach covering the ITIL Lifecycle is fully covered. In addition those who are familiar with the Version 2 process approach will be delighted to discover that this new edition of Foundations of ITIL has split out all the processes and describes them in detail. This means that it is easy for all readers to access and grasp the process concepts that are so pivotal to many service management day-to-day operations. This title covers the following:

This book describes a revolutionary approach on how to successfully implement IT service management (ITSM) in an easier, faster, cheaper, and especially more effective way. In the book, the lessons of 30 years are used to put an end to the chaos and complexity of ineffective ITSM projects. Based on simple paradigms, a single and compact solution is described for the integrated service management with People, Process and Product. This is not achieved by setting ITIL or ASL aside, but by rearranging the many valuable elements of these frameworks into a simple logical structure, and filling the gaps. Although the paradigms are explained extensively in the book, the solution is very practical and has been proven in recent years in dozens of projects with small and large organizations. This publication describes the implementation method, with a strong focus on quality assurance and cultural change, a comprehensive definition list, and an example of a compact process model.

Service operation

Assessing Aid

The Practice of System and Network Administration

The ISM method Version 3

ITIL Service Strategy

Whether you're working on homelessness or building a rural farm cooperative, the Collaboration Handbook tells you what to expect and how to meet challenges in a way that strengthens your group and the results you're after. Written by Michael Winer and Karen Ray, nationally recognized consultants in collaboration and organizational development, the Collaboration Handbook takes you step-by-step through the entire process, showing you how to know if collaboration is the best way to accomplish your goals, how to get started and keep up the momentum, whether your collaboration has the necessary ingredients to succeed, how to manage the four stages of collaboration, and when it makes sense to test the waters with a pilot project. Features a case study from start to finish, worksheets, and sidebars with helpful tips.

This volume provides updated guidance on how to design, develop and implement service management both as an organisational capability and a strategic asset. It is a guide to a strategic review of ITIL-based service management capabilities, with the aim of improving their alignment with overall business needs. It is written primarily for senior managers who provide leadership and direction in the form of objectives, plans and policies. It also benefits managers at other levels, by explaining the logic of senior management decisions.

ISO/IEC 20000 is the corporate standard for achieving quality within IT Service Management. As individuals achieve success in Service Management frameworks such as ITIL®, many

organizations have identified the benefits of making the jump to full corporate accreditation. But, having made the decision to invest in this standard, what is the best way to implement adoption in an efficient and successful way? This thorough, practical guide has been put together by real experts with real experience of how ISO/IEC 20000 works in the workplace and in the real world. Part A of this title covers the step by step description of the ISO 20000 implementation process. Part B contains real case studies from organizations who have successfully achieved ISO/IEC accreditation. This Official itSMF guide is unique in that it not only describes the implementation process. It also suggests solutions to common problems and set-backs. An understanding of the many business pressures means that practical guidance on the business case, measuring success (or not), or the need for quick wins are all included in this book, making it an invaluable companion for all those working on an implementation project. A sister guide to the hugely successful Official itSMF 'Introduction to ISO/IEC 20000' book, readers will find that this book becomes a key asset in delivering a practical, down to earth implementation program. Foreword by John Stewart of OGC.

De ITIL pocketguides van Van Haren Publishing worden al lange tijd beschouwd als een betrouwbare gids op het gebied van ITIL, in vele taalversies. Deze publicaties hebben een vaste plaats verworven als naslagwerk voor professionals en als hulpmiddel bij het toepassen van best practices in een organisatie. Deze pocketguide maakt lezers bekend met het ITIL 4 framework door:

- inzicht te verkrijgen in de belangrijkste concepten van servicemanagement
- te begrijpen hoe de zeven ITIL-basisprincipes een organisatie kunnen helpen bij het adopteren en toepassen van servicemanagement
- inzicht te verkrijgen in de vier dimensies van servicemanagement
- inzicht te verkrijgen in het doel en de componenten van het ITIL-servicewaardesysteem
- inzicht te verkrijgen in de zes activiteiten van de servicewaardeketen en hoe deze onderling verbonden zijn
- het doel en de belangrijkste begrippen van 15 van de 34 ITIL-practices te leren kennen
- zeven van die 15 ITIL-practices in detail te leren begrijpen

Deze pocketguide geeft uitleg over alle exameneisen voor het ITIL 4 Foundation examen en biedt tevens ondersteuning voor iedereen die eerdere ITIL-edities kent en op zoek is naar een brug naar deze nieuwe editie. ITIL 4 heeft een grote sprong gemaakt in de moderne wereld van IT-servicemanagement, waarbij de nieuwste principes en practices worden behandeld op een klantgerichte en servicegerichte manier.

Creating, Sustaining, and Enjoying the Journey

Volume 1: DevOps and other Best Practices for Enterprise IT

ITIL®4 - Pocketguide

A Pocket Guide

ITIL® 4 Foundation Courseware - Deutsch

Het best verkochte handboek over ITIL Dit boek is, met zijn voorgaande edities, al jaren het toonaangevende boek over ITIL. Het boek heeft zijn plaats verdiend bij de vele experts die zich bezighouden met de implementatie van best practices op het gebied van IT-servicemanagement, bij ITIL-trainingen, in het MBO en HBO, enz. Deze versie van sluit aan op ITIL V3. Het boek is net als de vorige edities bondig geschreven, maar dit neemt niet weg dat alle aspecten van ITIL V3 aan bod komen: de levenscyclusbenadering van ITIL V3 wordt uitvoerig behandeld. En allen die bekend zijn met ITIL V2, zullen blij zijn dat in deze editie de processen apart worden behandeld. De lezer kan hierdoor gemakkelijk de processen eruit lichten die voor hem of haar belangrijk zijn, in zijn dagelijks werk of in een opleiding of training. Hoofdindeling van dit boek: DEEL 1: De ITIL Servicelvenscyclus • De servicelevenscyclus: concept en overzicht • Levenscyclusfase: Servicestrategie • Levenscyclusfase: Service-ontwerp • Levenscyclusfase: Servicetransitie • Levenscyclusfase: Serviceproductie • Levenscyclusfase: Continue serviceverbetering DEEL 2: Functies en processen • Inleiding functies en processen • Functies en processen in Servicestrategie • Functies en processen in Service-ontwerp • Functies en processen in Servicetransitie • Functie en processen in Serviceproductie • Functies en processen in Continue serviceverbetering Reacties op vorige edities van dit boek: “...als je op zoek bent naar het beste ITIL-introductieboek op de markt, zoek dan niet verder.” “...dit boek zou door alle IT-professionals gelezen moeten worden.” “...geen enkel boek heb ik meer aanbevolen dan dit boek. Het versterkt het begrip van de core ITIL-boeken....leest gemakkelijk weg....geen poespas.... dit is zonder enige twijfel het beste IT-servicemangementboek.” “..... complimenten voor de heldere tekst, prima leesbaar met goede figuren - het maakt ITIL een stuk toegankelijker.”

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

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

Voor trainers is er gratis extra materiaal bij dit boek beschikbaar. Dit is te vinden onder het tabblad Training Material . Log in met uw trainersaccount om het materiaal te raadplegen. Tevens is er een Glossary (verklarende woordenlijst) met daarin de Nederlandstalige en Engelstalige ITIL-termen en de bijbehorende definitie alle afbeeldingen in het boek, in Powerpoint formaat. Klik op de knop Training Material bij het boek op onze website.De vorige drukken van dit boek zijn al jaren de meest toonaangevende publicatie op het gebied van ITIL. Vanaf de eerste druk in 1999 is dit oorspronkelijk in het Nederlands verschenen boek in opeenvolgende versies telkens verbeterd en vervolgens in vele talen vertaald. Door de input van vele ITSM-experts van over de hele wereld heeft dit boek zijn gezaghebbende positie verworven. Aanvankelijk bij de vele ITSM-experts en daarna vooral bij iedereen die behoefte had aan een betrouwbaar en helder geschreven leerboek ten behoeve van ITIL-trainingen en bij IT-opleidingen in HBO, MBO (België: secundair en hoger onderwijs), enz.De veranderingen die ITIL heeft ondergaan in de 2011-Editie zijn volledig verwerkt in deze uitgave. Lezers zullen ontdekken dat deze uitgave niet alleen alle

belangrijke aspecten van ITIL 2011 editie behandelt, maar dat het vooral ook een zeer onmisbaar leerboek is voor iedereen die zich wil voorbereiden op het ITIL Foundation-examen, vanwege de duidelijke structuur en heldere schrijfwijze. Daarnaast is het boek ook geschikt als leerboek ter voorbereiding op het ITIL Intermediate examen. Vanzelfsprekend wordt een heldere uitleg gegeven over de ITIL levenscyclus (life cycle): Levenscyclus fase: Servicestrategie Levenscyclus fase: Serviceontwerp Levenscyclus fase: Servicetransitie Levenscyclus fase: Serviceproductie Levenscyclus fase: Continue Serviceverbetering Nieuw ten opzichte van de vorige druk van ITIL (op basis van ITIL versie 3) zijn de processen voor strategiemangement en klantrelatiebeheer. Ook de andere nieuwe en gewijzigde concepten van ITIL 2011 Editie komen in dit boek aan bod. Dit betekent dat lezers daardoor toegang hebben tot al die begrippen en concepten, die een spilfunctie vervullen in de dagelijkse activiteiten op het gebied van IT-servicemanagement. In een aparte bijlage worden de verschillen tussen ITILv3 en ITIL 2011 Editie toegelicht.

Slaag voor je ITIL V3 Foundation en Bridge examen

ITIL® 2011 Edition - A Pocket Guide

Management of portfolios

Library of Congress Catalog

Lloyd Register of Shipping 1913 Steamers

Toward the end of the year 1920 the Government of the United States had practically completed the programme, adopted during the last months of President Winthrop's administration. The country was apparently tranquil. Everybody knows how the Tariff and Labour questions were settled. The war with Germany, incident on that country's seizure of the Samoan Islands, had left no visible scars upon the republic, and the temporary occupation of Norfolk by the invading army had been forgotten in the joy over repeated naval victories, and the subsequent ridiculous plight of General Von Gartenlaube's forces in the State of New Jersey. The Cuban and Hawaiian investments had paid one hundred per cent and the territory of Samoa was well worth its cost as a coaling station. The country was in a superb state of defence. Every coast city had been well supplied with land fortifications; the army under the parental eye of the General Staff, organized according to the Prussian system, had been increased to 300,000 men, with a territorial reserve of a million; and six magnificent squadrons of cruisers and battle-ships patrolled the six stations of the navigable seas, leaving a steam reserve amply fitted to control home waters. The gentlemen from the West had at last been constrained to acknowledge that a college for the training of diplomats was as necessary as law schools are for the training of barristers; consequently we were no longer represented abroad by incompetent patriots. The nation was prosperous; Chicago, for a moment paralyzed after a second great fire, had risen from its ruins, white and imperial, and more beautiful than the white city which had been built for its plaything in 1893. Everywhere good architecture was replacing bad, and even in New York, a sudden craving for decency had swept away a great portion of the existing horrors. Streets had been widened, properly paved and lighted, trees had been planted, squares laid out, elevated structures demolished and underground roads built to replace them. The new government buildings and barracks were fine bits of architecture, and the long system of stone quays which completely surrounded the island had been turned into parks which proved a god-send to the population. The subsidizing of the state theatre and state opera brought its own reward. The United States National Academy of Design was much like European institutions of the same kind. Nobody envied the Secretary of Fine Arts, either his cabinet position or his portfolio. The Secretary of Forestry and Game Preservation had a much easier time, thanks to the new system of National Mounted Police. We had profited well by the latest treaties with France and England; the exclusion of foreign-born Jews as a measure of self-preservation, the settlement of the new independent negro state of Suanee, the checking of immigration, the new laws concerning naturalization, and the gradual centralization of power in the executive all contributed to national calm and prosperity. When the Government solved the Indian problem and squadrons of Indian cavalry scouts in native costume were substituted for the pitiable organizations tacked on to the tail of skeletonized regiments by a former Secretary of War, the nation drew a long sigh of relief. When, after the colossal Congress of Religions, bigotry and intolerance were laid in their graves and kindness and charity began to draw warring sects together, many thought the millennium had arrived, at least in the new world which after all is a world by itself.

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 Lloyd's Register of Shipping records the details of merchant vessels over 100 gross tonnes, which are self-propelled and sea-going, regardless of classification. Before the time, only those vessels classed by Lloyd's Register were listed. Vessels are listed alphabetically by their current name. Note: This pocket book is available in several languages: English, German, Dutch. Vanaf 2001 hebben de ITIL pocketguides van Van Haren Publishing lezers over de gehele wereld ingeleid in de wereld van ITIL (IT Infrastructure Library), het belangrijkste framework voor IT-servicemanagement. Deze pocketguide voorziet weer in dezelfde behoefte als de vorige edities: het bieden van een nauwgezette samenvatting van ITIL, gebaseerd op ITIL 2011 Editie. De essentie van 2000 pagina's van de officiële ITIL manuals, samengevat op circa 160 pagina's in pocketguide-formaat. Dit is in de eerste plaats een handzame gids over ITIL voor iedereen die werkzaam is in de wereld van IT-servicemanagement. Wat zijn de essentiële servicemanagement-processen en -functies? Wat is de 'lifecycle approach'? Kortom, deze pocketguide is een uitkomst voor IT-servicemanagers en alle anderen die moeten of willen werken met de nieuwste ITIL-versie, maar te weinig tijd hebben om de officiële manuals te bestuderen. In de tweede plaats kan de ITIL pocketguide worden gebruikt als onderdeel van het studiemateriaal voor iedereen die zich wil certificeren voor het ITIL Foundation-examen. De inhoud dekt alle specificaties van de ITIL Foundation Certificate Syllabus van APMG.

ITIL® 4 - Pocketguide 2de druk

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

Global Standards and Publications - Edition 2018/2019

CCIE Wireless v3 Study Guide

Collaboration Handbook

*ICT Governance, Management and Organization*Lulu.com

Sturing en Organisatie van ICT-voorzieningen 2de druk

ABC of ICT: The Exercise Workbook

The Lean IT Expert