



The ITIL® Guide to Software and IT Asset Management

David Bicket and Colin Rudd

SECOND EDITION



Itil V3 Guide To Software Asset Management

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Itil V3 Guide To Software Asset Management:

ITIL V3 guide to software asset management Colin Rudd, Stationery Office, 2009-07-15 Appropriate for anyone involved in the governance management and use of software assets within an organisation ITIL V3 Guide to Software Asset Management contains a practical approach to the management of software assets Aligned with ITIL V3 and ISO IEC 20000 this book has been developed to assist with the implementation and maintenance of all the necessary Software Asset Management SAM processes and procedures It gives realistic and pragmatic suggestions for the content of a business case for SAM within an organisation It provides readers with advice and guidance on the roles involved together with templates and examples of some of the key documents Includes examples of a SAM business case the contents of a software policy a policy on the use of hardware and software and an acknowledgement of hardware software policy *Itil V3 Software Asset Management Guide* R. Concessao, 2014-09-05 Welcome to this book on Software Asset Management It is a Best Practice guide based on actual case studies in pioneering designing and implementing software licence management frameworks across diverse organisations The guidelines in this book are mainly derived from a process of innovative ideas their adoption and eventual optimisation They can be tailored to suit individual requirements of each organisation and the changing times Business Software and Licences are intertwined with each other Most businesses and organisations have huge investments in software and each software deployed or unused requires a valid licence Each one of us is affected by licences since we use at least one software as part of Business or IT or as a customer However not much effort is put to manage these assets efficiently This book serves two major objectives Foremost it tries to understand Why is it imperative to focus on software licence management Secondly it traces the key steps of the journey in implementing a robust framework based on actual case studies in different organisations It will help you understand the importance of software licence management and provide concise guidelines to implement a framework that is apt for your organisation It will also help you realise that software assets are no longer liabilities once you have effective control on the total cost of ownership that guarantees a higher return on investments **ITIL GUIDE TO SOFTWARE AND IT ASSET MANAGEMENT.** DAVID. STATIONERY OFFICE. RUDD BICKET (COLIN.), 2018 *The Shortcut Guide to IT Service Management and Automation* Rebecca Herold, 2008 *The Practical Guide To World-Class IT Service Management* Kevin J. Smith, 2017-03-21 This guide contains 6 Core and 12 World Class processes each of which is described in chapters that provide a logical view of the element itself and why it is important to the organization along with a flexible process model that can be adapted to most businesses and how the process works in practice plus proven and practical models and Tips for Success from high performing organizations on implementing the process The technical content takes a mid level view to be useful to a broader group of readers and is complemented by other relevant chapters including A Brief History of IT Service Management Understanding ITIL COBIT and ISO The Consumerization of IT Making Sense of Cloud and On Premise Enterprise Service Management A Culture of

Excellence An Approach to Leverage Technology The Exploration of Service Automation The Practical Guide to World Class IT Service Management also examines the future of IT service management and where this exciting journey is likely to lead

Trust and Partnership Robert J. Benson, 2014-04-01 Proven methodologies to enhance business value by exploiting the latest global technology trends and best business and IT practices There is no doubt that a tidal wave of change is hitting the area of business technology new business models are forming around the cloud new insights on how an enterprise runs is being aided by mining massive transactional and operational data sets Decision making is becoming almost prescient through new classes of data visualization data analytics and dashboards Despite the promise of technologies to make a difference or perhaps because of it IT organizations face continued challenges in realizing partnerships and trust with their business partners While many books take on elements of these emerging developments or address the stubborn barriers to real partnership none make the practices involved fit together in a highly effective fashion until now Strategic IT Management in Turbulent Times reveals how this framework ensures that organizations make the right strategic decisions to succeed in times of turbulence and change Draws together authors with global experience including the Americas Europe Pacific Rim and Africa Offers a comprehensive framework for IT and business managers to maximize the value IT brings to business Addresses the effects of turbulence on business and IT Focuses on developing partnerships and trust with business With practical examples and implementation guidance based on proven techniques developed by the authors over the past twenty years Strategic IT Management in Turbulent Times considers the challenges facing today's enterprise IT's critical role in value creation and the practical road map for achieving strategic IT management competencies *Pocket CIO - The Guide to Successful IT Asset Management* Phara McLachlan, 2018-03-30 Create and manage a clear working IT asset management strategy with this unique guide Key Features A detailed IT Asset Management ITAM guidebook with real world templates that can be converted into working ITAM documents Includes in depth discussion on how risk management has changed and the possible solutions needed to address the new normal A step by step ITAM manual for newbies as well as seasoned ITAM veterans Book Description This book is a detailed IT Asset Management ITAM guidebook with real world templates that can be converted into working ITAM documents It is a step by step IT Asset Management manual for the newbies as well as the seasoned ITAM veterans providing a unique insight into asset management It discusses how risk management has changed over time and the possible solutions needed to address the new normal This book is your perfect guide to create holistic IT Asset Management and Software Asset Management programs that close the risk gaps increases productivity and results in cost efficiencies It allows the IT Asset Managers Software Asset Managers and or the full ITAM program team to take a deep dive by using the templates offered in the guidebook You will be aware of the specific roles and responsibilities for every aspect of IT Asset Management Software Asset Management and Software License Compliance Audit Response By the end of this book you will be well aware of what IT and Software Asset Management is all about and the different steps processes

and roles required to truly master it What you will learn Close the hidden risk gaps created by IT assets hardware and software Create and manage a proactive ITAM and SAM program and policy A clear concise explanation of what IT Asset Management and Software Asset Management is the benefits and results The best ways to manage a software audit and how to be prepared for one Considerations for selecting the best technology for a specific company including what questions should be asked at the onset Increasing ITAM program and project success with change management Who this book is for This book is intended for CIOs VPs and CTOs of mid to large sized enterprises and organizations If you are dealing with changes such as mergers acquisitions divestitures new products or services cyber security mandated regulations expansion and much more this book will help you too ITIL® 4 – A Pocket Guide Jan van Bon, 2019-04-30 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

Software Asset Management 27 Success Secrets - 27 Most Asked Questions on Software Asset Management - What You Need to Know Paul Doyle, Jr., 2014-10-25 Feel The Power Of Software Asset Management Software resource administration SAM is a trade exercise that includes running and enhancing the acquisition distribution upkeep usage and removal of code application programs inside an business According to the Information Technology Infrastructure Library ITIL SAM is described like all of the basic organization and actions required for the effectual administration command and defense of the code assets throughout altogether phases of their lifecycle ITIL s Guide to Software Asset Management There has never been a Software Asset Management Guide like this It contains 27 answers much more than you can imagine comprehensive answers and extensive details and references with insights that have never before been offered in print Get the information you need fast This all embracing guide offers a thorough view of key knowledge and detailed insight This Guide introduces what you want to know about Software Asset Management A quick look inside of some of the subjects covered Pirated Preventative measures Enterprise asset management Information

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Management: Solutions from SAP - A Pocket Guide David Pultorak, Swen Conrad, 1970-01-01 Managing IT like a business demands integrated and systematic business and IT insight the kind of integration and systematic insight that SAP has spent the last 35 years helping the world's leading companies achieve Best run businesses use SAP solutions to automate key business processes so they can close the gap between strategy and execution Best run businesses drive clarity into their organizations by gaining insight for improved performance efficiency for optimized operations and flexibility to adapt quickly to changing circumstances Like best run businesses best run IT organizations are able to optimize operations maximize innovation and adjust rapidly to evolving business needs Their IT management solutions help them better understand themselves and their customers and make the best decisions in the face of challenging expectations and constraints This book outlines SAP's view on best run IT It will help orient you to our related solutions and provide you with ideas for driving clarity and business value in your IT organization **The Stationery Office Annual Catalogue** Stationery Office (Great Britain), 2009

The Complete Guide to Cybersecurity Risks and Controls Anne Kohnke, Dan Shoemaker, Ken E. Sigler, 2016-03-30 The Complete Guide to Cybersecurity Risks and Controls presents the fundamental concepts of information and communication technology ICT governance and control In this book you will learn how to create a working practical control structure that will ensure the ongoing day to day trustworthiness of ICT systems and data The book explains how to establish systematic control functions and timely reporting procedures within a standard organizational framework and how to build auditable trust into the routine assurance of ICT operations The book is based on the belief that ICT operation is a strategic governance issue rather than a technical concern With the exponential growth of security breaches and the increasing dependency on external business partners to achieve organizational success the effective use of ICT governance and enterprise wide frameworks to guide the implementation of integrated security controls are critical in order to mitigate data theft Surprisingly many organizations do not have formal processes or policies to protect their assets from internal or external threats The ICT governance and control process establishes a complete and correct set of managerial and technical control behaviors that ensures reliable monitoring and control of ICT operations The body of knowledge for doing that is explained in this text This body of knowledge process applies to all operational aspects of ICT responsibilities

ranging from upper management policy making and planning all the way down to basic technology operation IT Financial Management Maxime Sottini, 2017-01-01 It is now accepted that IT functions are a fundamental part of the competitive business model Instead of simply offering services IT must create value for the business This practical title describes the strong financial skills that IT managers must have in order to support Operations Finance departments rely heavily on IT managers being able to identify track and measure costs sometimes at a very granular level Budgeting the very technical nature of IT operations means that budgeting can be more complex than many other areas Project Delivery large technical project deliveries means that costs can be correspondingly complex to account for Business Modeling pricing models rely heavily on IT managers skills and accuracy Where one service supports many commercial offerings a strong model is needed to apportion costs appropriately Investment and business cases a sound understanding of the financial contribution the IT assets make to the overall business is critical to gain support for ongoing investment This outstanding title covers the main financial concepts that managers need to be familiar with in order for IT to take its proper senior place as a contributor to the business It assumes a basic level of financial understanding and builds on the techniques required almost daily therefore it is overwhelmingly practical and based on real world scenarios Not only are the techniques fully described but issues such as roles implementation daily management and even tooling are detailed *Implementing IT Governance - A Pocket Guide* Dr. Gad Selig, 2008-04-12 The issues opportunities and challenges of aligning information technology more closely with an organization and effectively governing an organization s Information Technology IT investments resources major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management in enterprises on a global basis 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 portfolio investment management program and project management IT service management and delivery strategic sourcing and outsourcing performance management and metrics like the balanced scorecard compliance and others Much less has been written about a comprehensive and integrated IT Business Alignment Planning Execution and Governance approach This new title fills that need in the marketplace and gives readers a structured and practical solutions using the best of the best principles available today The book is divided into nine chapters which cover the three critical pillars necessary to develop execute and sustain a robust and effective IT governance environment leadership and proactive people and change agents flexible and scalable processes and enabling technology Each of the chapters also covers one or more of the following action oriented topics demand management and alignment the why and what of IT strategic planning portfolio investment management decision authority etc execution management includes the how Program Project Management IT Service Management and Delivery with IT

Infrastructure Library ITIL and Strategic Sourcing and outsourcing performance risk and contingency management e.g. includes COBIT the balanced scorecard and other metrics and controls and leadership teams and people skills Endorsements Selig has brought together his years of practical experience and his academic training to produce a valuable resource on how to successfully manage IT. He uses IT governance as the focal point for executing best practices to create alignment between IT and the business. In today's marketplace where no organization can compete effectively without alignment, this book can become the executive handbook for IT management. Christine V. Bullen, Senior Lecturer, Howe School of Technology Management, Stevens Institute of Technology. Dr. Selig has written an extremely comprehensive book on IT Governance. It is so comprehensive that today's IT leader need look at few other sources to ensure that they have nailed what it takes to lead a world class IT organization. It provides details yet serves as a easily reference able road map for today's busy IT executives. It is a great desktop companion. Stu Werner, Executive Vice President and CIO, Li Fong, U.S.A. Dr. Selig's book on this topic is a great resource for all IT practitioners and brings together every critical aspect relating to IT governance. This book lays out a roadmap to executing within a solid governance model. It looks at all aspects of establishing, maintaining, growing and sustaining an IT ecosystem. The combination of case studies and disciplined approaches to building well structured processes, committed leaders and change agents will help the board, executive management and most of all CIO's and IT professionals think through what has worked, what can work and how to deploy IT governance successfully. I very much enjoyed reading the chapters. I think you have a great book and I look forward to reading it when it comes out. Dick LeFave, CIO, Sprint Nextel. In an era when strong IT governance is an increasingly critical component of visionary business and technology leadership, Dr. Selig's book provides a welcome compendium of successful practices. Experienced leaders will find it a valuable reference while early career managers will appreciate the clear actionable framework for developing high quality sustainable governance models of their own. Hank Zupnick, CIO, GE Real Estate. Dr. Selig's book is a well thought out and comprehensive reference guide on the successful governance of IT in context of the larger business. It successfully combines practical check lists and governance models with real world insights in an easy to read format. The book is organized into logical sections that make it easy to find topics of relevance. This book will be useful when setting up a new governance model or challenging and improving what is in place today. It is written in a format that allows the reader to stand back from the detail and look at the bigger picture, recognizing that an integrated approach to IT governance is critical to the overall health of a successful business. Dr. Selig has captured this complex topic in a way that will prove a valuable reference for all levels of Executives and managers that are involved in IT governance. Nicholas Willcox, Director IT, Unilever Americas. Dr. Selig's blend of executive IT and senior level business experience in major companies combined with many years of teaching experience and research effort have enabled him to create a unique book that blends many different components and perspectives on IT Governance into a single framework. Written for senior and aspiring IT and business leaders, his book draws upon practical experience.

research and best practices as well as the collective wisdom of the many senior IT leaders he has interacted with in teaching IT Governance A five star rating James R Shea Director Syracuse University Center for Business Information Technologies Dr Selig has created a veritable IT Governance Encyclopedia for the 21st century IT executive If something isn't covered here you probably don't need to know it Peter Schay Executive VP The Advisory Council

It Software Asset Management Guide R. Concessao, 2017-08-15 Welcome to this book on IT Software Asset Management Guide It is a Best Practice guide based on actual case studies in pioneering designing and implementing software licence management frameworks across diverse organisations The guidelines in this book are mainly derived from a process of innovative ideas their adoption and eventual optimisation They can be tailored to suit individual requirements of each organisation and the changing times Business Software and Licences are intertwined with each other Most businesses and organisations have huge investments in software and each software deployed or unused requires a valid licence Each one of us is affected by licences since we use at least one software as part of Business or IT or as a customer However not much effort is put to manage these assets efficiently This book serves two major objectives Foremost it tries to understand Why is it imperative to focus on software licence management Secondly it traces the key steps of the journey in implementing a robust framework based on actual case studies in different organisations It will help you understand the importance of software licence management and provide concise guidelines to implement a framework that is apt for your organisation It will also help you realise that software assets are no longer liabilities once you have effective control on the total cost of ownership that guarantees a higher return on investments

Software Asset Management, 2003 Software asset management relates to the infrastructure and processes required for the effective management control and protection of software assets within an organisation throughout all lifecycle stages These guidelines explain the key issues involved in software asset management based on industry best practices and can be tailored to suit any organisation regardless of size

Software asset management Complete Self-Assessment Guide Gerardus Blokdyk, [Asset Management 42 Success Secrets - 42 Most Asked Questions on Asset Management - What You Need to Know](#) Patrick Clements, 2013-07 There has never been a Asset Management manual like this Asset Management 42 Success Secrets is not about the ins and outs of Asset Management Instead it answers the top 42 questions that we are asked and those we come across in forums our consultancy and education programs It tells you exactly how to deal with those questions with tips that have never before been offered in print This guidebook is also not about Asset Management best practice and standards details Instead it introduces everything you want to know to be successful with Asset Management A quick look inside of the subjects covered TOGAF Training UK There's a Certification in TOGAF ITIL Foundation Cheat Sheet Desk ITIL Service Software Getting The Right Security Management Training For The Company The Different Kinds of Risk Management Jobs Available IT Asset Management Service Service Catalog Be on Top of your Game with the Use of an IT Asset Management Software ITIL v3 Foundation Glossary A Glimpse

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