

MANAGEMENT BEST PRACTICE VAN HAREN PUBLISHING BY GAD SELIG 2008

ORGANISATORISCHES VERHALTENSMANAGEMENT - EINE EINFÜHRUNG (OBM) SCRUM
TASCHENBUCH IMPLEMENTING EFFECTIVE IT GOVERNANCE AND IT MANAGEMENT FOUNDATIONS OF
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CAPABILITY MATURITY FRAMEWORK™ (IT-CMFTM) 2ND EDITION ISO/IEC 20000:2011 - A
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EDITION CONTRACT AND COMMERCIAL MANAGEMENT - THE OPERATIONAL GUIDE PROJECT MANAGEMENT
BASED ON PRINCE2® 2009 EDITION THE IT SERVICE PART 2 - THE HANDBOOK IT QUALITY
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TASCHENBUCH DEVOPS - A BUSINESS PERSPECTIVE JOOST KERKHOFFS ROBERT DEN BROEDER GUNTHER VERHEYEN GAD SELIG PIERRE BERNARD BRIAN JOHNSON JIM KENNEALLY MART ROVERS FRANK VAN OUTVORST KATHERINE KAWAMOTO HANS FREDRIKSZ PIERRE BERNARD ZDENEK KVAPIL ANDRE LEGERMAN PIERRE BERNARD JAN VAN BON PIERRE BERNARD HELEN MORRIS JOHN HERMARIJ HAN VAN DER ZEE RON BABIN REMKO VAN DER POLS JULE HINTZBERGEN JARETT HAILES VAN HAREN LEARNING SOLUTIONS A.O. DOUG TEDDER JAN WILLEM MIDDELBURG TILO BÄHMANN MICHAEL T. WURSTER RAY TRICKER JANE CHITTENDEN BERT HEDEMAN REMKO VAN DER POLS GUNTHER VERHEYEN TIANA LAURENCE CLAIRE AGUTTER JURGEN VAN GORP FRANK TURLEY ANTON ZANDHUIS JAN VAN BON OLEG SKRYNNIK

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THIS BOOK IS ABOUT ACHIEVING BEHAVIORAL CHANGE IN ORGANIZATIONS IT PROVIDES A SPECIFIC PRACTICALLY APPLICABLE ANSWER TO THE HOW QUESTION OF BEHAVIORAL CHANGE BASED ON SCIENTIFICALLY VALIDATED PRINCIPLES THIS DISTINGUISHES THIS BOOK FROM MANY OTHER MANAGEMENT BOOKS ORGANIZATIONAL BEHAVIOR MANAGEMENT OR OBM FOR SHORT IS THE FIELD THAT DEALS WITH BEHAVIORAL CHANGE IN ORGANIZATIONS SOME PREFER TO SPEAK OF TARGETED BEHAVIORAL INFLUENCE OBM IS NOT ABOUT CHANGING PEOPLE NOR IS IT ABOUT MANIPULATING PEOPLE IT IS ABOUT CHANGING THE ENVIRONMENT IN WHICH PEOPLE BEHAVE THE GOAL IS TO CREATE WORKING CONDITIONS THAT INSPIRE AND MOTIVATE PEOPLE TO DELIVER PEAK PERFORMANCE LEADERS PLAY AN IMPORTANT FACILITATING ROLE IN CREATING AND MAINTAINING SUCH WORKING CONDITIONS APPLYING OBM PRINCIPLES PROPERLY MAKES PEOPLE HAPPY TO PERFORM WELL EVERY DAY THAT S FUN FOR EVERYONE IT CREATES AN ABSOLUTE WIN WIN SITUATION PEOPLE EXHIBIT OR DISPLAY OBSERVABLE BEHAVIOR ALL DAY LONG SOMETIMES PEOPLE EMIT OUTRIGHT UNWANTED BEHAVIOR OTHERS JUST DON T DO WHAT WE AGREED UPON OR DON T DO WHAT THEY LEARNED

IN TRAINING MANY ORGANIZATIONS SUFFER FROM CLUMSY UNWANTED OR EVEN DYSFUNCTIONAL BEHAVIOR IN THE WORKPLACE FOR EXAMPLE IN THE FORM OF POCKET VETO AND SAYING YES MEANING NO VICTIM BEHAVIOR AVOIDANCE BEHAVIOR OR ESCAPE BEHAVIOR ANALYZING OBSERVABLE BEHAVIOR FOR EXAMPLE ANSWERS THE FOLLOWING QUESTIONS WHY ARE WE NOW SPECIFICALLY EMITTING THIS BEHAVIOR AND NOT OTHER BEHAVIOR HOW DO YOU GET PEOPLE TO WANT TO BEHAVE DIFFERENTLY THIS BOOK GIVES ANSWERS TO THESE QUESTIONS AND PROVIDES EXECUTIVES AND OTHER INFLUENCERS WITH A SOLID AND EVIDENCE BASED APPROACH FOR DEALING WITH BEHAVIORAL PERFORMANCE AND MOTIVATIONAL ISSUES

DAS TASCHENBUCH DAS JEDER LESEN MUSS DER ETWAS ÜBER SCRUM WISSEN MÖCHTE ES UMFASST ALLE ROLLEN REGELN UND DIE GRUNDLEGENDEN PRINZIPIEN VON SCRUM BASIEREND AUF DEM SCRUM GUIDE VON 2016 DURCH DIE BESCHREIBUNG DER VERGANGENHEIT UND ZUKUNFT VON SCRUM WIRD DARÜBER HINAUS EIN WEITERGEHENDER KONTEXT AUFGESPANNT DER AUTOR GUNTHER VERHEYEN HAT EINE PRÄZISE VOLLSTÄNDIGE UND LEIDENSCHAFTLICHE REFERENZ ZU SCRUM GESCHRIEBEN DABEI VERMITTELT DAS BUCH SEINE EINSCHÄTZUNG VON SCRUM ALS WEG DER ENTDECKUNGEN UND FREUDE DURCH SEINEN AUFBAU EIGNET ES SICH ALS HILFREICHER WEGWEISER AUF DIESEM WEG NACH AUSSAGE VON KEN SCHWABER DEM MITGESTALTER VON SCRUM IST DIESES BUCH MOMENTAN DIE BESTE BESCHREIBUNG VON SCRUM DAS BUCH VERBINDET EINIGE SELTENE MERKMALE ES BESCHREIBT SCRUM ALS GANZES BETTET ES ABER IN DEN WEITEREN KONTEXT AUS VERGANGENHEIT UND ZUKUNFT EIN DER AUTOR FOKUSSIERT DARAUF SCRUM AUF EINE WEISE ZU ERKLÄREN DIE DEN LESER UNTERSTÜTZT DIE SPRACHE UND DER STIL DES BUCHS ENTSPRECHEN DER PHILOSOPHIE VON SCRUM DAS BUCH ZEIGT DIE FREUDE AM SCRUM SPIEL DAVID STARR UND RALPH JOCHAM PROFESSIONAL SCRUM TRAINER UND LANGJÄHRIGE EXPERTEN AGILER ARBEITSWEISEN HALTEN ES FÜR DAS ULTIMATIVE BUCH DAS SIE DEN TEILNEHMERN IHRER SCRUM KURSE ABER AUCH TEAMS UND FÜHRUNGSKRÄFTEN IN DEN ORGANISATIONEN DIE SIE IM UMGANG MIT SCRUM COACHEN EMPFEHLEN

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

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 BOOK AND ITS PREDECESSORS HAVE BECOME THE INDUSTRY CLASSIC GUIDE ON THE TOPIC OF ITIL OVER THE YEARS THIS AUTHORITATIVE GUIDE HAS EARNED ITS PLACE ON THE BOOKSHELVES AND IN THE BRIEFCASES OF INDUSTRY EXPERTS AS THEY IMPLEMENT BEST PRACTICES WITHIN THEIR ORGANIZATIONS THIS VERSION HAS NOW BEEN UPGRADED TO REFLECT ITIL 2011 EDITION WRITTEN IN THE SAME CONCISE WAY AND COVERING ALL THE FACTS READERS WILL FIND THAT THIS TITLE SUCCINCTLY COVERS THE KEY ASPECTS OF THE ITIL 2011 EDITION UPGRADE THE ITIL 2011 EDITION APPROACH COVERING THE ITIL LIFECYCLE IS FULLY COVERED THE NEW AND RE WRITTEN PROCESSES IN ITIL 2011 EDITION FOR STRATEGY MANAGEMENT AND BUSINESS RELATIONSHIP MANAGEMENT ARE INCLUDED AS WELL AS THE OTHER NEW AND IMPROVED CONCEPTS IN ITIL 2011 EDITION THIS MEANS THAT IT IS EASY FOR ALL READERS TO ACCESS AND GRASP THE PROCESS CONCEPTS THAT ARE SO PIVOTAL TO MANY SERVICE MANAGEMENT DAY TO DAY OPERATIONS THIS TITLE COVERS THE FOLLOWING LIFECYCLE PHASE SERVICE STRATEGY LIFECYCLE PHASE SERVICE DESIGN LIFECYCLE PHASE SERVICE TRANSITION LIFECYCLE PHASE SERVICE OPERATION LIFECYCLE PHASE CONTINUAL SERVICE IMPROVEMENT

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

BUSINESS ORGANIZATIONS BOTH PUBLIC AND PRIVATE ARE CONSTANTLY CHALLENGED TO INNOVATE AND GENERATE REAL VALUE CIOs ARE UNIQUELY WELL POSITIONED TO SEIZE THIS OPPORTUNITY AND ADOPT THE ROLE OF BUSINESS TRANSFORMATION PARTNER HELPING THEIR ORGANIZATIONS TO GROW AND PROSPER WITH INNOVATIVE IT ENABLED PRODUCTS SERVICES AND PROCESSES TO SUCCEED IN THIS HOWEVER THE IT FUNCTION NEEDS TO MANAGE AN ARRAY OF INTER RELATED AND INTER DEPENDENT DISCIPLINES FOCUSED ON THE GENERATION OF BUSINESS VALUE IN RESPONSE TO THIS NEED THE INNOVATION VALUE INSTITUTE A CROSS INDUSTRY INTERNATIONAL CONSORTIUM DEVELOPED THE IT CAPABILITY MATURITY FRAMEWORK™ IT CMFTM THIS SECOND EDITION OF THE IT CAPABILITY MATURITY FRAMEWORK™ IT CMFTM IS A COMPREHENSIVE SUITE OF TRIED AND TESTED PRACTICES ORGANIZATIONAL ASSESSMENT APPROACHES AND IMPROVEMENT ROADMAPS COVERING KEY IT CAPABILITIES NEEDED TO OPTIMIZE VALUE AND INNOVATION IN THE IT FUNCTION AND THE WIDER ORGANIZATION IT ENABLES ORGANIZATIONS TO DEVISE MORE ROBUST STRATEGIES MAKE BETTER INFORMED DECISIONS AND PERFORM MORE EFFECTIVELY EFFICIENTLY AND CONSISTENTLY IT CMF IS AN INTEGRATED MANAGEMENT TOOLKIT COVERING 36 KEY CAPABILITY MANAGEMENT DISCIPLINES WITH ORGANIZATIONAL MATURITY PROFILES ASSESSMENT METHODS AND IMPROVEMENT ROADMAPS FOR EACH A COHERENT SET OF CONCEPTS AND PRINCIPLES EXPRESSED IN BUSINESS LANGUAGE THAT CAN BE USED TO GUIDE DISCUSSIONS ON SETTING GOALS AND EVALUATING PERFORMANCE A UNIFYING OR UMBRELLA FRAMEWORK THAT COMPLEMENTS OTHER DOMAIN SPECIFIC FRAMEWORKS ALREADY IN USE IN THE ORGANIZATION HELPING TO RESOLVE CONFLICTS BETWEEN THEM AND FILLING GAPS IN THEIR COVERAGE INDUSTRY SECTOR AND VENDOR INDEPENDENT IT CMF CAN BE USED IN ANY ORGANIZATIONAL CONTEXT TO GUIDE PERFORMANCE IMPROVEMENT A RIGOROUSLY DEVELOPED APPROACH UNDERPINNED BY THE PRINCIPLES OF OPEN INNOVATION AND GUIDED BY THE DESIGN SCIENCE RESEARCH METHODOLOGY SYNTHESIZING LEADING ACADEMIC RESEARCH WITH INDUSTRY PRACTITIONER EXPERTISE IT CMF PROVIDES US WITH A STRUCTURED AND SYSTEMATIC APPROACH

TO IDENTIFY THE CAPABILITIES WE NEED A WAY TO ASSESS OUR STRENGTHS AND WEAKNESSES AND CLEAR PATHWAYS TO IMPROVE OUR PERFORMANCE SURESH KUMAR SENIOR EXECUTIVE VICE PRESIDENT AND CHIEF INFORMATION OFFICER BNY MELLON TO SUCCESSFULLY RESPOND TO COMPETITIVE FORCES ORGANIZATIONS NEED TO CONTINUALLY REVIEW AND EVOLVE THEIR EXISTING IT PRACTICES PROCESSES AND CULTURAL NORMS ACROSS THE ENTIRE ORGANIZATION IT CMF PROVIDES A STRUCTURED FRAMEWORK FOR THEM TO DO THAT CHRISTIAN MORALES CORPORATE VICE PRESIDENT AND GENERAL MANAGER EMEA INTEL CORPORATION WE HAVE SUCCESSFULLY APPLIED IT CMF IN OVER 200 ASSIGNMENTS FOR CLIENTS IT JUST WORKS OR AS OUR CLIENTS CONFIRM IT HELPS THEM CREATE MORE VALUE FROM IT RALF DREISCHMEIER SENIOR PARTNER AND MANAGING DIRECTOR THE BOSTON CONSULTING GROUP BY USING IT CMF BUSINESS LEADERS CAN MAKE SURE THAT THE TREMENDOUS POTENTIAL OF INFORMATION TECHNOLOGY IS REALIZED IN THEIR ORGANIZATIONS PROFESSOR PHILIP NOLAN PRESIDENT MAYNOOTH UNIVERSITY I BELIEVE IT CMF TO BE COMPREHENSIVE AND CREDIBLE USING THE FRAMEWORK HELPS ORGANIZATIONS TO OBJECTIVELY IDENTIFY AND CONFIRM PRIORITIES AS THE BASIS FOR DRIVING IMPROVEMENTS DR COLIN ASHURST SENIOR LECTURER AND DIRECTOR OF INNOVATION NEWCASTLE UNIVERSITY BUSINESS SCHOOL

THIS POCKET GUIDE PROVIDES A CONCISE EXPLANATION OF THE NATURE CONTENT AND AIM OF ISO IEC 20000 1 2011 AND A SHORT SUMMARY OF ISO IEC 20000 2 2012 IT BRINGS ISO IEC 20000 PART 1 AND PART 2 WITHIN REACH OF A VAST INTERNATIONAL AUDIENCE BY PROVIDING THE KEY ELEMENTS OF THIS IMPORTANT STANDARD IN A SHORT EASY TO READ FORMAT IT PROMOTE THE AWARENESS AND THE ACCEPTABILITY OF ISO IEC 20000 PART 1 AND PART 2 AS A VALID STANDARD FOR IT SERVICES ORGANIZATIONS IT SUPPORTS ISO IEC 20000 TRAINING AND CERTIFICATION AND IT IS A QUICK REFERENCE FOR PRACTITIONERS TO THE CORE CONTENT OF ISO IEC 20000

NOTE THIS BOOK IS AVAILABLE IN SEVERAL LANGUAGES DUTCH ENGLISH 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 BOOK DESCRIBES A PROCESS FRAMEWORK FOR BUSINESS INFORMATION MANAGEMENT THE BUSINESS INFORMATION SERVICES LIBRARY BISL A PUBLIC DOMAIN STANDARD THAT IS CONSISTENT WITH THE IT INFRASTRUCTURE LIBRARY ITIL AND APPLICATION SERVICES LIBRARY ASL BISL ESTABLISHES A BRIDGE BETWEEN IT AND BUSINESS PROCESSES AND BETWEEN BUSINESS INFORMATION ADMINISTRATORS AND INFORMATION MANAGERS THE BISL PROCESS MODEL PROVIDES AN INSIGHT INTO ALL OF THE PRIMARY PROCESSES WITHIN THEIR FIELD OF OPERATIONS AND INTO THE RELATIONSHIP BETWEEN THE VARIOUS PROCESSES IT OFFERS A STARTING POINT FOR THE IMPROVEMENT OF THESE PROCESSES USING BEST PRACTICES AMONGST OTHER THINGS AND IT PROVIDES UNIFORM TERMINOLOGY THIS BOOK EXPLAINS BISL A PROCESS FRAMEWORK FOR BUSINESS INFORMATION MANAGEMENT ENCOMPASSING THE BEST WAY TO MANAGE AND EXECUTE BUSINESS INFORMATION MANAGEMENT IN DAY TO DAY PRACTICE AND EXPLAINS HOW THE FRAMEWORK BISL CAN HELP TO IMPROVE BUSINESS PROCESSES AND THE ALIGNMENT OF BUSINESS AND IT ADDITIONAL TRAINING MATERIAL IS AVAILABLE FOR FREE FOR APMG ACCREDITED TRAINERS IF YOU WANT TO HAVE THIS SENT TO YOU PLEASE SEND AN E MAIL TO INFO VANHAREN NET CLICK HERE FOR AN OVERVIEW OF THE SECOND OF BISL THE ASL BISL FOUNDATION S BUSINESS INFORMATION SERVICES LIBRARY YOUTUBE COM WATCH V ZABBRNO62UO

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

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 NOTE THIS BOOK IS AVAILABLE IN SEVERAL LANGUAGES ENGLISH DUTCH AN INCREASING NUMBER OF COMPANIES ARE WORKING IN A PROJECT LIKE MANNER USING THE PRINCE2 PROJECT MANAGEMENT METHOD THE ADVANTAGES OF A STANDARD METHOD ARE GREAT A UNIFORM METHOD OF WORKING AND TERMINOLOGY MAKES PROJECTS COMPARABLE TRANSFERABLE AND ORDERLY MOREOVER PRINCE2 HAS ADDITIONAL QUALITIES SUCH AS THE STANDARD NO GO GO DECISION WITH EACH STAGE THE BUSINESS CASE AT THE CENTRE OF THE PROJECT AND CLEAR AGREEMENTS ABOUT WHO IS RESPONSIBLE FOR WHAT THE BOOK GIVES A FAITHFUL REPRESENTATION OF THE 2009 EDITION OF THE PRINCE2 METHODOLOGY WITH MANY LISTS SERVING AS REFERENCE MATERIAL FOR ALL PROJECT TYPES AND SIZES FURTHERMORE AS THE CONTENT OF THE BOOK COVERS ALL SPECS FOR THE PRINCE2 FOUNDATION EXAMS IT CAN SERVE AS A GOOD BASIS FOR THE PRINCE2 FOUNDATION EXAMS THE THREE AUTHORS OF THIS TITLE HAVE SUCCESSFULLY COMBINED THEIR TREMENDOUS EXPERIENCE AND MADE THIS AVAILABLE IN A STRUCTURED MANNER TO THOSE WHO ARE INVOLVED IN CONTROLLING DESIGNING OR MANAGING PROJECTS AND WHATEVER THEY MISSED WAS ADDED BY A TEAM OF EXPERT REVIEWERS THE CONTENT FOR THIS BOOK IS ALSO INTENDED FOR EVERYONE DOING PROJECTS IN REAL WORLD IT COVERS MORE THAN THE MINIMUM REFERENCE THAT IS NECESSARY FOR THE FOUNDATION EXAM THEREFORE IT IS ALSO VERY USEFUL AS A SOLID STARTING POINT FOR ANYONE STUDYING FOR THE PRINCE2 PRACTITIONER EXAM AVAILABLE IN ENGLISH AND DUTCH

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 ORGANISATIONSECONOMIC 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 PACKAGETHE SERVICE STRATEGYASPECTS OF SERVICE DESIGNOUTPUTS OF THE SERVICE DESIGN PHASEOUTPUTS OF THE SERVICE TRANSITION PHASEOUTPUTS OF THE SERVICE OPERATION PHASEWITHIN 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 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

OVER A LONG PERIOD OF TIME WE WERE RECEIVING DEMAND FROM DIFFERENT CUSTOMERS AND STAKEHOLDERS REQUESTING OUR HELP WITH ANALYZING ACTUAL LEVELS OF IT MANAGEMENT

PRACTICES IN THEIR COMPANIES AND TO PROVIDE AN EXTERNAL OBJECTIVE LOOK AT IT COMPARE IT WITH OTHER ORGANIZATIONS AND DEVELOP A MANAGEMENT SUMMARY OF OUR OVERALL FINDINGS WHILE THIS SEEMS LIKE A STRAIGHT FORWARD REQUEST AND IS COVERED BY MANY CONSULTING SERVICE PROVIDERS WE STRUGGLED TO DEVELOP ANSWERS TO SOME VERY SIMPLE QUESTIONS WHICH ARE CRUCIAL TO THE DIFFERENT MANAGEMENT LEVELS FROM CEO LEVEL TO IT PROFESSIONALS DELIVERING OPERATIONAL SUPPORT TO THE END USER KEY QUESTIONS WE WERE REQUESTED TO ANSWER HOW GOOD IS OUR IT HOW IS THE QUALITY OF OUR IT EVOLVING HOW DO WE COMPARE WITH OTHER IT DEPARTMENTS IN SIMILAR ORGANIZATIONS HOW DO WE ALIGN THE PERCEPTION OF QUALITY BETWEEN THE BUSINESS AND IT CAN YOU COMPARE THE QUALITY AND COSTS OF OUR IT THERE ARE MANY EXISTING ASSESSMENT APPROACHES BASED ON ISO IEC CAPABILITY MODELS MATURITY MODELS STRUCTURED SURVEYS AS WELL AS THERE BEING MANY DIFFERENT BENCHMARKING APPROACHES THAT PROVIDE DETAILED ANALYTICAL OUTPUTS THESE ARE TYPICALLY FOCUSED AND TARGETED INTERNALLY PROVIDING LARGELY INTERNAL BENEFITS TO A COMPANY S IT ORGANIZATION LOOKING MOSTLY AT THE PRESENCE OF DOCUMENTATION AND PROCESSES BUT NONE OF THEM PROVIDING A COMPREHENSIVE AND STRAIGHT FORWARD ANSWER TO ADDRESS THE SIMPLE YET FUNDAMENTAL QUESTION ASKED BY MANAGEMENT HOW GOOD IS OUR IT WE BELIEVE THAT A SIMPLE QUESTION SHOULD HAVE A SIMPLE ANSWER

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

MAKE IT SIMPLE AND KEEP IT SIMPLESINCE 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 ORGANISATIONSECONOMIC 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 THIS BOOK THE READER IS PRESENTED WITH THE SIMPLE OBJECTIVES

THAT THE IT ORGANISATION REALLY MUST ADDRESS THE AUTHOR USES HIS EXTENSIVE EXPERTISE TO PRESENT TO THE READER THE KEY THEMES AND PROCESSES THAT APPLY IN ORDER TO KEEP IT SIMPLE THE AUTHOR STRIPS DOWN WHAT APPEARS TO BE COMPLEX STANDARDS INTO THEIR BASIC COMPONENTS AND DEMONSTRATES TO THE READER THAT THESE COMPONENTS ARE ACTUALLY COMMON SENSE THE AUTHOR'S INDEPENDENCE MEANS THAT THE READER DOESN'T GET ONE VIEW OF ONE OR TWO APPROACHES EVERY ASPECT OF THE IT SERVICE IS CONSIDERED AND PRESENTED TO CREATE A UNIQUE HOLISTIC VIEW OF THE BASIC BUILDING BLOCKS OF A ROCK SOLID IT DEPARTMENT TOPICS INCLUDED ARE DESIGNING THE SERVICE MANAGEMENT OF RISK TRANSITIONING THE SERVICE MANAGING THE SERVICE DAY TO DAY IMPROVEMENT EFFORTS UPCOMING TRENDS AND IN PART 2 ANOTHER BOOK THE READER GAINS EXPERT ADVICE ON HOW THE COMPONENTS OF IT SERVICE ARE CRYSTALLISED IN A REAL ENVIRONMENT

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 NOTE THIS POCKET BOOK IS AVAILABLE IN SEVERAL LANGUAGES ENGLISH GERMAN DUTCH SINCE 2001 THE VAN HAREN PUBLISHING ITIL POCKET GUIDES HAVE HELPED READERS ALL OVER THE WORLD TO UNDERSTAND THE ESSENTIALS OF ITIL IT INFRASTRUCTURE LIBRARY THE LEADING FRAMEWORK FOR IT SERVICE MANAGEMENT THIS POCKET GUIDE DOES EXACTLY THE SAME AS PREVIOUS EDITIONS OFFERING A CONCISE SUMMARY OF ITIL BASED ON ITIL 2011 EDITION WE HAVE CONDENSED THE FULL ITIL FRAMEWORK FOUND IN 2000 PAGES INTO JUST 200 POCKET SIZED PAGES IT MEANS THAT THIS BOOK IS AN ESSENTIAL TIME SAVING AND COST EFFECTIVE GUIDE TO ITIL 2011 EDITION FOR BOTH INDUSTRY EXPERTS AND STUDENTS ALIKE PRIMARILY IT IS A QUICK PORTABLE REFERENCE TOOL TO ITIL FOR ALL PROFESSIONALS IN THE SERVICE MANAGEMENT COMMUNITY WHAT IS THE LIFECYCLE APPROACH WHAT ARE THE KEY SERVICE MANAGEMENT PROCESSES AND FUNCTIONS SECONDLY THE ITIL POCKET GUIDE CAN BE USED AS PART OF THE TRAINING MATERIAL FOR EVERYONE WHO WANTS TO CERTIFY FOR THE ITIL FOUNDATION EXAM THE GUIDE CONTENTS COVER ALL OF THE SPECIFICATIONS OF AXELOS ITIL FOUNDATION CERTIFICATE

SYLLABUS

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 THE WORLD OF INTERNATIONAL IT SERVICE MANAGEMENT THE PREVIOUS EDITIONS OF THIS BOOK HAVE ACQUIRED AN EXCELLENT REPUTATION AS GUIDANCE ON THE TOPIC OF ITIL OVER THE YEARS THIS AUTHORITATIVE GUIDE HAS EARNED ITS PLACE ON THE BOOKSHELVES AND IN THE BRIEFCASES OF INDUSTRY EXPERTS AS THEY IMPLEMENT BEST PRACTICES WITHIN THEIR ORGANIZATIONS THIS REVISED EDITION IS BASED ON ITIL 2011 EDITION IT IS WRITTEN IN THE SAME CONCISE WAY AS THE PREVIOUS EDITIONS AND COVERING ALL THE FACTS READERS WILL FIND THAT THIS TITLE SUCCINCTLY COVERS THE KEY ASPECTS OF ITIL 2011 EDITION IT IS ENDORSED BY AXELOS THE OFFICIAL ITIL ACCREDITOR THE ITIL LIFECYCLE IS FULLY COVERED IN ADDITION THERE IS MUCH ATTENTION TO THE 26 IT SERVICE MANAGEMENT PROCESSES AND 4 FUNCTIONS THESE ARE DESCRIBED IN DETAIL THIS MEANS THAT IT IS EASY FOR ALL READERS TO ACCESS AND GRASP THE CONCEPTS OF PROCESSES AND FUNCTIONS THAT ARE SO PIVOTAL TO MANY SERVICE MANAGEMENT DAY TO DAY OPERATIONS THIS TITLE COVERS THE FOLLOWING INTRODUCTION TO THE SERVICE LIFECYCLE LIFECYCLE PHASE SERVICE STRATEGY LIFECYCLE PHASE SERVICE DESIGN LIFECYCLE PHASE SERVICE TRANSITION LIFECYCLE PHASE SERVICE OPERATION LIFECYCLE PHASE CONTINUAL SERVICE IMPROVEMENT NEW COMPARED WITH THE PREVIOUS EDITION ON ITIL V3 ARE THE PROCESSES FOR STRATEGY MANAGEMENT AND BUSINESS RELATIONSHIP MANAGEMENT ALSO THE OTHER NEW AND REVISED CONCEPTS OF ITIL ARE COVERED IN THIS BOOK WELL WRITTEN AND PRESENTED THIS PUBLICATION PROVIDES A USEFUL ADDITION TO THE CORE ITIL PUBLICATIONS FOR ANYONE WANTING TO UNDERSTAND IT SERVICE MANAGEMENT KEVIN HOLLAND SERVICE MANAGEMENT SPECIALIST NHS PIERRE HAS PRODUCED AN EXTREMELY USEFUL SUMMARY OF THE CURRENT VERSION OF ITIL THIS WILL BE AN INVALUABLE DAY TO DAY REFERENCE FOR ALL PRACTITIONERS CLAIRE AGUTTER ITIL TRAINING ZONE

BESIDES THE VERISMTM FOUNDATION COURSEWARE ISBN 9789401802628 PUBLICATION YOU ARE ADVISED TO OBTAIN THE PUBLICATION VERISMTM A SERVICE MANAGEMENT APPROACH FOR THE DIGITAL AGE ISBN 9789401802406 CONTACT US AT INFO VANHAREN NET TO FIND OUT MORE ABOUT OUR COURSEWARE PARTNERSHIP THIS TRAINING MATERIAL COVERS THE SYLLABUS FOR THE VERISMTM FOUNDATION QUALIFICATION THE TRAINING CAN BE DELIVERED OVER TWO DAYS THIS COURSEWARE IS ACCREDITED TO PREPARE THE STUDENT FOR THE VERISMTM FOUNDATION CERTIFICATION VERISMTM FOUNDATION CONSISTS OF TWO PARTS VERISMTM ESSENTIALS AND VERISMTM PLUS EACH COVERING ONE DAY OF TRAINING STUDENTS WHO ALREADY HAVE AN IT SERVICE MANAGEMENT CERTIFICATE CAN BENEFIT FROM THE KNOWLEDGE THEY ALREADY HAVE THEY ARE THE AUDIENCE FOR A VERISMTM PLUS TRAINING ONLY WHEN THEY PASS THE VERISMTM PLUS EXAM THEY RECEIVE THE VERISMTM FOUNDATION CERTIFICATE TRAINING PROVIDERS WHO WANT TO OFFER A ONE DAY TRAINING ON SERVICE MANAGEMENT PRINCIPLES CAN DECIDE TO OFFER THE VERISMTM ESSENTIALS TRAINING ONLY STUDENTS WHO PASS THE VERISMTM ESSENTIALS EXAM RECEIVE THE VERISMTM ESSENTIALS CERTIFICATE IF THEY PASS THE VERISMTM PLUS EXAM LATER THEY WILL AUTOMATICALLY RECEIVE THE VERISMTM FOUNDATION CERTIFICATE THE COURSEWARE COVERS THE FOLLOWING TOPICS THE SERVICE ORGANIZATION ESSENTIALS SERVICE CULTURE ESSENTIALS PEOPLE AND ORGANIZATIONAL STRUCTURE ESSENTIALS THE VERISMTM MODEL BOTH PROGRESSIVE PRACTICES PLUS INNOVATIVE TECHNOLOGIES PLUS VERISMTM IS A HOLISTIC BUSINESS ORIENTED APPROACH TO SERVICE MANAGEMENT WHICH HELPS TO MAKE SENSE OF THE GROWING LANDSCAPE OF BEST PRACTICES AND HOW TO INTEGRATE THEM TO OFFER VALUE TO THE CONSUMER IT IS AN EVOLUTION IN SERVICE MANAGEMENT THINKING AND PROVIDES AN UP TO DATE APPROACH INCLUDING THE LATEST PRACTICES AND TECHNOLOGICAL DEVELOPMENTS TO HELP ORGANIZATIONS IN TRANSFORMING THEIR BUSINESS TO THE NEW REALITY OF THE DIGITAL AGE VERISMTM IS VALUE DRIVEN EVOLVING RESPONSIVE AND INTEGRATED SERVICE MANAGEMENT VERISMTM IS A REGISTERED TRADEMARK OF AND OWNED BY IFDC THE INTERNATIONAL FOUNDATION OF DIGITAL COMPETENCES

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

LEAN AS A PHILOSOPHY HAS BEEN AROUND FOR QUITE SOME TIME PREDOMINANTLY IN THE MANUFACTURING DOMAIN SINCE THE 1990S LEAN MANAGEMENT PROVIDES ORGANIZATIONS WITH A WAY TO ACHIEVE SUPERIOR PERFORMANCE BY FOCUSING ON CUSTOMER VALUE INNOVATION AND PRODUCTIVITY IN 2011 STEVEN BELL AND MICHAEL ORZEN COMPREHENSIVELY ADDRESSED LEAN IT IN THEIR GROUNDBREAKING PUBLICATION AND SHOWED THAT LEAN PROVIDES AN EFFECTIVE AND EFFICIENT WAY TO DO MORE WITH LESS WHILE ACHIEVING HIGHER LEVELS OF PRODUCTIVITY QUALITY CUSTOMER SATISFACTION AND AS A RESULT COMPETITIVE ADVANTAGE OVER THE PAST YEARS MANY LARGE USERS OF IT HAVE OUTSOURCED OR CO SOURCED THEIR IT SUPPLY AND

MANAGEMENT SERVICES TO PROFESSIONAL IT SERVICE PROVIDERS STRATEGIC SOURCING MODELS FOR IT AND CRAFTING STRATEGIC IT PARTNERSHIPS FOR THE SUPPLY MANAGEMENT AND USE OF IT HAVE EVOLVED OVER TIME AND REACHED A SATISFACTORY MATURITY LEVEL AT THE SAME TIME MANY IT SOURCING RELATIONSHIPS HAVE BECOME STRATEGIC IN TERMS OF INTENT AND IMPORTANCE TO MAKE THE NEXT LEAP IT SOURCING CLIENTS AND THEIR SUPPLIERS ARE NOW EXPLORING WHETHER A LEAN TRANSFORMATION IN THEIR RELATIONSHIP COULD LEAD TO SIMILAR PROMISING RESULTS AS ACHIEVED IN THE MANUFACTURING DOMAIN MANAGERS WHO INTEND TO EMBARK ON A LEAN IT PARTNERING JOURNEY HOWEVER UNFORTUNATELY LACK ANY REFERENCE MATERIAL AVAILABLE TO GUIDE THEM IN IMPLEMENTING LEAN ON AN IT PARTNERSHIP LEVEL COURAGEOUS PEOPLE WHO INTEND TO LEAD THE JUGGERNAUT TASK OF LEAN TRANSFORMATION IN IT PARTNERSHIPS SHOULD READ THIS BOOK TO GAIN A THOROUGH UNDERSTANDING OF THE SUCCESS FACTORS OF APPLYING LEAN IN IT PARTNERSHIPS IT CONTAINS THE RESULTS OF THE NYENRODE LEAN INSTITUTE RESEARCH PROJECT LEAN IT PARTNERING CONDUCTED BY THE RESEARCH CLUSTER LEAN TRANSFORMATION WITH AND IN IT AND PRESENTS EXPERIENCED BARRIERS AND DRIVERS FOR VICTORY ADDITIONALLY IT PROVIDES THE LESSONS LEARNED FROM ACTUAL CASE STUDIES AND POSTULATES SUITABLE GUIDELINES FOR SUCCESSFUL LEAN IT PARTNERSHIPS CRAFT AN ADEQUATE PARTNERING STRATEGY DEMONSTRATE LEAN LEADERSHIP AND APPLY THE APPROPRIATE LEAN TOOLS AND TECHNIQUES THAT FIT NATURALLY WITH THE OBJECTIVES SOUGHT FOR THE IT PARTNERSHIP AT HAND

CORPORATE SOCIAL RESPONSIBILITY CSR IS ABOUT MANAGING AN ORGANIZATION S IMPACT ON SOCIETY AND THE ENVIRONMENT THROUGH ITS OPERATIONS PRODUCTS OR SERVICES AND THROUGH ITS INTERACTION WITH KEY STAKEHOLDERS SUCH AS EMPLOYEES CUSTOMERS INVESTORS AND SUPPLIERS THIS BOOK ADDRESSES HOW OUTSOURCING CAN BE USED AS A POWERFUL TOOL FOR ADVANCING CRITICAL SOCIAL ECONOMIC AND ENVIRONMENTAL ISSUES ON A GLOBAL BASIS ADDITIONALLY IT EXAMINES CORPORATE RESPONSIBILITY POLICIES AND PRACTICES FOR OUTSOURCING INCLUDING IDENTIFYING AND SHOWCASING POLICIES THAT OUR MEMBERSHIP HAVE ADOPTED CREATING A FRAMEWORK FOR COMPANIES TO MODEL NEW CR POLICIES AND PROVIDES MULTIPLE RESOURCES

FOR READERS ACTIVE FOR SEVERAL YEARS WITHIN THE IAOP IS THE CORPORATE SOCIAL RESPONSIBILITY CSR SUBCOMMITTEE OF THE IAOP ADVOCACY AND OUTREACH COMMITTEE AS AN OUTGROWTH OF THE WORK OF THE CSR SUBCOMMITTEE THE NEED FOR AN OUTSOURCING PROFESSIONAL S GUIDE TO CSR WAS IDENTIFIED FROM BOTH THE 2009 AND THE MORE RECENT 2011 IAOP SURVEY ON CORPORATE SOCIAL RESPONSIBILITY IN OUTSOURCING IT WAS SHOWN THAT AN OVERWHELMING AND CONSISTENT 84 85 OF ORGANIZATIONS WOULD FOLLOW IAOP GUIDING PRINCIPLES FOR SOCIALLY RESPONSIBLE OUTSOURCING THIS STABLE PERCENTAGE OF ORGANIZATIONS LOOKING FOR GUIDANCE BODES WELL FOR THE DEVELOPMENT OF THE IAOP S OUTSOURCING PROFESSIONALS GUIDE TO CORPORATE SOCIAL RESPONSIBILITY IAOP IS THE GLOBAL STANDARD SETTING ORGANIZATION AND ADVOCATE FOR THE OUTSOURCING PROFESSION WITH A GLOBAL COMMUNITY OF MORE THAN 110 000 MEMBERS AND AFFILIATES WORLDWIDE IAOP IS THE LEADING PROFESSIONAL ASSOCIATION FOR ORGANIZATIONS AND INDIVIDUALS INVOLVED IN TRANSFORMING THE WORLD OF BUSINESS THROUGH OUTSOURCING OFFSHORING AND SHARED SERVICES OUR CLIENT SIDE MEMBERS ARE ON AVERAGE RESPONSIBLE FOR 60 MILLION PER YEAR OF OUTSOURCING SPENDING WITH SOME OVERSEEING OUTSOURCING PROGRAMS IN THE BILLIONS OF DOLLARS 85 OF IAOP MEMBERS CREDIT IAOP FOR IMPROVED OUTSOURCING OUTCOMES AT THEIR ORGANIZATIONS AND 93 OF IAOP S CERTIFIED OUTSOURCING PROFESSIONALS COPS SAY THAT THE DESIGNATION HAS HAD A POSITIVE IMPACT ON THEIR CAREERS

NOTE THIS BOOK IS AVAILABLE IN SEVERAL LANGUAGES DUTCH ENGLISH 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 DOMAIN PROCESS FRAMEWORK FOR APPLICATION MANAGEMENT THIS BOOK DESCRIBES THE APPLICATION MANAGEMENT PROCESSES AS RECOGNIZED BY ASL IT ALSO DESCRIBES THE FINER DETAILS OF THESE PROCESSES THIS BOOK IS ALSO USED BY THE ASL BISL FOUNDATION IN ORDER TO DETERMINE WHAT ASL IS THIS BOOK HAS BEEN WRITTEN WITH THE ASSUMPTION THAT THE READER IS FAMILIAR WITH APPLICATION MANAGEMENT WITH HOW IT IS EXECUTED AND WITH THE ACTIVITIES CONCERNED IT

CONTAINS TIPS AND SUGGESTIONS TO ASSIST IN THE IMPLEMENTATION OF PROCESSES THEREFORE IT CAN BE USED AS A STARTING POINT FROM WHICH TO SET UP APPLICATION MANAGEMENT PROCESSES THE ASL 2 FRAMEWORK SUPPORTS THE IMPLEMENTATION OF APPLICATION MANAGEMENT SUPPORTED BY ADDITIONAL BEST PRACTICES THESE CAN BE FOUND ON THE WEBSITE OF THE ASL BISL FOUNDATION SEE ASLBISLFOUNDATION.ORG ASL 2 ALIGNS WITH OTHER FRAMEWORKS E.G. ITIL AND BISL FOR BUSINESS INFORMATION MANAGEMENT THE FOLLOWING TOPICS ARE ADDRESSED IN THIS BOOK INTRODUCTION TO THE MAIN STRUCTURE OF ASL 2 DESCRIPTION OF ALL ASL 2 CLUSTERS INTRODUCTION TO THE IMPLEMENTATION OF ASL 2 FREQUENTLY ASKED QUESTIONS ON THE ASL 2 FRAMEWORK CHANGES BETWEEN ASL VERSION 1 AND ASL 2 THIS BOOK IS THE OFFICIAL CORE STUDY GUIDE FOR THE ASL 2 FOUNDATION EXAM

THIS BOOK IS INTENDED FOR EVERYONE IN AN ORGANIZATION WHO WISHES TO HAVE A BASIC UNDERSTANDING OF INFORMATION SECURITY KNOWLEDGE ABOUT INFORMATION SECURITY IS IMPORTANT TO ALL EMPLOYEES IT MAKES NO DIFFERENCE IF YOU WORK IN A PROFIT OR NON PROFIT ORGANIZATION BECAUSE THE RISKS THAT ORGANIZATIONS FACE ARE SIMILAR FOR ALL ORGANIZATIONS IT CLEARLY EXPLAINS THE APPROACHES THAT MOST ORGANIZATIONS CAN CONSIDER AND IMPLEMENT WHICH HELPS TURN INFORMATION SECURITY MANAGEMENT INTO AN APPROACHABLE EFFECTIVE AND WELL UNDERSTOOD TOOL IT COVERS THE QUALITY REQUIREMENTS AN ORGANIZATION MAY HAVE FOR INFORMATION THE RISKS ASSOCIATED WITH THESE QUALITY REQUIREMENTS THE COUNTERMEASURES THAT ARE NECESSARY TO MITIGATE THESE RISKS ENSURING BUSINESS CONTINUITY IN THE EVENT OF A DISASTER WHEN AND WHETHER TO REPORT INCIDENTS OUTSIDE THE ORGANIZATION THE INFORMATION SECURITY CONCEPTS IN THIS REVISED EDITION ARE BASED ON THE ISO IEC27001 2013 AND ISO IEC27002 2013 STANDARDS BUT THE TEXT ALSO REFERS TO THE OTHER RELEVANT INTERNATIONAL STANDARDS FOR INFORMATION SECURITY THE TEXT IS STRUCTURED AS FOLLOWS FUNDAMENTAL PRINCIPLES OF SECURITY AND INFORMATION SECURITY AND RISK MANAGEMENT ARCHITECTURE PROCESSES AND INFORMATION NEEDED FOR BASIC UNDERSTANDING OF WHAT INFORMATION SECURITY IS ABOUT BUSINESS ASSETS ARE DISCUSSED MEASURES THAT CAN

BE TAKEN TO PROTECT INFORMATION ASSETS PHYSICAL MEASURES TECHNICAL MEASURES AND FINALLY THE ORGANIZATIONAL MEASURES THE PRIMARY OBJECTIVE OF THIS BOOK IS TO ACHIEVE AWARENESS BY STUDENTS WHO WANT TO APPLY FOR A BASIC INFORMATION SECURITY EXAMINATION IT IS A SOURCE OF INFORMATION FOR THE LECTURER WHO WANTS TO QUESTION INFORMATION SECURITY STUDENTS ABOUT THEIR KNOWLEDGE EACH CHAPTER ENDS WITH A CASE STUDY IN ORDER TO HELP WITH THE UNDERSTANDING AND COHERENCE OF EACH SUBJECT THESE CASE STUDIES INCLUDE QUESTIONS RELATING TO THE AREAS COVERED IN THE RELEVANT CHAPTERS EXAMPLES OF RECENT EVENTS THAT ILLUSTRATE THE VULNERABILITY OF INFORMATION ARE ALSO INCLUDED THIS BOOK IS PRIMARILY DEVELOPED AS A STUDY BOOK FOR ANYONE WHO WANTS TO PASS THE ISFS INFORMATION SECURITY FOUNDATION EXAM OF EXIN IN AN APPENDIX AN ISFS MODEL EXAM IS GIVEN WITH FEEDBACK TO ALL MULTIPLE CHOICE OPTIONS SO THAT IT CAN BE USED AS A TRAINING FOR THE REAL ISFS EXAM

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

BESIDES THE ITIL 4 FOUNDATION COURSEWARE ENGLISH ISBN 978 94 018 0394 6 PUBLICATION YOU ARE ADVISED TO OBTAIN THE ITIL 4 A POCKET GUIDE ISBN 978 94 018 0439 4 THE COURSE IS DESIGNED AS AN INTRODUCTION TO ITIL 4 AND ENABLES YOU TO UNDERSTAND A NEW WAY TO LOOK AT IT SERVICE MANAGEMENT THROUGH A SERVICE VALUE SYSTEM SVS ITIL 4 PROVIDES AN END TO END PICTURE OF WHAT MEANS TO CONTRIBUTE TO BUSINESS VALUE AND ALSO INTEGRATES CONCEPTS FROM MODELS SUCH AS LEAN IT AGILE AND DEVOPS THIS COURSE IS FOR THOSE WHO ARE INVOLVED IN THE DELIVERY OF IT SERVICES AND NEED AN UNDERSTANDING OF BEST PRACTICE IN IT SERVICE MANAGEMENT STUDENT MUST PASS A 60 MINUTE 40 QUESTION CLOSED BOOK MULTIPLE CHOICE EXAMINATION WITH A PASSING SCORE OF 65 IN ORDER TO RECEIVE THIS CERTIFICATION YOU CAN WRITE THE EXAM AT ANY TIME AND AT ANY PLACE AFTER THE COURSE THE TEST IS DONE VIA YOUR OWN COMPUTER PROCTORED VIA WEBCAM CANDIDATES WISHING TO BE TRAINED AND PASS THE EXAM FOR THIS QUALIFICATION WOULD BE RECOMMENDED TO HAVE A GENERAL AWARENESS OF IT AND APPRECIATION OF THEIR OWN BUSINESS ENVIRONMENT YOU LL LEARN UNDERSTAND THE KEY CONCEPTS OF SERVICE MANAGEMENT UNDERSTAND HOW THE ITIL GUIDING PRINCIPLES CAN HELP AN ORGANIZATION ADOPT AND ADAPT SERVICE MANAGEMENT UNDERSTAND THE FOUR DIMENSIONS OF SERVICE MANAGEMENT UNDERSTAND THE PURPOSE AND COMPONENTS OF THE ITIL SERVICE VALUE SYSTEM UNDERSTAND THE ACTIVITIES OF THE SERVICE VALUE CHAIN AND HOW THEY INTERCONNECT KNOW THE PURPOSE AND KEY TERMS OF 18 ITIL PRACTICES UNDERSTAND 7 ITIL PRACTICES ITIL IS A REGISTERED TRADE MARK OF AXELOS LIMITED USED UNDER PERMISSION OF AXELOS LIMITED ALL RIGHTS RESERVED THIS PRODUCT IS ONLY FOR COURSEWARE PARTNERS AFFILIATES OR DESIGNATED STUDENTS ANY COURSE SHOULD ALWAYS

INCLUDE AN EXAM

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

SERVICE AUTOMATION IS THE CONCEPT OF ACHIEVING CUSTOMER LOYALTY BY THE USE OF AUTOMATED TECHNOLOGIES AND BUILDS UPON A LARGE DEMOGRAPHIC AND SOCIOLOGICAL TREND WE ARE THE SELF SERVICE GENERATION WHO ARE ABLE TO MAKE OUR OWN DECISIONS THE SELF SERVICE GENERATION IS NOWADAYS USED TO SEARCH EVALUATE AND PURCHASE PRODUCTS ONLINE FOR A NUMBER OF YEARS NOW THIS BOOK WILL GIVE YOU DEEP INSIGHT INTO THE CONCEPT OF SERVICE AUTOMATION THE CONCEPT BY WHICH YOU CAN AUTOMATE CUSTOMER SERVICE IN YOUR ORGANIZATION IF YOU ADEQUATELY APPLY SERVICE AUTOMATION IN YOUR ORGANIZATION YOU WILL SEE BOTH EMPLOYEE AND CUSTOMER SATISFACTION RISE AND SIGNIFICANTLY INCREASE THE NUMBER OF PEOPLE WHO LIKE YOUR COMPANY THE SERVICE AUTOMATION FRAMEWORK SAF HAS BEEN CREATED TO FIND A METHODOICAL WAY TO DISCUSS SERVICE AUTOMATION IT OFFERS A SIMPLISTIC VERSION OF ANY ORGANIZATION WHICH INCLUDES A NUMBER OF PROCESSES THAT EVERY

ORGANIZATION CAN THINK OF TO SYSTEMATICALLY ENHANCE ITS SERVICE AS WITH ANY MODEL IT IS A SIMPLIFIED VERSION OF REALITY BUT IT STRUCTURES THE MIND AND PROVIDES UNIFORM TERMINOLOGY WHEN DISCUSSING THE CONTENTS WITH CO WORKERS AND COLLEAGUES NOTHING MORE NOTHING LESS WE ENCOURAGE YOU TO ADAPT AND APPLY THE MODEL IN ANY WAY THAT YOU SEE FIT AND WHICH HELPS YOU AND YOUR ORGANIZATION THIS BOOK IS INTENDED FOR ANYONE WHO HAS EVER EXPERIENCED THAT THE LEVEL OF SERVICE IN HIS ORGANIZATION CAN BE INCREASED AND IS LOOKING FOR GUIDANCE ON A STEP BY STEP MODEL TO ACHIEVE THIS WHETHER YOU ARE AN ENTREPRENEUR EXECUTIVE CONSULTANT OR WORK IN THE FIELD OF ACADEMIA

DURCH DIE WACHSENDE BEDEUTUNG VON DIENSTLEISTUNGEN WIRD DEREN ENTWICKLUNG UND MANAGEMENT ZUR SCHLÜSSELKOMPETENZ IN VIELEN UNTERNEHMEN DIES BRINGT ABER HERAUSFORDERUNGEN MIT SICH DIE IN DER WISSENSCHAFT NOCH UNZUREICHEND UNTERSUCHT SIND DIE BEITRÄGE IN DIESEM BAND STELLEN AKTUELLE FORSCHUNGSERGEBNISSE ZU MODELLEN METHODEN UND WERKZEUGEN VOR DIE DIE ENTWICKLUNG UND DAS MANAGEMENT VON DIENSTLEISTUNGEN UNTERSTÜTZEN DAS BUCH FASST DIE BEITRÄGE ZUSAMMEN DIE IM RAHMEN DER TEILKONFERENZ SERVICE ENGINEERING MANAGEMENT DER MULTIKONFERENZ WIRTSCHAFTSINFORMATIK MKWI 2012 IN BRAUNSCHWEIG VERÖFFENTLICHT WURDEN

IN HELDEN GESUCHT ZEIGEN DIE BEIDEN AUTOREN MIT WELCHEN METHODEN MAN PROJEKTE IM EHRENAMT ERFOLGREICH LEITET UND WIE GEWÖHNLICHE MENSCHEN DAZU IN DER LAGE SEIN KÖNNEN AUßERGEWÖHNLICHES ZU VOLLBRINGEN ZUGLEICH ERMUTIGEN DIE AUTOREN DAZU DAS PROJEKTMANAGEMENT KNOW HOW IN EHRENAMTLICHEN PROJEKTEN ZU VERTIEFEN UND ZU TRAINIEREN DER TITEL HELDEN GESUCHT WIRD DABEI ZU EINEM LEITMOTIV MITHILFE SPANNENDER HELDEN GESCHICHTEN WIRD EINPRÜGSAM VERANSCHAULICHT WIE MAN PROJEKTE SOUVERÄN MEISTERT UND DABEI SOGAR EIN STÜCK WEIT DIE WELT RETTEN KANN

WITH THE PUBLICATION OF ISO 9001 2000 THERE IS NOW A SINGLE QUALITY MANAGEMENT

REQUIREMENTS STANDARD THAT IS APPLICABLE TO ALL ORGANISATIONS PRODUCTS AND SERVICES ISO 9001 2000 IS THE ONLY STANDARD THAT CAN BE USED FOR THE CERTIFICATION OF A QUALITY MANAGEMENT SYSTEM QMS AND ITS GENERIC REQUIREMENTS CAN BE USED BY ANY ORGANISATION IT IS THE QUALITY STANDARD WHICH SPECIFIES THE REQUIREMENTS OF QUALITY MANAGEMENT SYSTEMS FOR USE WHERE ORGANISATIONS NEED TO DEMONSTRATE THEIR CAPABILITY TO PROVIDE PRODUCTS AND SERVICES WHICH MEET BOTH CUSTOMER NEEDS AND RELEVANT REGULATORY REQUIREMENTS

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

NOTE THIS POCKET BOOK IS AVAILABLE IN SEVERAL LANGUAGES ENGLISH GERMAN FRENCH DUTCH THIS POCKET GUIDE SUPPLIES A SUMMARY OF THE PRINCE2 METHOD TO PROVIDE A QUICK

INTRODUCTION AS WELL AS A STRUCTURED OVERVIEW OF THE METHOD MAIN TARGET GROUP FOR THIS POCKET GUIDE IS ANYONE WHO WANTS TO GET TO KNOW THE METHOD PRINCE2 OR A METHODOLOGICAL APPROACH FOR PROJECT MANAGEMENT THE BOOK IS ALSO VERY USEFUL FOR MEMBERS OF A PROJECT MANAGEMENT TEAM ON A PROJECT USING THE PRINCE2 METHOD FURTHERMORE THIS POCKET GUIDE CAN BE USED AS LITERATURE FOR THE PREPARATION OF THE PRINCE2 2009 EDITION FOUNDATION EXAM THIS POCKET GUIDE IS BASED ON PRINCE2 2009 EDITION THIS POCKET BOOK DEALS WITH PROCESSES THEMES AND PRINCIPLES WITHIN PROJECT MANAGEMENT AND PRINCE2 TAILORING PRINCE2 EXPLAINS HOW TO FIT THE PRINCE2 METHOD ONTO THE SPECIFIC PROJECT CIRCUMSTANCES A COMPLETE BUT CONCISE DESCRIPTION OF PRINCE2 2009 EDITION FOR ANYONE INVOLVED IN PROJECTS OR PROJECT MANAGEMENT AVAILABLE IN ENGLISH DUTCH AND FRENCH

THIS BOOK DESCRIBES A PROCESS FRAMEWORK FOR BUSINESS INFORMATION MANAGEMENT ENCOMPASSING THE BEST WAY TO MANAGE AND EXECUTE BUSINESS INFORMATION MANAGEMENT IN DAY TO DAY PRACTICE AND EXPLAINING HOW BISL CAN HELP EFFECTIVE MANAGEMENT OF BUSINESS INFORMATION IS CRITICALLY IMPORTANT FOR MODERN ORGANIZATIONS THE BUSINESS INFORMATION SYSTEMS LIBRARY BISL IS A GENERIC FRAMEWORK AND A DOMAIN STANDARD WHICH IS CONSISTENT WITH ITIL AND ASL AS OUTSOURCING OF ICT ACTIVITIES INCREASES IT IS ESSENTIAL TO MAINTAIN CONTROL OF THE SERVICES BEING DELIVERED

THIS POCKET GUIDE TO SCRUM IS THE ONE BOOK FOR EVERYONE WHO WANTS TO LEARN OR RELEARN ABOUT SCRUM THE BOOK DESCRIBES THE FRAMEWORK AS IT WAS DESIGNED AND INTENDED WITH A STRONG FOCUS ON THE PURPOSE TO THE RULES AND ADDING AN HISTORICAL PERSPECTIVE TO SCRUM AND THE AGILE MOVEMENT AS THE BALANCE OF SOCIETY KEEPS SHIFTING FROM INDUSTRIAL LABOR TO DIGITAL WORK COMPLEXITY AND UNPREDICTABILITY KEEP INCREASING THE NEED FOR AGILITY THROUGH SCRUM INCREASES EQUALLY IN AND BEYOND SOFTWARE AND PRODUCT DEVELOPMENT THIS 3RD EDITION OF SCRUM A POCKET GUIDE WHILE INTRODUCING SOME CHANGES IN TERMINOLOGY MORE THAN EVER OFFERS THE CLARITY AND INSIGHTS ON SCRUM THAT MANY

ORGANIZATIONS NEED MORE THAN EVER IT WILL HELP PEOPLE AND THEIR ORGANIZATIONS PROPERLY SHAPE THEIR SCRUM REGARDLESS OF THEIR DOMAIN OR BUSINESS SCRUM A POCKET GUIDE IS AN EXTRAORDINARILY COMPETENT BOOK IT FLOWS WITH INSIGHT UNDERSTANDING AND PERCEPTION THIS SHOULD BE THE DE FACTO STANDARD HANDOUT FOR ALL LOOKING FOR A COMPLETE YET CLEAR OVERVIEW OF SCRUM WITHOUT BEING BOTHERED BY IRRELEVANCIES KEN SCHWABER SCRUM CO CREATOR THE AUTHOR GUNTHER VERHEYEN IS A SEASONED SCRUM PRACTITIONER 2003 HE HAS BEEN EMPLOYING SCRUM SINCE 2003 HE WAS PARTNER TO KEN SCHWABER AND DIRECTOR OF THE PROFESSIONAL SCRUM SERIES AT SCRUM.ORG HE IS THE FOUNDER OF ULLIZEE INC AND ENGAGES WITH PEOPLE AND ORGANIZATIONS AS AN INDEPENDENT SCRUM CARETAKER ON A JOURNEY OF HUMANIZING THE WORKPLACE WITH SCRUM

BLOCKCHAIN TECHNOLOGY HAS COME A LONG WAY SINCE THE INITIAL VISION PUBLISHED BY SATOSHI NAKAMOTO IN 2008 BIG BUZZ WORDS LIKE BITCOIN BLOCKCHAIN AND CRYPTOCURRENCY ARE EVERYWHERE COMPANIES AND GOVERNMENTS HAVE STARTED TO USE BLOCKCHAIN TECHNOLOGY IN EARNEST AND WILL INCREASINGLY DO SO FOR THE FORESEEABLE FUTURE THIS BOOK TAKES AN IN DEPTH LOOK AT BLOCKCHAIN TECHNOLOGY AND HOW USERS CAN TAKE ADVANTAGE OF ITS POTENTIAL SINCE ITS INITIAL CONCEPTION BLOCKCHAIN HAS ENCOMPASSED BOTH A SOCIAL PROMISE AND NEW TECHNOLOGY ORIGINALLY PROPOSED AS A SOLUTION FOR BITCOIN'S CRYPTOCURRENCY RECORD KEEPING SYSTEM BLOCKCHAINS ARE NOW USED TO STORE THE RECORDS OF ALL TYPES OF APPLICATIONS CORE SERVICES WE ALL DEPEND ON LIKE THE TRANSFER OF MONEY VOTING LAND RECORDS IP RIGHTS AND IDENTITY ALL RELY ON INTERMEDIARIES BLOCKCHAIN SOFTWARE HAS BEGUN TAKING THE PLACE OF THESE ANTIQUATED SYSTEMS THE SOFTWARE BECOMES THE TRUSTED RECORD KEEPING SYSTEM AND THE RULES PROGRAMED INTO THE SOFTWARE BECOME THE INTERMEDIARIES THIS BOOK EXPLAINS THE FUNDAMENTALS OF BLOCKCHAIN TECHNOLOGY AND ASSUMES THAT THE READER HAS LITTLE TO NO KNOWLEDGE OF THE SUBJECT TOPICS ARE EXPLAINED AS SIMPLY AS POSSIBLE WHILE NOT OBSCURING DETAILS THAT MAY AFFECT THE READER IT ALSO GIVES THE READER INSIGHT INTO THE CRITICAL DIFFERENCES IN BLOCKCHAIN SOFTWARE AND WILL PROVIDE THEM WITH A BASIC

UNDERSTANDING OF HOW AND WHY THESE SYSTEMS WORK AFTER READING THIS BOOK THE READER WILL BE ABLE TO SPEAK WITH CONFIDENCE ON THE TOPIC KNOW KEY DIFFERENCES IN TECHNOLOGY THE READER WILL ALSO HAVE CRITICAL INSIGHT INTO BLOCKCHAIN SOFTWARE S INHERENT LIMITATIONS AND SHORTCOMINGS THIS BOOK IS ALSO THE DEFINITIVE GUIDE TO THE BLOCKCHAIN TECHNOLOGY FOUNDATION BTF EXAM FROM EXIN IT WILL PREPARE THE READER FOR THE TEST AND EACH CHAPTER ENDS WITH REVIEW QUESTIONS FOR EXTRA GUIDANCE IN PREPARING FOR THE EXAM

VERISM UNWRAPPED AND APPLIED THE SECOND VOLUME WITHIN THE VERISM SERIES EXTENDS THE INFORMATION IN THE FIRST VOLUME VERISM A SERVICE MANAGEMENT APPROACH FOR THE DIGITAL AGE IT SHOWS HOW VERISM APPLIES TO THE DIGITALLY TRANSFORMING ORGANIZATION THIS INCLUDES INFORMATION AROUND WHAT DIGITAL TRANSFORMATION IS APPROACHES TO DIGITAL TRANSFORMATION AND ITS IMPLICATIONS FOR THE ENTIRE ORGANIZATION ESPECIALLY THE PEOPLE THE BOOK EXPLAINS HOW TO USE THE VERISM MODEL DESCRIBING THE STEPS TO DEVELOP MAINTAIN AND USE THE MANAGEMENT MESH TO DELIVER A NEW OR CHANGED PRODUCT OR SERVICE WITHIN THIS CONTENT A CASE STUDY IS USED TO ILLUSTRATE HOW TO APPLY THE MODEL FOR EACH STAGE AND TO SHOW THE EXPECTED OUTCOMES IMPLICATIONS FOR THE ENTIRE ORGANIZATION ARE STRESSED THROUGHOUT THE ENTIRE VOLUME REINFORCING THE CONCEPTS OF ENTERPRISE STRATEGY TYING TOGETHER THE ORGANIZATIONAL CAPABILITIES TO PRODUCE CONSUMER FOCUSED PRODUCTS AND SERVICES THE SECOND PART OF THE BOOK ALSO INCLUDES A WEALTH OF CASE STUDIES STORIES AND INTERVIEWS FROM ORGANIZATIONS AND INDIVIDUALS WHO HAVE A DIGITAL TRANSFORMATION JOURNEY TO SHARE VERISM EARLY ADOPTERS FROM AROUND THE WORLD PROVIDE MORE INFORMATION ABOUT HOW THEY ARE APPLYING THE GUIDANCE

AS THE WORLD ENTERS INTO AN UNPARALLELED PERIOD OF EXPONENTIAL CHANGE MOST ORGANISATIONS ARE STILL USING EITHER WATERFALL AGILE OR CHANGE CONTROL AS THEIR PRIMARY PROJECT MANAGEMENT METHODOLOGY ENTER CHAGWA A NEW PROCESS DRIVEN STRUCTURE THAT ALLOWS A SEAMLESS INTERACTION BETWEEN OUR FAMILIAR PROJECT MANAGEMENT METHODOLOGIES

WITH ITS PRAGMATIC SET OF RULES AND GUIDELINES CHAGWA OFFERS THE PMO AND PROJECT MANAGER A CLEAR WAY FORWARD FOR EVERY KIND OF PROJECT BY SELECTING THE MOST SUITABLE METHODOLOGY INCLUDING HYBRID VARIANTS CHAGWA ENSURES THAT PROJECTS GET OFF TO A GOOD START WITHOUT THE NEED FOR ENDLESS DISCUSSION OR COMPROMISE FOR EXAMPLE CHAGWA CAN INTEGRATE AGILE INTO WHAT MAY HAVE BEEN CONSIDERED AS A CONVENTIONAL PROJECT OR PROGRAM WHILE STILL ALLOWING AN ORGANIZATION TO KEEP ITS WATERFALL AND CHANGE CONTROL PROJECT METHODOLOGIES WHERE IT MAKES SENSE TO DO SO CHAGWA IS MORE THAN JUST A THEORETICAL METHODOLOGY IT IS A COMPLETE SET OF TEMPLATES AND TOOLS THAT INTEGRATE WITH THE CHAGWA PROCESSES ALLOWING ORGANISATIONS TO BUILD OUT A NEW PROJECT MANAGEMENT ORGANISATION IN AN ACCELERATED TRACK WITHOUT DEVIATING FROM THEIR PROVEN TOOLS AND TECHNIQUES

SIE FINDEN HIER EINE EINFACHE LEICHT VERSTÄNDLICHE ANLEITUNG FÜR ALLE DIE DAS KONZEPT VON AGILITÄT UND DAS SCRUM FRAMEWORK ERLERNEN MÖCHTEN SIE UMFASST DIE ZUGRUNDE LIEGENDEN KONZEPTE UND PRINZIPIEN SOWIE DIE ROLLEN UND VERANTWORTLICHKEITEN VON SCRUM EREIGNISSE ARTEFAKTE UND SKALIERUNGS ANSATZE SOWIE GÜLTIGE VERFAHREN UND TECHNIKEN ANSTATT AGILITÄT BLOSS DARZUSTELLEN KONZENTRIERT SICH DAS BUCH AUF DAS EINFACHE UND KONSISTENTE VERSTEHEN IHRER WAHREN BEDEUTUNG UND UNTERSUCHT DIE ARTEN VON PROJEKTEN BEI DENEN SIE FUNKTIONIEREN KANN UND WO DIES MÖGLICHERWEISE NICHT DER FALL IST DIESE GRUNDLAGE HILFT IHNEN SICH IN DEN ALLTÄGLICHEN HERAUSFORDERUNGEN ZU ORIENTIEREN DAS BUCH IST EIN UMFASSENDE LEITFADEN ZUM SCRUM FRAMEWORK BASIEREND AUF DEM SCRUM GUIDE AUSGABE NOVEMBER 2017 ES UMFASST ALLE ROLLEN UND VERANTWORTLICHKEITEN EREIGNISSE UND ARTEFAKTE SOWIE EINEN KURZEN ABSCHNITT ZUM SKALIEREN VON SCRUM ES GIBT EIN KAPITEL ZUR EXTREME PROGRAMMIERUNG MIT BEISPIELEN FÜR DEN EINSATZ EINIGER DER WICHTIGSTEN AGILEN PRAKTIKEN UND TECHNIKEN WIE Z B TEST DRIVEN DEVELOPMENT UND PAIR PROGRAMMING DAS VIERTE KAPITEL GIBT EINEN ÜBERSICHT ÜBER DIE DSDM METHODE UND KONZENTRIERT SICH DABEI HAUPTSÄCHLICH AUF DEN DORTIGEN ANSATZ UMFANG UND FESTPREISVERTRÄGE STRUKTURIERT ZU BESTIMMEN IM LETZTEN

KAPITEL FINDEN SIE EINE ÜBERSICHT ÜBER KANBAN UND SCRUMBAN DIESES BUCH IST AUF DAS ZERTIFIZIERUNGSPROGRAMM DER EXIN AGILE SCRUM FOUNDATION ABGESTIMMT

BASIEREND AUF DEM ERFOLG VON EINE ZUSAMMENFASSUNG DES PMBOK GUIDE KURZ UND BÜNDIG IN DER FÜNFTEN AUSGABE IST EINE NEUE AUSGABE VERFASST DIE NUN VOLLSTÜNDIG AUF DIE SECHSTE AUSGABE DES PMBOK GUIDE 2017 ABGESTIMMT IST WENN SIE MIT DEM PMBOK GUIDE BEREITS VERTRAUT SIND WIRD BEREITS DER TITEL DIESES BUCHES IHRE ERWARTUNGEN ERFÜLLEN WENN DER PMBOK GUIDE IHNEN JEDOCH NOCH NICHT BEGEGNET IST DER PMBOK GUIDE A GUIDE TO THE PROJECT MANAGEMENT BODY OF KNOWLEDGE IST ALS WELTWEITER STANDARD IM PROJEKTMANAGEMENT ANERKANNT BESTÄTIGT WIRD DIES DURCH DIE TATSACHE DASS MEHR ALS SECHS MILLIONEN EXEMPLARE IM UMLAUF SIND BEGINNEND MIT DER ERSTEN AUSGABE AUS DEM JAHR 1987 BIS ZUR VERSION 6 DIE 2017 VERÖFFENTLICHT WURDE IN DIESER VERSION 6 SIND AUCH AGILE KONZEPTE INTEGRIERT DA DIESE HEUTZUTAGE EIN WICHTIGER BESTANDTEIL UNSERER PROJEKTUMGEBUNGEN SIND DER GUIDE IST IM ORIGINAL JEDOCH RECHT UMFANGREICH UND DESHALB BIETEN WIR MIT DIESER TASCHENBUCHAUSGABE EINE LEICHTER ZUGÄNLICHE UND VERKÜRZTE VERSION AN UM EINEM BREITEREN PUBLIKUM EINEN EINFACHEREN ZUGANG ZU ERMÖGLICHEN DAS WIRKLICH NEUE AN DIESER SECHSTEN AUSGABE IM VERGLEICH ZU FRÜHEREN AUSGABEN IST DASS NEBEN EINIGEN KLEINEREN UPDATES JEDER PM ASPEKT GENANNT WISSENSBEREICH NUN EINEN ABSCHNITT MIT DEM TITEL ANSATZ FÜR AGILE UND ADAPTIVE UMGEBUNGEN ENTHÄLT IN DEM BESCHRIEBEN WIRD WIE DIESE PRAKTIKEN IN IHRE PROJEKTE INTEGRIERT WERDEN KÖNNEN AUßERDEM WIRD MEHR WERT AUF DAS STRATEGISCHE UND BETRIEBSWIRTSCHAFTLICHE WISSEN EINES PROJEKTL EITERS GELEGT EINSCHLIEßLICH DER DISKUSSION DER EHER STRATEGISCHEN DOKUMENTE BUSINESS CASE UND BENEFIT MANAGEMENT PLAN DIE UNSERE PROJEKTE VORANTREIBEN AUF ORGANISATIONSWEITER EBENE UNTERSTÜTZT DER PMBOK GUIDE EINEN STRUKTURIERTEN UND GUT ABGESTIMMTEN ANSATZ FÜR EINEN PROJEKTLEBENSZYKLUS UND STELLT SICHER DASS ALLE BETEILIGTEN STAKEHOLDER DIE GLEICHE SPRACHE SPRECHEN ES WIRD DIE PRAKTISCHE ANWENDUNG VON PROJEKTMANAGEMENTPROZESSEN VERBESSERN WENN DIESE NUN VON ALLEN VERSTANDEN UND KONSEQUENT ANGEWENDET WERDEN DIESES TASCHENBUCH IST FÜR

PROJEKTAUFTRAGGEBER SPONSOREN PROJEKTMANAGER LEITER UND PROJEKTTEAMMITGLIEDER BESONDERS
NÜTZLICH DA DIES DIE DREI SCHLÜSSELROLLEN SIND DIE HIER UNTERSCHIEDEN WERDEN EBENSO
NÜTZLICH IST DAS BUCH FÜR PROJEKTNEBENROLLEN ZUM BEISPIEL FÜR MITGLIEDER EINES
PROJEKTMANAGEMENTBÜROS PMO ES UNTERSTÜTZT ALLE PROJEKTBETEILIGTEN IN ZWEIERLEI HINSICHT
BESSERES VERSTÄNDNIS IHRER ROLLE IN PROJEKTEN DIE AUF BEWÄHRTE PRAKTIKEN IM
PROJEKTMANAGEMENT BERUHEN VERBESSERUNG EINES ORGANISATIONSWEITEN
PROJEKTMANAGEMENTANSATZES KURZ GESAGT EINE KOMPAKTE JEDOCH KOMPLETTE ZUSAMMENFASSUNG
DES PMBOK GUIDE FÜR JEDEM DER MIT PROJEKTMANAGEMENT BESCHÜFTIGT IST FÜR NUR 17,95

NOTE THIS POCKET BOOK IS AVAILABLE IN SEVERAL LANGUAGES ENGLISH GERMAN DUTCH DIE ITIL
TASCHENBUCHER VON VAN HAREN PUBLISHING BESITZEN EINEN QUALITÄTSSTANDARD DIENEN ALS
KLASSISCHER LEITFADEN ZUM THEMA ITIL UND SIND IN VIELEN SPRACHEN ERHÄLTLICH IM LAUFE DER
JAHRE HABEN SICH DIE VAN HAREN HANDBÜCHER IHREN PLATZ IN DEN REGALEN UND IN DEN
AKTENKOFFER VON BRANCHENEXPERTEN WIE SIE BEI DER IMPLEMENTIERUNG VON BEST PRACTICES
INNERHALB IHRER ORGANISATIONEN BENÜTZT WERDEN VERDIENT DIESES TASCHENBUCH BIETET EINE
KURZE ZUSAMMENFASSUNG DER AKTUELLEN ITIL VERSION 2011 DER VOLLSTÄNDIGE INHALT CA 2
000 SEITEN DES ITIL FRAMEWORK KONZENTRIERT SICH AUF 200 SEITEN IM TASCHENBUCHFORMAT
DAS BEDEUTET DASS DER EINSATZ DIESES KOSTENGÜNSTIGEN TASCHENBUCHS EINE WESENTLICHE
ZEITERSPARNIS FÜR UNSERE TÄGLICHE ARBEIT IM BEREICH SERVICE MANAGEMENT NACH ITIL LEISTET IN
ERSTER LINIE IST DAS TASCHENBUCH EIN UMFASSENDES NACHSCHLAGEWERK BEZOGEN AUF DAS THEMA
ITIL IM PRAKTISCHEN FORMAT FÜR ALLE PROFIS IN DER SERVICE MANAGEMENT COMMUNITY ES GIBT
SCHNELL ANTWORT BEISPIELSWEISE AUF DIE FRAGEN WAS IST DER LEBENSZYKLUS ANSATZ WAS SIND
DIE SCHLÜSSEL SERVICE MANAGEMENT PROZESSE UND FUNKTIONEN ZWEITENS KANN DAS ITIL
TASCHENBUCH ALS TEIL DER VERWENDETEN SCHULUNGSMATERIALIEN FÜR ALLE DIE EINE ITIL
FOUNDATION ZERTIFIZIERUNG ANSTREBEN EINGESETZT WERDEN DIE INHALTE DES TASCHENBUCHS DECKEN
DIE APMG SPEZIFIKATIONEN DES ITIL FOUNDATION LEHRPLANS SYLLABUS AB

THIS BOOK EXPLAINS THE MANAGEMENT ASPECTS OF DEVOPS FOR THOSE WHO ARE PROFESSIONALLY ENGAGED IN INFORMATION AND TECHNOLOGY MANAGEMENT IT DOES NOT SHOW DEVOPS AS A PHENOMENON ASSOCIATED WITH NEW AUTOMATION TOOLS PROGRAMMING TECHNIQUES OR TECHNOLOGIES IT DIFFERS FROM OTHER BOOKS BY THE STRUCTURAL NATURE OF THE NARRATIVE PERHAPS EXCESSIVELY STRUCTURED APPROACH AND BY THE ATTEMPT TO COVER FULLY THE PHENOMENON OF DEVOPS AT A BASIC FUNDAMENTAL LEVEL BY THIS APPROACH THIS BOOK NOT ONLY CREATES AWARENESS OF THE NEW SUBJECT AREA BUT IS ALSO HELPS BUILDING THE BASICS THE READER LEARNS ABOUT THE ORIGINS OF DEVOPS THE INEVITABILITY OF ITS EMERGENCE THE KEY PREREQUISITES AND THEIR REFLECTION IN PRACTICES ABOUT THE PRACTICES THEMSELVES AND THE PRINCIPLES ON WHICH THEY ARE BASED THIS BOOK IS THE CORE LITERATURE OF THE EXIN DEVOPS FOUNDATION CERTIFICATION THIS EXAM TESTS THE UNDERSTANDING OF BASIC DEVOPS CONCEPTS AND HOW THEY RELATE TO EACH OTHER AS WELL AS THE VALUE OF DEVOPS FOR THE BUSINESS EXIN DEVOPS FOUNDATION IS THE FIRST LEVEL OF THE EXIN DEVOPS CERTIFICATION PROGRAM THE EXIN DEVOPS PROFESSIONAL CERTIFICATION TESTS THE KNOWLEDGE OF DEVOPS PRACTICES AND HOW TO INTEGRATE TEAMS THE EXIN DEVOPS MASTER CERTIFICATION IS ABOUT PROMOTING ORGANIZATIONAL CHANGE AND LEADING THE WAY TOWARDS CONTINUOUS DELIVERY AND IMPROVEMENT

RECOGNIZING THE PRETENSION WAYS TO GET THIS BOOKS **MANAGEMENT BEST PRACTICE VAN HAREN PUBLISHING BY GAD SELIG 2008** IS ADDITIONALLY USEFUL. YOU HAVE REMAINED IN RIGHT SITE TO BEGIN GETTING THIS INFO. ACQUIRE THE MANAGEMENT BEST PRACTICE VAN HAREN PUBLISHING BY GAD SELIG 2008 ASSOCIATE THAT WE FIND THE MONEY FOR HERE AND CHECK OUT THE LINK. YOU COULD BUY GUIDE MANAGEMENT BEST PRACTICE VAN HAREN PUBLISHING BY GAD SELIG 2008 OR GET IT AS SOON AS FEASIBLE. YOU COULD QUICKLY DOWNLOAD THIS MANAGEMENT BEST PRACTICE VAN HAREN PUBLISHING BY GAD SELIG 2008 AFTER GETTING DEAL. SO, LATER YOU REQUIRE THE EBOOK SWIFTLY, YOU CAN STRAIGHT ACQUIRE IT. ITS FITTINGLY ENORMOUSLY EASY AND THEREFORE FATS, ISNT IT? YOU HAVE TO FAVOR TO IN THIS ANNOUNCE

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CALIFORNIA LAW EXAM PHYSICAL THERAPY STUDY GUIDE

FLY AWAY PETER MALOUF DAVID

SEVEN MEN WHO RULED THE WORLD FROM THE GRAVE

MARINE GEOLOGY USNS ELTANIN CRUISES 9 15

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TO MAKE THE MOST OUT OF YOUR EBOOK READING EXPERIENCE, CONSIDER THESE TIPS.

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ALEX EDMANS: REFRAMING CORPORATE SOCIAL RESPONSIBILITY FOR PROFIT AND PURPOSE

ALEX EDMANS, A PROMINENT FINANCE PROFESSOR AT LONDON BUSINESS SCHOOL, HAS SIGNIFICANTLY RESHAPED THE CONVERSATION SURROUNDING CORPORATE SOCIAL RESPONSIBILITY (CSR). THIS ARTICLE DELVES INTO EDMANS' UNIQUE PERSPECTIVE, CHALLENGING CONVENTIONAL NOTIONS OF CSR AND ARGUING FOR A FUNDAMENTALLY DIFFERENT APPROACH – ONE WHERE SOCIAL RESPONSIBILITY ISN'T JUST A "NICE-TO-HAVE" BUT A CRUCIAL DRIVER OF LONG-TERM PROFITABILITY. WE'LL EXPLORE HIS CORE ARGUMENTS, SUPPORTING EVIDENCE, AND IMPLICATIONS FOR BUSINESSES AND INVESTORS ALIKE.

BEYOND PHILANTHROPY: THE "PROFIT AND PURPOSE" FRAMEWORK

TRADITIONAL CSR OFTEN FOCUSES ON PHILANTHROPIC ACTIVITIES – CHARITABLE DONATIONS, ENVIRONMENTAL INITIATIVES DETACHED FROM CORE BUSINESS OPERATIONS. EDMANS CRITIQUES THIS APPROACH, ARGUING IT'S OFTEN SUPERFICIAL, LACKING STRATEGIC INTEGRATION AND DEMONSTRABLE IMPACT. HE ADVOCATES FOR A SHIFT TOWARDS A "PROFIT AND PURPOSE" MODEL WHERE SOCIAL AND ENVIRONMENTAL CONSIDERATIONS ARE WOVEN INTO THE VERY FABRIC OF A COMPANY'S STRATEGY, OPERATIONS, AND VALUE CREATION. THIS ISN'T ABOUT SEPARATE CSR DEPARTMENTS; IT'S ABOUT EMBEDDING PURPOSE WITHIN THE COMPANY'S DNA. INSTEAD OF VIEWING CSR AS A COST CENTER, EDMANS HIGHLIGHTS ITS POTENTIAL AS A VALUE DRIVER. COMPANIES THAT GENUINELY EMBRACE SOCIAL AND ENVIRONMENTAL RESPONSIBILITY OFTEN ATTRACT AND RETAIN BETTER TALENT, FOSTER STRONGER CUSTOMER LOYALTY, IMPROVE OPERATIONAL EFFICIENCY, AND

ENHANCE THEIR REPUTATION, ALL CONTRIBUTING TO INCREASED PROFITABILITY. UNILEVER, UNDER PAUL POLMAN'S LEADERSHIP, EXEMPLIFIES THIS APPROACH. THEIR COMMITMENT TO SUSTAINABLE SOURCING, REDUCED ENVIRONMENTAL IMPACT, AND INCLUSIVE BUSINESS PRACTICES NOT ONLY BOOSTED THEIR SOCIAL AND ENVIRONMENTAL PERFORMANCE BUT ALSO DELIVERED STRONG FINANCIAL RETURNS.

THE "STAKEHOLDER CAPITALISM" ARGUMENT

EDMANS IS A STRONG PROPONENT OF STAKEHOLDER CAPITALISM, WHICH CONTRASTS WITH THE TRADITIONAL SHAREHOLDER PRIMACY MODEL. WHILE ACKNOWLEDGING THE IMPORTANCE OF SHAREHOLDER RETURNS, HE ARGUES THAT BUSINESSES HAVE A RESPONSIBILITY TO CONSIDER THE INTERESTS OF ALL STAKEHOLDERS – EMPLOYEES, CUSTOMERS, SUPPLIERS, COMMUNITIES, AND THE ENVIRONMENT – AS THEIR WELL-BEING DIRECTLY IMPACTS THE COMPANY'S LONG-TERM SUCCESS. IGNORING STAKEHOLDER INTERESTS, HE SUGGESTS, OFTEN LEADS TO SHORT-TERM GAINS AT THE EXPENSE OF LONG-TERM SUSTAINABILITY. FOR EXAMPLE, A COMPANY PRIORITIZING SOLELY SHAREHOLDER RETURNS BY CUTTING CORNERS ON WORKER SAFETY OR ENVIRONMENTAL PROTECTION MAY FACE COSTLY LAWSUITS, REPUTATIONAL DAMAGE, AND ULTIMATELY, DECREASED PROFITABILITY. CONVERSELY, COMPANIES PRIORITIZING FAIR LABOR PRACTICES AND ENVIRONMENTAL SUSTAINABILITY OFTEN EXPERIENCE ENHANCED BRAND REPUTATION AND INCREASED CONSUMER TRUST, DRIVING SALES AND PROFITS.

MEASURING THE IMPACT: BEYOND TRADITIONAL

METRICS

EDMANS EMPHASIZES THE NEED FOR ROBUST METRICS TO MEASURE THE IMPACT OF CSR INITIATIVES, MOVING BEYOND PURELY FINANCIAL INDICATORS. HE ARGUES THAT COMPANIES SHOULD DEVELOP COMPREHENSIVE ENVIRONMENTAL, SOCIAL, AND GOVERNANCE (ESG) REPORTING FRAMEWORKS THAT TRANSPARENTLY COMMUNICATE THEIR PROGRESS AND PERFORMANCE ACROSS VARIOUS STAKEHOLDERS' INTERESTS. THIS REQUIRES A SHIFT AWAY FROM "GREENWASHING" – SUPERFICIAL EFFORTS TO APPEAR ENVIRONMENTALLY FRIENDLY WITHOUT GENUINE COMMITMENT – TOWARDS GENUINE ACCOUNTABILITY AND MEASURABLE RESULTS.

THE INVESTOR PERSPECTIVE: ESG AND LONG-TERM VALUE

EDMANS' WORK HIGHLIGHTS THE IMPORTANCE OF ESG INVESTING. HE ARGUES THAT INVESTORS SHOULD CONSIDER ESG FACTORS NOT JUST AS A MORAL IMPERATIVE BUT ALSO AS A KEY DRIVER OF FINANCIAL RETURNS. COMPANIES WITH STRONG ESG PROFILES OFTEN DEMONSTRATE BETTER RISK MANAGEMENT, IMPROVED OPERATIONAL EFFICIENCY, AND ENHANCED INNOVATION, RESULTING IN SUPERIOR LONG-TERM PERFORMANCE. THIS PERSPECTIVE IS GAINING TRACTION, WITH GROWING EVIDENCE SUGGESTING THAT ESG FUNDS CAN DELIVER COMPETITIVE OR EVEN SUPERIOR RETURNS COMPARED TO TRADITIONAL FUNDS.

CONCLUSION: PURPOSE AS A COMPETITIVE

ADVANTAGE

ALEX EDMANS' WORK PROVIDES A COMPELLING CASE FOR RETHINKING CSR. HIS "PROFIT AND PURPOSE" FRAMEWORK DEMONSTRATES THAT SOCIAL RESPONSIBILITY IS NOT A TRADE-OFF WITH PROFITABILITY BUT A CRUCIAL COMPONENT OF LONG-TERM VALUE CREATION. BY PRIORITIZING STAKEHOLDERS, EMBEDDING PURPOSE IN THEIR CORE STRATEGIES, AND UTILIZING ROBUST ESG REPORTING, COMPANIES CAN BUILD RESILIENT BUSINESSES, ENHANCE THEIR REPUTATION, AND DELIVER SUPERIOR RETURNS FOR INVESTORS. THIS HOLISTIC APPROACH IS NO LONGER A MERE ETHICAL CONSIDERATION BUT A FUNDAMENTAL ELEMENT OF A SUSTAINABLE AND SUCCESSFUL BUSINESS MODEL.

FAQs:

1. ISN'T CSR JUST A COST FOR BUSINESSES? NO, EDMANS ARGUES THAT EFFECTIVELY IMPLEMENTED CSR CAN DRIVE EFFICIENCY, INNOVATION, AND BRAND LOYALTY, ULTIMATELY INCREASING PROFITABILITY. 2. HOW CAN COMPANIES MEASURE THE IMPACT OF THEIR CSR INITIATIVES? COMPANIES SHOULD DEVELOP ROBUST ESG REPORTING FRAMEWORKS AND TRACK KEY PERFORMANCE INDICATORS ACROSS ENVIRONMENTAL, SOCIAL, AND GOVERNANCE DIMENSIONS. 3. HOW DOES EDMANS' WORK DIFFER FROM TRADITIONAL CSR APPROACHES? EDMANS EMPHASIZES INTEGRATING SOCIAL AND ENVIRONMENTAL CONSIDERATIONS INTO CORE BUSINESS STRATEGY, RATHER THAN TREATING CSR AS SEPARATE PHILANTHROPIC ACTIVITIES. 4. WHAT ROLE DO INVESTORS PLAY IN PROMOTING RESPONSIBLE BUSINESS PRACTICES? INVESTORS CAN UTILIZE ESG FACTORS IN THEIR INVESTMENT DECISIONS, REWARDING COMPANIES WITH STRONG ESG PROFILES AND PRESSURING THOSE WITH POOR PERFORMANCE. 5. IS STAKEHOLDER CAPITALISM A VIABLE ALTERNATIVE TO SHAREHOLDER PRIMACY? EDMANS ARGUES THAT STAKEHOLDER CAPITALISM IS NOT AN ALTERNATIVE BUT A MORE COMPLETE AND SUSTAINABLE MODEL THAT RECOGNIZES THE INTERDEPENDENCE OF

DIFFERENT STAKEHOLDER INTERESTS FOR LONG-TERM VALUE CREATION.

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