

Access Free Implementing Itsm From Silos To Services Transforming The It Organization To An It Service Management Valued Partner Randy A Steinberg

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This book will show you how to create robust, scalable, highly available and fault-tolerant solutions by learning different aspects of Solution architecture and next-generation architecture design in the Cloud environment.

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

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... 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

Increase profitability, elevate work culture, and exceed productivity goals through DevOps practices. More than ever, the effective management of technology is critical for business competitiveness. For decades, technology leaders have struggled to balance agility, reliability, and security. The consequences of failure have never been greater?whether it's the healthcare.gov debacle, cardholder data breaches, or missing the boat with Big Data in the cloud. And yet, high performers using DevOps principles, such as Google, Amazon, Facebook, Etsy, and Netflix, are routinely and reliably deploying code into production hundreds, or even thousands, of times per day. Following in the footsteps of The Phoenix Project, The DevOps Handbook shows leaders how to replicate these incredible outcomes, by showing how to integrate Product Management, Development, QA, IT Operations, and Information Security to elevate your company and win in the marketplace.

If you read through this book and still dont believe there is a critical need for IT Service Management then good luck seeing if you can survive in IT for the next 5 years. Agile, DevOps, Lean IT, Virtualization, Application Lifecycle Management, Cloud Computing and many other technologies are rapidly pulling IT in many directions. These modern ways of operating IT to cope with a world of rapid change will not go away. Somehow they need to be pulled together to avoid

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the chaos. Service Management is the glue needed to hold these all together. There is no IT value for the business until the point a service is received. For this reason, this book is written for IT leaders, managers and practitioners from a Service Management perspective. Having the best development practices, be it Agile, DevOps or others means little if a service is not delivered to the business. When they need it. High Velocity ITSM is about transitioning the IT Organization from traditional waterfall slower service development and support to a service delivery organization operating at high velocity. This book provides practical guidance for: ? Transitioning IT towards high velocity ITSM ? Using Agile and DevOps for rapid service build ? Using Lean IT to operate at high velocity ? Streamlining your ITSM management processes ? Building a Lean IT CSI Program ? Learning and applying modern IT methods and much more! Management, Computers, Computer networks, Information exchange, Data processing, IT and Information Management: IT Service Management

The ITSM Process Design Guide: Developing, Rengineering and Improving IT Service Management closes the knowledge gap by providing detailed guidance on assessing, designing, measuring, and integrating ITSM processes. The advice and techniques in this book apply unilaterally to every IT service provider and ITSM framework, standard, and maturity model. Learn to design, implement, measure, and improve DevOps programs that are tailored to your organization. This concise guide assists leaders who are accountable for the rapid development of high-quality software applications. In DevOps for Digital Leaders, deep collective experience on both sides of the dev-ops divide informs the global thought leadership and penetrating insights of the authors, all three of whom are cross-portfolio DevOps leaders at CA Technologies. Aruna Ravichandran, Kieran Taylor, and Peter Waterhouse analyze

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the organizational benefits, costs, freedoms, and constraints of DevOps. They chart the coordinated strategy of organizational change, metrics, lean thinking, and investment that an enterprise must undertake to realize the full potential of DevOps and reach the sweet spot where accelerating code deployments drive increasing customer satisfaction, revenue, and profitability. Digital leaders are charged to bridge the dev–ops disconnect if their organizations are to survive and flourish in a business world increasingly differentiated by the degree to which dynamic application software development harmonizes with operational resilience and reliability. This short book applies the DevOps perspective to the competitive challenge, faced by every high-performance IT organization today, of integrating and automating open source, cloud, and enterprise tools, processes, and techniques across the software development life cycle from requirements to release.

What You Will Learn: Remove dependencies and constraints so that parallel practices can accelerate the development of defect-free software Automate continuous delivery across the software life cycle to eliminate release bottlenecks, manual labor waste, and technical debt accumulation Generate virtualized production-style testing of applications through real-time behavioral analytics Adopt agile practices so operations teams can support developer productivity with automated feedback, streamline infrastructure monitoring, spot and resolve operations issues before they impact production, and improve customer experience Identify the DevOps metrics appropriate to your organization and integrate DevOps with your existing best practices and investment **Who This Book Is For:** IT leaders in large companies and government agencies who have any level of responsibility for the rapid development of high-quality software applications. The secondary readership is members of development and operations teams, security professionals, and service managers.

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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.

How do you measure and report your IT services and processes? Which metrics matter the most to senior executives? Finally, here is a book that shows you how! Not theory, but a practical guide that shows you the operational metrics to use and how these can be calculated into key performance indicators (KPIs) and critical success factors (CSFs) that resonate with senior management. In this book, you will learn about the following:

- Defining and building a comprehensive metrics program
- Metrics that are the most important and how to calculate them
- How to measure your IT services
- Tips and suggestions for what to do if inadequate tools and reporting exist
- Suggested approach for how to build your metrics program step-by-step

In addition, this book directs you to free sources for IT service management process and service metrics and reporting dashboards that you can use yourself. Simply enter your key operational

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metrics and the KPIs and CSFs get automatically calculated! A comprehensive guide for building any service management metrics program with all the information you need in one place! No theory here . . . this gives us real metrics we can easily go after. A fantastic addition to our IT service management solution set!

"This book examines current, state-of-the-art research in the area of service sectors and their interactions, linkages, applications, and support using information systems"--Provided by publisher.

How do you measure and report your ITIL processes? Which ITIL metrics matter the most to Senior Executives? Finally, there is a book that shows you how! This is not a theoretical treatise, but a practical guide that shows you the operational metrics to use and how these can be calculated into Key Performance Indicators (KPIs) and Critical Success factors (CSFs) that resonate with Senior Management. In this book you will learn about: Defining and building a comprehensive ITIL metrics program; Which metrics are the most important and how to calculate them; Dealing with staff resistance to a metrics program; Tips and suggestions for what to do if inadequate tools and reporting exist; Suggested work plan for how to build your metrics program step-by-step. In addition, this book contains a helpful CD with a helpful IT Service Management modeling tool that covers all 10 ITIL processes. Simply enter your key operational metrics and the KPIs and CSFs get automatically calculated! This is

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a comprehensive guide for building any ITIL metrics program with all the information you need in one place. "Finally, someone tackled the mystery of ITIL metrics and put it all in one place!" "No theory here...this gives us the real metrics we can easily go after..." "A fantastic addition to our ITIL reference library and our IT Service Management solution set!" Rather than discuss ITIL theory around Service Catalogs and Portfolios, this book gives you the actual IT service descriptions for running, operating and managing an entire IT infrastructure!

Implementing ITSM Trafford Publishing

How do you measure and report your IT services and processes? Which metrics matter the most to senior executives? Finally, here is a book that shows you how! Not theory, but a practical guide that shows you the operational metrics to use and how these can be calculated into key performance indicators (KPIs) and critical success factors (CSFs) that resonate with senior management. In this book, you will learn about the following: Defining and building a comprehensive metrics program Metrics that are the most important and how to calculate them How to measure your IT services Tips and suggestions for what to do if inadequate tools and reporting exist Suggested approach for how to build your metrics program step-by-step In addition, this book directs you to free sources for IT service management process and service metrics and reporting

dashboards that you can use yourself. Simply enter your key operational metrics and the KPIs and CSFs get automatically calculated! "A comprehensive guide for building any service management metrics program with all the information you need in one place!" "No theory here . . . this gives us real metrics we can easily go after." "A fantastic addition to our IT service management solution set!"

From small start-ups to major corporations, companies of all sizes have embraced cloud computing for the scalability, reliability, and cost benefits it can provide. It has even been said that cloud computing may have a greater effect on our lives than the PC and dot-com revolutions combined. Filled with comparative charts and decision trees, Impleme

As you read this book, you will see how you can benefit from: minimizing and overcoming resistance to change, as you understand the reasons behind employees' apprehensions higher staff morale and improved relationships across the organization, as you obtain buy-in to the change increased productivity, as time is focused on the right projects and tasks knowing how to measure and publicize your successes, thereby further improving morale and productivity learning how to manage the 'human aspect' of your project, which will enable the best possible outcome for customers, employees and the organization as a whole lower costs and a higher

return on your investment, as the services provided will be perfect for the business needs minimal disruption to the business, as you implement the changes in the most cost-effective and efficient ways. additional guidance on key skills, planning, and accountability – intrinsic elements of successful project.

Note: This book is available in several languages: Dutch, Chinese, Brazilian Portuguese, English, German, French, Spanish. CONTAINS THE TEXT FOR THE FULL ISO/IEC STANDARD This groundbreaking new title looks at the ISO/IEC 20000 Standard: the scope and the its basis on the concept of a quality management system. By explain the basic processes and functions within IT Service Management it describes for the reader some of the common concepts and definitions that are understood across the globe. It builds on this by describing the basic building blocks of the standard that can be applied to ANY service management framework: whether it is ITIL or any other. ISO/IEC 20000 An Introduction describes Service Management standards that must be attained for corporate accreditation

What services does the IT organization really deliver? Rather than discuss the theory around what a service catalog or service portfolio is, this book gives you the actual IT service descriptions for running, operating, and managing an entire IT

infrastructure. It's all here--complete service descriptions, catalog and portfolio templates, service implementation plans, service governance processes, and much more all packed into this one handbook! Just about every IT support service is described in this book. Take the service descriptions you need, mix, match and customize them to quickly create the content needed for your own service catalogs and portfolios. "Many books talk about how to build a service catalog--this book is a service catalog!" "We really struggled to identify and pull our IT services together until we saw this material--it saved us months!" "With this material, we can finally tell the business what IT actually delivers to them!" "A valuable reference resource for ITSM practitioners, service managers, CIOs, procurement managers, and anyone else sourcing the services needed to run an entire IT infrastructure operation!" "One can put together an entire IT service management operation just from the service descriptions in this book!"

Learn how to onboard ServiceNow ITSM tools by evangelizing, educating, and coordinating your organization's service desk, developers, and stakeholders. Drawing on his own story of lessons learned in spinning up the adoption of ServiceNow throughout the Al Jazeera Media Network, application architect Gabriele Kahlout shows IT service managers how to launch automated ServiceNow ticketing tools in

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seamless integration with their organization's existing email and Active Directory. Spinning Up ServiceNow: IT Service Managers' Guide to Successful User Adoption shows you how to orchestrate your IT service desks and developers to facilitate the adoption and consumption of IT services by all users, supporting their various business needs while optimizing human-computer interaction and minimizing stress and productivity loss arising from poor human-system design. What You'll Learn Quick-start ServiceNow in a matter of days with the minimum configuration required to start processing tickets via email Avoid the teething problems that can spoil your users' onboarding experience with ServiceNow Automate the process of scaling up new teams into ServiceNow Shape your users' experiences so that they retain their familiar bearings in email and Active Directory while welcoming the power of ServiceNow enhancements Create a strategy to avoid common pitfalls that sabotage ITSM programs Who This Book Is For IT managers charged with implementing ServiceNow ITSM suites in their organizations and business analysts determining the requirements for such implementation. The secondary readership is system administrators and developers involved in ITSM. This book Implementing Metrics for IT Service Management provides a measurement framework which is based on a continuous improvement lifecycle. The measurement framework is aligned with the IT Infrastructure Library (ITIL®) set of best practices. The framework is compatible with the Control Objectives for IT (CobiT®) framework and supports ISO/IEC 20000

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standards for IT Service Management. This book also provides the basic concepts around measurements for business/IT alignment, achieving compliance and driving operation excellence. Where possible, examples, case studies and check lists have been included along with a scorecard accelerator software tool to further improve the learning experience and accelerate the adoption of measurements. The goal of this book is to provide the reader with a measurement framework to align IT with the business objectives to create value through continuous improvements. This book is complimentary to the book Metrics for IT Service Management also published by Van Haren Publishing.

Organizational change for IT people! The first book of its kind written specifically for IT service management practitioners and executives. Most IT organizational structures are falling out of date with the shifts created by the introduction of new technologies, expanding services, pace of business change, and the overall trend of lifting IT up and out of the traditional data center and into the cloud. This is about transitioning the IT organization from engineering silos providing capabilities to valued IT services that deliver business value. IT organizations embarking on IT service management must address both cultural and structural barriers in a way that involves the whole enterprise if they are going to be successful. Readers of this book will find practical guidance for transitioning to the people and culture side of IT service management. It identifies pros and cons of different IT organizational models, how to deal with resistance, building a communications plan step-by-step,

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training considerations, and much more.

Up until now, no one has attempted to lay out the entire blueprint for architecting a complete IT service management supporting infrastructure until this book. What are the supporting toolsets and technologies that need to support an IT service management infrastructure? What databases need to be put into place? What are all the IT service management roles and responsibilities to effectively operate this infrastructure? What kinds of IT support services does almost any IT organization deliver? Get it all here. This book lists the CI types, toolset descriptions, detailed roles and activities, and much more. Get a firm handle on the data, functions, services, processes, organization, and technologies all needed to effectively build and operate a complete IT service management infrastructure. Explore approaches for reviewing and assessing your current toolsets, data, processes, and services. See where gaps might exist. Find areas that might be missing tools or have too many tools doing similar functions. Validate IT service management roles and activities. One can put together an entire IT service management operation just from the descriptions in this book! If I had to build a large IT infrastructure or data center from scratch, this book becomes my most critical reference!

An architect's guide to designing, implementing, and integrating DevOps in the enterprise
Key Features
Design a DevOps architecture that is aligned with the overall enterprise architecture
Design systems that are ready for AIOps and make the move toward NoOps

Architect and implement DevSecOps pipelines, securing the DevOps enterprise Book Description Digital transformation is the new paradigm in enterprises, but the big question remains: is the enterprise ready for transformation using native technology embedded in Agile/DevOps? With this book, you'll see how to design, implement, and integrate DevOps in the enterprise architecture while keeping the Ops team on board and remaining resilient. The focus of the book is not to introduce the hundreds of different tools that are available for implementing DevOps, but instead to show you how to create a successful DevOps architecture. This book provides an architectural overview of DevOps, AIOps, and DevSecOps – the three domains that drive and accelerate digital transformation. Complete with step-by-step explanations of essential concepts, practical examples, and self-assessment questions, this DevOps book will help you to successfully integrate DevOps into enterprise architecture. You'll learn what AIOps is and what value it can bring to an enterprise. Lastly, you will learn how to integrate security principles such as zero-trust and industry security frameworks into DevOps with DevSecOps. By the end of this DevOps book, you'll be able to develop robust DevOps architectures, know which toolsets you can use for your DevOps implementation, and have a deeper understanding of next-level DevOps by implementing Site Reliability Engineering (SRE). What you will learn Create DevOps architecture and integrate it with the enterprise architecture Discover how DevOps can add value to the quality of IT delivery Explore strategies to scale DevOps

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for an enterprise Architect SRE for an enterprise as next-level DevOps Understand AIOps and what value it can bring to an enterprise Create your AIOps architecture and integrate it into DevOps Create your DevSecOps architecture and integrate it with the existing DevOps setup Apply zero-trust principles and industry security frameworks to DevOps Who this book is for This book is for enterprise architects and consultants who want to design DevOps systems for the enterprise. It provides an architectural overview of DevOps, AIOps, and DevSecOps. If you're looking to learn about the implementation of various tools within the DevOps toolchain in detail, this book is not for you.

A practical guide to implementing Value Stream Management to guide your strategic investments in DevOps capabilities and deliver customer-centric value quickly and economically Key Features Address DevOps implementation issues, including culture, toolchain costs, improving work and information flows, and product team alignment Implement proven VSM methodology to improve IT value stream flows Leverage VSM platforms to view, analyze, and improve end-to-end value delivery Book Description Value Stream Management (VSM) opens the door to maximizing your DevOps pipeline investments by improving flows and eliminating waste. VSM and DevOps together deliver value stream improvements across enterprises for a competitive advantage in the digital world. Driving DevOps with Value Stream Management provides a comprehensive review and analysis of industry-proven VSM methods and tools to integrate, streamline, and orchestrate

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activities within a DevOps-oriented value stream. You'll start with an introduction to the concepts of delivering value and understand how VSM methods and tools support improved value delivery from a Lean production perspective. The book covers the complexities of implementing modern CI/CD and DevOps pipelines and then guides you through an eight-step VSM methodology with the help of a use case showing an Agile team's efforts to install a CI/CD pipeline. Free from marketing hype or vendor bias, this book presents the current VSM tool vendors and customer use cases that showcase their products' strengths. As you advance through the book, you'll learn four approaches to implementing a DevOps pipeline and get guidance on choosing the best fit. By the end of this VSM book, you'll be ready to develop and execute a plan to streamline your software delivery pipelines and improve your organization's value stream delivery. What you will learn Integrate Agile, systems thinking, and lean development to deliver customer-centric value Find out how to choose the most appropriate value stream for your initial and follow-on VSM projects Establish better flows with integrated, automated, and orchestrated DevOps and CI/CD pipelines Apply a proven eight-step VSM methodology to drive lean IT value stream improvements Discover the key strengths of modern VSM tools and their customer use case scenarios Understand how VSM drives DevOps pipeline improvements and value delivery transformations across enterprises Who this book is for This book will help corporate executives, managers, IT team members, and other stakeholders involved in digital

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business transformations to improve the flow of customer value through their IT-based value streams. It will provide you with the practical guidance you need while adopting Lean-Agile, Value Stream Management, and DevOps capabilities on an enterprise scale to enable business agility. A basic understanding of how CI/CD and DevOps pipelines improve software delivery capabilities via integrated and automated toolchains will help you to make the most of the book.

ITIL® 4 Essentials contains everything you need to know to pass the ITIL 4 Foundation Certificate, plus more. It covers practices and concepts that are not addressed as part of the Foundation syllabus, making it ideal for newly qualified practitioners. This second edition has been updated to align with amendments to the ITIL® 4 Foundation syllabus.

In the new millennium the increasing expectation of customers and products complexity has forced companies to find new solutions and better alternatives to improve the quality of their products. Lean and Six Sigma methodology provides the best solutions to many problems and can be used as an accelerator in industry, business and even health care sectors. Due to its flexible nature, the Lean and Six Sigma methodology was rapidly adopted by many top and even small companies. This book provides the necessary guidance for selecting, performing and evaluating various procedures of Lean and Six Sigma. In the book you will find personal experiences in the field of Lean and Six Sigma projects in business, industry and health sectors.

IT Service Management (ITSM) is an imperative part of

achieving business maturity, but has long been thought of only in technical terms, and not as part of a larger whole. In this exciting new take on ITSM, leading expert Beverly Weed-Schertzer positions ITSM at the heart of company strategy to build a layered operating model. 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 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.

The Service Catalog is a fundamental IT tool covering the services themselves, default capabilities, measures and primary means of access and provision. In short, it represents the value IT provides to facilitate business operations. Written by industry experts and using real case studies, this valuable title takes the reader beyond the theoretical to focus on the real business benefits of Service

Catalogs and how to implement them successfully within an organization: Services are made standard and rational, leading to lower costs and increased service availability Standard 'service products' enable forecasting of demand, leading to better volume discounts from vendors and improved inventory and capacity planning Controls over consumption of services are enhanced The fulfillment of IT services is improved with the catalog. Standardization of services leads to recurrent workflows, rather than relatively expensive one-off projects

How do you implement ITIL? Finally, there is a book that shows you how! This is not a theoretical treatise, but a practical guide that shows you the activities and steps to show results quickly. In this book you will learn about: Defining and building a comprehensive implementation approach that incorporates process, technology, organization and governance activities; Practical tips and step-by-step approaches for defining your Service Management Vision, building your processes, developing a communications strategy, analyzing stakeholders, identifying technology requirements and building your implementation program; What areas should be addressed as part of a proper assessment approach and how to focus assessment efforts to gain the maximum results from 3rd party consultants; How to best organize your program work plans; What key

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Work Products need to be produced by each step in your program; Different options for transitioning your Service Management solutions and building an appropriate IT Service Management organization. In addition, this book is chock full of reference charts where you can easily find things such as Service Management Organizational Role descriptions, input and output dependencies for every ITIL process and function, work products that should be produced by each process, key tooling functions and more. This is a comprehensive guide for building your IT Service Management program with all the information you need in one place. "This is the book we've been waiting for! It definitely complements much of the available ITIL literature that describes the processes, but not how you actually get them implemented!" "We will use many of these concepts in our program planning!" "Real, valuable, informative - Great!" "Some great tips for implementing ITIL!" "Very valuable information!" Up until now, no one has attempted to lay out the entire blueprint for architecting a complete IT service management supporting infrastructure--until this book. What are the supporting toolsets and technologies that need to support an IT service management infrastructure? What databases need to be put into place? What are all the IT service management roles and responsibilities to effectively operate this infrastructure? What kinds of IT support

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services does almost any IT organization deliver?

Get it all here. This book lists the CI types, toolset descriptions, detailed roles and activities, and much more. Get a firm handle on the data, functions, services, processes, organization, and technologies all needed to effectively build and operate a complete IT service management infrastructure. Explore approaches for reviewing and assessing your current toolsets, data, processes, and services. See where gaps might exist. Find areas that might be missing tools or have too many tools doing similar functions. Validate IT service management roles and activities. "One can put together an entire IT service management operation just from the descriptions in this book!" "If I had to build a large IT infrastructure or data center from scratch, this book becomes my most critical reference!"

Guides the reader through an ITSM transformation journey based on the authors' real-world experiences, in a ten-step approach.

ITIL was created by the UK government in the 1980s as an efficiency-improving initiative. This text gives an essential guide to the overall structure of ITIL and an outline of its principles.

Ensuring an efficient and agile information system in organizations is a real challenge. Only an agile IT strategy can underpin this. Strategic Information System Agility offers methodological and practical support to achieve effective IT agility in complex and

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dynamic environments. Winner of the Shingo Publication Award Accelerate your organization to win in the marketplace. How can we apply technology to drive business value? For years, we've been told that the performance of software delivery teams doesn't matter?that it can't provide a competitive advantage to our companies. Through four years of groundbreaking research to include data collected from the State of DevOps reports conducted with Puppet, Dr. Nicole Forsgren, Jez Humble, and Gene Kim set out to find a way to measure software delivery performance?and what drives it?using rigorous statistical methods. This book presents both the findings and the science behind that research, making the information accessible for readers to apply in their own organizations. Readers will discover how to measure the performance of their teams, and what capabilities they should invest in to drive higher performance. This book is ideal for management at every level. The Business-Focused, Best-Practice Guide to Succeeding with ITIL Change and Release Management ITIL® (Information Technology Infrastructure Library®) can help organizations streamline and integrate their operations, dramatically improving efficiency and delivering greater business value. For the first time, there's a comprehensive best-practice guide to succeeding with two of the most crucial and challenging parts of

ITIL: change and release management. Leading IBM® ITIL expert and author Larry Klosterboer shares solid expertise gained from real implementations across multiple industries. He helps you decide where to invest, avoid ITIL pitfalls, and build successful, long-term processes that deliver real return on investment. You'll find detailed guidance on each process, integrated into a comprehensive roadmap for planning, implementation, and operation—a roadmap available nowhere else. Klosterboer offers in-depth coverage of the crucial issues every implementer will face, including make-or-break challenges most consultants can't or won't talk about. For example, he demonstrates how to set a reasonable project scope, migrate data, execute successful pilot programs, and continually improve quality once ITIL practices are in place. This book's practical insights will be invaluable to every IT executive, professional, and user who wants to bring their current change and release practices in line with ITIL—and transform them from a source of frustration into a source of value. Coverage includes

- Discovering and managing your change and release management requirements
- Identifying the resources you'll need to succeed
- Building comprehensive schedules for executing change/release management projects
- Moving from planning to real-world implementation
- Choosing the right tools—or modifying the tools you've already

invested in Using change/release management to facilitate auditing and ensure compliance Leveraging the full business benefits of mature change/release management processes Covers ITIL version 3 Drive More Business Value from IT... and Bridge the Gap Between IT and Business Leadership Apply business practices throughout IT to optimize budgets and improve ROI Create higher satisfaction and more realistic expectations for IT throughout the business Written by two leading IBM experts on bringing business discipline to IT IT organizations have achieved outstanding technological maturity, but many have been slower to adopt world-class business practices. This book provides IT and business executives with methods to achieve greater business discipline throughout IT, collaborate more effectively, sharpen focus on the customer, and drive greater value from IT investment. The book focuses on four specific areas of business practices related to improving IT service management, managing services' cost and value, measuring IT performance with a goal of improving service and lowering cost, and improving customer alignment. Drawing on their experience consulting with leading IT organizations, Robert Ryan and Tim Raducha-Grace help IT leaders make sense of alternative ways to improve IT service and lower cost, including ITIL, IT financial management, balanced scorecards, and business cases. You'll learn how to choose the best

approaches to improve IT business practices for your environment and use these practices to improve service quality, reduce costs, and drive top-line revenue growth.

In 2016, Google's Site Reliability Engineering book ignited an industry discussion on what it means to run production services today—and why reliability considerations are fundamental to service design. Now, Google engineers who worked on that bestseller introduce *The Site Reliability Workbook*, a hands-on companion that uses concrete examples to show you how to put SRE principles and practices to work in your environment. This new workbook not only combines practical examples from Google's experiences, but also provides case studies from Google's Cloud Platform customers who underwent this journey. Evernote, The Home Depot, The New York Times, and other companies outline hard-won experiences of what worked for them and what didn't. Dive into this workbook and learn how to flesh out your own SRE practice, no matter what size your company is. You'll learn: How to run reliable services in environments you don't completely control—like cloud Practical applications of how to create, monitor, and run your services via Service Level Objectives How to convert existing ops teams to SRE—including how to dig out of operational overload Methods for starting SRE from either greenfield or brownfield

"ITIL® 2011 At a Glance" is an important update to the internationally-recognized ITIL® best practices for IT Service Management. "ITIL® 2011 At a Glance" provides graphical and textual memory joggers for the primary concepts of those best practices. IT organizations worldwide are implementing ITIL® as a vehicle for improving IT service quality and improve return on investment for IT services. This book is an update based on the ITIL 2011 Update. The desk reference's unique graphical approach will take otherwise complex textual descriptions and make the information accessible in a series of consistent, simple diagrams. "ITIL® 2011 At a Glance" will be of interest to organizations looking to train their staffs in a consistent and cost-effective way. Further, this book is ideal for anyone involved in planning consulting, implementing, or testing an ITIL® implementation.

The traditional IT operating model of delivering IT to the business in the form of bundled capabilities and assets is now wearing thin in an age of cloud computing, on-demand services, virtualization, mobile devices, outsourcing and rapidly changing business delivery strategies. The role of IT is rapidly changing from a primary focus on engineering to a primary focus on service integration. How might an IT organization effect this transformation? Finally, there is a book that shows you how! This is not a

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theoretical treatise but a practical guide that shows you the activities and steps to show results quickly. Learn how to define and build a comprehensive IT service management solution that incorporates process, technology, organization, and governance activities. Discover practical tips and step-by-step approaches for defining your IT Service Management Vision, building your processes, developing a communications strategy, analyzing stakeholders, identifying technology requirements, and building your transformation program.

Organizations that have already undertaken a transformation to IT service management are finding game-changing results positively received by both business executives and customers of their IT services. Using this book, start your transformation today!

Pass Your ITIL® Foundation Exam First Time! Covering ITIL versions V2, V3 and the latest rewrite of V3 (i.e. ITIL 2011) this guide is fully up-to-date and is excellent exam prep material for anyone looking to study for the ITIL® Foundation Certificate in IT Service Management. A handbook that includes the full text of the following works ... IT Service Management for Newbies A top quality introduction to the ITIL framework and the IT Service Management discipline, descriptions of all 26 ITIL processes and a full service lifecycle description. In addition, there are helpful illustrations and tips to

assist the reader with the understanding of important concepts. Incident Management for Newbies The ITIL Foundation Certification requires candidates to have a reasonable working knowledge of the Incident Management process. We go beyond the level of knowledge required for this process and provide excellent additional study material for the Foundation examination. Problem Management for Newbies Again, a good working understanding of this process is also required for the Foundation exam. We provide a comprehensive introduction to this important discipline. About the Author The author is a graduate of the University of Birmingham, England. He was Technical Manager of Apricot International during its heyday and has been involved with IT Service Management in training and consultancy for the past two decades. He holds the ITIL Expert certification is a lifetime member of the British Computing Society.

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