

Architecting Itsm A Reference Of Configuration Items And Building Blocks For A Comprehensive It Service Management Infrastructure

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 Most IT organizational structures are falling out of date with the shifts created by the introduction of new technologies, expanding services, pace of business change, and the overall trend of lifting IT up and out of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. The Business-Focused, Best-Practice Guide to Succeeding with ITIL Change and Release Management ITIL® (Information Technology Infrastructure Library®) can help organizations streamline and integrate their operations, dramatically improving efficiency and delivering greater business value. For the first time, there's a comprehensive best-practice guide to succeeding with two of the most crucial and challenging parts of ITIL: change and release management. Leading IBM® ITIL expert and author Larry Klosterboer shares solid expertise gained from real implementations across multiple industries. He helps you decide where to invest, avoid ITIL pitfalls, and build successful, long-term processes that deliver real return on investment. You'll find detailed guidance on each process, integrated into a comprehensive roadmap for planning, implementation, and operation—a roadmap available nowhere else. Klosterboer offers in-depth coverage of the crucial issues every implementer will face, including make-or-break challenges most consultants can't or won't talk about. For example, he demonstrates how to set a reasonable project scope, migrate data, execute successful pilot programs, and continually improve quality once ITIL practices are in place. This book's practical insights will be invaluable to every IT executive, professional, and user who wants to bring their current change and release practices in line with ITIL—and transform them from a source of frustration into a source of value. Coverage includes

- Discovering and managing your change and release management requirements
- Identifying the resources you'll need to succeed
- Building comprehensive schedules for executing change/release management projects
- Moving from planning to real-world implementation
- Choosing the right tools—or modifying the tools you've already invested in
- Using change/release management to facilitate auditing and ensure compliance
- Leveraging the full business benefits of mature change/release management processes

Covers ITIL version 3

The highly dynamic world of information technology service management stresses the benefits of the quick and correct implementation of IT services. A disciplined approach relies on a separate set of assumptions and principles as an agile approach, both of which have complicated implementation processes as well as copious benefits. Combining these two approaches to

Download Free Architecting Itsm A Reference Of Configuration Items And Building Blocks For A Comprehensive It Service Management Infrastructure

enhance the effectiveness of each, while difficult, can yield exceptional dividends. Balancing Agile and Disciplined Engineering and Management Approaches for IT Services and Software Products is an essential publication that focuses on clarifying theoretical foundations of balanced design methods with conceptual frameworks and empirical cases. Highlighting a broad range of topics including business trends, IT service, and software development, this book is ideally designed for software engineers, software developers, programmers, information technology professionals, researchers, academicians, and students.

Cloud Enterprise Architecture examines enterprise architecture (EA) in the context of the surging popularity of Cloud computing. It explains the different kinds of desired transformations the architectural blocks of EA undergo in light of this strategically significant convergence. Chapters cover each of the contributing architectures of EA—business, information, application, integration, security, and technology—illustrating the current and impending implications of the Cloud on each. Discussing the implications of the Cloud paradigm on EA, the book details the perceptible and positive changes that will affect EA design, governance, strategy, management, and sustenance. The author ties these topics together with chapters on Cloud integration and composition architecture. He also examines the Enterprise Cloud, Federated Clouds, and the vision to establish the InterCloud. Laying out a comprehensive strategy for planning and executing Cloud-inspired transformations, the book: Explains how the Cloud changes and affects enterprise architecture design, governance, strategy, management, and sustenance Presents helpful information on next-generation Cloud computing Describes additional architectural types such as enterprise-scale integration, security, management, and governance architectures This book is an ideal resource for enterprise architects, Cloud evangelists and enthusiasts, and Cloud application and service architects. Cloud center administrators, Cloud business executives, managers, and analysts will also find the book helpful and inspirational while formulating appropriate mechanisms and schemes for sound modernization and migration of traditional applications to Cloud infrastructures and platforms.

Architecting ITSM Trafford Publishing

For an organization to function effectively, its security controls must not be so restrictive that the business is denied the ability to be innovative and flexible. But increasingly pervasive threats mandate vigilance in unlikely areas. Adaptive Security Management Architecture enables security professionals to structure the best program designed t

All organizations need two systems to function: Run the business and Change the business. While there is a vast amount of information on how to run organizations, the focus of this book is to apply a tried, tested and proven approach to help organizations adopt complex change (i.e. transformation). An organization's ecosystem is constantly changing and requires a series of small to significant adoptions. This book lends insight into who should be involved with the major organizational decisions, what quality of information is required to make the decisions and how can all the disciplines involved with transformation can come together and collaborate using practical tools and services in realizing the desired business outcome.

This book constitutes the refereed proceedings of the Fifth International Conference on Service-Oriented Computing, ICSOC 2007. The 30 revised full papers and 14 short papers are organized in topical sections on service deployment, business process

Download Free Architecting Itsm A Reference Of Configuration Items And Building Blocks For A Comprehensive It Service Management Infrastructure

design, service discovery, quality of service support, testing and validation, service assembly, service properties, service modeling, SOA composition/experience/runtime/governance and QoS and composite service support.

This new title is essential reading for anyone wishing to understand how IT change management can be implemented and put into practice within the workplace. It bridges the gap between best-practice training and the realities faced in real-world implementation. The roles of people involved, the challenges they will face and how to overcome those challenges are discussed in detail. This practical guidance focuses on business value and outcomes above process, and will ensure practitioners can effectively manage IT changes in the context of their organization, regardless of the frameworks chosen.

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.

Security is a major consideration in the way that business and information technology systems are designed, built, operated, and managed. The need to be able to integrate security into those systems and the discussions with business functions and operations exists more than ever. This IBM® Redbooks® publication explores concerns that characterize security requirements of, and threats to, business and information technology (IT) systems. This book identifies many business drivers that illustrate these concerns, including managing risk and cost, and compliance to business policies and external regulations. This book shows how these drivers can be translated into capabilities and security needs that can be represented in frameworks, such as the IBM Security Blueprint, to better enable enterprise security. To help organizations with their security challenges, IBM created a bridge to address the communication gap between the business and technical perspectives of security to enable simplification of thought and process. The IBM Security Framework can help you translate the business view, and the IBM Security Blueprint describes the technology landscape view. Together, they can help bring together the experiences that we gained from working with many clients to build a comprehensive view of security capabilities and needs. This book is intended to be a valuable resource for business leaders, security officers, and consultants who want to understand and implement enterprise security by considering a set of core security capabilities and services.

A comprehensive guide to architecting, managing, implementing, and controlling multi-cloud environments
Key Features
Deliver robust multi-cloud environments and improve your business productivity
Stay in control of the cost, governance, development, security, and continuous improvement of your multi-cloud solution
Integrate different solutions, principles, and practices into one multi-cloud foundation
Book Description
Multi-cloud has emerged as one of the top cloud computing trends, with businesses wanting to reduce their reliance on only one vendor. But when organizations shift to

Download Free Architecting Itsm A Reference Of Configuration Items And Building Blocks For A Comprehensive It Service Management Infrastructure

multiple cloud services without a clear strategy, they may face certain difficulties, in terms of how to stay in control, how to keep all the different components secure, and how to execute the cross-cloud development of applications. This book combines best practices from different cloud adoption frameworks to help you find solutions to these problems. With step-by-step explanations of essential concepts and practical examples, you'll begin by planning the foundation, creating the architecture, designing the governance model, and implementing tools, processes, and technologies to manage multi-cloud environments. You'll then discover how to design workload environments using different cloud propositions, understand how to optimize the use of these cloud technologies, and automate and monitor the environments. As you advance, you'll delve into multi-cloud governance, defining clear demarcation models and management processes. Finally, you'll learn about managing identities in multi-cloud: who's doing what, why, when, and where By the end of this book, you'll be able to create, implement, and manage multi-cloud architectures with confidence What you will learn Get to grips with the core functions of multiple cloud platforms Deploy, automate, and secure different cloud solutions Design network strategy and get to grips with identity and access management for multi-cloud Design a landing zone spanning multiple cloud platforms Use automation, monitoring, and management tools for multi-cloud Understand multi-cloud management with the principles of BaseOps, FinOps, SecOps, and DevOps Define multi-cloud security policies and use cloud security tools Test, integrate, deploy, and release using multi-cloud CI/CD pipelines Who this book is for This book is for architects and lead engineers involved in architecting multi-cloud environments, with a focus on getting governance right to stay in control of developments in multi-cloud. Basic knowledge of different cloud platforms (Azure, AWS, GCP, VMWare, and OpenStack) and understanding of IT governance is necessary.

"ITIL® 2011 At a Glance" is an important update to the internationally-recognized ITIL® best practices for IT Service Management. "ITIL® 2011 At a Glance" provides graphical and textual memory joggers for the primary concepts of those best practices. IT organizations worldwide are implementing ITIL® as a vehicle for improving IT service quality and improve return on investment for IT services. This book is an update based on the ITIL 2011 Update. The desk reference's unique graphical approach will take otherwise complex textual descriptions and make the information accessible in a series of consistent, simple diagrams. "ITIL® 2011 At a Glance" will be of interest to organizations looking to train their staffs in a consistent and cost-effective way. Further, this book is ideal for anyone involved in planning consulting, implementing, or testing an ITIL® implementation.

An architect's guide to designing, implementing, and integrating DevOps in the enterprise Key Features Design a DevOps architecture that is aligned with the overall enterprise architecture Design systems that are ready for AIOps and make the move toward NoOps Architect and implement DevSecOps pipelines, securing the DevOps enterprise Book

Download Free Architecting Itsm A Reference Of Configuration Items And Building Blocks For A Comprehensive It Service Management Infrastructure

Description Digital transformation is the new paradigm in enterprises, but the big question remains: is the enterprise ready for transformation using native technology embedded in Agile/DevOps? With this book, you'll see how to design, implement, and integrate DevOps in the enterprise architecture while keeping the Ops team on board and remaining resilient. The focus of the book is not to introduce the hundreds of different tools that are available for implementing DevOps, but instead to show you how to create a successful DevOps architecture. This book provides an architectural overview of DevOps, AIOps, and DevSecOps – the three domains that drive and accelerate digital transformation. Complete with step-by-step explanations of essential concepts, practical examples, and self-assessment questions, this DevOps book will help you to successfully integrate DevOps into enterprise architecture. You'll learn what AIOps is and what value it can bring to an enterprise. Lastly, you will learn how to integrate security principles such as zero-trust and industry security frameworks into DevOps with DevSecOps. By the end of this DevOps book, you'll be able to develop robust DevOps architectures, know which toolsets you can use for your DevOps implementation, and have a deeper understanding of next-level DevOps by implementing Site Reliability Engineering (SRE). What you will learn Create DevOps architecture and integrate it with the enterprise architecture Discover how DevOps can add value to the quality of IT delivery Explore strategies to scale DevOps for an enterprise Architect SRE for an enterprise as next-level DevOps Understand AIOps and what value it can bring to an enterprise Create your AIOps architecture and integrate it into DevOps Create your DevSecOps architecture and integrate it with the existing DevOps setup Apply zero-trust principles and industry security frameworks to DevOps Who this book is for This book is for enterprise architects and consultants who want to design DevOps systems for the enterprise. It provides an architectural overview of DevOps, AIOps, and DevSecOps. If you're looking to learn about the implementation of various tools within the DevOps toolchain in detail, this book is not for you.

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

Download Free Architecting Itsm A Reference Of Configuration Items And Building Blocks For A Comprehensive It Service Management Infrastructure

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.

How do you implement ITIL? 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. In this book you will learn about: Defining and building a comprehensive implementation approach that incorporates process, technology, organization and governance activities; Practical tips and step-by-step approaches for defining your Service Management Vision, building your processes, developing a communications strategy, analyzing stakeholders, identifying technology requirements and building your implementation program; What areas should be addressed as part of a proper assessment approach and how to focus assessment efforts to gain the maximum results from 3rd party consultants; How to best organize your program work plans; What key Work Products need to be produced by each step in your program; Different options for transitioning your Service Management solutions and building an appropriate IT Service Management organization. In addition, this book is chock full of reference charts where you can easily find things such as Service Management Organizational Role descriptions, input and output dependencies for every ITIL process and function, work products that should be produced by each process, key tooling functions and more. This is a comprehensive guide for building your IT Service Management program with all the information you need in one place. "This is the book we've been waiting for! It definitely complements much of the available ITIL literature that describes the processes, but not how you actually get them implemented!" "We will use many of these concepts in our program planning!" "Real, valuable, informative - Great!" "Some great tips for implementing ITIL!" "Very valuable information!"

"This book is a valuable addition to the reading list of executives, managers, and staff in business, government, and other sectors who seek to keep their enterprises agile and efficient as they manage change, implement new business processes and supporting technologies, and pursue important strategic goals"--Provided by publisher.

The IT4IT Management Guide provides guidance on how the IT4IT Reference Architecture can be used within an IT organization to manage the business of IT. It is designed to provide a guide to business managers, CIOs, IT executives, IT professionals, and all individuals involved or interested in how to transition an IT organization to become a Lean and Agile IT service provider. This book includes two case studies from Shell and the Rabobank. After reading this document you should be able to: Understand why the IT4IT approach is needed to improve the performance of the IT function; and support the business to leverage new IT in the digital age Understand the vision, scope, and content of the IT4IT Reference Architecture (from a high-level perspective)

Download Free Architecting Itsm A Reference Of Configuration Items And Building Blocks For A Comprehensive It Service Management Infrastructure

Understand the benefits of using the IT4IT Reference Architecture within the IT function Initiate the first steps to implement the IT4IT standard in your own IT organization The audience for this Management Guide is: CIOs and other IT executive managers who would like to transform their IT organization to support end-to-end value streams Senior leaders and executives in the business and IT responsible for how IT is organized, managed, and improved Enterprise Architects involved in the implementation of IT management solutions within the IT organization IT professionals and consultants involved in the transition of their organizations to a new streamlined IT factory

This book explains the concepts, history, and implementation of IT infrastructures. Although many of books can be found on each individual infrastructure building block, this is the first book to describe all of them: datacenters, servers, networks, storage, operating systems, and end user devices. The building blocks described in this book provide functionality, but they also provide the non-functional attributes performance, availability, and security. These attributes are explained on a conceptual level in separate chapters, and specific in the chapters about each individual building block. Whether you need an introduction to infrastructure technologies, a refresher course, or a study guide for a computer science class, you will find that the presented building blocks and concepts provide a solid foundation for understanding the complexity of today's IT infrastructures. This book can be used as part of IT architecture courses based on the IS 2010.4 curriculum.

This IBM® Redbooks® publication delivers a Site Reliability Engineering (SRE) solution for cloud workloads that uses Red Hat OpenStack for Infrastructure as a Service (IaaS), Red Hat OpenShift for Platform as a Service (PaaS), and IT operations management that uses open source tools. Today, customers are no longer living in a world of licensed software. Curiosity increased the demand for investigating the Open Source world for Community Open Source and Enterprise grade applications. IBM as one of the contributors to the Open Source community is interested in helping the software be maintained and supported. Having companies, such as IBM, support the evolution of Open Source software helps to keep the Open Source community striving for enterprise grade open source solutions. Lately, companies are working on deciphering how to take advantage of Enterprise and Community Open Source to implement in their enterprises. The business case for open source software is no longer a mystery and no surprise that most of the new positions in IT enterprises are related to open source projects. The ability of a large enterprise to manage this sort of implementations is to engage in a hypertrophied cooperation, where the ability to not only cooperate with teams and people outside your organization, but also to find new ways of working together and devise new ways to improve the software and its code. A goal for this publication is to help the client's journey into the open source space and implement a private Cloud Container-based architecture with the ability to manage the entire IT Service Management processes from the open source framework. This publication describes the architecture and implementation details of the solution. Although not every piece of this solution is documented here, this book does provide instructions for what was achieved incorporating open source technologies. Moreover, with this publication, the team shares their collaboration experiences working in a team of technologists, open source developers, Red Hat, and the open source community. This publication is for designers, developers,

Download Free Architecting Itsm A Reference Of Configuration Items And Building Blocks For A Comprehensive It Service Management Infrastructure

managers, and anyone who is considering starting a Cloud open source project, or users who started that journey. This book also can be a manual to guide the implementation of a technical viable architecture and help those enterprises participate in an open source project but have not done so before. The reader must be familiar with principles in programming and basic software engineering concepts, such as source code, compilers, and patches.

How do you measure and report your IT services and processes? Which metrics matter the most to senior executives? Finally, here is a book that shows you how! Not theory, but a practical guide that shows you the operational metrics to use and how these can be calculated into key performance indicators (KPIs) and critical success factors (CSFs) that resonate with senior management. In this book, you will learn about the following: Defining and building a comprehensive metrics program Metrics that are the most important and how to calculate them How to measure your IT services Tips and suggestions for what to do if inadequate tools and reporting exist Suggested approach for how to build your metrics program step-by-step In addition, this book directs you to free sources for IT service management process and service metrics and reporting dashboards that you can use yourself. Simply enter your key operational metrics and the KPIs and CSFs get automatically calculated! "A comprehensive guide for building any service management metrics program with all the information you need in one place!" "No theory here . . . this gives us real metrics we can easily go after." "A fantastic addition to our IT service management solution set!"

Up until now, no one has attempted to lay out the entire blueprint for architecting a complete IT service management supporting infrastructure until this book. What are the supporting toolsets and technologies that need to support an IT service management infrastructure? What databases need to be put into place? What are all the IT service management roles and responsibilities to effectively operate this infrastructure? What kinds of IT support services does almost any IT organization deliver? Get it all here. This book lists the CI types, toolset descriptions, detailed roles and activities, and much more. Get a firm handle on the data, functions, services, processes, organization, and technologies all needed to effectively build and operate a complete IT service management infrastructure. Explore approaches for reviewing and assessing your current toolsets, data, processes, and services. See where gaps might exist. Find areas that might be missing tools or have too many tools doing similar functions. Validate IT service management roles and activities. One can put together an entire IT service management operation just from the descriptions in this book! If I had to build a large IT infrastructure or data center from scratch, this book becomes my most critical reference!

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.

Download Free Architecting Itsm A Reference Of Configuration Items And Building Blocks For A Comprehensive It Service Management Infrastructure

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!

Who are our customers? What services do we offer our customers and are they willing to pay for these? Would our customers choose another provider? Do we measure our performance in terms of our customers' business performance? Does our governance model allow us to identify and make wise investments? Do we need to align ourselves and integrate with our customers? Where do we start? How can we achieve it while making business benefits transparent and keeping the sponsorship alive? Answering these questions and more, ITIL® Service Management: Implementation and Operation focuses on how to achieve the best return from your IT service management implementation investment, in the least possible time. It discusses the key challenges organizations experience as they leverage ITIL® Version 3 to achieve desired transformations—including the approaches adopted to address those challenges. It includes templates, checklists, implementation patterns, and detailed plans for each pattern to kick start your implementation efforts. Detailing the components needed to implement, operate, and optimize ITIL service management, the text explains the organizational architecture required to achieve Business-IT integration within ITIL. Complete with case studies, examples, problems, and access to additional resources on the author's website, the book illustrates how to achieve service management excellence with ITIL—in a way that's seamless to your customers and enables the delivery of business value effectively, visibly, and efficiently.

Up until now, no one has attempted to lay out the entire blueprint for architecting a complete IT service management supporting infrastructure--until this book. What are the supporting toolsets and technologies that need to support an IT service management infrastructure? What databases need to be put into place? What are all the IT service management roles and responsibilities to effectively operate this infrastructure? What kinds of IT support services does almost any IT organization deliver? Get it all here. This book lists the CI types, toolset descriptions, detailed roles and activities, and much more. Get a firm handle on the data, functions, services, processes, organization, and technologies all needed to effectively build and operate a complete IT service management infrastructure. Explore approaches for reviewing and assessing your current toolsets, data, processes, and services. See where gaps might exist. Find areas that might be missing tools or have too many tools doing similar functions. Validate IT service management roles and activities. "One can put together an entire IT service management operation just from the descriptions in this book!" "If I had to build a large IT infrastructure or data center from scratch, this book becomes my most critical reference!"

This book contains a range of keynote papers and submitted papers presented at the 7th IFIP WG 9.2, 9.5, 9.6/11.7,

Download Free Architecting Itsm A Reference Of Configuration Items And Building Blocks For A Comprehensive It Service Management Infrastructure

11.4, 11.6 International Summer School, held in Nijmegen, The Netherlands, in June 2013. The 13 revised full papers and 6 keynote papers included in this volume were carefully selected from a total of 30 presentations and 11 keynote talks and were subject to a two-step review process. The keynote papers cover the dramatic global changes, including legislative developments that society is facing today. Privacy and identity management are explored in specific settings, such as the corporate context, civic society, and education and using particular technologies such as cloud computing. The regular papers examine the challenges to privacy, security and identity; ways of preserving privacy; identity and identity management and the particular challenges presented by social media.

If you read through this book and still don't believe there is a critical need for IT Service Management then good luck seeing if you can survive in IT for the next 5 years. Agile, DevOps, Lean IT, Virtualization, Application Lifecycle Management, Cloud Computing and many other technologies are rapidly pulling IT in many directions. These modern ways of operating IT to cope with a world of rapid change will not go away. Somehow they need to be pulled together to avoid the chaos. Service Management is the glue needed to hold these all together. There is no IT value for the business until the point a service is received. For this reason, this book is written for IT leaders, managers and practitioners from a Service Management perspective. Having the best development practices, be it Agile, DevOps or others means little if a service is not delivered to the business. When they need it. High Velocity ITSM is about transitioning the IT Organization from traditional waterfall slower service development and support to a service delivery organization operating at high velocity. This book provides practical guidance for: ? Transitioning IT towards high velocity ITSM ? Using Agile and DevOps for rapid service build ? Using Lean IT to operate at high velocity ? Streamlining your ITSM management processes ? Building a Lean IT CSI Program ? Learning and applying modern IT methods and much more!

A quick start guide to learning essential software architecture tools, frameworks, design patterns, and best practices Key Features Apply critical thinking to your software development and architecture practices and bring structure to your approach using well-known IT standards Understand the impact of cloud-native approaches on software architecture Integrate the latest technology trends into your architectural designs Book Description Are you a seasoned developer who likes to add value to a project beyond just writing code? Have you realized that good development practices are not enough to make a project successful, and you now want to embrace the bigger picture in the IT landscape? If so, you're ready to become a software architect; someone who can deal with any IT stakeholder as well as add value to the numerous dimensions of software development. The sheer volume of content on software architecture can be overwhelming, however. Software Architecture for Busy Developers is here to help. Written by Stephane Eyskens, author of The Azure Cloud Native Mapbook, this book guides you through your software architecture journey in a pragmatic way

Download Free Architecting ItSM A Reference Of Configuration Items And Building Blocks For A Comprehensive IT Service Management Infrastructure

using real-world scenarios. By drawing on over 20 years of consulting experience, Stephane will help you understand the role of a software architect, without the fluff or unnecessarily complex theory. You'll begin by understanding what non-functional requirements mean and how they concretely impact target architecture. The book then covers different frameworks used across the entire enterprise landscape with the help of use cases and examples. Finally, you'll discover ways in which the cloud is becoming a game changer in the world of software architecture. By the end of this book, you'll have gained a holistic understanding of the architectural landscape, as well as more specific software architecture skills. You'll also be ready to pursue your software architecture journey on your own - and in just one weekend! What you will learn

- Understand the roles and responsibilities of a software architect
- Explore enterprise architecture tools and frameworks such as The Open Group Architecture Framework (TOGAF) and ArchiMate
- Get to grips with key design patterns used in software development
- Explore the widely adopted Architecture Tradeoff Analysis Method (ATAM)
- Discover the benefits and drawbacks of monoliths, service-oriented architecture (SOA), and microservices
- Stay on top of trending architectures such as API-driven, serverless, and cloud native

Who this book is for This book is for developers who want to move up the organizational ladder and become software architects by understanding the broader application landscape and discovering how large enterprises deal with software architecture practices. Prior knowledge of software development is required to get the most out of this book.

This guide contains 6 Core and 12 World-Class processes each of which is described in chapters that provide a logical view of the element itself and why it is important to the organization, along with a flexible process model that can be adapted to most businesses and how the process works in practice—plus proven and practical models and Tips for Success from high-performing organizations on implementing the process. The technical content takes a mid-level view to be useful to a broader group of readers and is complemented by other relevant chapters, including:

- A Brief History of IT Service Management
- Understanding ITIL, COBIT, and ISO
- The Consumerization of IT
- Making Sense of Cloud and On-Premise
- Enterprise Service Management
- A Culture of Excellence
- An Approach to Leverage Technology
- The Exploration of Service Automation

The Practical Guide to World-Class IT Service Management also examines the future of IT service management and where this exciting journey is likely to lead.

This book constitutes the thoroughly refereed proceedings of eight international workshops held in Valencia, Spain, in conjunction with the 25th International Conference on Advanced Information Systems Engineering, CAiSE 2013, in June 2013. The 36 full and 12 short papers have undertaken a high-quality and selective acceptance policy, resulting in acceptance rates of up to 50% for full research papers. The eight workshops were Approaches for Enterprise Engineering Research (AppEER), International Workshop on BUSiness/IT ALignment and Interoperability (BUSITAL),

Download Free Architecting ITSM A Reference Of Configuration Items And Building Blocks For A Comprehensive IT Service Management Infrastructure

International Workshop on Cognitive Aspects of Information Systems Engineering (COGNISE), Workshop on Human-Centric Information Systems (HC-IS), Next Generation Enterprise and Business Innovation Systems (NGEBIS), International Workshop on Ontologies and Conceptual Modeling (OntoCom), International Workshop on Variability Support in Information Systems (VarIS), International Workshop on Information Systems Security Engineering (WISSE). What services does the IT organization really deliver? Rather than discuss the theory around what a service catalog or service portfolio is, this book gives you the actual IT service descriptions for running, operating, and managing an entire IT infrastructure. It's all here--complete service descriptions, catalog and portfolio templates, service implementation plans, service governance processes, and much more all packed into this one handbook! Just about every IT support service is described in this book. Take the service descriptions you need, mix, match and customize them to quickly create the content needed for your own service catalogs and portfolios. Many books talk about how to build a service catalog--this book is a service catalog! We really struggled to identify and pull our IT services together until we saw this material--it saved us months! With this material, we can finally tell the business what IT actually delivers to them! A valuable reference resource for ITSM practitioners, service managers, CIOs, procurement managers, and anyone else sourcing the services needed to run an entire IT infrastructure operation! One can put together an entire IT service management operation just from the service descriptions in this book!

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.

What services does the IT organization really deliver? Rather than discuss the theory around what a service catalog or service portfolio is, this book gives you the actual IT service descriptions for running, operating, and managing an entire IT infrastructure. It's all here--complete service descriptions, catalog and portfolio templates, service implementation plans, service governance processes, and much more all packed into this one handbook! Just about every IT support service is described in this book. Take the service descriptions you need, mix, match and customize them to quickly

Download Free Architecting Itsm A Reference Of Configuration Items And Building Blocks For A Comprehensive It Service Management Infrastructure

create the content needed for your own service catalogs and portfolios. "Many books talk about how to build a service catalog--this book is a service catalog!" "We really struggled to identify and pull our IT services together until we saw this material--it saved us months!" "With this material, we can finally tell the business what IT actually delivers to them!" "A valuable reference resource for ITSM practitioners, service managers, CIOs, procurement managers, and anyone else sourcing the services needed to run an entire IT infrastructure operation!" "One can put together an entire IT service management operation just from the service descriptions in this book!"

Guides the reader through an ITSM transformation journey based on the authors' real-world experiences, in a ten-step approach.

The model presented in this manual for the IT professional helps managers work with tech workers and their customers to make a clear and well-substantiated argument for IT service investments. In order to validate and fully explain this model, Wigodsky presents an overview of the "why" behind technology investment for any organization, and combines this with detailed real-world solutions that maximize BCO efficiency. By eliminating the "futz factor" commonly associated with system ownership costs, the book provides a glimpse of the next generation IT architecture, a repeatable process for identifying organization-wide system costs, and a customizable model for integrating BCO management with your people, processes, and technology. · Provides detailed technical architectures, processes, and integrated solutions using common computing technologies · Helps the reader build a customized model for reviewing the long-term potential costs and benefits of interrelated IT investments · Includes observations of HP thought leaders, experienced consultants, and customers on past projects

Information technology supports efficient operations, enterprise integration, and seamless value delivery, yet itself is too often inefficient, un-integrated, and of unclear value. This completely rewritten version of the bestselling Architecture and Patterns for IT Service Management, Resource Planning and Governance retains the original (and still unique) approach: apply the discipline of enterprise architecture to the business of large scale IT management itself. Author Charles Betz applies his deep practitioner experience to a critical reading of ITIL 2011, COBIT version 4, the CMMI suite, the IT portfolio management literature, and the Agile/Lean IT convergence, and derives a value stream analysis, IT semantic model, and enabling systems architecture (covering current topics such as CMDB/CMS, Service Catalog, and IT Portfolio Management). Using the concept of design patterns, the book then presents dozens of visual models documenting challenging problems in integrating IT management, showing how process, data, and IT management systems must work together to enable IT and its business partners. The edition retains the fundamental discipline of traceable process, data, and system analysis that has made the first edition a favored desk reference for IT process analysts around the world.

Download Free Architecting Itsm A Reference Of Configuration Items And Building Blocks For A Comprehensive It Service Management Infrastructure

This best seller is a must read for anyone charged with enterprise architecture, IT planning, or IT governance and management. Lean-oriented process analysis of IT management, carefully distinguished from an IT functional model Field-tested conceptual information model with definitions and usage scenarios, mapped to both the process and system architectures Integrated architecture for IT management systems Synthesizes Enterprise Architecture, IT Service Management, and IT Portfolio Management in a practical way

How do you measure and report your ITIL processes? Which ITIL metrics matter the most to Senior Executives? Finally, there is a book that shows you how! This is not a theoretical treatise, but a practical guide that shows you the operational metrics to use and how these can be calculated into Key Performance Indicators (KPIs) and Critical Success factors (CSFs) that resonate with Senior Management. In this book you will learn about: Defining and building a comprehensive ITIL metrics program; Which metrics are the most important and how to calculate them; Dealing with staff resistance to a metrics program; Tips and suggestions for what to do if inadequate tools and reporting exist; Suggested work plan for how to build your metrics program step-by-step. In addition, this book contains a helpful CD with a helpful IT Service Management modeling tool that covers all 10 ITIL processes. Simply enter your key operational metrics and the KPIs and CSFs get automatically calculated! This is a comprehensive guide for building any ITIL metrics program with all the information you need in one place. "Finally, someone tackled the mystery of ITIL metrics and put it all in one place!" "No theory here...this gives us the real metrics we can easily go after..." "A fantastic addition to our ITIL reference library and our IT Service Management solution set!"

?Information Systems (IS) as a discipline draws on diverse areas including, technology, organisational theory, management and social science. The field is recognized as very broad and encompassing many themes and areas. However, the development of artefacts, or information systems development (ISD), in the broadest sense, is a central concern of the discipline. Significantly, ISD impacts on the organisational and societal contexts through the use of the artefacts constructed by the development. Today, that impact also needs to be evaluated in terms of its effects on the environment. Sustainable, or "green," IT is a catch-all term used to describe the development, manufacture, management, use and disposal of ICT in a way that minimizes damage to the environment. As a result, the term has many different meanings, depending on the role assumed in the life span of the ICT artefact. The theme of the proposed work is to critically examine the whole range of issues around ISD from the perspective of sustainability. Sustainable IT is an emerging theme in academic research and industry practice in response to an individual concern for the environment and the embryonic regulatory environments being enacted globally to address the environmental impact of ICT. In this work we intend to bring together in one volume the diverse research around the development of sustainable IS.

Download Free Architecting Itsm A Reference Of Configuration Items And Building Blocks For A Comprehensive It Service Management Infrastructure

[Copyright: 00a6c5623fe1df566e80c9b5e5519c55](#)