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## **Implementing IT governance in the public sector by use of bootstrap algorithms** - Petter Ogland 2017-11-29

It has been argued that the reason seventy percent of all IT projects fail is due to lack of a formal system for guiding and monitoring IT decisions. Organisations having explicit IT governance systems are generally twice as successful as those with poor governance, given the same strategic objectives, but implementing IT governance can be difficult. In this book, Dr. Ogland looks at the public sector and argues that the implementation of IT governance has to be done through bootstrapping. The bootstrap algorithm (BA) is a time-tested approach that is known to work, but it is an approach that breaks with much of the logic of the public sector bureaucracy and is expected to be met with resistance. By analysing patterns in a study of trying to convince a Norwegian public sector organisation to implement IT governance through the use of the BA, the book is able to provide rich insights on what causes failure and how to make the implementation process succeed.

## **IT Governance and Information Security** - Yassine Maleh 2021-12-21

IT governance seems to be one of the best strategies to optimize IT assets in an economic context dominated by information, innovation, and

the race for performance. The multiplication of internal and external data and increased digital management, collaboration, and sharing platforms exposes organizations to ever-growing risks. Understanding the threats, assessing the risks, adapting the organization, selecting and implementing the appropriate controls, and implementing a management system are the activities required to establish proactive security governance that will provide management and customers the assurance of an effective mechanism to manage risks. IT Governance and Information Security: Guides, Standards, and Frameworks is a fundamental resource to discover IT governance and information security. This book focuses on the guides, standards, and maturity frameworks for adopting an efficient IT governance and information security strategy in the organization. It describes numerous case studies from an international perspective and brings together industry standards and research from scientific databases. In this way, this book clearly illustrates the issues, problems, and trends related to the topic while promoting the international perspectives of readers. This book offers comprehensive coverage of the essential topics, including: IT governance guides and practices; IT service management as a key pillar for IT

governance; Cloud computing as a key pillar for Agile IT governance; Information security governance and maturity frameworks. In this new book, the authors share their experience to help you navigate today's dangerous information security terrain and take proactive steps to measure your company's IT governance and information security maturity and prepare your organization to survive, thrive, and keep your data safe. It aspires to provide a relevant reference for executive managers, CISOs, cybersecurity professionals, engineers, and researchers interested in exploring and implementing efficient IT governance and information security strategies.

**Strategic IT Governance and Performance Frameworks in Large Organizations** - Maleh, Yassine 2019-01-04

As digitization continues to bring rapid changes to businesses, companies must remain agile in order to comply with changing regulations and maintain governance and compliance while achieving its business objectives. To achieve this agility, IT staff within these companies must be able to respond quickly to changing business needs while maintaining existing and efficient infrastructure. Strategic IT Governance and Performance Frameworks in Large Organizations is an essential reference source that provides emerging frameworks and models that implement an efficient strategic IT governance in organizations and discusses the effects these policies have on the business as a whole. Featuring six international case studies from large organizations, this title covers topics such as IT management, security policy, and organizational governance, and is ideally designed for IT specialists, academicians, researchers, policymakers, and managers.

**Leadership, Innovation and Entrepreneurship as Driving Forces of the Global Economy** - Rachid Benlamri 2016-12-01

This volume aims to outline the fundamental principles behind leadership, innovation and entrepreneurship and show how the interrelations between them promote business and trade practices in the global economy. Derived from the 2016 International Conference on Leadership, Innovation, and Entrepreneurship (ICLIE), this volume showcases original papers presenting current research, discoveries and

innovations across disciplines such as business, social sciences, engineering, health sciences and medicine. The pace of globalization is increasing at a rapid rate and is primarily driven by increasing volume of trade, accelerating pace of competition among nations, freer flows of capital and increased level of cooperation among trading partners. Leadership, innovation, and entrepreneurship are key driving forces in enhancing this phenomenon and are among the major catalysts for contemporary businesses trading in the global economy. This conference and the enclosed papers provides a platform in which to disseminate and exchange ideas to promote a better understanding of current issues and solutions to challenges in the globalized economy in relation to the fields of entrepreneurship, business and economics, technology management, and Islamic finance and management. Thus, the theories, research, innovations, methods and practices presented in this book will be of use to researchers, practitioners, student and policy makers across the globe.

Implementing Effective IT Governance and IT Management - Gad J. Selig 2015-02-01

This book is a revised edition of the best selling title Implementing IT Governance (ISBN 978 90 8753 119 5). For trainers free additional material of this book is available. This can be found under the "Training Material" tab. Log in with your trainer account to access the material. In all enterprises around the world, the issues, opportunities and challenges of aligning IT more closely with the organization and effectively governing an organization's IT investments, resources, major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management. An integrated and comprehensive approach to the alignment, planning, execution and governance of IT and its resources has become critical to more effectively align, integrate, invest, measure, deploy, service and sustain the strategic and tactical direction and value proposition of IT in support of organizations. Much has been written and documented about the individual components of IT Governance such as strategic planning, demand management, program and project management, IT service management, strategic sourcing and

outsourcing, performance management, metrics, compliance and others. Much less has been written about a comprehensive and integrated approach for IT/Business Alignment, Planning, Execution and Governance. This title fills that need in the marketplace and offers readers structured and practical solutions using the best of the best practices available today. The book is divided into two parts, which cover the three critical pillars necessary to develop, execute and sustain a robust and effective IT governance environment:- Leadership, people, organization and strategy,- IT governance, its major component processes and enabling technologies.Each of the chapters also covers one or more of the following action oriented topics: - the why and what of IT: strategic planning, portfolio investment management, decision authority, etc.; - the how of IT: Program/Project Management, IT Service Management (including ITIL); Strategic Sourcing and outsourcing; performance, risk and contingency management (including COBIT, the Balanced Scorecard etc.) and leadership, team management and professional competences.

**Implementing IT Governance - A Practical Guide to Global Best Practices in IT Management** - Gad J. Selig 2008-04-12

The issues, opportunities and challenges of aligning information technology more closely with an organization and effectively governing an organization's Information Technology (IT) investments, resources, major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management in enterprises on a global basis. An integrated and comprehensive approach to the alignment, planning, execution and governance of IT and its resources has become critical to more effectively align, integrate, invest, measure, deploy, service and sustain the strategic and tactical direction and value proposition of IT in support of organizations. Much has been written and documented about the individual components of IT Governance such as strategic planning, demand (portfolio investment) management, program and project management, IT service management and delivery, strategic sourcing and outsourcing, performance management and metrics, like the balanced scorecard, compliance and others. Much less has been

written about a comprehensive and integrated IT/Business Alignment, Planning, Execution and Governance approach. This new title fills that need in the marketplace and gives readers a structured and practical solutions using the best of the best principles available today. The book is divided into nine chapters, which cover the three critical pillars necessary to develop, execute and sustain a robust and effective IT governance environment - leadership and proactive people and change agents, flexible and scalable processes and enabling technology. Each of the chapters also covers one or more of the following action oriented topics: demand management and alignment (the why and what of IT strategic planning, portfolio investment management, decision authority, etc.); execution management (includes the how - Program/Project Management, IT Service Management with IT Infrastructure Library (ITIL) and Strategic Sourcing and outsourcing); performance, risk and contingency management (e.g. includes COBIT, the balanced scorecard and other metrics and controls); and leadership, teams and people skills.

The IT Service Part 2 - The Handbook - Pierre Bernard 1970-01-01

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 is a delightfully simple set of steps: OVERVIEW OF THE SERVICE DESIGN PACKAGE THE SERVICE STRATEGY ASPECTS OF SERVICE DESIGN OUTPUTS OF THE SERVICE DESIGN PHASE OUTPUTS OF THE SERVICE TRANSITION PHASE OUTPUTS OF THE SERVICE OPERATION PHASE Within these the Author gives a very simple set of templates (or tells you where they are to be found), practical guidance and very simple checklists. It sets 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.

IT Governance - Peter Weill 2004-05-06

Firms with superior IT governance have more than 25% higher profits than firms with poor governance given the same strategic objectives. These top performers have custom designed IT governance for their strategies. Just as corporate governance aims to ensure quality decisions about all corporate assets, IT governance links IT decisions with company objectives and monitors performance and accountability. Based on a study of 250 enterprises worldwide, IT Governance shows how to design and implement a system of decision rights that will transform IT from an expense to a profitable investment.

**ITIL®4** - Jan van Bon 2019

The ITIL pocket guides of Van Haren Publishing are since long recognized as the industry classic guide on the topic of ITIL, in many languages. 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 pocket guide will provide readers with an understanding of the ITIL 4 service management framework, by: \* understanding the key concepts of service management \* understanding how the seven ITIL guiding principles can help an organization adopt and adapt service management \* understanding the four dimensions of service management \*

understanding the purpose and components of the ITIL service value system \* understanding the six activities of the service value chain, and how they interconnect \* knowing the purpose and key terms of 15 of the 34 ITIL practices \* understanding seven of these 15 ITIL practices in detail All exam requirements for the ITIL 4 Foundation exam are covered in this pocket guide. It also provides support for everyone who has knowledge of previous ITIL editions and is looking for a bridge to the new edition. ITIL 4 took a big leap into the modern world of IT service management, covering the latest principles and practices in a customer-focused, service-centric way, enabling Agile principles for maximum support of any business. Bron: Flaptekst, uitgeversinformatie.

**IT Governance** - Koen Brand 2004-06-22

This pocket guide is the first result of a project that was started by the Netherlands chapters of ISACA (Information Systems Audit and Control Association), ITSMF and EXIN with the aim of developing a management instrument that fit standards like ITIL, ISO, security standards and the Balanced Scorecard. It is provided for two purposes. First, it is a quick reference guide for those not acquainted with this field of work. Second, it is a high level introduction to ISACA's standard COBIT that will encourage further study. The guide follows the process structure of COBIT but it differs from COBIT in several ways, adding new information to the structure, from the perspective of IT management.

**IT Governance** - Helmut Schindlwick 2017-03-03

It's necessary for enterprises nowadays to collect massive amounts of data for their business - data concerning everything from products and services to market conditions and customer demographics. With so much information at your fingertips, it's difficult to find the pieces that are accurate and relevant. This problem is exacerbated by the growth that comes from acquisition. Consolidating data becomes a real issue for newly integrated companies or recently launched branches. After all, standardizing software - considering international legal requirements, different roles, responsibilities, and processes - is challenging when you're running a global enterprise. Helmut Schindlwick proposes a solution for these headaches through IT governance. You must put a system in place

for inaccurate or redundant data, as well as data that becomes obsolete, and then continuously monitor data quality to ensure optimization. Instead of focusing on software, you should first take time to determine the structure of your master data. Schindlwick shares all the knowledge and experience he's gleaned from eighteen years of consulting work, approaching a complex topic in a way that's practical and easily understood. His unique Transformation Eco System, or TESy, will guide readers through concepts and communicate information plainly.

#### **ABC of ICT - Jan Schilt 2008-10-03**

'ABC is like an iceberg, much of it hidden beneath the surface, yet capable of inflicting enormous damage' to your organization, or more importantly, your business! With growing importance of IT to business operations we can no longer afford to have our ITSM improvement programs and initiatives fail because of Attitude, Behavior or culture issues. This book describes what ABC is, why it is important and gives practical cases and examples in dealing with ABC issues. The book contains more than 35 case examples from industry experts and practitioners on what they have done to solve specific ABC issues. The book can be used in combination with the ABC of ICT card set for creating awareness, assessing your own worst practices and taking your first practical steps in solving them. This book provides a valuable addition on top of ITIL publications on how to ensure ITSM improvement programs can and do deliver lasting value

#### **Implementing IT Governance - A Pocket Guide - Gad J. Selig 2008-04-12**

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 and Delivery 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. Endorsements 'Selig has brought together his years of practical experience and his academic training to produce a valuable resource on how to successfully manage IT. He uses IT governance as the focal point for executing best practices to create alignment between IT and the business. In today's marketplace, where no organization can compete effectively without alignment, this book can become the executive handbook for IT management' Christine V. Bullen, Senior Lecturer, Howe School of Technology Management, Stevens Institute of Technology 'Dr. Selig has written an extremely comprehensive book on IT Governance. It is so comprehensive that today's IT leader need look at few other sources to ensure that they have nailed what it takes to lead a world-class IT organization. It provides details, yet serves as a easily reference-able road-map for today's busy IT

executives...it's a great desktop companion!' Stu Werner, Executive Vice President and CIO, Li & Fong, U.S.A. 'Dr. Selig's book on this topic is a great resource for all IT practitioners and brings together every critical aspect relating to IT governance. This book lays out a roadmap to executing within a solid governance model. It looks at all aspects of establishing, maturing, growing and sustaining an IT ecosystem. The combination of case studies and disciplined approaches to building well structured processes, committed leaders and change agents will help the board, executive management and most of all, CIO's and IT professionals think through what has worked, what can work and how to deploy IT governance successfully. I very much enjoyed reading the chapters. I think you have a great book and I look forward to reading it when it comes out' Dick LeFave, CIO, Sprint Nextel 'In an era when strong IT governance is an increasingly critical component of visionary business and technology leadership, Dr Selig's book provides a welcome compendium of successful practices. Experienced leaders will find it a valuable reference, while early-career managers will appreciate the clear, actionable framework for developing high-quality, sustainable governance models of their own' Hank Zupnick, CIO, GE Real Estate 'Dr Selig's book is a well thought out and comprehensive reference guide on the successful governance of IT in context of the larger business. It successfully combines practical check lists and governance models with real world insights in an easy to read format. The book is organized into logical sections that make it easy to find topics of relevance. This book will be useful when setting up a new governance model or challenging and improving what is in place today. It is written in a format that allows the reader to stand back from the detail and look at the bigger picture, recognizing that an integrated approach to IT governance is critical to the overall health of a successful business. Dr Selig has captured this complex topic in a way that will prove a valuable reference for all levels of Executives and managers that are involved in IT governance' Nicholas Willcox, Director IT, Unilever Americas 'Dr. Selig's blend of executive IT and senior level business experience in major companies combined with many years of teaching experience and research effort have enabled him

to create a unique book that blends many different components and perspectives on IT Governance into a single framework. Written for senior and aspiring IT and business leaders, his book draws upon practical experience, research, and best practices as well as the collective wisdom of the many senior IT leaders he has interacted with in teaching IT Governance. A five star rating!' James R. Shea, Director, Syracuse University, Center for Business Information Technologies 'Dr. Selig has created a veritable 'IT Governance Encyclopedia' for the 21st century IT executive. If something isn't covered here, you probably don't need to know it' Peter Schay, Executive VP, The Advisory Council  
Managing Information Technology - Francisco Castillo 2016-07-15  
There are two different, interdependent components of IT that are important to a CIO: strategy, which is long-term; and tactical and operational concerns, which are short-term. Based on this distinction and its repercussions, this book clearly separates strategy from day-to-day operations and projects from operations - the two most important functions of a CIO. It starts by discussing the ideal organization of an IT department and the rationale behind it, and then goes on to debate the most pressing need - managing operations. It also explains some best industry standards and their practical implementation, and discusses project management, again highlighting the differences between the methodologies used in projects and those used in operations. A special chapter is devoted to the cutover of projects into operations, a critical aspect seldom discussed in detail. Other chapters touch on the management of IT portfolios, project governance, as well as agile project methodology, how it differs from the waterfall methodology, and when it is convenient to apply each. Taking the fundamental principles of IT service management and best practices in project management, the book offers a single, seamless reference for IT managers and professionals. It is highly practical, explaining how to apply these principles based on the author's extensive experience in industry.

Process Management Based on SqEME® - Jos.N.A van Oosten  
2008-04-24

SqEME® is an open standard for developing a process-centred

architecture of an enterprise. It may be reproduced freely by any organization wishing to use it to develop a governance structure on the quality of their business processes. SqEME® Process Management is a method that facilitates discussion of the design of the organization, in a subtle but unambiguous way. Processes have to hold a prominent place in observing organizations: how are the different parts of the organization tuned to each other and how does adequate communication take place? SqEME® as a methodology views processes from four different perspectives. SqEME® calls these 'windows', by means of which one seeks for the Constitution, Chemistry, Correspondence and Construction of the enterprise. SqEME® is the result of more than twenty years experience with the management of business processes within various organizations. SqEME® has been applied successfully in industry (chemistry, automotive, construction, paper), in the business sector (IT service, healthcare), in the non-profit sector, and in public companies such as the Prosecution Counsel, County Councils and local authorities. This book is particularly aimed at professionals who are involved in the change process within process-driven organizations. Anyone wishing to familiarize themselves with process-centred thinking will be pleased to find that this book adopts an innovative, yet practice-proven approach. The SqEME® Foundation is a platform for discussing the method and its application, where insights into the basic assumptions and backgrounds are shared: [www.sqeme.org](http://www.sqeme.org).

**Implementing Strategic Sourcing** - Gad J Selig 2010-07-07

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

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

**IT Service Management: ISO/IEC 20000-1:2018 - Introduction and Implementation Guide - Second edition** - Dolf van der Haven

2020-10-26

The revised standard for Service Management, ISO/IEC 20000-1: 2018 is the third version of the international standard for service management, replacing the 2011 edition. It provides requirements for the planning, design, transition, delivery and improvement of a Service Management System, which is the coordinated set of policies, processes, organisational structure and people to manage services. This book introduces the ISO/IEC 20000-1 standard as well as providing extensive practical advice on implementing an SMS that conforms to the requirements. It does so by referring to the ISO/IEC 20000-1:2018 documentation toolkit, which is separately available and contains dozens of templates that allow you to provide the documented evidence necessary.

Defining IT Success Through The Service Catalog - Troy DuMoulin

2007-02-12

The Service Catalog is a fundamental IT tool covering the services

themselves, default capabilities, measures and primary means of access and provision. In short, it represents the value IT provides to facilitate business operations. Written by industry experts and using real case studies, this valuable title takes the reader beyond the theoretical to focus on the real business benefits of Service Catalogs and how to implement them successfully within an organization: Services are made standard and rational, leading to lower costs and increased service availability. Standard service products enable forecasting of demand, leading to better volume discounts from vendors and improved inventory and capacity planning. Controls over consumption of services are enhanced. The fulfillment of IT services is improved with the catalog. Standardization of services leads to recurrent workflows, rather than relatively expensive one-off projects.

**IT Governance in the Oil-Based Economies of the GCC** - Mohamed Zaki 2022-05-12

Information Technology has turned indispensable to the business continuity and the competitiveness of today's organizations. In the same way, IT governance has become essential in ensuring that IT is efficiently and effectively delivering its objectives aligned with the business. The research in this book had examined the role of IT governance in an organization in the booming economy of that period of the research (2010 -2012) by means of analyzing a case study of a state-owned organization in the oil and gas sector in the State of Qatar. Through applying qualitative research methods, the research explored the challenges, assessed the relevance of IT governance frameworks to the various contexts, identified techniques and success factors by which IT governance can achieve its objectives without hindering or slowing down the pace at which that organization was growing during that period of the study. Based on extensive research, the book explores and depicts the local business culture, the practice related to corporate and IT governance then discloses and discusses several misconceptions and misconducts observed.

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

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

Implementing Information Security based on ISO 27001/ISO 27002 - Alan Calder 2011-09-09

Information is the currency of the information age and in many cases is the most valuable asset possessed by an organisation. Information security management is the discipline that focuses on protecting and securing these assets against the threats of natural disasters, fraud and other criminal activity, user error and system failure. Effective information security can be defined as the 'preservation of confidentiality, integrity and availability of information.' This book describes the approach taken by many organisations to realise these objectives. It discusses how information security cannot be achieved through technological means alone, but should include factors such as the organisation's approach to risk and pragmatic day-to-day business operations. This Management Guide provides an overview of the

implementation of an Information Security Management System that conforms to the requirements of ISO/IEC 27001:2005 and which uses controls derived from ISO/IEC 17799:2005. It covers the following: Certification Risk Documentation and Project Management issues Process approach and the PDCA cycle Preparation for an Audit  
*IT Service Management - Global Best Practices* - Editorial Board  
2008-04-22

A very practical publication that contains the knowledge of a large number of experts from all over the world. Being independent from specific frameworks, and selected by a large board of experts, the contributions offer the best practical guidance on the daily issues of the IT manager.

**ITSM Process Assessment Supporting ITIL (TIPA)** - Beatrix Barafort  
2009-12-12

The key to any successful IT Service Management solution are strong, clear processes that are fit for purpose. The continual cycle of service improvements must therefore look at the existing processes and assess how effective they are within changing business requirements. This innovative title not only looks at this fundamental process assessment, it does it using the key ISO/IEC standard in this area. In brief, this title explains the meeting between two standards: ITIL: the de facto standard in IT Service Management. ISO/IEC 15504 Information technology - Process assessment Readers can therefore be confident of a strong, well-thought out and solid approach which will help identify: The concepts of process assessment and process maturity How to plan and perform a process assessment How to use the approach How to launch an improvement process starting with an assessment project Because it focuses on 10 key processes the TIPA framework can be applied with equal success to ITILv2, ITIL v3 or to the ISO/IEC 20000. This manual will also convey valuable information for understanding the roles and differences between: process assessment, traditional conformity assessment, audit and self-assessment suite. Finally, it is illustrated with real-life case studies, which highlight what should be done and what should be avoided. The reader will thus learn process assessment based

on genuine experiences.

*IT Manager's Handbook: The Business Edition* - Bill Holtsnider  
2009-11-09

IT Manager's Handbook: The Business Edition is a MUST-HAVE guide for the advancing technology professional who is looking to move up into a supervisory role, and is ideal for newly-promoted IT managers who needs to quickly understand their positions. It uses IT-related examples to discuss business topics and recognizes the ever-changing and growing demands of IT in today's world as well as how these demands impact those who work in the field. Specific attention is paid to the latest issues, including the challenges of dealing with a mobile and virtual workforce, managing Gen-X/Yers, and running an IT organization in a troubled economy. Rich with external references and written in-easy-to-read sections, IT Manager's Handbook: The Business Edition is the definitive manual to managing an IT department in today's corporate environment. Focuses on Web 2.0 ideas and how they impact and play into today's organizations, so you can keep up on social networking, YouTube, web conferencing, instant messaging, Twitter, RSS Feeds, and other collaboration tools. Provides strategies on how to get employees to focus in the 24/7 data word. Discusses key IT topics in 'layman's terms' for business personnel who need to understand IT topics.

**Service Management Strategies that Work** - Troy DuMoulin  
2007-09-09

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®).

**IT Governance based on CobiT® 4.1 - A Management Guide** - Koen Brand  
2007-12-28

This IT Governance Management Guide is the result of a project that involved many experts from all over the world. It started out as a compact reference to one framework, but it grew into an original document on IT Governance. It provides readers with 2 benefits . First, it

is a quick-reference guide to IT governance for those who are not acquainted with this field. Second, it is a high-level introduction to ISACA's open standard COBIT 4.1 that will encourage further study. This guide follows the process structure of COBIT 4.1, in addition it supplies new information to the structure. This guide is aimed at business and IT (service) managers, consultants, auditors and anyone interested in learning more about the possible application of IT governance standards in the IT management domain. In addition, it provides students in IT and Business Administration with a compact reference to COBIT 4.1. By this book is a separate file (free, via internet) available: • All images in the book, in Powerpoint format. Click on the button Training Material by the book on our website.

BUSINESS AND NON-PROFIT ORGANIZATION FACING INCREASED COMPETITION AND GROWING CUSTOMERS' DEMANDS (Vol. 10) - Anna Ujwary-Gil 2011

**BiSL®: Business Information Services Library - Management Guide** - Remko van der Pols 2007-10-05

Effective management of business information is critically important for modern organizations. The Business Information Systems Library (BiSL) is a generic framework which provides an effective solution for business information management. BiSL is a public domain standard which is consistent with ITIL and ASL. This management guide is an easy to use guide about the how and why of the Framework BiSL, Business Information Service Library, that is governed by the ASL BiSL Foundation. It describes the best way to manage and execute business information management in day-to-day practice, and how BiSL can be of use with this. To illustrate the implementation of BiSL, a separate case history is being evolved throughout the text. Supports EXIN BiSL Exams *Global Standards and Publications* -

Van Haren Publishing is the world's leading publisher in best practice, methods and standards within IT Management, Project Management, Enterprise Architecture and Business Management. We are the official publisher for some of the world's leading organizations and their

frameworks including: The Open Group [TOGAF], IPMA-NL, ITSqc [eSCM Models], GamingWorks [ABC of ICT], ASL BiSL Foundation, IAOP®, IACCM, CRP Henri Tudor and PMI NL. This catalog will provide you with an overview of our most popular and upcoming titles, but also gives you a quality summary on internationally relevant frameworks. Van Haren Publishing is an independent, worldwide recognized publisher, well known for our extensive professional network (authors, reviewers and accreditation bodies of standards), flexibility and years of experience. We make content available in hard copy and digital formats, designed to suit your personal preference (iPad, Kindle and online), available through over 50 distribution partners (Amazon, Google Play, Barnes & Noble, Managementboek and Bol.com, etc.) and over 700 outlets worldwide. Free whitepapers are available in our eKnowledge, with a licence for our eLibrary you can download all our eBooks within your area of expertise and in our eShop you can place your order in your favorite media format: hard copy or eBook.

**TOGAF™, The Open Group Architecture Framework** - Hans van den Bent 2007-08-27

In only 15 years the role of information in our society has changed dramatically. We are in the middle of an information revolution guided by the need to put the right information in the right people's hands at the right time. Information flows within and between organisations as if there are no boundaries between them. It requires infrastructures built on open standards and designed to enable individuals as well as their IT systems to all work together. Managers have to make decisions on the investments they make in information provision. These decisions have become complex and must be taken more often and faster than ever before. Enterprise Architecture is a maturing profession that can help management to understand this growing complexity. Enterprise Architecture can reduce complexity by making plans schemes and designs of the organisation and its information systems and the infrastructure it runs on and therefore emerges as a true profession. TOGAF the Open Group Architectural Framework is a fast growing, worldwide accepted standard that can help organisations build their own

Enterprise Architecture in a standardised way. This book explains why this upcoming profession is important and what TOGAF can do to support you and your organisation. This book explains to management how TOGAF can help to make an Enterprise Architecture.

*Data Management: a gentle introduction* - Bas van Gils 2020-03-03

The overall objective of this book is to show that data management is an exciting and valuable capability that is worth time and effort. More specifically it aims to achieve the following goals: 1. To give a “gentle” introduction to the field of DM by explaining and illustrating its core concepts, based on a mix of theory, practical frameworks such as TOGAF, ArchiMate, and DMBOK, as well as results from real-world assignments. 2. To offer guidance on how to build an effective DM capability in an organization. This is illustrated by various use cases, linked to the previously mentioned theoretical exploration as well as the stories of practitioners in the field. The primary target groups are: busy professionals who “are actively involved with managing data”. The book is also aimed at (Bachelor’s/ Master’s) students with an interest in data management. The book is industry-agnostic and should be applicable in different industries such as government, finance, telecommunications etc. Typical roles for which this book is intended: data governance office/ council, data owners, data stewards, people involved with data governance (data governance board), enterprise architects, data architects, process managers, business analysts and IT analysts. The book is divided into three main parts: theory, practice, and closing remarks. Furthermore, the chapters are as short and to the point as possible and also make a clear distinction between the main text and the examples. If the reader is already familiar with the topic of a chapter, he/she can easily skip it and move on to the next.

**Enterprise IT Governance, Business Value and Performance Measurement** - Shi, Nan Si 2010-10-31

"This book provides evidence-based insights into the management and contribution of IT in organizations, to offer practical advice & solutions, models and tools that are instrumental in getting business value from IT"--Provided by publisher.

**Implementing IT Governance - A Pocket Guide** - Gad J. Selig  
2008-04-12

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 and Delivery 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. Endorsements 'Selig has brought together his

years of practical experience and his academic training to produce a valuable resource on how to successfully manage IT. He uses IT governance as the focal point for executing best practices to create alignment between IT and the business. In today's marketplace, where no organization can compete effectively without alignment, this book can become the executive handbook for IT management'Christine V. Bullen, Senior Lecturer, Howe School of Technology Management, Stevens Institute of Technology 'Dr. Selig has written an extremely comprehensive book on IT Governance. It is so comprehensive that today's IT leader need look at few other sources to ensure that they have nailed what it takes to lead a world-class IT organization. It provides details, yet serves as a easily reference-able road-map for today's busy IT executives it's a great desktop companion!'Stu Werner, Executive Vice President and CIO, Li & Fong, U.S.A. 'Dr. Selig's book on this topic is a great resource for all IT practitioners and brings together every critical aspect relating to IT governance. This book lays out a roadmap to executing within a solid governance model. It looks at all aspects of establishing, maintaining, growing and sustaining an IT ecosystem. The combination of case studies and disciplined approaches to building well structured processes, committed leaders and change agents will help the board, executive management and most of all, CIO's and IT professionals think through what has worked, what can work and how to deploy IT governance successfully. I very much enjoyed reading the chapters. I think you have a great book and I look forward to reading it when it comes out'Dick LeFave, CIO, Sprint Nextel 'In an era when strong IT governance is an increasingly critical component of visionary business and technology leadership, Dr Selig's book provides a welcome compendium of successful practices. Experienced leaders will find it a valuable reference, while early-career managers will appreciate the clear, actionable framework for developing high-quality, sustainable governance models of their own'Hank Zupnick, CIO, GE Real Estate 'Dr Selig's book is a well thought out and comprehensive reference guide on the successful governance of IT in context of the larger business. It successfully combines practical check lists and governance models with

real world insights in an easy to read format.The book is organized into logical sections that make it easy to find topics of relevance. This book will be useful when setting up a new governance model or challenging and improving what is in place today. It is written in a format that allows the reader to stand back from the detail and look at the bigger picture, recognizing that an integrated approach to IT governance is critical to the overall health of a successful business.Dr Selig has captured this complex topic in a way that will prove a valuable reference for all levels of Executives and managers that are involved in IT governance' Nicholas Willcox, Director IT, Unilever Americas 'Dr. Selig's blend of executive IT and senior level business experience in major companies combined with many years of teaching experience and research effort have enabled him to create a unique book that blends many different components and perspectives on IT Governance into a single framework. Written for senior and aspiring IT and business leaders, his book draws upon practical experience, research, and best practices as well as the collective wisdom of the many senior IT leaders he has interacted with in teaching IT Governance. A five star rating!'James R. Shea, Director, Syracuse University, Center for Business Information Technologies 'Dr. Selig has created a veritable IT Governance Encyclopedia for the 21st century IT executive. If something isn't covered here, you probably don't need to know it'Peter Schay, Executive VP, The Advisory Council

**Corporate Governance and Its Implications on Accounting and Finance** - Alqatan, Ahmad 2020-09-25

After the global financial crisis, the topic of corporate governance has been gaining momentum in accounting and finance literature since it may influence firm and bank management in many countries. Corporate Governance and Its Implications on Accounting and Finance provides emerging research exploring the implications of a good corporate governance system after global financial crises. Corporate governance mechanisms may include board and audit committee characteristics, ownership structure, and internal and external auditing. This book is devoted to all topics dealing with corporate governance including corporate governance characteristics, board diversity, CSR, big data

governance, bitcoin governance, IT governance, and governance disclosure, and is ideally designed for executives, BODs, financial analysts, government officials, researchers, policymakers, academicians, and students.

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

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

Business Continuity and Homeland Security - David H. McIntyre 2011-01-01

What should businesses consider in preparing for terrorist attacks, natural disasters, pandemic illnesses and other emergencies? What steps can a business take to ensure continuity during and after a crisis? What can we learn from past success? This edited collection provides responses to these and other questions from prominent business executives and academics, drawn from their personal experiences with such crises as the terrorist attacks of 9/11, Hurricane Katrina, and the Asian tsunami. Their analyses prove a major step forward in the

emerging academic and professional field of homeland security. In this first volume, *The Challenge of the New Age*, the contributors- noted authorities in security and risk management, technology, public health, political science and business - look at specific ways disasters can impact businesses, both in the short and long term. They recount their experiences with terrorist attacks and natural disasters, and explore the potential impact of other hazards, such as a biological event or pandemic. Intended for business practitioners, real world operators, students and faculty, government leaders, and their libraries, the book demonstrates with historical examples the connectivity between threats, hazards, policies, jurisdictions, information, technology, leadership, and considerations of profit and loss. Those who want to benefit from best practices while avoiding mistakes of the past will find this an excellent place to start.

**Agile Focus in Governance** - Van Haren Publishing 2020-10-15

'â€¢ Are you member of either the management team or the board and do you see the need to adapt your organization to Agile? Do you intend to make the organization more agile?â€¢ Are you a coach helping organizations in the transformation to becoming more agile? And are you planning to support this transition using a bottom-up or top-down approach? In this pocket guide you will find a practical approach on how to handle this. Governing an organization in a fast-changing world. And all this although the issues of the day require a lot of your attention and can distract you from the results you want to achieve. The authors consider how to operationalize the organization's strategic goals and consequently the governance of the entire organization. The authors start from the position of:â€¢ Clarifying what has to be achieved in the next quarter in order to achieve the strategic goals.â€¢ Introducing a system of short cyclical adjustments, with which you can respond to changing demand from customers or emerging laws and regulations.â€¢ Working closely together as management team or board towards the long-term strategic goals and preventing everyone within the organization from following their own goals.â€¢ Bringing more focus on the operationalization of the strategy, less "fire-fighting" and

greater emphasis on fire prevention.â€¢ Getting a clear picture of what prevents your employees from doing their jobs effectively. Will you succeed in removing the barriers holding back your organization? The core message of this pocket guide is application of the FOCUS board. This is a visual approach to management and a strong tool for governing the organization. When this is applied, it will result in collaboration between all layers of the organization, enable short cyclical adjustment and provide a clear focus on achieving the strategic goals.

Implementing Effective It Governance and It Management - Van Haren Publishing 2015-02

In all enterprises around the world, the issues, opportunities and challenges of aligning IT more closely with the organization and effectively governing an organizations 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

**COBIT® 5 - A Management Guide** - Pierre Bernard 2012-06-06

This Management Guide provides readers with two benefits. First, it is a quick-reference guide to IT governance for those who are not acquainted with this field. Second, it is a high-level introduction to ISACA's open standard COBIT 5.0 that will encourage further study. This guide follows the process structure of COBIT 5.0. This guide is aimed at business and IT (service) managers, consultants, auditors and anyone interested in learning more about the possible application of IT governance standards

in the IT management domain. In addition, it provides students in IT and Business Administration with a compact reference to COBIT 5.0.

**IT Manager's Handbook** - Bill Holtsnider 2012-03-30

IT Manager's Handbook, Third Edition, provides a practical reference that you will return to again and again in an ever-changing corporate environment where the demands on IT continue to increase. Make your first 100 days really count with the fundamental principles and core concepts critical to your success as a new IT Manager. This is a must-read for new IT managers and a great refresher for seasoned managers trying to maintain expertise in the rapidly changing IT world. This latest edition includes discussions on how to develop an overall IT strategy as well as demonstrate the value of IT to the company. It will teach you how to: manage your enterprise's new level of connectivity with a new chapter covering social media, handheld devices, and more; implement and optimize cloud services to provide a better experience for your mobile and virtual workforce at a lower cost to your bottom line; integrate mobile applications into your company's strategy; and manage the money, including topics such as department budgets and leasing versus buying. You will also learn how to work with your customers, whomever those might be for your IT shop; hire, train, and manage your team and their projects so that you come in on time and budget; and secure your systems to face some of today's most challenging security challenges. This book will appeal to new IT managers in all areas of specialty, including technical professionals who are transitioning into IT management. Manage your enterprise's new level of connectivity with a NEW chapter covering social media, handheld devices, and more Implement and optimize cloud services to provide a better experience for your mobile and virtual workforce at a lower cost to your bottom line Integrate mobile applications into your company's strategy Manage the money, including topics such as department budgets and leasing versus buying Work with your "customers", whomever those might be for your IT shop Hire, train, and manage your team and their projects so that you come in on time and budget Secure your systems to face some of today's most challenging security challenges