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Business Architecture - Jonathan Whelan 2016-04-15

Organizations today exist in an environment of unprecedented change. They do so against a backdrop of a global, competitive marketplace, the fast-paced enablement of technology, amplified regulation and accelerating organizational complexity. Many organizations are addressing change in a sub-optimal way and they are operating without a clear view of where their operational risks lie. It is these dynamics that are leading organizations to recognise and embrace Business Architecture. Despite this environment, Business Architecture can be a difficult 'sell' - it is often perceived to be abstract and lacking in tangible delivery. To succeed, Business Architecture must be pragmatic and, to be sustainable, it must focus on achieving long-term value and, at the same time, recognise the shorter-term tactical needs of the organisation. With these challenges in mind, this book provides a practical guide on how to employ Business Architecture

and how to build a balanced proposition that delivers value to a broad range of stakeholders. As the book states, Business Architecture should not be practised in isolation, nor should it be thought of as a one-off process; it needs to be woven into the fabric of the organization. And so the authors illustrate the opportunities for weaving the Business Architecture Practice into this fabric through the various stakeholders and life cycles that exist, both formally and informally, within an organization. Whilst recognizing best practice, this book explores a new, inspirational level of Business Architecture whilst acknowledging that the best way to realize the vision is one step at a time.

Visualising Business Transformation - Jonathan Whelan 2020-01-24

Business transformation typically involves a wide range of visualisation techniques, from the templates and diagrams used by managers to make better strategic choices, to the experience maps used

by designers to understand customer needs, the technical models used by architects to propose possible solutions, and the pictorial representations used by change managers to engage stakeholder groups in dialogue. Up until now these approaches have always been dealt with in isolation, in the literature as well as in practice. This is surprising, because although they can look very different, and tend to be produced by distinct groups of people, they are all modelling different aspects of the same thing. Visualising Business Transformation draws them together for the first time into a coherent whole, so that readers from any background can expand their repertoire and understand the context and rationale for each technique across the transformation lifecycle. The book will appeal to a broad spectrum of readers involved in change, whether that is by creating change models themselves (strategists, architects, designers, engineers, business analysts, developers, illustrators, graphic facilitators, etc.), interpreting and using them (sponsors, business change managers, portfolio/programme/project managers, communicators, change champions, etc.), or supporting those involved in change indirectly (trainers, coaches, mentors, higher education establishments and professional training facilities).

ArchiMate® 3.0.1 Specification - The Open Group 2017-09-28

The ArchiMate® Specification, an Open Group Standard, defines an open and independent modeling language for Enterprise Architecture that is supported by different tool vendors and consulting firms. The ArchiMate language enables Enterprise Architects to describe, analyze, and visualize the relationships among business domains in an unambiguous

way. This book is the official specification of the ArchiMate 3.0.1 modeling language from The Open Group. ArchiMate 3.0.1 is a minor update to ArchiMate 3.0, containing the set of corrections from ArchiMate 3.0 Technical Corrigendum No. 1 (U172). This addresses inconsistencies and errors identified since the publication of Version 3.0 in June 2016. The ArchiMate Specification supports modeling throughout the TOGAF® Architecture Development Method (ADM). New features in Version 3 include elements for modeling the enterprise at a strategic level, such as capability, resource, and outcome. It also includes support to model the physical world of materials and equipment. Furthermore, the consistency and structure of the language have been improved, definitions have been aligned with other standards, and its usability has been enhanced in various other ways. The intended audience is threefold: • Enterprise Architecture practitioners, such as architects (e.g., business, application, information, process, infrastructure, and, obviously, enterprise architects), senior and operational management, project leaders, and anyone committed to work within the reference framework defined by the Enterprise Architecture. • Those who intend to implement the ArchiMate language in a software tool; they will find a complete and detailed description of the language in this book. • The academic community, on which we rely for amending and improving the language, based on state-of-the-art research results in the Enterprise Architecture field.

CBAP / CCBA Certified Business Analysis Study Guide - Susan Weese 2017-01-04

The bestselling CBAP/CCBA study guide, updated for exam v3.0 The

CBAP/CCBA Certified Business Analysis Study Guide, Second Edition offers 100% coverage of all exam objectives for the Certified Business Analysis Professional (CBAP) and Certification of Competency in Business Analysis (CCBA) exams offered by the International Institute of Business Analysis (IIBA). Detailed coverage encompasses all six knowledge areas defined by the Guide to Business Analysis Body of Knowledge (BABOK): Planning and Monitoring, Elicitation, Requirements Management and Communication, Enterprise Analysis, Requirements Analysis, and Solution Assessment and Validation, including expert guidance toward all underlying competencies. Real-world scenarios help you align your existing experience with the BABOK, and topic summaries, tips and tricks, practice questions, and objective-mapping give you a solid framework for success on the exam. You also gain access to the Sybex interactive learning environment, featuring review questions, electronic flashcards, and four practice exams to help you gauge your understanding and be fully prepared exam day. As more and more organizations seek to streamline production models, the demand for qualified Business Analysts is growing. This guide provides a personalized study program to help you take your place among those certified in essential business analysis skills. Review the BABOK standards and best practices Master the core Business Analysis competencies Test your preparedness with focused review questions Access CBAP and CCBA practice exams, study tools, and more As the liaison between the customer and the technical team, the Business Analyst is integral to ensuring that the solution satisfies the customer's needs. The BABOK standards codify best practices for this essential

role, and the CBAP and CCBA certifications prove your ability to perform them effectively. The CBAP/CCBA Certified Business Analysis Study Guide, Second Edition provides thorough preparation customizable to your needs, to help you maximize your study time and ensure your success.

ArchiMate® 2.0 Specification - The Open Group 1970-01-01

ArchiMate®, an Open Group Standard, is an open and independent modeling language for Enterprise Architecture that is supported by different tool vendors and consulting firms. ArchiMate provides instruments to enable enterprise architects to describe, analyze, and visualize the relationships among business domains in an unambiguous way. This book provides the official specification of ArchiMate 2.0 from The Open Group. ArchiMate 2.0 is an upwards-compatible evolution from ArchiMate 1.0 adding new features, as well as addressing usage feedback. The ArchiMate 2.0 Standard supports modeling throughout the TOGAF® Architecture Development Method (ADM). The intended audience is threefold: Enterprise Architecture practitioners, such as architects (e.g., application, information, process, infrastructure, and, obviously, enterprise architects), senior and operational management, project leaders, and anyone committed to work within the reference framework defined by the Enterprise Architecture. Those who intend to implement ArchiMate in a software tool; they will find a complete and detailed description of the language in this book. The academic community, on which we rely for amending and improving the language based on state-of-the-art research results in the architecture field.

Knowledge Driven Development - Manoj Kumar Lal 2018-07-12

This book presents a new methodology,

known as Knowledge Driven Development, for managing project knowledge in an exhaustive and structured manner. The text highlights the importance of efficient project delivery methodology in the overall software development life cycle. Important topics such as requirement analysis, solution design, application design, and test design are discussed in depth. It establishes a connection between enterprise knowledge and project knowledge for continuous improvement and accelerated project delivery. Separate chapters on end-to-end project delivery, compliance and protocols and interface with existing methodologies makes it useful for the readers. Several case studies and examples are interspersed throughout the text for better understanding.

DevOps - A Business Perspective - Oleg Skrynnik 2018-12-12

This book explains the management aspects of DevOps for those who are professionally engaged in information and technology management. It is written for IT specialists, IT managers and IT executives. It does not show DevOps as a phenomenon associated with new automation tools, programming techniques or technologies; It differs from other books by the structural nature of the narrative (perhaps, excessively structured) approach and by the attempt to cover fully the phenomenon of DevOps at a basic, fundamental level. By this approach, this book not only creates awareness of the new subject area but is also helps building the basics. The reader learns about the origins of DevOps, the inevitability of its emergence, the key prerequisites and their reflection in practices, about the practices themselves and the principles on which they are based. This book is the core literature of

the EXIN DevOps Foundation certification. This exam tests the understanding of basic DevOps concepts and how they relate to each other, as well as the value of DevOps for the business. EXIN DevOps Foundation is the first level of the EXIN DevOps certification program. The EXIN DevOps Professional certification tests the knowledge of DevOps practices and how to integrate teams. The EXIN DevOps Master certification is about promoting organizational change and leading the way towards continuous delivery and improvement.

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.

Disciplined Agile Delivery - Scott W. Ambler 2012-05-31

Master IBM's Breakthrough DAD Process Framework for Succeeding with Agile in Large, Complex, Mission-Critical IT Projects It is widely recognized that moving from traditional to agile approaches to build software solutions is a critical source of competitive advantage. Mainstream agile approaches that are indeed suitable for small projects require significant tailoring for larger, complex enterprise projects. In Disciplined Agile Delivery, Scott W. Ambler and Mark Lines introduce IBM's breakthrough Disciplined Agile Delivery (DAD) process framework, which describes how to do this tailoring. DAD applies a more

disciplined approach to agile development by acknowledging and dealing with the realities and complexities of a portfolio of interdependent program initiatives. Ambler and Lines show how to extend Scrum with supplementary agile and lean strategies from Agile Modeling (AM), Extreme Programming (XP), Kanban, Unified Process (UP), and other proven methods to provide a hybrid approach that is adaptable to your organization's unique needs. They candidly describe what practices work best, why they work, what the trade-offs are, and when to consider alternatives, all within the context of your situation. Disciplined Agile Delivery addresses agile practices across the entire lifecycle, from requirements, architecture, and development to delivery and governance. The authors show how these best-practice techniques fit together in an end-to-end process for successfully delivering large, complex systems--from project initiation through delivery. Coverage includes Scaling agile for mission-critical enterprise endeavors Avoiding mistakes that drive poorly run agile projects to chaos Effectively initiating an agile project Transitioning as an individual to agile Incrementally building consumable solutions Deploying agile solutions into complex production environments Leveraging DevOps, architecture, and other enterprise disciplines Adapting your governance strategy for agile projects Based on facts, research, and extensive experience, this book will be an indispensable resource for every enterprise software leader and practitioner--whether they're seeking to optimize their existing agile/Scrum process or improve the agility of an iterative process.

IT Asset Management Foundation (ITAMF) – Workbook - Second edition -

Jan Øberg 2020-11-15

IT Asset Management Foundation (ITAMF) is a certification that validates a professional's knowledge on managing the IT assets as part of an organization's strategy, compliance and risk management. The content covered by the certification is based upon the philosophy of ITAMOrg, a membership organization and thought leader in IT Asset Management. The certificate IT Asset Management Foundation is part of the ITAMOrg qualification program and has been developed in cooperation with international experts in the field. This workbook will help you prepare for the IT Asset Management Foundation (ITAMF) exam and provides you with an overview of the four key areas of IT Asset Management: • Hardware Asset Management, including 'mobile devices'; • Software Asset Management; • Services & Cloud Asset Management; • People & Information Asset Management, including 'Bring Your Own Device' (BYOD).

Data Management: a gentle introduction - Bas van Gils
2020-03-03

The overall objective of this book is to show that data management is an exciting and valuable capability that is worth time and effort. More specifically it aims to achieve the following goals: 1. To give a "gentle" introduction to the field of DM by explaining and illustrating its core concepts, based on a mix of theory, practical frameworks such as TOGAF, ArchiMate, and DMBOK, as well as results from real-world assignments. 2. To offer guidance on how to build an effective DM capability in an organization. This is illustrated by various use cases, linked to the previously mentioned theoretical exploration as well as the stories of practitioners in the field. The primary target groups are: busy professionals who "are actively

involved with managing data". The book is also aimed at (Bachelor's/ Master's) students with an interest in data management. The book is industry-agnostic and should be applicable in different industries such as government, finance, telecommunications etc. Typical roles for which this book is intended: data governance office/ council, data owners, data stewards, people involved with data governance (data governance board), enterprise architects, data architects, process managers, business analysts and IT analysts. The book is divided into three main parts: theory, practice, and closing remarks. Furthermore, the chapters are as short and to the point as possible and also make a clear distinction between the main text and the examples. If the reader is already familiar with the topic of a chapter, he/she can easily skip it and move on to the next.

The TOGAF® Standard, Version 9.2 - A Pocket Guide - Andrew Josey
2018-04-16

This is the official Pocket Guide for the TOGAF® Standard, Version 9.2, from The Open Group. It is published in hard copy and electronic formats by Van Haren Publishing. The TOGAF Standard, a standard of The Open Group, is a proven Enterprise Architecture methodology and framework used by the world's leading organizations to improve business efficiency. It is the most prominent and reliable Enterprise Architecture standard, ensuring consistent standards, methods, and communication among Enterprise Architecture professionals. Those professionals who are fluent in the TOGAF approach enjoy greater industry credibility, job effectiveness, and career opportunities. The TOGAF approach helps practitioners avoid being locked into proprietary methods, utilize resources more efficiently

and effectively, and realize a greater return on investment.

Implementing Effective IT Governance and IT Management - Gad J. Selig
2015-02-01

This book is a revised edition of the best selling title Implementing IT Governance (ISBN 978 90 8753 119 5). For trainers free additional material of this book is available. This can be found under the "Training Material" tab. Log in with your trainer account to access the material. In all enterprises around the world, the issues, opportunities and challenges of aligning IT more closely with the organization and effectively governing an organization's IT investments, resources, major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management. An integrated and comprehensive approach to the alignment, planning, execution and governance of IT and its resources has become critical to more effectively align, integrate, invest, measure, deploy, service and sustain the strategic and tactical direction and value proposition of IT in support of organizations. Much has been written and documented about the individual components of IT Governance such as strategic planning, demand management, program and project management, IT service management, strategic sourcing and outsourcing, performance management, metrics, compliance and others. Much less has been written about a comprehensive and integrated approach for IT/Business Alignment, Planning, Execution and Governance. This title fills that need in the marketplace and offers readers structured and practical solutions using the best of the best practices available today. The book is divided into two parts, which cover the three critical pillars necessary to develop, execute

and sustain a robust and effective IT governance environment:- Leadership, people, organization and strategy,- IT governance, its major component processes and enabling technologies. Each of the chapters also covers one or more of the following action oriented topics: - the why and what of IT: strategic planning, portfolio investment management, decision authority, etc.; - the how of IT: Program/Project Management, IT Service Management (including ITIL); Strategic Sourcing and outsourcing; performance, risk and contingency management (including COBIT, the Balanced Scorecard etc.) and leadership, team management and professional competences.

TOGAF® 9 Certified Study Guide - 2nd Edition - Rachel Harrison 2011-12-12

The TOGAF 9 certification program is a knowledge-based certification program. It has two levels, leading to certification for TOGAF 9 Foundation and TOGAF 9 Certified, respectively. The purpose of certification to TOGAF 9 Certified is to provide validation that, in addition to the knowledge and comprehension of TOGAF 9 Foundation level, the Candidate is able to analyze and apply this knowledge. The learning objectives at this level therefore focus on application and analysis in addition to knowledge and comprehension. This Study Guide supports students in preparation for the TOGAF 9 Part 2 Examination, leading to TOGAF 9 Certified.

Business Architecture - William Ulrich 2010

IT Capability Maturity Framework™ (IT-CMF™) 2nd edition - Martin Curley 2016-06-15

Business organizations, both public and private, are constantly challenged to innovate and generate real value. CIOs are uniquely well-positioned to seize this opportunity

and adopt the role of business transformation partner, helping their organizations to grow and prosper with innovative, IT-enabled products, services and processes. To succeed in this, however, the IT function needs to manage an array of inter-related and inter-dependent disciplines focused on the generation of business value. In response to this need, the Innovation Value Institute, a cross-industry international consortium, developed the IT Capability Maturity Framework™ (IT-CMF™). This second edition of the IT Capability Maturity Framework™ (IT-CMF™) is a comprehensive suite of tried and tested practices, organizational assessment approaches, and improvement roadmaps covering key IT capabilities needed to optimize value and innovation in the IT function and the wider organization. It enables organizations to devise more robust strategies, make better-informed decisions, and perform more effectively, efficiently and consistently. IT-CMF is: An integrated management toolkit covering 36 key capability management disciplines, with organizational maturity profiles, assessment methods, and improvement roadmaps for each. A coherent set of concepts and principles, expressed in business language, that can be used to guide discussions on setting goals and evaluating performance. A unifying (or umbrella) framework that complements other, domain-specific frameworks already in use in the organization, helping to resolve conflicts between them, and filling gaps in their coverage.

Industry/sector and vendor independent. IT-CMF can be used in any organizational context to guide performance improvement. A rigorously developed approach, underpinned by the principles of Open Innovation and guided by the Design Science Research

methodology, synthesizing leading academic research with industry practitioner expertise

Agile Scrum Handbook – 3rd edition -

Nader K. Rad 2021-04-28

This book is a simple guide for anyone who wants to learn about the Agile concept and the Scrum framework by:

- understanding the reasons behind various approaches instead of just going through do's and don'ts and clichés, and
- understanding the diversity and range of ideas in this domain rather than just the latest fashion.

There are three types of content in this book: 1. Fundamental concepts: The first and the last chapters are about the meaning and dynamics of Agile projects. They build a solid foundation that helps you learn the details on the one hand, and on the other hand, find your own way in projects. 2.

Frameworks: The Scrum chapter goes through all the details of this most popular framework because anyone involved in Agile projects these days needs to be familiar with it. Another necessity is Kanban, which is explored in its own chapter. 3.

Practices: There are chapters about Crystal, eXtreme Programming, and DSDM®, which all use these methods to explore the most common Agile practices and techniques.

SIAM: Principles and Practices for Service Integration and Management -

Dave Armes 2015-11-23

For trainers free additional material of this book is available. This can be found under the "Training Material" tab. Log in with your trainer account to access the material. The increasing complexity of the IT value chain and the rise of multi-vendor supplier ecosystems has led to the rise of Service Integration and Management (SIAM) as a new approach. Service Integration is the set of principles and practices, which facilitate the

collaborative working relationships between service providers required to maximize the benefit of multi-sourcing. Service integration facilitates the linkage of services, the technology of which they are comprised and the delivery organizations and processes used to operate them, into a single operating model. SIAM is a relatively new and fast evolving concept. SIAM teams are being established in many organizations and in many different sectors, as part of a strategy for (out)sourcing IT services and other types of service. This is the first book that describes the concepts of SIAM. It is intended for: ITSM professionals working in integrated multi-sourced environments; Service customer managers, with a responsibility to secure the business supply of IT services in a multi-sourced environment; Service provider delivery managers with a responsibility to integrate multiple services to meet the demands of the customers business and users; Service provider managers with responsibilities to manage integrated services, participating in a multi-sourced environment.

Managing Digital - Charles Betz

About This Book This book, "Managing Digital: Concepts and Practices", is intended to guide a practitioner through the journey of building a digital-first viewpoint and the skills needed to thrive in the digital-first world. As such, this book is a bit of an experiment for The Open Group; it isn't structured as a traditional standard or guide. Instead, it is structured to show the key issues and skills needed at each stage of the digital journey, starting with the basics of a small digital project, eventually building to the concerns of a large enterprise. So, feel free to digest this book in stages – the section

Introduction for the student is a good guide. The book is intended for both academic and industry training purposes. This book seeks to provide guidance for both new entrants into the digital workforce and experienced practitioners seeking to update their understanding on how all the various themes and components of IT management fit together in the new world. About The Open Group Press The Open Group Press is an imprint of The Open Group for advancing knowledge of information technology by publishing works from individual authors within The Open Group membership that are relevant to advancing The Open Group mission of Boundaryless Information Flow™. The key focus of The Open Group Press is to publish high-quality monographs, as well as introductory technology books intended for the general public, and act as a complement to The Open Group Standards, Guides, and White Papers. The views and opinions expressed in this book are those of the author, and do not necessarily reflect the consensus position of The Open Group members or staff.

The Practice of Enterprise Modeling - Ulrich Frank 2014-11-07

This volume constitutes the proceedings of the 7th IFIP WG 8.1 Conference on the Practice of Enterprise Modeling held in November 2014 in Manchester, UK. The focus of the PoEM conference series is on advances in the practice of enterprise modeling through a forum for sharing knowledge and experiences between the academic community and practitioners from industry and the public sector. The 16 full and four short papers accepted were carefully reviewed and selected from 39 submissions. They reflect different topics of enterprise modeling including business process modeling, enterprise architecture, investigation of enterprise modeling

methods, requirements engineering, and specific aspects of enterprise modeling.

Planning to Implement Service Management - Great Britain. Office of Government Commerce 2002

This publication provides guidance on alignment of the business needs to IT. It enables the reader to assess if IT service provision is meeting the requirements of the business. Where the business requirements are not being met it details the steps necessary to ensure the IT service provision does meet the current and future needs of the

Mastering ArchiMate - Gerben Wierda 2014-03

Mastering ArchiMate is a book about the ArchiMate(r) Enterprise Architecture Modeling Language, which is an open standard and a Registered Trade Mark of The Open Group. This book gives an introduction to the language and then goes on to show you many different patterns for its use. From Business to Infrastructure, from Risk & Security to Application Exploitation and Maintenance. The first edition was published in 2012 and quickly became widely used. The Open Group even published a white paper "ArchiMate, Understanding the Basics" that was almost literally taken from the ArchiMate Basics chapter of the first edition of this book. This second edition has twice the diagrams in a book roughly one and a half times the pages of the first edition. There are several new subjects, like linking ArchiMate to BPMN. It has been updated to ArchiMate 2.1. Gerben Wierda (1961) is Lead Architect of APG Asset Management, one of the largest Fiduciary Managers in the world. He has overseen the construction of one of the largest single ArchiMate models in the world to date. He holds an M.Sc. in Physics from the University of Groningen and an MBA

from RSM Erasmus, Rotterdam.

Operating Model Canvas - Andrew Campbell 2017-03-16

The journey from strategy to operating success depends on creating an organization that can deliver the chosen strategy. This book, explaining the Operating Model Canvas, shows you how to do this. It teaches you how to define the main work processes, choose an organization structure, develop a high-level blueprint of the IT systems, decide where to locate and how to lay out floor plans, set up relationships with suppliers and design a management system and scorecard with which to run the new organization. The Operating Model Canvas helps you to create a target operating model aligned to your strategy. The book contains more than 20 examples ranging from large multi-nationals to government departments to small charities and from an operating model for a business to an operating model for a department of five people. The book describes more than 15 tools, including new tools such as the value chain map, the organization model and the high-level IT blueprint. Most importantly, the book contains two fully worked examples showing how the tools can be used to develop a new operating model. This book should be on the desk of every consultant, every strategist, every leader of transformation, every functional business partner, every business or enterprise architect, every Lean expert or business improvement champion, in fact everyone who wants to help their organization be successful. Additional content can be found on the website for the Operational Model Canvas:

www.operatingmodelcanvas.com

ITIL®4 - Jan van Bon 2019

The ITIL pocket guides of Van Haren Publishing are since long recognized

as the industry classic guide on the topic of ITIL, in many languages. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This pocket guide will provide readers with an understanding of the ITIL 4 service management framework, by: * understanding the key concepts of service management * understanding how the seven ITIL guiding principles can help an organization adopt and adapt service management * understanding the four dimensions of service management * understanding the purpose and components of the ITIL service value system * understanding the six activities of the service value chain, and how they interconnect * knowing the purpose and key terms of 15 of the 34 ITIL practices * understanding seven of these 15 ITIL practices in detail All exam requirements for the ITIL 4 Foundation exam are covered in this pocket guide. It also provides support for everyone who has knowledge of previous ITIL editions and is looking for a bridge to the new edition. ITIL 4 took a big leap into the modern world of IT service management, covering the latest principles and practices in a customer-focused, service-centric way, enabling Agile principles for maximum support of any business. Bron: Flaptekst, uitgeversinformatie. [Digital Business Analysis](#) - Fredrik Milani 2019-01-25

This book frames business analysis in the context of digital technologies. It introduces modern business analysis techniques, including a selection of those in the Business Analysis Body of Knowledge (BABOK) by the International Institute of Business Analysis (IIBA), and exemplifies them by means of digital

technologies applied to solve problems or exploit new business opportunities. It also includes in-depth case studies in which business problems and opportunities, drawn from real-world scenarios, are mapped to digital solutions. The work is summarized in seven guiding principles that should be followed by every business analyst. This book is intended mainly for students in business informatics and related areas, and for professionals who want to acquire a solid background for their daily work. It is suitable both for courses and for self-study. Additional teaching materials such as lecture videos, slides, question bank, exams, and seminar materials are accessible on the companion webpage.

The complete project manager - Roel Wessels

This book is about the how of project management and about how you as a project manager can use a proactive attitude to stay in control, even during difficult situations. It shows you how to become an influencer of the path to the end result, of your environment, of your team and of your effectiveness. Today's project managers have to meet high expectations. Challenging goals, a strong focus on cost management and lead times, serving the interests of different stakeholders and many dependencies between subprojects make project management an increasingly complex affair – especially in an environment where change and uncertainty have become the new norm. In addition, the creative abilities of knowledge workers have to be optimally utilised, which requires less hierarchical organisational structures and more multidisciplinary collaboration. Having the right project management skills is therefore essential at virtually every level of an organisation. As a

result of these challenges, there is a growing demand for comprehensive methods and the popularity of Agile is on the rise. On the other hand, the increased complexity also results in a need for simplicity. That is what this book is about: going back to the basics, being able to combine useful elements from different methods and focusing on the most important aspect of all: the person behind the project manager! This book contains a wealth of practical descriptions with useful examples and anecdotes. Readers are constantly stimulated to internalise the essence and put it into practice in a manner that suits their own style and personality. That is the only way to keep at it, be successful and make others believe in you! The book consists of three parts. Part 1 (chapters 1 to 4) describes how to set up and manage a project. The focus is on the basic principles, the essence of taking control, creating structure and using Agile behavior. Part 2 (chapters 5 and 6) explains how to draw up a plan and schedule in small steps, which results in improved completeness, coordination and support. Finally, part 3 (chapters 7 to 10) covers how to manage the project execution: how to realize the path to the final goal with a strict PDCA rhythm, how to evaluate the quality of interim results and how to keep your team and environment motivated.

Introduction to Blockchain Technology - Tiana Laurence

Blockchain technology has come a long way since the initial vision published by Satoshi Nakamoto in 2008. Big buzz words like "bitcoin," "blockchain," and "cryptocurrency" are everywhere. Companies and governments have started to use blockchain technology in earnest and will increasingly do so for the foreseeable future. This book takes

an in-depth look at blockchain technology and how users can take advantage of its potential. Since its initial conception, blockchain has encompassed both a social promise and new technology. Originally proposed as a solution for Bitcoin's cryptocurrency record-keeping system, blockchains are now used to store the records of all types of applications. Core services we all depend on like the transfer of money, voting, land records, IP rights, and identity all rely on intermediaries. Blockchain software has begun taking the place of these antiquated systems. The software becomes the trusted record-keeping system, and the rules programmed into the software become the intermediaries. This book explains the fundamentals of blockchain technology and assumes that the reader has little to no knowledge of the subject. Topics are explained as simply as possible, while not obscuring details that may affect the reader. It also gives the reader insight into the critical differences in blockchain software and will provide them with a basic understanding of how and why these systems work. After reading this book, the reader will be able to speak with confidence on the topic, know key differences in technology. The reader will also have critical insight into blockchain software's inherent limitations and shortcomings. This book is also the definitive guide to the Blockchain Technology Foundation (BTF) exam from EXIN. It will prepare the reader for the test, and each chapter ends with review questions for extra guidance in preparing for the exam.

The Complete Business Process Handbook - Mark von Rosing 2014-12-06
The Complete Business Process Handbook is the most comprehensive body of knowledge on business processes with revealing new

research. Written as a practical guide for Executives, Practitioners, Managers and Students by the authorities that have shaped the way we think and work with process today. It stands out as a masterpiece, being part of the BPM bachelor and master degree curriculum at universities around the world, with revealing academic research and insight from the leaders in the market. This book provides everything you need to know about the processes and frameworks, methods, and approaches to implement BPM. Through real-world examples, best practices, LEADing practices and advice from experts, readers will understand how BPM works and how to best use it to their advantage. Cases from industry leaders and innovators show how early adopters of LEADing Practices improved their businesses by using BPM technology and methodology. As the first of three volumes, this book represents the most comprehensive body of knowledge published on business process. Following closely behind, the second volume uniquely bridges theory with how BPM is applied today with the most extensive information on extended BPM. The third volume will explore award winning real-life examples of leading business process practices and how it can be replaced to your advantage. Learn what Business Process is and how to get started Comprehensive historical process evolution In-depth look at the Process Anatomy, Semantics and Ontology Find out how to link Strategy to Operation with value driven BPM Uncover how to establish a way of Thinking, Working, Modelling and Implementation Explore comprehensive Frameworks, Methods and Approaches How to build BPM competencies and establish a Center of Excellence Discover how to apply Social BPM, Sustainable and Evidence based BPM Learn how Value &

Performance Measurement and Management Learn how to roll-out and deploy process Explore how to enable Process Owners, Roles and Knowledge Workers Discover how to Process and Application Modelling Uncover Process Lifecycle, Maturity, Alignment and Continuous Improvement Practical continuous improvement with the way of Governance Future BPM trends that will affect business Explore the BPM Body of Knowledge

The BRMP® Guide to the BRM Body of Knowledge - Business Relationship Management Institute 1970-01-01

For trainers free additional material of this book is available. This can be found under the "Training Material" tab. Log in with your trainer account to access the material. The BRMP® Guide to the BRM Body of Knowledge is designed to assist the Business Relationship Management Professional (BRMP®) training course attendees and certification exam candidates, but it will also be of great value to anyone looking for a comprehensive foundation-level overview of the art and practice of Business Relationship Management. The book covers the entire BRMP® course syllabus and contains all the information covered in the training and referenced in the exam. What is BRMP®? Business Relationship Management Professional (BRMP®) training is a world-class professional development program designed to provide a solid foundation-level knowledge of Business Relationship Management. The BRMP® exam is designed to test an individual's learning through rigorous examination providing a leading verifiable benchmark of BRM professional acumen and achievement. To learn more about BRMP® training and certification, please visit <http://brminstitute.org/>. Who Is It For? Business Relationship Management Professional (BRMP®) training and

certification program is intended as a comprehensive foundation for Business Relationship Managers at every experience level, with the training and certification designed to provide a solid baseline level of knowledge. BRMP® professional development program provides an excellent Return on Investment (ROI) and is ideally suited for project managers, business analysts, architects, external service providers; representatives of shared services organizations including IT, HR, Finance, Sales, Strategy Planning, etc.; business partners and anyone else interested in business value maximization. Benefits for Individuals and Organizations Holders of BRMI Business Relationship Management Professional (BRMP®) credentials will be able to demonstrate their understanding of: The characteristics of the BRM role. What it means to perform as a strategic partner, contributing to business strategy formulation and shaping business demand for the service provider's services. The use of Portfolio Management disciplines and techniques to maximize realized business value. Business Transition Management and the conditions for successful change programs to minimize value leakage. The BRM role in Service Management and alignment of services and service levels with business needs. The principles of effective and persuasive communication.

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

Service Integration and Management Foundation Body of Knowledge - Van Haren Publishing 2017-04-12

This book introduces service integration and management (SIAM). It describes topics including the origins of SIAM, the different SIAM structures, roles, challenges, risks and more.

Outside in - Harley Manning 2012

Two research analysts describe how companies can truly understand the real needs of their customers by

seeing a business through their eyes and enforcing the concept of “customer service” through every facet of the company, from finance to legal to marketing.

The IT4IT Reference Architecture, Version 2.1 - Van Haren Publishing 2017-05

The Open Group IT4IT(TM) Reference Architecture, Version 2.1, an Open Group Standard, provides a vendor-neutral, technology-agnostic, and industry-agnostic reference architecture for managing the business of IT. The Open Group IT4IT Reference Architecture standard comprises a reference architecture and a value chain-based operating model. The IT Value Chain has four value streams supported by a reference architecture to drive efficiency and agility. The four value streams are: - Strategy to Portfolio - Request to Fulfill - Requirement to Deploy - Detect to Correct. Each IT Value Stream is centered on a key aspect of the service model, the essential data objects (information model), and functional components (functional model) that support it. Together, the four value streams play a vital role in helping IT control the service model as it advances through its lifecycle. The IT4IT Reference Architecture: - Provides prescriptive guidance on the specification of and interaction with a consistent service model backbone (common data model/context). - Supports real-world use-cases driven by the Digital Economy (e.g., Cloud-sourcing, Agile, DevOps, and service brokering)..- Embraces and complements existing process frameworks and methodologies (e.g., ITIL(R), CoBIT(R), SAFe, and TOGAF(R)) by taking a data-focused implementation model perspective, essentially specifying an information model across the entire value chain. The audience for this standard is: -

IT Professionals who are responsible for delivering services in a way that is flexible, traceable, and cost-effective - IT Professionals / Practitioners who are focused on instrumenting the IT management landscape - IT Leaders who are concerned about their operating model - Enterprise Architects who are responsible for IT business transformation

COBIT 5 - Information Systems Audit and Control Association 2012

TOGAF® Version 9.1 - The Open Group 2011-01-01

For trainers free additional material of this book is available. This can be found under the "Training Material" tab. Log in with your trainer account to access the material. TOGAF is a framework - a detailed method and a set of supporting tools - for developing an enterprise architecture, developed by members of The Open Group

Architecture Forum. TOGAF Version 9.1 is a maintenance update to TOGAF 9, addressing comments raised since the introduction of TOGAF 9 in 2009. It retains the major features and structure of TOGAF 9, thereby preserving existing investment in TOGAF, and adds further detail and clarification to what is already proven. It may be used freely by any organization wishing to develop an enterprise architecture for use within that organization (subject to the Conditions of Use). This Book is divided into seven parts: Part I - Introduction This part provides a high-level introduction to the key concepts of enterprise architecture and in particular the TOGAF approach. It contains the definitions of terms used throughout TOGAF and release notes detailing the changes between this version and the previous version of TOGAF. Part II - Architecture Development Method This is the core

of TOGAF. It describes the TOGAF Architecture Development Method (ADM) a step-by-step approach to developing an enterprise architecture. Part III - ADM Guidelines & Techniques This part contains a collection of guidelines and techniques available for use in applying TOGAF and the TOGAF ADM. Part IV - Architecture Content Framework This part describes the TOGAF content framework, including a structured metamodel for architectural artifacts, the use of re-usable architecture building blocks, and an overview of typical architecture deliverables. Part V - Enterprise Continuum & Tools This part discusses appropriate taxonomies and tools to categorize and store the outputs of architecture activity within an enterprise. Part VI - TOGAF Reference Models This part provides a selection of architectural reference models, which includes the TOGAF Foundation Architecture, and the Integrated Information Infrastructure Reference Model (III-RM). Part VII Architecture Capability Framework This section looks at roles, Governance, compliance skills and much more practical guidance

TOGAF® Version 9 - A Pocket Guide - The Open Group 2009-02-02

This is the official Open Group Pocket Guide for TOGAF Version 9 Enterprise Edition. This pocket guide is published by Van Haren Publishing on behalf of The Open Group. TOGAF, The Open Group Architectural Framework is a fast growing, worldwide accepted standard that can help organisations build their own Enterprise Architecture in a standardised way. This book explains why the in's and out's of TOGAF in a concise manner. This book explains how TOGAF can help to make an Enterprise Architecture. Enterprise Architecture is an approach that can help management to understand this growing complexity.

Availability, Reliability, and Security in Information Systems -

Stephanie Teufel 2014-09-03

This volume constitutes the refereed proceedings of two workshops: the International Cross-Domain Conference and Workshop on Availability, Reliability and Security, CD-ARES 2014, and the 4th International Workshop on Security and Cognitive Informatics for Homeland Defense, SeCIHD 2014, co-located with the International Conference on Availability, Reliability and Security, ARES 2014, held in Fribourg, Switzerland, in September 2014. The 23 revised full papers presented were carefully reviewed and selected from numerous submissions. The papers deal with knowledge management, software security, mobile and social computing, enterprise information systems, homeland security and information processing.

The Digital Practitioner Pocket Guide

- Andrew Josey 2020-10-15

The Digital Practitioner Pocket Guide is designed to be a handy reference guide to selected parts of the Digital Practitioner Body of Knowledge™ Standard. It is designed to help:

- Those who require a first introduction and basic understanding of the Digital Practitioner Body of Knowledge Standard
- Individuals who wish to create and manage product offerings with an increasing digital component, or lead their organization through Digital Transformation
- IT professionals working within any size organization, from a startup through to a large enterprise, that has adopted digital approaches

It covers the following topics:

- A brief introduction to the Digital Practitioner Body of Knowledge Standard
- An introduction to key terminology, key concepts, and the structure of the Body of Knowledge
- Basic concepts employed by the Digital Practitioner
- The

capabilities of digital infrastructure and initial concerns for its effective, efficient, and secure operation

- The objectives and activities of application development
- Why product management is formalized as a company or team grows, and the differences between product and project management
- The key concerns and practices of work management as a team increases in size
- The basic concepts and practices of operations management in a digital/IT context
- How to coordinate as the organization grows into multiple teams and multiple products
- IT investment and portfolio management
- Organizational structure, human resources, and cultural factors
- Governance, risk, security, and compliance
- Information and data management on a large scale
- Practices and methods for managing complexity using Enterprise Architecture

The Digital Practitioner Foundation

Study Guide - Andrew Josey 2020-10-15

This is the Digital Practitioner Foundation Study Guide for the DPBoK Part 1 Examination. It gives an overview of every learning objective included in the Digital Practitioner Foundation syllabus, and provides in-depth coverage on preparing and taking the DPBoK Part 1 Examination. It is specifically designed to help individuals prepare for certification. This Study Guide is excellent material for:

- Senior digital business professionals who need an increased awareness of digital practices
- Mid-career IT professionals who need to stay relevant and validate their digital Subject Matter Expert (SME) status in specific domain areas
- Entry-level computing and digital business professionals
- College-level students and computing and digital business majors

It covers the following topics:

- An introduction

to DPBoK Foundation certification, including the DPBoK Part 1 Examination • Key terminology, key concepts, and the structure of the Body of Knowledge • Basic concepts employed by the Digital Practitioner • The capabilities of digital infrastructure and initial concerns for its effective, efficient, and secure operation • The objectives and activities of application development • Why product management is formalized as a company or team grows, and the differences between product and project management • The key concerns and practices of work management as a team increases in size • The basic concepts and practices of operations management in a digital/IT context • How to coordinate as the organization grows into multiple teams and multiple products • IT investment and portfolio management • Organizational structure, human resources, and cultural factors • Governance, risk, security, and compliance • Information and data management on a large scale • Practices and methods for managing complexity using Enterprise Architecture

Digital Information Design (DID)

Foundation - Brian Johnson 2021-03-09
Digital Information Design (DID)

Foundation Digital Information Design (DID) is primarily a business information management (BIM) model. As with any model it is used to help you to describe problems and test potential solutions. DID is not like any other method or framework model; it is independent of any other existing model or framework and does not claim to manage the entirety of the design of business information services. DID identifies useful and widely used best practices that are

designed specifically for use in any phase of business information service development from idea, conception, specification, design, test, handover, service management and operation, or managing architectural issues or hardware and software installation. Primarily, DID was developed to manage the quality of information, and how to put it to good use. The DID model has been designed for you to identify what you need and when you need it when designing business information services and as a broad guide, identifies key points in existing frameworks that are particularly useful. The model is wholly independent of all other frameworks (including BiSL and BiSL Next in which the basic design is rooted). You can choose and use whatever you wish, the model will help you to assess the validity of your choice(s) and identify strengths and weaknesses in your approach. The DID model focuses on the common languages to describe key elements of design (need and value, mission and capability), key business information perspectives (business, information/data, services and technology) and the high-level domains (governance, strategy, improvement and operation) that must be managed in order to effectively run any business. DID helps you to identify only what you need to ensure that business information design reflects what is needed by your enterprise. The model can be used entirely separately from the framework level guidance discussed and it can be used at any level in the organization. The essentials of DID are explained in two books: this book, Foundation and the Practitioner book that will be published later.