

Strategic Business Units



Service Management Business Unit

Pierre Bernard



Service Management Business Unit:

The Shortcut Guide to IT Service Management and Automation Rebecca Herold, 2008 *ITIL V3 Planning to Implement Service Management* Colin Rudd, 2010 This handbook provides advice and guidance to organisations considering implementing service management It features a six step process to planning service management implementation relationships roles organisation structure and enablers and blockers to successful service management *IT Service Management* Ernest Brewster, Richard Griffiths, Aidan Lawes, John Sansbury, 2010-02-24 ITIL R is a framework for IT service management and provides best management practice to meet ISO IEC 20k This guide introduces ITIL both to Foundation Exam candidates and to people who require a practical understanding of IT service management An ITIL R Licensed Product

IT SERVICE MANAGEMENT KELKAR, S. A., 2011-11-26 Today besides focusing on technology and internal organization of the company it has become important for IT service providers to focus on their service quality and relationship with customers This book has been designed to equip them with the knowledge skills and attitudes to deliver quality services and maintain strong business relations with their customers Presented in concise form the book not only discusses the essentials of theory and best practices followed in the industry but also emphasizes the service improvement process The book is aimed at students of Computer Science and Engineering Information Technology MCA M Sc IT and MBA Besides it is equally useful for IT professionals and Trainers

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 Introduction to the ITIL service lifecycle Office of Government Commerce, Great Britain. Office of Government Commerce, 2010-05-12 This official introduction is a gateway to ITIL It explains the basic concept of IT Service Management ITSM and the place of ITIL introducing the new lifecycle model which puts into context all the familiar ITIL processes from the earlier books It also serves to illuminate the background of the new ITIL structure This title introduces ITSM and ITIL explains why the service lifecycle approach is best practice in today's ITSM and makes a persuasive case for change After showing high level process models it takes the reader through the main principles that govern the new version lifecycle stages governance and decision making then the principles behind design and deployment and operation and optimisation *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 *Service Management Strategies that Work* Adam Grummitt, Troy DuMoulin, 2007-09-09 Pink Elephant is the world leader in IT management best practices offering solutions to public and private businesses worldwide many of them listed in the Fortune 500 The Company specializes in improving the quality of IT services through the application of recognized frameworks including the IT Infrastructure Library

ITIL **Service-Oriented Architecture** James P. Lawler,H. Howell-Barber,2007-11-19 Aggressively being adopted by organizations in all markets service oriented architecture SOA is a framework enabling business process improvement for gaining competitive advantage Service Oriented Architecture SOA Strategy Methodology and Technology guides you through the challenges of deploying SOA It demonstrates conclusively that strategy and methodology are the keys to implementing SOA and provides the methodology needed for SOA success The book examines the role of both non agile and agile project management techniques for deploying SOA Its methodology applies frameworks of governance communications product realization project management architecture data management service management human resource management and post implementation processes Filled with case studies the book shows the methodology in action This reference benefits business managers business analysts and technology project managers who are serious about adopting SOA as a long term strategy It is also benefits those new to business process management enterprise architecture and information systems and need to understand SOA its business drivers and its methodology **Innovating Mass-customized Service** Robert O. Reitsma,2011 *A Practical Guide to Service Management* Keith D. Sutherland, Lawrence J. "Butch" Sheets,2023-10-13 Develop and improve the service management capabilities of your organization or business with this comprehensive handbook Key Features A complete pragmatic guide on service management from industry experts Learn industry best practices and proven strategies to establish and improve a service management capability Get hands on with implementing and maintaining a service management capability Purchase of the print or Kindle book includes a free PDF eBook Book Description Many organizations struggle to find practical guidance that can help them to not only understand but also apply service management best practices Packed with expert guidance and comprehensive coverage of the essential frameworks methods and techniques this book will enable you to elevate your organization s service management capability You ll start by exploring the fundamentals of service management and the role of a service provider As you progress you ll get to grips with the different service management frameworks used by IT and enterprises You ll use system thinking and design thinking approaches to learn to design implement and optimize services catering to diverse customer needs This book will familiarize you with the essential process capabilities required for an efficient service management practice followed by the elements key to its practical implementation customized to the organization s business needs in a sustainable and repeatable manner You ll also discover the critical success factors that will enhance your organization s ability to successfully implement and sustain a service management practice By the end of this handy guide you ll have a solid grasp of service management concepts making this a valuable resource for on the job reference What you will learn Discover a holistic approach to managing services Get acquainted with the service management methods frameworks and best practices Understand the significance of a service management strategy Demonstrate your skills to deliver high quality timely services Find out how to become a respected business partner to your customers Recognize the role of governance outcomes and markets Grasp the

concept of value capture and maintaining value over time Explore common processes that lay the foundation for effective service management Who this book is for This book is for anyone interested in gaining a general understanding of the value of enterprise IT service management ESM ITSM including but not limited to IT leadership key business managers business process analysts business analysts IT consultants IT professionals project managers systems integrators service desk managers managed service providers solution providers and sales staff Whether you re new to service management or have prior experience you ll find valuable insights in this book **Building a New Performance Vision** Thomas J.

LaBonte, 2023-05-26 Despite their best efforts many organizations find it difficult to shake the silo mentality that stands in the way of real strides in performance improvement Building a New Performance Vision addresses this issue head on by arguing that training human resources organizational development quality information technology and knowledge management professionals should all be playing on the same HPI team Each of these functions spends most of its energy promoting individual agendas and not the organization s business and performance needs The cure for this unhappy state of affairs is the creation of a single unified HPI process and function that brings together these disparate groups under the banner of shared business goals Readers are offered a clear path to accomplish this organizational feat through the use of step by step instructions tools tips and job aids BIAN 2nd Edition - A framework for the financial services industry BIAN eV, 2021-07-09 The Banking Industry Architecture Network BIAN is a global not for profit association of banks solution providers consultancy companies integrators and academic partners with the shared aim of defining a semantic standard for the banking industry covering all banking activity and almost all of the well known architectural layers BIAN s Reference Architecture for the Financial Industry provides its users with a set of building blocks that when used in different combinations can support all of the functionality and information a bank needs for both its internal functioning and its collaboration with partners in an Open Finance and Open API economy BIAN s Reference Architecture for the Financial Industry is freely available on the BIAN website This website also provides a wealth of information on both the theory and practice of the standard So why this book Importantly it summarizes all of the above information and guides the reader through it on a step by step basis It provides the reader with a thorough understanding of BIAN s architecture and how it can be used to support an organization on its journey to becoming an agile business organization and developing an application platform BIAN is a semantic standard It provides business building blocks and defines them in business terms It provides a business view on both the business and application architectures This second edition not only includes the more recent deliverables it also takes a stepped approach through the different topics It aims to be more appealing to a business audience by addressing the building blocks of BIAN and their possible use in business terms whilst also including many real life examples of BIAN s usage As such it should not only appeal to application and business architects but also to their managers their business partners and other stakeholders who work closely with them The first part of the book focuses on the theory

BIAN's organization the principles and patterns on which its architecture is based and its building blocks The second part of the book explains in methodology independent terms how BIAN can be applied in different architectural layers by different disciplines in co operation with architects This part of the book includes a number of practical examples intended to improve the reader's understanding of the building blocks of the BIAN architecture and encourage them to apply it for the benefit of their own organization The final part of the book should inspire the reader even further by clearly illustrating the synergy between the content that BIAN delivers and the architecture methodology provided by TOGAF

Common Cause: Shared Services for Human Resources Karen V. Beaman, 2006 Collection of essays explore shared services in the human resources environment

Agile project and service management Dorothy J. Tudor, 2010-07-28 The failure effectively to sustain IT systems and react to change due to the huge investments that organisations make in these systems is likely to impact on an organisation's bottom line This means that an ad hoc approach to IT Service management is not an option It is vital to focus on business value good ROI speed to market and delivery of solutions in response to change Agile approaches mean an incremental method to change early delivery of business value and collaborative work towards change

Understanding and employing ITIL PRINCE2 and DSDM together can provide the potential for a well run infrastructure which is responsive to change and will not halt progress This publication offers practical guidance on how to deliver an IT Service by employing ITIL PRINCE2 and DSDM together and provides an overview of all three approaches and describes the benefits of each It also describes the issues that arise from implementing ITIL the structure and content of PRINCE2 the breadth of DSDM and how they fit together where the common areas sit and where the specialities for each exist

Essentials of Shared Services Bryan Bergeron, 2002-10-31 What works why it works and how to evaluate a shared services program Shared services a form of internal outsourcing enables corporations to achieve economies of scale by creating a separate entity within the company to perform specific internal services such as payroll accounts payable travel and expense processing etc *Essentials of Shared Services* provides a quick concise overview of shared services fundamentals bringing senior level executives up to speed so that they make the right decision Bryan Bergeron provides a foundation of shared services from a historical economic technical and customer perspective showing how shared services can impact a corporation's bottom line both long and short term He delivers specific recommendations that can be used to establish and manage a shared services effort and includes a variety of examples of programs that work and those that do not

Service strategy Great Britain. Office of Government Commerce, 2007-05-30 This volume provides 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

IT

Performance Management Peter Wiggers, Henk Kok, Maritha De Boer-de Wit, 2004 Everyday IT management decision making made easier

The IT Service Part 1 - The Essentials Pierre Bernard, 1970-01-01 Make it Simple and Keep it Simple Since the early 2000s numerous external scenarios and drivers have added significant pressures upon the IT organisations Among many these include Regulatory compliance data privacy requirements and corporate scandals have focused a requirement for transparency with high impact on IT organisations Economic pressures require IT organisations to more closely align with business imperatives The outcome has been an explosion of standards and frameworks each designed to support the IT organisation as it demonstrates to the world that they are the rock of an organisation strong reliable effective and efficient Most of these standards and frameworks have great elements but no organisation can adopt them all and many were created without sufficient considerations for interoperability The IT Service in 2 parts looks at the key and very simple goals of an IT organisation and clearly and succinctly presents to the reader the best rock solid elements in the Industry It then shows how all the key elements can easily crystallise together with great templates and check lists In Part 1 this book the reader is presented with the simple objectives that the IT organisation really must address The author uses his extensive expertise to present to the reader the key themes and processes that apply In order to keep it simple the author strips down what appears to be complex standards into their basic components and demonstrates to the reader that these components are actually common sense The author's independence means that the reader doesn't get one view of one or two approaches every aspect of the IT service is considered and presented to create a unique holistic view of the basic building blocks of a rock solid IT department Topics included are Designing The Service Management Of Risks Transitioning The Service Managing The Service Day To Day Improvement Efforts Upcoming Trends N B In Part 2 another book the reader gains expert advice on how the components of IT Service are crystallised in a real environment

BIAN Foundation Certification Courseware Ingrid Stap, Raymond Slot, 2019-09-09 Besides the BIAN Foundation Certification Courseware ISBN 9789401804721 publication you are advised to obtain the publication BIAN Edition 2019 A framework for the financial services industry ISBN 9789401803151 This is the official courseware for accredited BIAN Foundation training Intended for professionals that aim to pass the BIAN Foundation Exam The BIAN Foundation Exam is the exam for official BIAN Foundation level certification by the Banking Industry Architecture Network and is carried out by Van Haren Learning Solutions The BIAN Foundation Certification Exam is to test the delegate's knowledge about the BIAN standard This is the common framework for banking interoperability issues By successfully passing the BIAN Foundation Exam delegates will achieve the BIAN Foundation level certification which ensures that they have been audited and have successfully mastered the required BIAN Foundation level This includes their ability to describe and recognize certain knowledge about BIAN such as the benefits BIAN provides to financial services providers the BIAN design principles and artefacts the abilities to reduce integration cost and maximize interoperability The BIAN certification exam is intended for professionals in the financial

services industry such as enterprise and solution architects consultants that all operate in the financial services industry Key Benefits This certification qualifies professionals and demonstrates their knowledge of BIAN It is necessary for professionals to have this basic knowledge in order to model a bank to the BIAN standard It qualifies professionals in the financial services industry to demonstrate that they have the proper understanding of the standards in architecture required for financial organizations Number of questions 60 Duration minute of exam 60 min Pass Mark X% X marks 70% Open Closed book closed Language English Paper based online availability online availability

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