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- Implement ITIL in your organisation
- Use service management as a strategic asset

Peter Farenden

ITIL examiner



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Itil For Dummies 2011 Edition:

Implementing Effective IT Governance and IT Management Gad 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

Information Security Assurance- Framework, Standards & Industry Best Practices Mr. Rohit Manglik, 2024-03-04 EduGorilla Publication is a trusted name in the education sector committed to empowering learners with high quality study materials and resources Specializing in competitive exams and academic support EduGorilla provides comprehensive and well structured content tailored to meet the needs of students across various streams and levels **Combining ITIL and Lean. The pursuit of perfection through continuous improvement** Alexandra Arbter, 2022-11-11 Master s Thesis from the year 2015 in the subject Business economics Business Management Corporate Governance grade 1 University of Applied Sciences Burgenland Department Information Technology and Information Management language English abstract An increasing competitive market in service businesses is driving multinational corporations MNCs to implement business improvement philosophies and methodologies in order to address customer requirements for better quality service and organizational demands for rising profit margins through cost reduction The Information Technology Infrastructure Library

ITIL has been implemented by various MNCs in full or as per business requirements in order to manage and control their processes more effectively. However, due to dynamic economic influences in recent years, these companies require to step up in their ability to become more agile and continuously improve their processes in order to react in an agile way to shifting market demands. Although ITIL stands for a framework of best practices, it neglects a clear customer value proposition and provides only limited significance towards change. Lean, on the other hand, is a management methodology that has been suggested as a means to resolve these problems by reducing costs, increasing productivity, and becoming more agile within daily business routines. Lean's application within ITIL is becoming progressively popular among researchers, but despite the application of Lean approaches to different contexts within manufacturing industries, the specifics of Information Technology Service Management (ITSM) in the services industries remains largely untested. Focus of this study is worldwide the service delivery industry of MNCs which present complex process-driven industries. The aim is to determine in which relation or what kind of potential there is for a hybrid ITIL seven-step improvement process and Lean model in order to accomplish a more agile continual service improvement approach.

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