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Information Security Management Professional based on ISO/IEC 27001 Courseware revised Edition-English - Ruben Zeegers

Information is crucial for the continuity and proper functioning of both individual organizations and the economies they fuel; this information must be protected against access by unauthorized people, protected against accidental or malicious modification or destruction and must be available when it is needed. The EXIN Information Security Management (based on ISO/IEC 27001) certification program consist out of three Modules: Foundation, Professional and Expert. This book is the officially by Exin accredited courseware for the Information Security Management Professional training. It includes: • Trainer presentation handout • Sample exam questions • Practical assignments • Exam preparation guide The module Information Security Management Professional based on ISO/IEC 27001 tests understanding of the organizational and managerial aspects of information security. The subjects of this module are Information Security Perspectives (business, customer, and the service provider) Risk Management (Analysis of the risks, choosing controls, dealing with remaining risks) and Information Security Controls (organizational, technical and physical controls). The program and this courseware are intended for everyone who is involved in the implementation, evaluation, and reporting of an information security program, such as an Information Security Manager (ISM), Information Security Officer (ISO) or a Line Manager, Process Manager or Project Manager with security responsibilities. Basic knowledge of Information Security is recommended, for instance through the EXIN Information Security Foundation based on ISO/IEC 27001 certification.

**A pocket companion to PMI's PMBOK® Guide sixth Edition** - Anton Zandhuis 2019-04-10

Note: This pocket book is available in the following languages: English, German, Dutch. This pocket guide is based on the PMBOK® Guide Sixth Edition. It contains a summary of the PMBOK® Guide, to provide a quick introduction as well as a structured overview of this framework for project management. This pocket guide deals with the key issues and themes within project management and the PMBOK® Guide as follows: - Key terms and definitions in the project management profession - A short overview of the activities of PMI Inc., the organization and its standards: PMBOK® Guide, Standard for Project Portfolio Management, Standard for Program Management and other standards. - The essentials of the Project Lifecycle and Organization. - What are the key project management knowledge areas and processes? Main target Group for this pocket guide is anyone with an interest in understanding the PMBOK® Guide framework or a systematic approach for project management. The book is also very useful for members of a project management team in a project environment using the PMBOK® Guide as a shared reference. A complete but concise description of the PMBOK® Guide, for anyone involved in projects or project management, for only €15,95!

*IT Financial Management* - Maxime Sottini 2009-03-03

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.

VeriSM™ - Foundations Courseware - Español (Latino Americanos) - Helen Morris

El paquete Courseware consiste de dos publicaciones, VeriSM™ - Fundamentos Courseware y Fundamentos guía de estudio. Este material de entrenamiento cubre el plan de estudios para la calificación VeriSM™ fundamentos. El entrenamiento puede ser entregado durante dos días. Este Courseware está acreditado para preparar al estudiante para la certificación VeriSM™. VeriSM™ Fundamentos consiste de dos partes: VeriSM™ Essentials y VeriSM™ Plus, cada uno cubriendo un día de entrenamiento. Los estudiantes que ya tienen un certificado en Gestión de Servicios (TI) pueden beneficiarse del conocimiento que ya tienen. Son el público objetivo para el entrenamiento VeriSM™ Plus únicamente. Cuando aprueben el examen VeriSM™ Plus, recibirán el certificado de VeriSM™ fundamentos. Proveedores de entrenamiento que quieran ofrecer un día de capacitación sobre principios de gestión de servicios podrían decidir ofrecer únicamente el entrenamiento de VeriSM™ Essentials. Los estudiantes que aprueben el examen VeriSM™ Essentials, recibirán el certificado de VeriSM™ Essentials. Si posteriormente ellos aprueban el examen VeriSM plus, recibirán automáticamente el certificado VeriSM™ Fundamentos. El courseware cubre los siguientes temas: • La organización del servicio (Essentials) • Cultura del servicio (Essentials) • Personas y cultura organizacional (Essentials) • El modelo VeriSM™ (Ambas) • Prácticas progresivas (Plus) • Tecnologías innovadoras (Plus) VeriSM™ es un enfoque holístico y orientado a la empresa, que le ayuda a comprender el creciente panorama de las mejores prácticas y cómo integrarlas para ofrecer valor al consumidor. Esto es una evolución en el pensamiento de la Gestión de Servicios y ofrece un enfoque actualizado, incluyendo las últimas prácticas y desarrollos tecnológicos, para ayudar a las organizaciones a transformar su negocio en la nueva realidad de la era digital. VeriSM™ es un enfoque de Gestión de Servicios que está Dirigido por el valor, Evolutivo, Responsivo (Adaptado) e Integrado VeriSM™ es una marca registrada y propiedad del IFDC, la Fundación Internacional de Habilidades Digitales

IT Outsourcing Part 2: Managing the Sourcing Contract - Jane Chittenden 1970-01-01

IT Outsourcing Part 2: Managing the Sourcing Contract covers all the processes for managing the contract, from the transition phase through to normal operational service and contract termination. Developed for IT practitioners as well as commercial and contract managers, this expert guide provides practical and concise advice on best practices in: a) good contract development as the foundation for contract management (especially service quality, performance measurement and communications); b) an appropriate governance framework; c) selecting the right individuals, with appropriate authority in key roles; d) the appropriate use of external expert advice; e) continuity of people involved in the contract, right from the early stages of the RFP through transition to everyday operational service; f) effective relationship

management, with mutual respect and good communications;g) a collaborative customer-driven business attitude based on mutual trust and understanding and flexibility in day-to-day administration of the contract, with willingness for a win-win approach when problems arise. This title complements IT Outsourcing Part 1: Contracting the Partner and, together, these two guides provide readers with a comprehensive best practice approach to this important business discipline.

**Business Analysis Based on BABOK® Guide Version 2 - A Pocket Guide** - Jarett Hailes 2014-06-24  
A Guide to the Business Analysis Body of Knowledge® (BABOK® Guide) is the collection of knowledge within the profession of business analysis and reflects current generally accepted practices. As with other professions, the body of knowledge is defined and enhanced by the business analysis professionals who apply it in their daily work role. The purpose of this pocket guide to the BABOK® Guide is to help understand the key knowledge found within the BABOK Guide and how it can be applied to a particular situation. Primary target groups for this pocket guide are: • Individuals interested in how business analysis works or who may want to become Business Analysts; • Business Analysts as a quick reference during the course of their day-to-day work; • Team members working on projects or within normal organizational operations where business analysis is performed; • Managers and executives who need to understand how business analysis can help improve their organizations. This pocket guide is based upon the content found in Version 2 of the BABOK Guide. The BABOK Guide was first published by the International Institute of Business Analysis (IIBA) in 2005. Version 2.0 was released in March 2009. The BABOK® Guide describes business analysis areas of knowledge, their associated activities and the tasks and skills necessary to be effective in their execution. The BABOK® Guide is a reference for professional knowledge for business analysis and provides the basis for the Certified Business Analysis Professional™ (CBAP®) and the Certification of Competency in Business Analysis™ (CCBA®) certifications.

*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.

**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.

**The EFQM excellence model for Assessing Organizational Performance** - Chris Hakes 2007-07-05

The EFQM Excellence Model was introduced at the beginning of 1992 as the framework for assessing organizations for the annual European Excellence Award. It is now the most widely used organizational assessment framework in Europe. Most users have no intention of applying to win awards; they use the framework and analysis techniques within the model as diagnostic tools that will help them to: assess the health of their organization, identify its strengths and areas for improvement and periodically measure progress, identify and share good management practices, both internally and externally, anticipate and target their desired results in tangible, measurable ways. Whether you are a newcomer to the Excellence Model, or an experienced user (whose techniques of performance assessment maybe rigorous but have possibly evolved to become overly complex), this Management Guide provides you with practical techniques to undertake timely and effective assessments. It explains the history, basis and evolution of the EFQM Excellence Model, the nature of EFQM and its networks today, and, most importantly, provides step-by-step guidance, together with a series of analysis pro-formas, to enable readers to facilitate an assessment of an organization against each of the 32 elements ( criterion parts ) of the EFQM Excellence Model.

**Computer Hardware Hardware and Network Components Foundation** - Piet Blaas 2007-01-24

Voor trainers is er gratis extra materiaal bij dit boek beschikbaar. Dit is te vinden onder het tabblad Training Material. Log in met uw trainersaccount om het materiaal te raadplegen. Over de serie I-Tracks Binnen I-Tracks kan iedereen die zich (verder) wil scholen op het gebied van de ICT zijn eigen individuele leerrichting kiezen, op basis van eerder verworven kennis en competenties. In de diverse opleidingstrajecten komen zowel theoretische als praktische vaardigheden aan bod. Er kunnen diverse soorten opleidingstrajecten gekozen worden. Short Tracks om binnen een korte doorlooptijd binnen een specifiek gebied kennis op te doen zoals security- of projectmanagement. Daarnaast zijn er diverse functiegerichte opleidingen, zoals Systeembeheerder en Helpdesk medewerker, waarin op basis van de functieprofielen en competenties opleidingstrajecten zijn samengesteld. Deze trajecten worden CareerTracks genoemd. Als laatste zijn er Academy Tracks; een complete ICT-opleiding op HBO-niveau in de volgende richtingen: Service Management, Information Management en System Developer. Bij Van Haren Publishing wordt een serie (leer)boeken ontwikkeld die ieder de totale examenstof dekken voor één I-Tracks module. Daarnaast zijn andere uitgaven van Van Haren Publishing aangemerkt als (kern-)literatuur voor een I-Tracks module. Voor het volledige overzicht zie: [www.vanharen.net](http://www.vanharen.net) en [www.exin.nl](http://www.exin.nl) voor meest recente versie van de examenspecificaties. Over dit boek Het boek Computer Hardware is gebaseerd op de inhoud van de I-Tracks module Hardware and Network Components Foundation (HNCF). Deze module is een van de belangrijke inleidende modules in de Academy Track en in vrijwel alle Shorttracks. HNCF is bedoeld voor starters in de ICT, die nog weinig kennis hebben van de technische werking van een computer. In het boek wordt uitgelegd hoe een computer is opgebouwd en wat de functie en de werking is van de verschillende componenten. Zo wordt aandacht besteed aan de taak en functie van

de processor, verschillende soorten geheugens en hoe in- en uitvoerapparaten samenwerken met de computer. Randapparaten, ook wel in- en uitvoerapparaten geheten, hebben verschillende eigenschappen.

Privacy & Data Protection Foundation Courseware - English - Ruben Zeegers  
Besides the Privacy & Data Protection Foundation Courseware - English (ISBN: 9789401803595) publication you are advised to obtain the publication EU GDPR, A pocket guide (ISBN: 978 1 849 2855 5). Privacy & Data Protection Foundation covers the main subjects related to the protection of personal data. Candidates benefit from a certification that is designed to impart all the required knowledge to help ensure compliancy to the General Data Protection Regulation. Within the European Union regulations and standards regarding the protection of data are stringent. The General Data Protection Regulation (GDPR) went into force in May 2016 and organizations have until May 2018 to change their policies and processes to ensure they fully comply. Companies outside Europe will also need to comply when doing business in Europe. One of the solutions to comply in time is to qualify staff. Having certified professionals with the right level of knowledge can help prepare your organization to face these opportunities. The EXIN Privacy & Data Protection program covers the required knowledge of legislation and regulations relating to data protection and how this knowledge should be used to be compliant.

**Capacity Management - A Practitioner Guide** - Adam Grummitt 1970-01-01

Capacity Management is described in most key ITSM frameworks: ITIL, ISO 20000 Microsoft Operations Framework (MOF) and the Application Service Library (ASL) all note the importance of Capacity Management. This major title meets the need for an in-depth practical guide to this critical process. Written and reviewed by some of the world's most respected experts in this field it shows how Capacity Management best practice can support provision of a consistent, acceptable service level at a known and controlled cost. Practical advice covers the essential control of two balances: Supply versus demand and resources versus cost. In times of mean, frugal economic measures, it is essential to focus on those practices that are effective and yield practical results. In enlightened times of sustainability, it is also a requirement to find solutions that satisfy the criteria for 'greenness'. This excellent title shows how Capacity Management works not only within an IT environment but also why it is pivotal in meeting high profile business demands. Aligns with ISO/IEC 20000 and ITIL®ISO/IEC lists a set of required capacity management deliverablesITIL outlines what should be done in capacity managementthis book starts to describe how to do itCovers details of what capacity management is all about:what is capacity managementwhy do it benefits and cost-benefit analysishow to do it data-flows and activitieswho does it roles and perspectivesimplementation, maintenance, improvement, toolsProvides comprehensive templates and checklists:objectives, interfaces and data-flows, sub-practices and activitiesmetrics, application sizing parameters, data for modellingdeliverables, reports, CMMI levels, KPIs, risk matrixsample capacity plan

**The ISM method Version 3** - Jan van Bon 2017-06-30

This book describes a revolutionary approach on how to successfully implement IT service management (ITSM) in an easier, faster, cheaper, and especially more effective way. In the book, the lessons of 30 years are used to put an end to the chaos and complexity of ineffective ITSM projects. Based on simple paradigms, a single and compact solution is described for the integrated service management with People, Process and Product. This is not achieved by setting ITIL or ASL aside, but by rearranging the many valuable elements of these frameworks into a simple logical structure, and filling the gaps. Although the paradigms are explained extensively in the book, the solution is very practical and has been proven in recent years in dozens of projects with small and large organizations. This publication describes the implementation method, with a strong focus on quality assurance and cultural change, a comprehensive definition list, and an example of a compact process model.

*Implementing Strategic Sourcing* - Christine V. Bullen 2010-06-01

This informative, comprehensive, yet practical guide provides readers with a complete tool-kit of how to approach global sourcing successfully. Based on real world experiences on implementing and sustaining global sourcing the book provides readers with key guidance on: Foundations of Strategic Sourcing Management, risk, governance and legal considerations Organizational change, innovation and relationship management Transition planning and the end-game Successful principles for new business development from a service provider perspective Future trends, summary and lessons learned Ultimately

this guide will take readers from principles to how to s including: How to develop, implement, manage and govern an effective global sourcing strategy and plan How to put in place policies and processes that can be monitored to provide a balanced approach to sourcing How to build a strategic top-down framework coupled with an operational roadmap How to incorporate bottom-up implementation principles and practices that work How to ensure a coordinated, cost-effective and value-delivery plan and operating environment for strategic and tactical sourcing. In addition, it addresses the following areas in a comprehensive, yet easy to use and practical manner: Integrates strategic and operational concepts and practices Covers both clients and providers Supports the practice of global sourcing by leveraging and integrating professional rigor for best practices Provides practical knowledge, techniques, checklists and methodologies that can be used in any environment globally Includes many examples of current and emerging best practices Is broad and comprehensive, yet drills down to specific how to details in all chapters Provides a global view of sourcing It comes highly recommended.

BiSL® Next - A Framework for Business Information Management - Brian Johnson 2017-02-20

This book describes the framework of the next generation of Business Information Services Library, BiSL®. BiSL Next is a public domain standard for business information management with guiding principles, good practices and practical templates. It offers guidance for digitally engaged business leaders and those who collaborate with them, with the ultimate goal to improve business performance through better use of information and technology. Twelve elements - four drivers, four domains and four perspectives - are the basis of the guidance in BiSL Next. Target audience of this book are business managers, business information managers, business analysts, CIO's and IT managers, as well as consultants in this field. While describing the twelve elements, the book offers them insight in the best way to manage, execute and profit from business information management in their enterprise. The book is also the official literature for the BiSL® Next Foundation exam.

Privacy & Data Protection Essentials Courseware - English - Ruben Zeegers

Besides the Privacy & Data Protection Essentials Courseware - English (ISBN: 978 940 180 457 8) publication you are advised to obtain the publication EU GDPR, A pocket guide (ISBN: 978 1 849 2855 5). Privacy & Data Protection Essentials (PDPE) covers essential subjects related to the protection of personal data. Candidates benefit from a certification that is designed to impart all the required knowledge to help ensure compliancy to the General Data Protection Regulation (GDPR). This regulation affects every organization that processes European Union personal data. Wherever personal data is collected, stored, used, and finally deleted or destroyed, privacy concerns arise. With the European Union GDPR the Council of the European Union attempts to strengthen and unify data protection for all individuals within the European Union. Within the European Union regulations and standards regarding the protection of data are stringent. The GDPR came into effect in May 2016 and organizations had until May 2018 to change their policies and processes to ensure that they fully comply with the GDPR. Companies outside Europe also need to comply the GDPR when doing business in Europe. One of the solutions to comply on the GDPR is to train and qualify staff. Certified professionals with the right level of knowledge will help your organization to comply the GDPR. The EXIN Privacy & Data Protection program covers the required knowledge of legislation and regulations relating to data protection and how this knowledge should be used to be compliant. The EXIN Privacy & Data Protection Essentials is part of the EXIN qualification program Privacy and Data Protection.

**ArchiMate® 2.0 - A Pocket Guide** - Andrew Josey et al 2012-04-04

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 Pocket Guide is based on ArchiMate® 2.0. It gives a concise introduction to ArchiMate. What's more, it's authoritative with material derived from the official ArchiMate documentation. Topics covered include: A high-level introduction to ArchiMate and its relationship to Enterprise Architecture The Business Layer, which includes the modeling concepts relevant in the business domain The Application Layer, which includes modeling concepts relevant for software applications The Technology Layer, which includes modeling concepts relevant for system software applications and

infrastructure The relationships that the ArchiMate language includes to model the links between elements, and also the relationships to model the cross-layer dependencies The Motivation Extension The Implementation and Migration Extension The ArchiMate framework for defining and classifying ArchiMate viewpoints, including a summary of all the viewpoints in the ArchiMate 2.0 Standard The ArchiSurance Case Study, a fictitious example developed to illustrate use of the Modeling language in the context of the TOGAF Framework

**VeriSM™ Professional Courseware** - Helen Morris 2019-01-24

Service management has never been so important, as all organizations are either receiving or providing services to and from others. As digitization has spread through our organizations and culture, IT has become a vital part of our workplace. VeriSM™ provides guidance on how to manage the variety of service management approaches which have now become common practice. Often organizations do not know how to combine these approaches, or if they should adopt one or another in preference. VeriSM™ allows an organization to understand how to make the best use of all of its approaches. The courseware is designed to support your learning about the VeriSM™ concepts, and to be a guide to your understanding of service management and its use across the whole organization.

**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.

**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.

**Contract management with CATS CM® version 4: From working on contracts to contracts that work** - Linda Tonkes

This book describes version 4 of CATS CM®. This methodology for contract management can be used in both private and public sector organizations, and is valid for both demand and supply side. Contract management is the realization of intended contract objectives by proactively monitoring the fulfillment of all contractually established responsibilities, obligations, procedures, agreements, conditions and rates, resolving all ambiguities, contradictions and white spaces, managing all contract-related risks, and implementing all desired changes to the contract, during the execution phase. CATS CM® offers a methodical and scalable approach to contract management. It provides a description of the principles, roles, and main issues for the contract manager and the best way of working. In addition to a description of the methodology, CATS CM® version 4 also offers specific tools for implementing contract management, for policy as well as for processes. Increasingly, organizations recognize the importance of being in control of their business ecosystem. CATS CM® assists organizations to increase control of their joint responsibility both from a procurement and delivery point of view. A large number of organizations have chosen CATS CM® as the standard for their contract management processes. This new version of CATS CM® has been developed with these various practices in mind. CATS CM® version 4 is based on the principle that the management of a contract in execution has strong similarities on both sides of the contract, i.e. demand and supply; both can best be described as working in conjunction with each other. This book is intended for all who are responsible for, or deal with the execution of contracts: contract managers, business managers, delivery managers, project managers, service managers, facility managers, buyers, procurement managers, compliance managers, risk managers, account managers, sales managers and HR managers, along with their directors and board members on both sides of the contract.

**ISO 21500 in Practice - A Management Guide** - Anton Zandhuis 1970-01-01

ISO 21500, officially published in September 2012, is the first overarching guideline for project management that presents a common frame of reference and a process standard. This international standard firmly positions projects within the context of programs and project portfolios and is the basis for further development of the project management profession. This book explains the background, the value, the implementation and the application of ISO 21500 for each type of organization. It describes what you, as a customer, supplier, manager or member of project staff, can do or maybe should do with the guideline. The book supplies answers to the 100 most common asked questions about ISO 21500 with the focus on the value of the guideline for the project management practice. The target audience of this book includes: - Senior managers and project sponsors, so that they gain a better understanding of the principles and practice of project management and therefore provide appropriate support and guidance to their project managers, project management teams, and the project teams; - Project managers, project management teams, and project team members, so that they have a common base of comparison of their project standards and practices with those of others; - Developers of national or organizational standards, for use in developing project management standards, which are consistent at a core level with those of others. - Consultants, educators, coaches and trainers in the project management discipline. They can connect various generally known and bespoke project management methods, models and best practices to the ISO 21500 framework as a common frame of reference.

**Project Management by ICB4** - Bert Hedeman 2023-09-21

**Title Privacy and Data Protection based on the GDPR** - Leo Besemer 2020-09-15

Information about people is becoming increasingly valuable. Enabled by new technologies, organizations collect and process personal data on a large scale. Free flow of data across Europe is vital for the common market, but it also presents a clear risk to the fundamental rights of individuals. This issue was addressed by the Council of the European Union and the European Parliament with the introduction of the General Data Protection Regulation (GDPR). For many organizations processing personal data, the GDPR came as a shock. Not so much its publication in the spring of 2016, but rather the articles that appeared about it in professional journals and newspapers leading to protests and unrest. "The heavy requirements of the law would cause very expensive measures in companies and organizations", was a concern. In addition, companies which failed to comply "would face draconian fines". This book is intended to explain where these requirements came from and to prove that the GDPR is not incomprehensible, that the principles are indeed remarkably easy to understand. It will help anyone in charge of, or involved in, the processing of personal data to take advantage of the innovative technologies in processing without being unduly hindered by the limitations of the GDPR. The many examples and references to EDPB (European Data Protection Board) publications, recent news articles and case law clarify the requirements of the law and make them accessible and understandable. "Leo's book can provide very effective support to you and your colleagues in reaching this understanding and applying it in practice." Fintan Swanton, Managing Director of Cygnus Consulting Ltd., Ireland.

**Better Practices of Project Management Based on IPMA competences - 4th revised edition** - John Hermarij 2016-07-18

This is the revised edition of the first text book in English specially developed for training for IPMA-D and IPMA-C exams, now based on Version 4 of the ICB. In this 4th edition, the text has been restructured and extended to align with the structure and scope of the competence elements in the ICB version 4, divided into Practice competences, People competences and Perspective competences. Therefore, this book will be essential guidance and study book for everyone studying for the IPMA-D, IPMA-C and IPMA-B exams. Besides that, it is an extremely rich source book for those project managers that have committed themselves to a lifelong professional development. In addition, the book had to be applicable to groups of project managers originating from diverse cultures. For this reason, this is not a book that tells how a Westerner must behave in an Arab or an Asian country, but one that looks at the different subjects covered in the ICB, as seen from diverse cultural standpoints. Each chapter is based on the same structure: Key concepts, Introduction, Actions that lead to competence development, Self-assessment, Special topics, Assignments. Text boxes, additional to the main text, give additional explanation to the main text. An elaborate Index of terms allows that this book can be used as a highly up-to-date information source to all aspects of project management. Next to that all, a web-site is available with videos, discussion fora on specific topics, and the opportunity to discuss with the author.

[ArchiMate® 2.0 Specification](#) - The Open Group 2012-01-05

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.

*PC Magazine* - 1986

**The IT Service Part 2 - The Handbook** - Pierre Bernard 2012-06-06

Since the early 2000s numerous external scenarios and drivers have added significant pressures upon the IT organisations. Among many, these include: Regulatory compliance: data privacy requirements and corporate scandals have focused a requirement for transparency - with high impact on IT organisations Economic pressures: require IT organisations to more closely align with business imperatives. The outcome has been an explosion of 'standards' and 'frameworks' each designed to support the IT organisation as it demonstrates to the world that they are the 'rock' of an organisation: strong, reliable, effective and efficient. Most of these standards and frameworks have great elements but no organisation can adopt them all - and many were created without sufficient considerations for interoperability. The IT Service (in 2 parts) looks at the key and very simple goals of an IT organisation and clearly and succinctly presents to the reader the best 'rock solid' elements in the Industry. It then shows how all the key elements can easily 'crystallise' together - with great templates and check-lists. In Part 1 (another book) the reader is presented with the simple objectives that the IT department really must address. In Part 2 (this book) the reader gains expert advice on how the components of IT Service are 'crystallised' in a real environment. There's a delightfully simple set of steps: OVERVIEW OF THE SERVICE DESIGN PACKAGE THE SERVICE STRATEGY ASPECTS OF SERVICE DESIGN OUTPUTS OF THE SERVICE DESIGN PHASE OUTPUTS OF THE SERVICE TRANSITION PHASE OUTPUTS OF THE SERVICE OPERATION PHASE Within these the Author gives a very simple set of templates (or tells you where they are to be found), practical guidance and very simple checklists. It's up to the reader how far you develop each stage: a lot depends on the nature of your business of course. The joy of this approach is that the reader knows that all basic components are identified -- and that more extensive resources are referred to if the reader wishes to extend.

**The Service Catalog** - Mark O'Loughlin 2010-03-04

The Service Catalog means many different things to many different people. However most would agree that a catalog that helps customers and users to quickly identify the services they require clearly adds value. In turn this helps organizations identify key services that support business processes, understand the contribution made by those services and manage them appropriately. This well-constructed book provides practical advice and information that will help organizations to understand how to design and develop a service catalog and to understand the role that the service catalog performs within the service portfolio. Readers will gain practical information and knowledge that will help with: understanding the full concept of the service catalog understanding the scope of the service catalog building an appropriate service catalog for your organization identifying the true value that the service catalog can deliver to your organization understanding services and the value that they provide to your organization and customers managing the service catalog In addition, a complete service catalog schematic is provided and the service portfolio pyramid, which is unique to this book, is introduced showing how all the pieces of the puzzle fit together. Widely researched and reviewed by some of the world's leading experts, this book provides a down-to-earth and practical resource for not only those who are developing Service Catalogs for the first time but also for those looking to refine their services according to agreed and established best practice concepts.

**IT Service Management from Hell** - Paul Wilkinson 2004-01-10

This piece of work claims to be politically incorrect, sexist and IT-centric. And it achieves all three. We recommend this book to you unreservedly if you wish to provide the worst possible practices to your customers. Be aware that most of the items raised as comic issues make uncomfortable reading, because we can all identify someone who really believes in them.

**Better Practices of Project Management Based on IPMA competences - 3rd revised edition** - John Hermarij 2013-02-18

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. This revised edition is the first text book in English specially developed for training for IPMA-D and IPMA-C exams. In this 3rd edition, the text has been restructured to better align the content with the order of the competence elements in the ICB version 3, divided into Technical competences, Behavioral competences and Contextual competences. For this reason it has been improved as a study book for everyone studying for the IPMA-D and IPMA-C exams. Besides that it is an extremely rich source book for those project managers that have committed themselves to a lifelong professional development. In addition, the book had to be applicable to groups of project

managers originating from diverse cultures. For this reason, this is not a book that tells how a Westerner must behave in an Arab or an Asian country, but one that looks at the different subjects covered in the ICB, as seen from diverse cultural standpoints. Each chapter is based on the same structure: Definitions, Introduction, Process Steps, Process steps, Special topics. Text boxes, additional to the main text, give additional explanation to the main text. An elaborate Index of terms allows that this book can be used as the information source to all aspects of project management.

**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.

**Successful Digital Transformation** - Marc Beijen 2021-07-14

This book is, as indicated by the subtitle, intended in the first place for executives and managers. But actually it is essential reading for all who are faced with digital transformation. It offers a valuable reflection on knowledge developed and experience accumulated in daily practice, focusing on the approach to contemporary digital business challenges. Written in understandable language and with a powerful, logical structure, it has become a very accessible book that remains fascinating from beginning to end. It teaches you to understand topics that matter such as the need for digital transformation, the connection with business strategy and the essential differences in starting positions between organizations. What to do next is made concrete and practical by identifying five necessary digital breakthroughs and working them out into clear goals, which should be included in the change cycle as part of your digital strategy. The phase model presented includes three distinct steps - from product focus in the first phase to customer orientation in the second phase, followed by a third phase in which the customer is at the center. The book describes what is required to take these steps - the checklist that is included provides organizations with direction. This helps in setting up a strategy and developing an effective roadmap for organizations to transform. "The book 'Successful Digital Transformation' reads like a modern fairy tale. It's clever how the essence of the field of digital transformation is captured in barely 100 pages. But the theme has also been made very practical, the underlying topics (such as data management, enterprise architecture, change management) have been tied together and explained in a comprehensible way. I think the book fills a great need, because many books and articles on this topic are either full of buzzwords that are not further described, or lapse into academic jargon that is incomprehensible to the average reader. This book sits nicely between academia and practice, without falling into compromises." - Frank Harmsen - Associate Professor of Digital Transformation, Maastricht University

**Fundamentals of Contract and Commercial Management** - International Association for Contract and Commercial Management 1970-01-01

This ground-breaking title from the world's leading authority on contemporary contracting best practices, the IACCM (International Association for Contract and Commercial Management) delivers a lively and practical complete insight into the contracting process which is useful in both business and personal life. Contracts are the language of business, and this book gives readers the essentials that can make a difference to any deal, no matter how big or small. Designed for the non-contract business professional, this book takes project managers and other professionals through the basic process and gives them a road map to improved results, increased value, and successful outcomes. In this book you will find sensible guidance and approaches to ensure business success. Case studies showing you what can go wrong and what can go right -- bring theory into the real world. Checklists give confidence and enable you to be certain that you have asked and answered the right questions as you go through any deal. This real-world approach demonstrates the value of effective contracting. This is not dry, academic prose. It is compelling and dynamic advice and tools to manage business relationships for both buyers and sellers.

*Contract and Commercial Management - The Operational Guide* - International Association for Contract and Commercial Management (IACCM) 2011-11-11

Almost 80% of CEOs say that their organization must get better at managing external relationships. According to *The Economist*, one of the major reasons why so many relationships end in disappointment is that most organizations 'are not very good at contracting'. This ground-breaking title from leading authority IACCM (International Association for Contract and Commercial Management) represents the collective wisdom and experience of Contract, Legal and Commercial experts from some of the world's leading companies to define how to partner for performance. This practical guidance is designed to support practitioners through the contract lifecycle and to give both supply and buy perspectives, leading to a more consistent approach and language that supports greater efficiency and effectiveness. Within the five phases described in this book (Initiate, Bid, Development, Negotiate and Manage), readers will find invaluable guidance on the whole lifecycle with insights to finance, law and negotiation, together with dispute resolution, change control and risk management. This title is the official IACCM operational guidance and fully supports and aligns with the course modules for Certification.

ITAMOrg® IT Asset Management Foundation Courseware - Jan Øberg 2020-09-17

[MvdP|vHP1] ITAMOrg® IT Asset Management Foundation Certifications is suitable for individuals wanting to demonstrate they have achieved sufficient understanding of how to apply and tailor the ITAM practices. Changing business practices, the introduction of new technologies, combined with customer and stakeholder feedback led to the need for understanding ITAM disciplines. The ITAMOrg guidance will be easier to navigate and understand the ITAM practical in its approach. The Foundation exam with a fundamental understanding of the ITAM elements and equips the participant to focus on the practical skills to apply ITAM practices. Key benefits: · ITAM can be successfully applied to any sized organisation, and professional role · ITAM leverages off the real-life expertise of the global ITAMOrg community, offering a overview of the ITAM disciplines and IT Asset areas to be controlled. · The exams highlight real world applications that equip professionals for success in IT Asset Management This Courseware is suited for the ITAMOrg® 2020 Foundation exam. There is also a sample exam added of the ITAMOrg® 2020 Foundation in case the participant prefers to refresh its knowledge. The Exam is delivered in English.

*Togaf(r) 9 Foundation Study Guide - 4th Edition* - Rachel Harrison 2018-04-26

Summary 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. This third edition contains minor updates to remove references to the TOGAF 8-9 Advanced Bridge Examination 1 and also adds four bonus practice examination questions to Appendix B. It gives an overview of every learning objective for the TOGAF 9 Certified Syllabus beyond the

Foundation level.

TOGAF® 9 Foundation Study Guide - 3rd Edition - Rachel Harrison 2013-10-16

This title is a Study Guide for TOGAF® 9 Foundation. It gives an overview of every learning objective for the TOGAF 9 Foundation Syllabus and in-depth coverage on preparing and taking the TOGAF 9 Part 1 Examination. It is specifically designed to help individuals prepare for certification. This Study Guide is excellent material for:

- Individuals who require a basic understanding of TOGAF 9;
- Professionals who are working in roles associated with an architecture project such as those responsible for planning, execution, development, delivery, and operation;
- Architects who are looking for a first introduction to TOGAF 9;
- Architects who want to achieve Level 2 certification in a stepwise manner and have not previously qualified as TOGAF 8 Certified.

A prior knowledge of enterprise architecture is advantageous but not required. While reading this Study Guide, the reader should also refer to the TOGAF Version 9.1 documentation (manual), available as hard copy and eBook, from [www.vanharen.net](http://www.vanharen.net) and online booksellers, and also available online at [www.opengroup.org](http://www.opengroup.org).

**VeriSM™ - A Pocket Guide** - Doug Tedder

This pocket guide will introduce you to VeriSM key concepts and the VeriSM model and help you to understand how they can apply in your organization. VeriSM is an approach that offers value-driven, evolving, responsive, and integrated service management. VeriSM is designed to enable organizations and professionals understand how to create a flexible operating model using Governance, Service Management Principles and a Management Mesh to define, produce, provide and respond to consumer requirements for service. VeriSM is essential reading for anyone who works within a service organization. It will be of particular interest to:

- Managers - who want to understand how to leverage evolving management practices;
- Service owners and service managers - who need to bring their skills up to date and understand how service management has changed;
- Executives - who are accountable for effective service delivery;
- Graduates and undergraduates - who will be joining organizations and who need to understand the principles of service management.

**ASHRAE Handbook** - 1991