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## **Business Analysis Techniques** - James Cadle 2010

The development of business analysis as a professional discipline has extended the role of the business analyst who now needs the widest possible array of tools and the skills and knowledge to be able to use each when and where it is needed. This book provides 72 possible techniques and applies them within a framework of stages.

## Management of portfolios - Stephen Jenner 2011-01-31

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 applicable across industry 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 to its strategic objectives).

## **ICT Infrastructure Management** - 2002-01-01

This CD-ROM covers all aspects of information and communications technology infrastructure management (ICTIM). It provides a general framework based on best practice guidance for the design and planning, deployment, operational management and technical support of quality ICT services to meet business needs in a cost-effective manner. It is part of the ITIL Infrastructure Library series which is based on the experience of IT management approaches drawn from the commercial and public sectors worldwide. It is also available as a book (ISBN 0113308655).

## Management of value - Michael Dallas 2010-11-04

This guide provides clear and unambiguous guidance to value management. It is the first cross-sector and universally-applicable guidance on how to maximise value in a way that takes account of an organisation's priorities, differing stakeholder needs and, at the same time, the use of resources as efficiently and effectively as possible. It is the basis for a qualification scheme, initially an APM Group Foundation level examination. It meets the requirements of all the markets it addresses (namely the PPM market with information for Senior Management), identifies the attributes, processes, techniques and benefits of value management and encourages the delivery of Value for Money; is applicable generally across all project environments and compatible with OGC's core portfolio, programme, project and risk management (P3RM) guidance

## **Directing Successful Projects with Prince2 2009 Edition** - Office of Government Commerce 2009-08-17

This publication has been designed to be a role specific handbook for senior managers and project board members, which describes how to oversee projects being managed using PRINCE2. The guide sets PRINCE2 in the wider context of project management (but still non-specific for industry sector) and describes or cross-references techniques which support the PRINCE2 method.

## **Knowledge-Based Systems** - Rajendra Akerkar 2010-08-30

Knowledge Based Systems (KBS) are systems that use artificial intelligence techniques in the problem solving process. This text is designed to develop an appreciation of KBS and their architecture and to help users understand a broad variety of knowledge based techniques for

decision support and planning. It assumes basic computer science skills and a math background that includes set theory, relations, elementary probability, and introductory concepts of artificial intelligence. Each of the 12 chapters are designed to be modular providing instructors with the flexibility to model the book to their own course needs. Exercises are incorporated throughout the text to highlight certain aspects of the material being presented and to stimulate thought and discussion.

## **Practical People Engagement** - Patrick Mayfield 2013-10-15

From research into high performers and from his own experience, Patrick Mayfield concludes that many of us leading change have prioritised and focused on the wrong things. Great change leaders understand this. Could their focus and different behaviours be the reason for their achievements? Patrick believes the evidence has been 'hiding in plain sight'. Practical People Engagement provides a better approach as well as a rich source of practices and techniques that help the reader get better results from the change they are trying to lead. As well as challenging conventional perspectives and practices on the 'people thing', Patrick provides a better way, observed in the high performers, identifying seven timeless principles of people engagement. The book considers different perspectives, 'hats', on stakeholders, story-telling as a key vehicle of engagement, how Agile relates to good engagement, the leader's favourite word, and the power of collaboration. The main and final section distills the various practices and techniques into a simple five-step pathway. Whilst writing, Patrick applied the principles and practices in this book to the book itself, collaborating with a large number of specialists in related fields. As a result, 'Practical People Engagement' has now been chosen as the source reference for a new APMG International qualification in Stakeholder Engagement. "Readable, practical and written from a sound research base." Mark Withers, CIPD and Mightywaters Consulting. "Any Agile project needs to put significant effort into the way team members communicate but the most successful of those will also employ many of Patrick's tips to communicate most effectively with all who should be involved." Julia Godwin, DSDM Director. "Overall a great read and broad coverage of the subject." Stephen Jenner, author of 'Managing Benefits'.

## **British Qualifications 2017** - Kogan Page Editorial 2016-12-03

Now in its 47th edition, British Qualifications 2017 is the definitive one-volume guide to every qualification on offer in the United Kingdom. With an equal focus on vocational studies, this essential guide has full details of all institutions and organizations involved in the provision of further and higher education and is an essential reference source for careers advisors, students and employers. It also includes a comprehensive and up-to-date description of the structure of further and higher education in the UK. The book includes information on awards provided by over 350 professional institutions and accrediting bodies, details of academic universities and colleges and a full description of the current framework of academic and vocational education. It is compiled and checked annually to ensure accuracy of information.

## The DSDM Agile Project Framework - Andrew Craddock (Management consultant) 2012

## Directing successful projects with PRINCE2 - 2009-06-16

This title has been designed to be a role specific handbook for senior managers and project board members, which describes how to oversee projects being managed using PRINCE2. The guide sets PRINCE2 in the wider context of project management (but still non-specific for industry sector) and describes or cross-references techniques which support the PRINCE2 method. The title contains chapters on: the duties and behaviour of the Project Board; the Project Board's activities, covering starting up a project, authorising initiation, authorising a project, authorising a stage, giving ad hoc direction, authorising closure, reviewing benefits, tailoring PRINCE2. 'Directing Successful Projects with PRINCE2' forms part of a pair of publications that are the result of the PRINCE2: 2009 Project to update the PRINCE2 guidance. Its companion is 'Managing Successful Projects with PRINCE2' (ISBN 9780113310593).

**Agile Business Analysis** - Kevin Aguanno 2018

Résumé : This book provides a comprehensive introduction to Agile methodologies and explains these in the context of business analysis. --

**APM Body of Knowledge** - 2019-05

ITIL Practitioner Guidance (Japanese Edition) - AXELOS. 2017-03-27

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.

**Managing Data Quality** - Tim King 2020-04-27

This book explains data quality management in practical terms, focusing on three key areas - the nature of data in enterprises, the purpose and scope of data quality management, and implementing a data quality management system, in line with ISO 8000-61. Examples of good practice in data quality management are also included.

**Earned Value Management** - 2008

**Lean IT** - Steven C Bell 2016-04-19

Winner of a Shingo Research and Professional Publication Award Information Technology is supposed to enable business performance and innovation, improve service levels, manage change, and maintain quality and stability, all while steadily reducing operating costs. Yet when an enterprise begins a Lean transformation, too often the IT department is either left out or viewed as an obstacle. What is to be done? Winner of a 2011 Shingo Research and Professional Publication Award, this book shares practical tips, examples, and case studies to help you establish a culture of continuous improvement to deliver IT operational excellence and business value to your organization. Praise for: ...will have a permanent place in my bookshelf. —Gene Kim, Chief Technology Officer, Tripwire, Inc. ... provides an unprecedented look at the role that Lean IT will play in making this revolutionary shift and the critical steps for sustained success. —Steve Castellanos, Lean Enterprise Director, Nike, Inc. Twenty years from now the firms which dominate their industries will have fully embraced Lean strategies throughout their IT organizations. —Scott W. Ambler, Chief Methodologist for Agile and Lean, IBM Rational ... a great survival manual for those needing nimble and adaptive systems. —Dr. David Labby, MD, PhD, Medical Director and Director of Clinical Support and Innovation, CareOregon ... makes a major contribution in an often-ignored but much-needed area. —John Bicheno, Program Director MS in Lean Operations, Cardiff University ... a comprehensive view into the world of Lean IT, a

must read! —Dave Wilson, Quality Management, Oregon Health & Science University

*The Effective Change Manager's Handbook* - Richard Smith 2014-11-03

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

PRINCE2 Agile (Dutch Edition) - AXELOS

The PRINCE2 Agile guide supports a new qualification which is being offered as an extension for those who already hold a PRINCE2 Practitioner qualification. PRINCE2 Agile is the most up-to-date and relevant view of agile project management methodologies and the only framework covering a wide range of agile concepts, including SCRUM, Kanban and Lean Startup

*Managing Benefits* - Steve Jenner 2014-09-29

Projects and programmes should achieve a return on the investment made by the owner or sponsor. This return is now thought of as the benefits that accrue from the investment: some financial, others perhaps harder to define, but nonetheless just as important in justifying the investment. Making sure that they are realised, and that unanticipated benefits are maximised, is as important as the initial justification, and without that many projects have earned a bad name for project management. This publication provides comprehensive guidance on how to manage delivery of the benefits used to justify investment in change. It provides guidance for all involved in successful change delivery from senior responsible owners and directors through to portfolio, programme and project managers. The guidance is the source material for an accredited qualification from APMG-International

**COBIT 2019 Framework** - Isaca 2018-11

**Portfolio, Programme and Project Offices** - Great Britain. Office of Government Commerce 2008

This new core guidance from OGC describes why, when and how to use project, programme and portfolio office (P3O) models. It describes what a P3O is, defining the two key types of P3O and goes on to answer the question: "why have P3Os and what value-add do they bring to the organisation?" It also includes business cases, funding models for set-up and ongoing costs and performance measures. The book looks at the lifecycle of a P3O and describes the use of a project based approach to scoping and setting up a suitable P3O model within an organisation. And it includes checklists for start-up, continuous improvement, and reviving and closing down temporary offices.

Data Analyst - Rune Rasmussen 2019

Data is constantly increasing; everything from app usage, to sales, to customer surveys generate data in an average business. Out on the streets data is everywhere too, from speed and security cameras, weather monitoring and measuring footfall to name just a few examples. Against this backdrop, data analysts are in higher demand than ever. This book is an essential guide to the role of data analyst. Aspiring data analysts will discover what data analysts do all day, what skills they will need for the role, and what regulations they will be required to adhere to. Practising data analysts can explore useful data analysis tools, methods and techniques, brush up on best

practices and look at how they can advance their career.

**Understanding Agile** - Steve Messenger 2016-07

Understanding Agile is a practical guide for managers who are currently working in an Agile environment or have plans to adopt an Agile methodology within their organization. This guide describes what Agile means, its benefits and pitfalls, and the difference between Agile and the more traditional Waterfall approach. Endorsed by the DSDM Consortium, this publication provides valuable insight and practical assistance for managers working with Agile teams. It explains how you can create a sustainable Agile environment and use Agile to add value to your business.

*Prince2 Agile* - Axelos 2015-06-12

The strength of PRINCE2 lies in the areas of project direction and project management whereas agile has a very strong focus on product delivery. When PRINCE2 and agile are combined, project direction, project management and project delivery are all optimized to create the world's most complete project management solution.

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 Atern 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.

**PRINCE2 Handbook** - Neil Glover 2017

**Human + Machine** - Paul R. Daugherty 2018-03-20

AI is radically transforming business. Are you ready? Look around you. Artificial intelligence is no longer just a futuristic notion. It's here right now--in software that senses what we need, supply chains that "think" in real time, and robots that respond to changes in their environment. Twenty-first-century pioneer companies are already using AI to innovate and grow fast. The bottom line is this: Businesses that understand how to harness AI can surge ahead. Those that neglect it will fall behind. Which side are you on? In *Human + Machine*, Accenture leaders Paul R. Daugherty and H. James (Jim) Wilson show that the essence of the AI paradigm shift is the transformation of all business processes within an organization--whether related to breakthrough innovation, everyday customer service, or personal productivity habits. As humans and smart machines collaborate ever more closely, work processes become more fluid and adaptive, enabling companies to change them on the fly--or to completely reimagine them. AI is changing all the rules of how companies operate. Based on the authors' experience and research with 1,500 organizations, the book reveals how companies are using the new rules of AI to leap ahead on innovation and profitability, as well as what you can do to achieve similar results. It describes six entirely new types of hybrid human + machine roles that every company must develop, and it includes a "leader's guide" with the five crucial principles required to become an AI-fueled business. *Human + Machine* provides the missing and much-needed management playbook for success in our new age of AI. BOOK PROCEEDS FOR THE AI GENERATION The authors' goal in publishing *Human + Machine* is to help executives, workers, students and others navigate the changes that AI is making to business and the economy. They believe AI will bring innovations that truly improve the way the world works and lives. However, AI will cause

disruption, and many people will need education, training and support to prepare for the newly created jobs. To support this need, the authors are donating the royalties received from the sale of this book to fund education and retraining programs focused on developing fusion skills for the age of artificial intelligence.

**Software Testing** - Brian Hambling 2015-06-18

This guide provides practical insight into the world of software testing, explaining the basic steps of the testing process and how to perform effective tests. It also presents an overview of different techniques, both dynamic and static, and how to apply them.

*Business Analysis Techniques* - James Cadle 2014

The development of business analysis as a professional discipline has extended the role of the business analyst who now needs the widest possible array of tools and the skills and knowledge to be able to use each when and where it is required. This new edition provides 99 possible techniques and practical guidance on how and when to apply them.

Managing Successful Projects with PRINCE2 - Stationery Office 2017-05

PRINCE2 is firmly established as the world's most practiced method for project management and is globally recognized for delivering successful projects. The updated 2017 guidance, its first since 2009, places a strong emphasis on the scalability and flexibility of the method and on how best to tailor it to the complexity and specific requirements of a project. The best practice represented by the PRINCE2 method is supported by a scheme that offers three levels of certification: Foundation, Practitioner and Professional. The PRINCE2 method comprises of seven themes, principles, and processes and equips practitioners with the skills and knowledge to manage projects in a wide range of environments.

Scaling Agile: A Lean Jumpstart - Sanjiv Augustine 2015-07-26

In *Scaling Agile: A Lean JumpStart*, Sanjiv dives into the challenge of breaking down barriers to enterprise Agile adoption. He provides an essential set of Lean building blocks as a starting foundation for larger Agile scaling frameworks, including the Scaled Agile Framework (SAFe), Large-Scale Scrum (LeSS), and Disciplined Agile Delivery (DAD). Sanjiv provides step-by-step actions, with a keen focus on a few core Lean practices. With this JumpStart approach, the power is in your hands to apply Agile ideas from the team to the top, and to totally transform an organization. See the Ebook @ <https://leanpub.com/scalingagilealeanjumpstart>

*Agile and Business Analysis* - Lynda Girvan 2017

Adopting an Agile approach can revolutionize the way business analysts work. It enables clearer vision and success measure definitions, better stakeholder engagement and a greater understanding of customer needs, amongst other benefits. This book provides a comprehensive introduction to Agile methodologies and explains these in the context of business analysis. It is ideal for business analysts wanting to learn Agile practices, working in an Agile environment, or undertaking Agile certifications.

Management of Risk - 2002

This guide is intended to help organisations put in place effective frameworks for taking informed decisions about risk. It brings together recommended approaches, checklists and pointers to more detailed information on tools and techniques. The topics covered include: the principles of risk management; how risks are managed; managing risks at the strategic, programme, project and operational level; techniques and examples of the benefits of risk management. The publication draws on the experience of experts from both the private and public sector.

**The PRINCE2 Practitioner** - Colin Bentley 2015-04-24

Struggling to apply the principles of PRINCE2 in practice? Need guidance on adapting the process for smaller projects? PRINCE2 for Practitioners provides the solution. This practical reference, matching the details and requirements of the 2009 PRINCE2 manual, contains new and updated real-life examples and case studies, links between related components and processes, and clear guidance on how to fine-tune the method to help you manage projects

successfully, whatever the context and size. An affordable alternative to expensive training, this best-selling handbook by PRINCE2 expert Colin Bentley is an indispensable addition to your project management bookshelf and a companion to the PRINCE2 for Beginners book. If you have passed the PRINCE2 exams, it will help you keep your knowledge and skills up to date to maintain registered status and enable you to apply the theory of PRINCE2 to everyday project work after certification.

*ITIL Service Strategy* - Great Britain. Cabinet Office 2011

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 is also benefits managers at other levels, by explaining the logic of senior management decisions.

*APM Competence Framework* - 2008

**Business Analysis** - James Cadle 2014

Business analysts must respond to the challenges of today's highly competitive global economy by developing practical, creative and financially sound solutions and this excellent guide gives them the necessary tools. It is also ideal for students wanting to gain university and industry

qualifications. This new edition includes expanded discussions regarding gap analysis and benefits management, the impact of Agile software development and an introduction to business architecture.

*Project Management for IT-Related Projects* - Roger Ireland 2012-09-14

Annotation Written by the team who created the syllabus and exam papers, this textbook encompasses the entire syllabus of the ISEB Foundation Certificate in IS Project Management.

*Introducing Systems Development* - Steve Skidmore 2003-08-20

This concise introduction to systems analysis and design is suitable for undergraduates on computer science or business studies programmes. Features include coverage of object-oriented methods and UML, coverage of more traditional structured techniques, end-of-chapter exercises and a case study.

*Agile Testing Foundations* - Gerry Coleman 2017-06-23

Agile is an iterative approach to software development that has rapidly gained popularity in the wider IT industry. For software testers, Agile testing brings many advantages to teams, from increasing overall product quality to providing greater scope for flexibility. Building on the ISTQB Foundation Level Agile Tester syllabus, this book covers Agile principles, methods, techniques and tools in the context of software testing. The book is perfect for software testers interested in the benefits of Agile testing, working in an Agile environment or undertaking the ISTQB Foundation Level Agile Tester exam.