

Executive Overview Of Itil Best Practices For Service Desk

Over a half-million sold! The sequel, The Unicorn Project, is coming Nov 26 “Every person involved in a failed IT project should be forced to read this book.”—TIM O'REILLY, Founder & CEO of O'Reilly Media “The Phoenix Project is a must read for business and IT executives who are struggling with the growing complexity of IT.”—JIM WHITEHURST, President and CEO, Red Hat, Inc. Five years after this sleeper hit took on the world of IT and flipped it on its head, the 5th Anniversary Edition of The Phoenix Project continues to guide IT in the DevOps revolution. In this newly updated and expanded edition of the bestselling The Phoenix Project, co-author Gene Kim includes a new afterword and a deeper delve into the Three Ways as described in The DevOps Handbook. Bill, an IT manager at Parts Unlimited, has been tasked with taking on a project critical to the future of the business, code named Phoenix Project. But the project is massively over budget and behind schedule. The CEO demands Bill must fix the mess in ninety days or else Bill's entire department will be outsourced. With the help of a prospective board member and his mysterious philosophy of The Three Ways, Bill starts to see that IT work has more in common with a manufacturing plant work than he ever imagined. With the clock ticking, Bill must organize work flow streamline interdepartmental communications, and effectively serve the other business functions at Parts Unlimited. In a fast-paced and entertaining style, three luminaries of the DevOps movement deliver a story that anyone who works in IT will recognize. Readers will not only learn how to improve their own IT organizations, they'll never view IT the same way again. “This book is a gripping read that captures brilliantly the dilemmas that face companies which depend on IT, and offers real-world solutions.”—JEZ HUMBLE, Co-author of Continuous Delivery, Lean Enterprise, Accelerate, and The DevOps Handbook ———— “I'm delighted at how The Phoenix Project has reshaped so many conversations in technology. My goal in writing The Unicorn Project was to explore and reveal the necessary but invisible structures required to make developers (and all engineers) productive, and reveal the devastating effects of technical debt and complexity. I hope this book can create common ground for technology and business leaders to leave the past behind, and co-create a better future together.”—Gene Kim, November 2019

Threats come from a variety of sources. Insider threats, as well as malicious hackers, are not only difficult to detect and prevent, but many times the authors of these threats are using resources without anybody being aware that those threats are there. Threats would not be harmful if there were no vulnerabilities that could be exploited. With IT environments becoming more complex every day, the challenges to keep an eye on all potential weaknesses are skyrocketing. Smart methods to detect threats and vulnerabilities, as well as highly efficient approaches to analysis, mitigation, and remediation, become necessary to counter a growing number of attacks against networks, servers, and endpoints in every organization. In this IBM® Redbooks® publication, we examine the aspects of the holistic Threat and Vulnerability Management component in the Network, Server and Endpoint domain of the IBM Security Framework. We explain the comprehensive solution approach, identify business drivers and issues, and derive corresponding functional and technical requirements, which enables us to choose and create matching security solutions. We discuss IBM Security Solutions for Network, Server and Endpoint to effectively counter threats and attacks using a range of protection technologies and service offerings. Using two customer scenarios, we apply the solution design approach and show how to address the customer requirements by identifying the corresponding IBM service and software products.

If customer support is so critical, why are complaints about customer support at an all-time high? If people buy on price but stay because of service, why are not companies listening to their own customer support teams, the people who know their customers best? How does this flawed approach impact the bottom line? In his eye-opening new book, The Ultimate Customer Support Executive, global support expert Phil Verghis unveils the secrets of getting and keeping customers for life in this hyper-competitive world. By successfully merging people, processes and technology, Verghis demonstrates how to unleash the power of the customer to propel your company to new levels of success and turbo-charge your career at the same time. In today's interconnected world, few companies have thought through the implications of providing global support in a holistic way. Verghis, a savvy practitioner and consultant with clients around the world, helps you realize that it is much more than a crucial challenge. It is an incredible opportunity. The Ultimate Customer Support Executive shows you how to: Unleash the power of your customer within your organization . Make customer support more strategic to your business. Position yourself and your organization for success by enlisting the power of the customer . Evaluate best practices in people, processes and technologies. Earn respect from internal colleagues. How to deal with global customers and manage support teams scattered across the globe . Think about, and prepare for, outsourcing and offshoring discussions. In addition to high-level implementation strategies, the book includes provocative thinking about the future of technical support and global support philosophies in the 21st century.

Operational Auditing: Principles and Techniques for a Changing World, 2nd edition, explains the proven approaches and essential procedures to perform risk-based operational audits. It shows how to effectively evaluate the relevant dynamics associated with programs and processes, including operational, strategic, technological, financial and compliance objectives and risks. This book merges traditional internal audit concepts and practices with contemporary quality control methodologies, tips, tools and techniques. It explains how internal auditors can perform operational audits that result in meaningful findings and useful recommendations to help organizations meet objectives and improve the perception of internal auditors as high-value contributors, appropriate change agents and trusted advisors. The 2nd edition introduces or expands the previous coverage of: • Control self-assessments. • The 7 Es framework for operational quality. • Linkages to ISO 9000. • Flowcharting techniques and value-stream analysis • Continuous monitoring. • The use of Key Performance Indicators (KPIs) and Key Risk Indicators (KRIs). • Robotic process automation (RPA), artificial intelligence (AI) and machine learning (ML); and • Adds a new chapter that will examine the role of organizational structure and its impact on effective communications, task allocation, coordination, and operational resiliency to more effectively respond to market demands.

IT services are prevalent throughout virtually all businesses. Most enterprises and many government functions are totally dependent upon reliable and responsive IT services to underpin vital business, community and social functions. IT services have become mainstream and managing them to deliver value is the core message of ITIL V3, and the emphasis in ITIL V3 on service catalogue management is a direct result of the growing requirement for business and IT to work together sharing data, information and knowledge about demand for services, service capabilities and patterns of business activity. The Service Catalogue Management process is now a very important management field complete with its own terminology and vital concepts. This study guide outlines the concepts and principles underlying the service catalogue; discusses a project plan approach and reporting considerations; describes the value of a sound business case and the key relationships and touch points in the service catalogue management process.

This complete new guide to auditing network security is an indispensable resource for security, network, and IT professionals, and for the consultants and technology partners who serve them. Cisco network security expert Chris Jackson begins with a thorough overview of the auditing process, including coverage of the latest regulations, compliance issues, and industry best practices. The author then demonstrates how to segment security architectures into domains and measure security effectiveness through a comprehensive systems approach. Network Security Auditing thoroughly covers the use of both commercial and open source tools to assist in auditing and validating security policy assumptions. The book also introduces leading IT governance frameworks such as COBIT, ITIL, and ISO

17799/27001, explaining their values, usages, and effective integrations with Cisco security products.

This book encompasses a systematic exploration of Cybersecurity Data Science (CSDS) as an emerging profession, focusing on current versus idealized practice. This book also analyzes challenges facing the emerging CSDS profession, diagnoses key gaps, and prescribes treatments to facilitate advancement. Grounded in the management of information systems (MIS) discipline, insights derive from literature analysis and interviews with 50 global CSDS practitioners. CSDS as a diagnostic process grounded in the scientific method is emphasized throughout. Cybersecurity Data Science (CSDS) is a rapidly evolving discipline which applies data science methods to cybersecurity challenges. CSDS reflects the rising interest in applying data-focused statistical, analytical, and machine learning-driven methods to address growing security gaps. This book offers a systematic assessment of the developing domain. Advocacy is provided to strengthen professional rigor and best practices in the emerging CSDS profession. This book will be of interest to a range of professionals associated with cybersecurity and data science, spanning practitioner, commercial, public sector, and academic domains. Best practices framed will be of interest to CSDS practitioners, security professionals, risk management stewards, and institutional stakeholders. Organizational and industry perspectives will be of interest to cybersecurity analysts, managers, planners, strategists, and regulators. Research professionals and academics are presented with a systematic analysis of the CSDS field, including an overview of the state of the art, a structured evaluation of key challenges, recommended best practices, and an extensive bibliography.

?Information Systems (IS) as a discipline draws on diverse areas including, technology, organisational theory, management and social science. The field is recognized as very broad and encompassing many themes and areas. However, the development of artefacts, or information systems development (ISD), in the broadest sense, is a central concern of the discipline. Significantly, ISD impacts on the organisational and societal contexts through the use of the artefacts constructed by the development. Today, that impact also needs to be evaluated in terms of its effects on the environment. Sustainable, or "green," IT is a catch-all term used to describe the development, manufacture, management, use and disposal of ICT in a way that minimizes damage to the environment. As a result, the term has many different meanings, depending on the role assumed in the life span of the ICT artefact. The theme of the proposed work is to critically examine the whole range of issues around ISD from the perspective of sustainability. Sustainable IT is an emerging theme in academic research and industry practice in response to an individual concern for the environment and the embryonic regulatory environments being enacted globally to address the environmental impact of ICT. In this work we intend to bring together in one volume the diverse research around the development of sustainable IS.

The IT4IT Management Guide provides guidance on how the IT4IT Reference Architecture can be used within an IT organization to manage the business of IT. It is designed to provide a guide to business managers, CIOs, IT executives, IT professionals, and all individuals involved or interested in how to transition an IT organization to become a Lean and Agile IT service provider. This book includes two case studies from Shell and the Rabobank. After reading this document you should be able to: Understand why the IT4IT approach is needed to improve the performance of the IT function; and support the business to leverage new IT in the digital age Understand the vision, scope, and content of the IT4IT Reference Architecture (from a high-level perspective) Understand the benefits of using the IT4IT Reference Architecture within the IT function Initiate the first steps to implement the IT4IT standard in your own IT organization The audience for this Management Guide is: CIOs and other IT executive managers who would like to transform their IT organization to support end-to-end value streams Senior leaders and executives in the business and IT responsible for how IT is organized, managed, and improved Enterprise Architects involved in the implementation of IT management solutions within the IT organization IT professionals and consultants involved in the transition of their organizations to a new streamlined IT factory

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 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!"

Within global commerce, services and management play a vital role in the economy. Service systems are necessary for organizations, and a multi-disciplinary approach is ideal to establish full understanding of these systems. Best Practices and New Perspectives in Service Science and Management provides original research on all aspects of service science, service management, service engineering, and its supporting technology in order to administer cutting-edge knowledge to encourage the improvement of services. This book is essential for researchers and practitioners in the fields of computer science, software management, and engineering.

Management, Computers, Computer networks, Information exchange, Data processing, IT and Information Management: IT Service Management

Increasingly, information technology governance is being considered an integral part of corporate governance. There has been a rapid increase in awareness and adoption of IT governance as well as the desire to conform to national governance requirements to ensure that IT is aligned with the objectives of the organization. Information Technology Governance and Service Management: Frameworks and Adaptations provides an in-depth view into the critical contribution of IT service management to IT governance, and the strategic and tactical value provided by effective service management. A must-have resource for academics, students, and practitioners in fields affected by IT in organizations,

this work gathers authoritative perspectives on the state of research on organizational challenges and benefits in current IT governance frameworks, adoption, and incorporation. "Vivek Kale's *Creating Smart Enterprises* goes smack-dab at the heart of harnessing technology for competing in today's chaotic digital era. Actually, for him, it's *SMACT-dab*: *SMACT* (Social media, Mobile, Analytics and big data, Cloud computing, and internet of Things) technologies. This book is required reading for those that want to stay relevant and win, and optional for those that don't." —Peter Fingar, Author of *Cognitive Computing* and business technology consultant *Creating Smart Enterprises* unravels the mystery of social media, mobile, analytics and big data, cloud, and Internet of Things (*SMACT*) computing and explains how it can transform the operating context of business enterprises. It provides a clear understanding of what *SMACT* really means, what it can do for smart enterprises, and application areas where it is practical to use them. All IT professionals who are involved with any aspect of a *SMACT* computing project will profit by using this book as a roadmap to make a more meaningful contribution to the success of their computing initiatives. This pragmatic book: Introduces the *VUCA* (volatility, uncertainty, complexity, and ambiguity) business ecosystem confronted by the businesses today. Describes the challenges of defining business and IT strategies and of aligning them as well as their impact on enterprise governance. Provides a very wide treatment of the various components of *SMACT* computing, including the Internet of Things (IoT) and its constituting technologies like RFID, wireless networks, sensors, and wireless sensor networks (WSNs). This book addresses the key differentiator of *SMACT* computing environments and solutions that combine the power of an elastic infrastructure with analytics. The *SMACT* environment is cloud-based and inherently mobile. Information management processes can analyze and discern recurring patterns in colossal pools of operational and transactional data. Analytics, big data, and IoT computing leverage and transform these data patterns to help create successful, smart enterprises.

Essential reading for all decision makers (IT-literate or not) who are presented with an ITIL(r) proposal or asked to oversee or own an ITIL project. It explains, in lay-manager's terms, what ITIL is. It reveals what ITIL is good for, what it is bad at, what to expect. It describes how to ensure an ITIL project succeeds, what to require from the project, and how to measure the results.

"Score: 10 out of 10... This is a wonderfully irreverent, but totally authoritative, book... It is a slim manual that seeks to debunk the language and meaning of ITIL and relate it to the practical implementation of IT service management... It's a gem of a book that offers a good perspective on what the ITIL v3 manuals take 5 volumes to cover." (British Computer Society)

Give yourself the extra edge for your ITIL 4 Foundation certification. Use this book if you want :200+ detailed ITIL® 4 Foundation questions6 realistic practice tests17 targeted ITIL® knowledge areasDetailed solution sets for all questions including :Clear explanationITIL® 4 SyllabusReasoning based on ITIL® core volumesLatest Feedback:Chris Franco (Army Veteran)State of Washington, Executive Services"I completed the ITIL® Foundation complete certification course from iCertify Training shortly after transitioning out of the Army. It helped me quickly integrate into my organization and serve as an asset in our pursuit of providing the best service possible for our customers and citizens.The ITIL certification was a great way to learn the tools and techniques that are being applied in the most competitive industries around the globe. It helped me to rapidly serve as an asset to my organization and quickly identify opportunities for improvement, then get to work."Deborah Ecaruan, Manager (Customer Support)"Training from iCertify NYC provided me with many useful hints and tips I feel would benefit my workplace achieve Operational Excellence and high Customer Satisfaction."Katie V, Healthcare - New York"The ITIL® training Capsule consisting of all visual elaborates, presentations, vocabularies and practical exercises is very informative, useful and practical. It is very effective for a person new to Service management. I was able to pass the ITIL foundation on my first attempt because of the training."iCertify is an authorized training partner with Axelos (Partner ID : 4975)This ITIL® 4 Foundation Certification Guide includes:- 20+ High Quality self-paced online videos (worth \$200)- 6 Realistic full-lenght practice tests (worth \$200)- 170+ Pages- 200+ Realistic Questions including chapter quiz- Examination call-outs -Highly discounted certification voucherFollow instructions in the "Digital Content" section to access the companion content worth \$400 for FREE!!Don't waste your time and \$\$ elsewhere; purchase this all-access course to get ITIL® certified guaranteed !! ITIL® provides a framework of best-practice guidance for IT service management, and since its creation, ITIL has grown to become the most widely accepted approach to IT service management in the world.This pocket guide has been designed as an introductory overview for anyone who has an interest in or a need to understand more about the objectives, content and coverage of ITIL. This guide describes the key principles of IT service management and provides a high-level overview of each of the corepublications and associated lifecycle phases within ITIL: ITIL Service Strategy? ITIL Service Design? ITIL Service Transition? ITIL Service Operation? ITIL Continual Service Improvement.ITIL 4 provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology. It is designed to ensure a flexible, coordinated and integrated system for the effective governance and management of IT-enabled services."ITIL Foundation" is the first ITIL 4 publication and the latest evolution of the most widely-adopted guidance for ITSM. Its audience ranges from IT and business students taking their first steps in service management to seasoned professionals familiar with earlier versions of ITIL and other sources of industry best practice.

Create strong IT governance processes In the current business climate where a tremendous amount of importance is being given to governance, risk, and compliance(GRC), the concept of IT governance is becoming an increasinglystrong component. Executive's Guide to IT Governanceexplains IT governance, why it is important to general, financial,and IT managers, along with tips for creating a strong governance,risk, and compliance IT systems process. Written by Robert Moeller, an authority in auditing and ITgovernance Practical, no-nonsense framework for identifying, planning,delivering, and supporting IT services to your business Helps you identify current strengths and weaknesses of youreenterprise IT governance processes Explores how to introduce effective IT governance principleswith other enterprise GRC initiatives Other titles by Robert Moeller: IT Audit, Control, andSecurity and Brink's Modern Internal Auditing: A Common Bodyof Knowledge There is strong pressure on corporations to have a goodunderstanding of their IT systems and the controls that need to bein place to avoid such things as fraud and security violations.Executive's Guide to IT Governance gives you the tools youneed to improve systems processes through IT service management,COBIT, and ITIL.

"Seeing the big picture" is vital to making the right strategic decisions. Being able to "join the dots" and understand how your assets interact in order to get more out of them is key for operational decision-makers. OBASHI allows you to do both. You can create a dynamic map of how your organisation works, then identify and value how data flows between your assets.

OBASHI will make things clearer and help you make better decisions because it's been designed, specifically, to help people improve how their organisations perform. Whether your challenge is reducing costs, driving competitive advantage, or both, then you need to think OBASHI.

Pink Elephant is the world leader in IT management best practices, offering solutions to public and private businesses worldwide, many of them listed in the Fortune 500. The Company specializes in improving the quality of IT services through the application of recognized frameworks, including the IT Infrastructure Library (ITIL®).

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"The objectives of the proposed book are to provide techniques and tools appropriate for building application portfolios and develop strategies that increase financial performance"--Provided by publisher.

Assessing the most valuable technology for an organization is becoming a growing challenge for business professionals confronted with an expanding array of options. This 2007 book is an A-Z compendium of technological terms written for the non-technical executive, allowing quick identification of what the term is and why it is significant. This is more than a dictionary - it is a concise review of the most important aspects of information technology from a business perspective: the major advantages, disadvantages and business value propositions of each term are discussed, as well as sources for further reading, and cross-referencing with other terms where applicable. The essential elements of each concept are covered in a succinct manner so the reader can quickly obtain the required knowledge without wading through exhaustive descriptions. With over 200 terms, this is a valuable reference for non- and semi-technical managers, executives and graduate students in business and technology management.

Spanning the multi-disciplinary scope of information technology, the Encyclopedia of Information Systems and Technology draws together comprehensive coverage of the inter-related aspects of information systems and technology. The topics covered in this encyclopedia encompass internationally recognized bodies of knowledge, including those of The IT BOK, the Chartered Information Technology Professionals Program, the International IT Professional Practice Program (British Computer Society), the Core Body of Knowledge for IT Professionals (Australian Computer Society), the International Computer Driving License Foundation (European Computer Driving License Foundation), and the Guide to the Software Engineering Body of Knowledge. Using the universally recognized definitions of IT and information systems from these recognized bodies of knowledge, the encyclopedia brings together the information that students, practicing professionals, researchers, and academicians need to keep their knowledge up to date. Also Available Online This Taylor & Francis encyclopedia is also available through online subscription, offering a variety of extra benefits for researchers, students, and librarians, including: ? Citation tracking and alerts ? Active reference linking ? Saved searches and marked lists ? HTML and PDF format options Contact Taylor and Francis for more information or to inquire about subscription options and print/online combination packages. US: (Tel) 1.888.318.2367; (E-mail) e-reference@taylorandfrancis.com International: (Tel) +44 (0) 20 7017 6062; (E-mail) online.sales@tandf.co.uk

ITIL is a widely adopted body of knowledge and best practices for successful IT Service Management that links with training and certification. ITIL 4 has evolved from the current version by re-shaping much of the established ITSM practices in the wider context of customer experience; value streams and digital transformation; as well as embracing new ways of working, such as Lean, Agile, and DevOps. ITIL 4 provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology. It is designed to ensure a flexible, coordinated and integrated system for the effective governance and management of IT-enabled services. "ITIL Foundation" is the first ITIL 4 publication and the latest evolution of the most widely-adopted guidance for ITSM. Its audience ranges from IT and business students taking their first steps in service management to seasoned professionals familiar with earlier versions of ITIL and other sources of industry best practice. The guidance provided in this publication can be adopted and adapted for all types of organizations and services. To show how the concepts of ITIL can be practically applied to an organization's activities, ITIL Foundation follows the exploits of a fictional company on its ITIL journey.

This best selling management book is a true classic. If you want to be a model manager, keep this new, even better 3rd edition close at hand. Key Management Models has the winning combination of brevity and clarity, giving you short, practical overviews of the top classic and cutting edge management models in an easy-to-use, ready reference format. Whether you want to remind yourself about models you've already come across, or want to find new ones, you'll find yourself referring back to it again and again. It's the essential guide to all the management models you'll ever need to know about. Includes the classic and essential management models from the previous 2 editions. Thoroughly updated to include cutting edge new models. Two-colour illustrations and case studies throughout.

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.

This book is for those who work in Information Technology (IT) and for those who have IT done to them. Service Management is all the rage in IT at the moment, hence "ITSM". The leading description of ITSM is ITIL®. This book is not about ITIL. Really. Real ITSM® is a tongue-in-cheek satirical look at what the real-life practices might be, as compared to the idealised models in frameworks like ITIL or COBIT or ISO20000 or ... "[My wife] read the introduction and said it was the first IT book that held her interest past page two" Change Manager, postal service"I experienced numerous moments of amusement, humor and outright hilarity, which made reading this book at my desk during work hours a bit difficult." Bob GrinsellFor more on Real ITSM (and more samples from the book!) come to the Real ITSM website.

Discover the diverse range of practice settings and opportunities available to you as a community and public health nutritionist with COMMUNITY NUTRITION IN ACTION, 8th Edition! The book provides easy-to-understand coverage of program planning, policymaking, and nutrition issues specific to community and public health. Using this innovative book, you'll develop the skills you need to achieve cultural competency, address health disparities, try new technologies, and use fresh approaches to improving the public's nutrition and health status. You'll also master the knowledge and skills you'll need in practice as you seek to solve population health problems, relating to media advocacy, telehealth, nutrition education, and more. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Essential guidance on the revised COSO internal controls framework Need the latest on the new, revised COSO internal controls framework? Executive's Guide to COSO Internal Controls provides a step-by-step plan for installing and implementing effective internal controls with an emphasis on building improved IT as well as other internal controls and integrating better risk management processes. The COSO internal controls framework forms the basis for establishing Sarbanes-Oxley compliance and internal controls specialist Robert Moeller looks at topics including the importance of effective systems on internal controls in today's enterprises, the new COSO framework for effective enterprise internal controls, and what has changed since the 1990s internal controls framework. Written by Robert Moeller, an authority in internal controls and IT governance Practical, no-nonsense coverage of all three dimensions of the new COSO framework Helps you change systems and processes when implementing the new COSO internal controls framework Includes information on how ISO internal control and risk management standards as well as COBIT can be used with COSO internal controls Other titles by Robert Moeller: IT Audit, Control, and Security, Executives Guide to IT Governance Under the Sarbanes-Oxley Act, every corporation has to assert that their internal controls are adequate and public accounting firms certifying those internal controls are attesting to the adequacy of those same internal controls, based on the COSO internal controls framework. Executive's Guide to COSO Internal Controls thoroughly considers improved risk management processes as part of the new COSO framework; the importance of IT systems and processes; and risk management techniques.

Building on the popular Sybex Study Guide approach, CISSP: Certified Information Systems Security Professional Study Guide, 4th Edition provides 100% coverage of the CISSP Body of Knowledge exam objectives. Find clear and concise information on crucial security topics, practical examples and insights drawn from real-world experience, and cutting-edge exam preparation software, including two full-length bonus exams and electronic flashcards. Prepare yourself by reviewing the key exam topics, including access control, application security, business continuity and disaster recovery planning, cryptography; information security and risk management, and security architecture and design telecommunications and network security. This guide provides practical guidance for managers of portfolios and those working in portfolio offices as well as those filling portfolio management roles outside a formal PfMO role. It will be applicable across industry sectors. It describes both the Portfolio Definition Cycle (identifying the right, prioritised, portfolio of programmes and projects) and the Portfolio Delivery Cycle (making sure the portfolio delivers to its strategic objectives).

When some people speak, everyone listens. When they need commitment to projects, others jump on board. They just seem to have that indescribable "presence"--a subtle magnetic field around them wherever they go that signals authority and authenticity and attracts disciples with ease. Wouldn't it be incredible if doors opened as effortlessly for you? How amazing would it be if you could command the room like they do? You don't have to wonder; you can make it happen!Everyone, regardless of position or personality, can strengthen their presence. The Power of Presence shows how. The key is to cultivate the communication aptitude, mental attitude, and unique leadership style needed to connect with and motivate others. Filled with strategies, exercises, and personal stories from years spent coaching leaders, communications expert Kristi Hedges explains how to:• Build relationships based on trust• Rid yourself of limiting behaviors• Embody the values you are trying to convey• Explore how others see you and correct misperceptions• Communicate in way that inspire• And moreEveryone recognizes a commanding presence when they see it, and soon they'll see it in you!

The modern dependence upon information technology and the corresponding information security regulations and requirements force companies to evaluate the security of their core business processes, mission critical data, and supporting IT environment. Combine this with a slowdown in IT spending resulting in justifications of every purchase, and security professionals are forced to scramble to find comprehensive and effective ways to assess their environment in order to discover and prioritize vulnerabilities, and to develop cost-effective solutions that show benefit to the business. A Practical Guide to Security Assessments is a process-focused approach that presents a structured methodology for conducting assessments. The key element of the methodology is an understanding of business goals and processes, and how security measures are aligned with business risks. The guide also emphasizes that resulting security recommendations should be cost-effective and commensurate with the security risk. The methodology described serves as a foundation for building and maintaining an information security

