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Service operation - Great Britain. Office of Government Commerce 2007-05-30
Management, Computers, Computer networks, Information exchange, Data processing, IT and Information Management: IT Service Management

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

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 PMI-ACP Exam - Andy Crowe 2018

This is the first book written specifically for the new PMI-ACP exam. It is a single, compact reference that will help the reader prepare for and pass the certification exam. Contents include: Understanding Agile, The PMI-ACP Exam, The Agile Manifesto, Project Justification, Teams & Team Space, Agile Planning, Working with Agile, Coaching with Agile, Agile Methodologies, How to

Pass the PMI-ACP Exam, Glossary of Terms, 2 Simulated Exams with Answers.

IBM Cloud Object Storage System Product Guide - Alexander Gavrin 2021-11-11

Object storage is the primary storage solution that is used in the cloud and on-premises solutions as a central storage platform for unstructured data.

IBM® Cloud Object Storage (COS) is a software-defined storage platform that breaks down

barriers for storing massive amounts of data by optimizing the placement of data on commodity

x86 servers across the enterprise. This IBM

Redbooks® publication describes the major

features, use case scenarios, deployment options, configuration details, initial customization,

performance, and scalability considerations of

IBM Cloud® Object Storage on-premises offering.

For more information about the IBM Cloud Object Storage architecture and technology that is

behind the product, see IBM Cloud Object

Storage Concepts and Architecture: System

Edition, REDP-5537-02. The target audience for

this publication is IBM Cloud Object Storage IT specialists and storage administrators.

A Guide to the Business Analysis Body of Knowledge - IIBA 2009

"Business analysis involves understanding how organizations function to accomplish their purposes and defining the capabilities an organization requires to provide products and services to external stakeholders. ... [This guide

contains] a framework that describes the business analysis tasks that must be performed in order to understand how a solution will deliver value to the sponsoring organization." - page 3.

CISSP (ISC)2 Certified Information Systems

Security Professional Official Study Guide - James Michael Stewart 2015-09-11

NOTE: The exam this book covered, CISSP: Certified Information Systems Security Professional, was retired by (ISC)2® in 2018 and is no longer offered. For coverage of the current exam (ISC)2 CISSP Certified Information Systems Security Professional, please look for the latest edition of this guide: (ISC)2 CISSP Certified Information Systems Security Professional Official Study Guide, Eighth Edition (9781119475934). CISSP Study Guide - fully updated for the 2015 CISSP Body of Knowledge CISSP (ISC)2 Certified Information Systems Security Professional Official Study Guide, 7th Edition has been completely updated for the latest 2015 CISSP Body of Knowledge. This bestselling Sybex study guide covers 100% of all exam objectives. You'll prepare for the exam smarter and faster with Sybex thanks to expert content, real-world examples, advice on passing each section of the exam, access to the Sybex online interactive learning environment, and much more. Reinforce what you've learned with key topic exam essentials and chapter review questions. Along with the book, you also get access to

Sybex's superior online interactive learning environment that includes: Four unique 250 question practice exams to help you identify where you need to study more. Get more than 90 percent of the answers correct, and you're ready to take the certification exam. More than 650 Electronic Flashcards to reinforce your learning and give you last-minute test prep before the exam A searchable glossary in PDF to give you instant access to the key terms you need to know for the exam Coverage of all of the exam topics in the book means you'll be ready for: Security and Risk Management Asset Security Security Engineering Communication and Network Security Identity and Access Management Security Assessment and Testing Security Operations Software Development Security Managing Stakeholders as Clients - Mario Henrique Trentim 2015-08-01

Gathering decades of research on communications and stakeholder relations, Mario Trentim, PfMP, CBAP, suggests a paradigm shift in the way project managers view their stakeholders. In this newly revised edition, Trentim goes beyond theory to offer real tools and valuable resources focused on presenting what works when it comes to stakeholder management. His light, conversational style pulls together a wide range of perspectives on various topics including: A Guide to the Project Management Body of Knowledge (PMBOK®

Guide), agile, PRINCE2™, emotional intelligence, and soft systems methodology.

Construction Planning and Scheduling - Jimmie Hinze 2012

Construction Planning and Scheduling, Fourth Edition offers broad coverage of all major scheduling subjects. This comprehensive resource is designed for construction management, planning and scheduling. It follows a logical progression, introducing precedence diagramming early and following with chapters on activity durations, resource allocations, network schedules, and more. It reflects current trends in scheduling (short-interval scheduling, computer scheduling, linear scheduling etc.) and includes chapters on arrow diagramming and PERT. With an eye on application, it includes a unique discussion of contract provisions related to scheduling and incorporates a sample project throughout.

Tivoli Integration Scenarios - Redbooks Tivoli Integration Scenarios Team IBM 2011-01-11

This IBM® Redbooks® publication provides a broad view of how Tivoli® system management products work together in several common scenarios. You must achieve seamless integration for operations personnel to work with the solution. This integration is necessary to ensure that the product can be used easily by the users. Product integration contains multiple dimensions, such as security, navigation, data and task integrations.

Within the context of the scenarios in this book, you see examples of these integrations. The scenarios implemented in this book are largely based on the input from the integration team, and several clients using IBM products. We based these scenarios on common real-life examples that IT operations often have to deal with. Of course, these scenarios are only a small subset of the possible integration scenarios that can be accomplished by the Tivoli products, but they were chosen to be representative of the integration possibilities using the Tivoli products. We discuss these implementations and benefits that are realized by these integrations, and also provide sample scenarios of how these integrations work. This book is a reference guide for IT architects and IT specialists working on integrating Tivoli products in real-life environments.

Project Stakeholder Management - Pernille Eskerod 2013

Stakeholders often assess the benefit the project delivers here and now and in a much broader sense than 'just' deliverables. This book looks at how the project manager can gather the information that is needed for a stakeholder analysis.

Twelve Years a Slave - Solomon Northup 2021-01-01

"Having been born a freeman, and for more than thirty years enjoyed the blessings of liberty in a

free State—and having at the end of that time been kidnapped and sold into Slavery, where I remained, until happily rescued in the month of January, 1853, after a bondage of twelve years—it has been suggested that an account of my life and fortunes would not be uninteresting to the public." -an excerpt

Rise - Cara Brookins 2017-01-24

Novelist "Cara Brookins escaped an abusive marriage with four children to provide for and no one to turn to but herself. In desperate need of a home but without the means to buy one, she did something [unusual]: equipped only with YouTube instructional videos, a small bank loan and a mile-wide stubborn streak, Cara built her own house from the foundation up with a work crew made up of her four children"--Dust jacket flap.

Operational Support and Analysis - John Sansbury 2014

This user-friendly book aims to assist candidates pass the ITIL[®] OSA Intermediate examination. It not only references the source material from the core ITIL texts, but crucially also gives practical guidance based on real-life experiences. This new edition reflects the latest ITIL guidance, definitions, terminology and diagrams, as well as many additional insights from the author's own experience of developing effective solutions and practices. An ITIL[®] licensed product.

CAPM Exam Prep - Rita Mulcahy 2013-09-01

13 comprehension lessons ; Concepts and study

material ; Games and exercises ; Tricks of the trade ; Practice exams and questions.

PMP Exam Prep - Rita Mulcahy 2018

"Aligned with the PMBOKa Guide, Sixth edition. For exams taken after March 26, 2018"--Cover.

Service strategy - Great Britain. Office of Government Commerce 2007-05-30

Management, Computers, Computer networks, Information exchange, Data processing, IT and Information Management: IT Service Management
COBIT 5 - Information Systems Audit and Control Association 2012

ITIL Foundation, ITIL - The Stationery Office 2019

ITIL is a widely adopted body of knowledge and best practices for successful IT Service Management that links with training and certification. ITIL 4 has evolved from the current version by re-shaping much of the established ITSM practices in the wider context of customer experience; value streams and digital transformation; as well as embracing new ways of working, such as Lean, Agile, and DevOps. ITIL 4 provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology. It is designed to ensure a flexible, coordinated and integrated system for the effective governance and management of IT-enabled services. "ITIL Foundation" is the first ITIL 4 publication and the latest evolution of the most widely-adopted

guidance for ITSM. Its audience ranges from IT and business students taking their first steps in service management to seasoned professionals familiar with earlier versions of ITIL and other sources of industry best practice. The guidance provided in this publication can be adopted and adapted for all types of organizations and services. To show how the concepts of ITIL can be practically applied to an organization's activities, ITIL Foundation follows the exploits of a fictional company on its ITIL journey.

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

The Pmp Exam - Andy Crowe 2018-04

A quick reference guide for the PMP Exam, this sturdy, laminated card accompanies The PMP Exam: How To Pass On Your First Try, 6th Edition. Presenting all 49 processes along with the key inputs, tools, and outputs, this helpful tool

also depicts techniques, tables, and graphs to highlight the most important information at a glance. Common formulas are organized for rapid look-up, bringing relevant information for the PMP Exam together in one resource.

A Guide to the IBM Clustered Network File System - Ira Chavis 2012-08-03

The Clustered Network File System (CNFS) is a capability based on IBM® General Parallel File System (GPFSTM) running on Linux® which, when combined with System x® servers or BladeCenter® Servers, IBM TotalStorage® Disk Systems, and Storage Area Networks (SAN) components, provides a scalable file services environment. This capability enables customers to run a General Parallel File System (GPFS) data-serving cluster in which some or all of the nodes actively export the file system using NFS. This IBM Redpaper™ publication shows how Cluster NFS file services are delivered and supported today through the configurable order process of the IBM Intelligent Cluster. The audience for this paper includes executive and consultant decision makers and technical administrators who want to know how to implement this solution.

A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Seventh Edition and The Standard for Project Management (BRAZILIAN PORTUGUESE) - Project Management Institute Project Management Institute 2021-08-01

PMBOK® Guide is the go-to resource for project management practitioners. The project management profession has significantly evolved due to emerging technology, new approaches and rapid market changes. Reflecting this evolution, The Standard for Project Management enumerates 12 principles of project management and the PMBOK® Guide – Seventh Edition is structured around eight project performance domains. This edition is designed to address practitioners' current and future needs and to help them be more proactive, innovative and nimble in enabling desired project outcomes. This edition of the PMBOK® Guide:

- Reflects the full range of development approaches (predictive, adaptive, hybrid, etc.);
- Provides an entire section devoted to tailoring the development approach and processes;
- Includes an expanded list of models, methods, and artifacts;
- Focuses on not just delivering project outputs but also enabling outcomes; and
- Integrates with PMI standards for information and standards application content based on project type, development approach, and industry sector.

Winning with People - John C. Maxwell

2007-04-01

The most important characteristic that is needed to be successful in any leadership position – whether it's in business, church, or your community - is the ability to work with people. Relationships are at the heart of every positive

human experience. John C. Maxwell, a master communicator and relational expert, makes learning about relationships accessible to everyone in *Winning With People*. Within this book, Maxwell has translated decades of experience into 25 People Principles that anyone can learn. In *Winning With People*, Maxwell divides these principles into sections based off different questions we must ask ourselves such as: Readiness: Are we prepared for relationships? Connection: Are we willing to focus on others? Trust: Can we build mutual trust? Investment: Are we willing to invest in others? Synergy: Can we create a win-win relationship? Each section contains guiding People Principles. Some are intuitive, such as The Lens Principle: Who We Are Determines How We See Others. Others may go against your instincts, such as The Confrontation Principle: Caring for People Should Precede Confronting People. The most sophisticated leaders and salespeople will pick up on skills that will make them even better, and relational novices will learn skills that can transform them into relational dynamos.

PMI-ACP Exam Prep - Mike Griffiths 2012

IT Service Management - Ernest Brewster
2012-05-08

ITIL(R) is a framework for IT service management and provides best management practice to meet ISO/IEC 20k. This guide introduces ITIL to

Foundation Exam candidates and offers a practical understanding of IT service management. The new edition is fully updated and contains several additional processes. An ITIL(R) licensed product.

Itil for Beginners - ClydeBank Technology

2015-03-11

ITIL, Made Simple! A comprehensive yet nicely abbreviated alternative to the five multi-thousand page volumes comprising the Information Technology Infrastructure Library (ITIL(r)). Welcome to ITIL(r) simplified! For over two decades ITIL(r) has informed the way in which IT delivers services to customers while remaining methodically in-synch with the needs of business. ITIL(r) best-practices have helped business better manage IT assets, cut costs, provide better customer service, improve internal communications and much more. A cottage industry has emerged offering formal ITIL(r) trainings and certifications. IT professionals with ITIL(r) know-how enjoy a preferred status among hiring managers and executives. Meanwhile, ITIL(r) consultants regularly show up at the doorsteps of business across the globe committed to revamping underperforming, uncommunicative and non-service oriented IT departments. ITIL(r) For Beginners breaks this robust IT framework down into its five core lifecycle phases and reviews the processes, sub-processes, and evaluation metrics (KPIs)

associated with each phase. This beginner-friendly text is easy-to-read and fully accessible to ITIL(r) newcomers. For IT professionals already familiar with one or more of ITIL(r)'s lifecycle phases, this book will provide a breadth of context for ITIL(r)'s summary-level functioning and may be used as a decision-making aid for those considering an in-depth study or certification in a certain area of ITIL(r). ITIL(r) For Beginners was reviewed and licensed by Axelos, the government-sponsored publisher of ITIL(r). We at ClydeBank Technology, the publishers of ITIL for Beginners, are grateful and excited to be sharing our work on this interesting subject here on Amazon and across a multitude of other distribution channels. You'll Learn... The history and inspirations for ITIL(r) How ITIL(r) can directly improve the experiences of employees, managers, partners, and customers The mistakes commonly made by beginners when implementing ITIL All of the ITIL Life Cycle Phases, Processes, Sub-Processes, and formal KPIs ITIL(r)'s real-world application in IT and business A Risk-Free Purchase - No Questions Asked Money Back Guarantee We are so confident that methods outlined in this book will help you understand ITIL that we're willing to let you try the book risk-free. If you are not fully satisfied with the product, simply let us know and we will provide a 100% full refund. That's right, a 100% Money-Back Guarantee! What reason do you have to not give

this book a try? Scroll Up To The Top Of The Page And Click The Orange "Buy Now" Icon On The Right Side Right Now! ClydeBank Media LLC All Rights Reserved

ITIL 4 Managing Professional - Axelos 2020

Discussing concepts, principles, methods, and techniques, this book covers all types of engagement and interaction between a service provider and its customers, users, suppliers, and partners. --

ITIL Foundation Exam Study Guide - Liz

Gallacher 2012-08-15

Everything you need to prepare for the ITIL exam – Accredited to 2011 syllabus The ITIL

(Information Technology Infrastructure Library)

exam is the ultimate certification for IT service management. This essential resource is a

complete guide to preparing for the ITIL

Foundation exam and includes everything you

need for success. Organized around the ITIL

Foundation (2011) syllabus, the study guide

addresses the ITIL Service Lifecycles, the ITIL processes, roles, and functions, and also

thoroughly explains how the Service Lifecycle

provides effective and efficient IT services. Offers

an introduction to IT service management and

ITIL V3 service strategy Highlights the topics of

service design and development and the service

management processes Reviews the building,

testing, authorizing, documenting, and

implementation of new and changed services into

operation Addresses creating and maintaining value for customers through monitoring and improving services, processes, and technology Download valuable study tools including practice exams, flashcards, a glossary of key terms and more. If you prefer self-study over the more expensive training course, but you don't want to skimp on information or preparation, then this study guide is for you.

Managing for Stakeholders - R. Edward Freeman 2007-01-01

Managing for Stakeholders: Survival, Reputation, and Success, the culmination of twenty years of research, interviews, and observations in the workplace, makes a major new contribution to management thinking and practice. Current ways of thinking about business and stakeholder management usually ask the Value Allocation Question: How should we distribute the burdens and benefits of corporate activities among stakeholders? Managing for Stakeholders, however, helps leaders develop a mindset that instead asks the Value Creation Question: How can we create as much value as possible for all of our stakeholders? Business is about how customers, suppliers, employees, financiers (stockholders, bondholders, banks, etc.), communities, the media, and managers interact and create value. World-renowned management scholar R. Edward Freeman and his coauthors outline ten concrete principles and seven practical

techniques for managing stakeholder relationships in order to ensure a firm's survival, reputation, and success. *Managing for Stakeholders* is a revolutionary book that will change not only how managers do business but also how they recognize and evaluate business opportunities that would otherwise be invisible.

IBM CloudBurst on System x - Byron Braswell
2012-05-04

This IBM® Redbooks® publication gives an overview of Cloud solutions, followed by detailed information and usage scenarios for IBM CloudBurst® in a System x® environment. Cloud computing can be defined as a style of computing in which dynamically scalable resources, such as CPU, storage, or bandwidth, are provided as a service over the Internet. Cloud computing represents a massively scalable, self-service delivery model where processing, storage, networking, and applications can be accessed as services over the Internet. Enterprises can adopt cloud models to improve employee productivity, deploy new products and services faster and reduce operating costs—starting with workloads, such as development and test, virtual desktop, collaboration, and analytics. IBM provides a scalable variety of cloud solutions to meet these needs. This IBM Redbooks publication helps you to tailor an IBM CloudBurst installation on System x to meet virtualized computing requirements in a private cloud environment. This book is intended

for IT support personnel who are responsible for customizing IBM CloudBurst to meet business cloud computing objectives.

Agile Practice Guide (Hindi) - 2019-08-05

Agile Practice Guide – First Edition has been developed as a resource to understand, evaluate, and use agile and hybrid agile approaches. This practice guide provides guidance on when, where, and how to apply agile approaches and provides practical tools for practitioners and organizations wanting to increase agility. This practice guide is aligned with other PMI standards, including *A Guide to the Project Management Body of Knowledge (PMBOK® Guide)* – Sixth Edition, and was developed as the result of collaboration between the Project Management Institute and the Agile Alliance.

IBM Data Center Networking: Planning for Virtualization and Cloud Computing - Michele Girola
2011-05-09

The enterprise data center has evolved dramatically in recent years. It has moved from a model that placed multiple data centers closer to users to a more centralized dynamic model. The factors influencing this evolution are varied but can mostly be attributed to regulatory, service level improvement, cost savings, and manageability. Multiple legal issues regarding the security of data housed in the data center have placed security requirements at the forefront of data center architecture. As the cost to operate

data centers has increased, architectures have moved towards consolidation of servers and applications in order to better utilize assets and reduce "server sprawl." The more diverse and distributed the data center environment becomes, the more manageability becomes an issue. These factors have led to a trend of data center consolidation and resources on demand using technologies such as virtualization, higher WAN bandwidth technologies, and newer management technologies. The intended audience of this book is network architects and network administrators. In this IBM® Redbooks® publication we discuss the following topics: The current state of the data center network The business drivers making the case for change The unique capabilities and network requirements of system platforms The impact of server and storage consolidation on the data center network The functional overview of the main data center network virtualization and consolidation technologies The new data center network design landscape

Change Leadership: The Kotter Collection (5 Books) - John P. Kotter 2014-08-12

This impressive collection features the best works by John P. Kotter, known worldwide as the authority on leadership and change. Curated by Harvard Business Review, the longtime publisher of some of Kotter's most important ideas, the Change Leadership set features full digital editions of the author's classic books, including

bestsellers *Leading Change*, *The Heart of Change*, and *A Sense of Urgency*, as well as "What Leaders Really Do" and his newly published book *Accelerate*, which is based on the award-winning article of the same name that appeared in *Harvard Business Review* in late 2013. Kotter's books and ideas have guided and inspired leaders at all levels. He is the Konosuke Matsushita Professor of Leadership, Emeritus at Harvard Business School, an award-winning business and management thought leader, a successful entrepreneur, and an inspirational speaker. His ideas have helped to mobilize people around the world to better lead organizations, and their own lives, in an era of increasingly rapid change. This specially priced collection offers Kotter's best practical advice, management insights, and useful tools to help you successfully lead and implement change in your organization—and master the art of change leadership.

The Business Analysis Competency Model(r)
Version 4 - liba 2017-10-19

The Business Analysis Competency Model(R) version 4 is a research and reference guide that provides the foundational information business analysis professionals need to continuously develop skills in real-time in order to meet the needs of organizations and for career growth.

The Standard for Risk Management in Portfolios, Programs, and Projects - Project Management

Institute 2019-04-22

This is an update and expansion upon PMI's popular reference, The Practice Standard for Project Risk Management. Risk Management addresses the fact that certain events or conditions may occur with impacts on project, program, and portfolio objectives. This standard will: identify the core principles for risk management; describe the fundamentals of risk management and the environment within which it is carried out; define the risk management life cycle; and apply risk management principles to the portfolio, program, and project domains within the context of an enterprise risk management approach It is primarily written for portfolio, program, and project managers, but is a useful tool for leaders and business consumers of risk management, and other stakeholders.

COBIT 2019 Framework - Isaca 2018-11

IBM FlashSystem 5200 Product Guide - Aldo

Araujo Fonseca 2022-07-22

This IBM® Redbooks® Product Guide publication describes the IBM FlashSystem® 5200 solution, which is a next-generation IBM FlashSystem control enclosure. It is an NVMe end-to-end platform that is targeted at the entry and midrange market and delivers the full capabilities of IBM FlashCore® technology. It also provides a rich set of software-defined storage (SDS) features that are delivered by IBM Spectrum®

Virtualize, including the following features: Data reduction and deduplication Dynamic tiering Thin provisioning Snapshots Cloning Replication Data copy services Transparent Cloud Tiering IBM HyperSwap® including 3-site replication for high availability (HA) Scale-out and scale-up configurations further enhance capacity and throughput for better availability. The IBM FlashSystem 5200 is a high-performance storage solution that is based on a revolutionary 1U form factor. It consists of 12 NVMe Flash Devices in a 1U storage enclosure drawer with full redundant canister components and no single point of failure. It is designed for businesses of all sizes, including small, remote, branch offices and regional clients. It is a smarter, self-optimizing solution that requires less management, which enables organizations to overcome their storage challenges. Flash has come of age and price point reductions mean that lower parts of the storage market are seeing the value of moving over to flash and NVMe--based solutions. The IBM FlashSystem 5200 advances this transition by providing incredibly dense tiers of flash in a more affordable package. With the benefit of IBM FlashCore Module compression and new QLC flash-based technology becoming available, a compelling argument exists to move away from Nearline SAS storage and on to NVMe. With the release of IBM FlashSystem 5200 Software V8.4, extra functions and features are available,

including support for new Distributed RAID1 (DRAID1) features, GUI enhancements, Redirect-on-write for Data Reduction Pool (DRP) snapshots, and 3-site replication capabilities. This book is aimed at pre-sales and post-sales technical support and marketing and storage administrators.

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.

Portfolio Management For New Products - Robert G. Cooper 1998-03-25

A powerful new approach to maximizing the value of your company's product development projects.