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KEY=IEC - RAYMOND ZAYDEN

LEAN SIX SIGMA SECRETS FOR THE CIO

CRC Press **Going beyond the usual how-to guide, Lean Six Sigma Secrets for the CIO supplies proven tips and valuable case studies that illustrate how to combine Six Sigma's rigorous quality principles with Lean methods for uncovering and eliminating waste in IT processes. Using these methods, the text explains how to take an approach that is all about improving IT performance, productivity, and security—as much as it is about cutting costs. Savvy IT veterans describe how to use Lean Six Sigma with IT governance frameworks such as COBIT and ITIL and warn why these frameworks should be considered starting points rather than destinations. This complete resource for CIOs and IT managers provides effective strategies to address the human element that is so fundamental to success and explains how to maximize the voice of your customers while keeping in touch with the needs of your staff. And perhaps most importantly—it provides the evidence needed to build your case to upper management. Supplying you with the tools to create methods that will bring out the best in your employees; Lean Six Sigma Secrets for the CIO provides the understanding required to manage your IT operations with unique effectiveness and efficiency in service of the bottom line.**

BUSINESS TRANSFORMATION AS AN ENTERPRISE CAPABILITY

QR Systems Inc

BUSINESS SURVIVAL

A GUIDE TO BUSINESS CONTINUITY PLANNING AND DISASTER RECOVERY

Michelle Sollicito **"Business Survival – a Guide to Business Continuity Planning and Disaster Recovery" is for experienced and inexperienced, technical, and non-technical personnel who are interested in the need for Business Continuity Planning within their organizations. These personnel include: Senior and Executive management, the decision-makers who make budgetary decisions Business Continuity Managers and their teams Chief Information Officers, who ensure the implementation of the Disaster Recovery elements of the Business Continuity Plan and play a large role in (and perhaps even manage or oversee) the Business Continuity Process The IT security program manager, who implements the security program IT managers and system owners of system software and/or hardware used to support IT functions. Information owners of data stored, processed, and transmitted by the IT systems Business Unit owners and managers who are responsible for the way in which their own unit fits into the overall Business Continuity Plan, but especially Facilities Managers, who are responsible for the way the buildings are evacuated and secured, providing floor plans and information to Emergency Services, etc. Human Resources Managers who are responsible for the "people" elements of the Business Continuity Plan Communications and PR Managers who are responsible for the communications policies that form part of the Business Continuity Plan Technical support personnel (e.g. network, system, application, and database administrators; computer specialists; data security analysts), who manage and administer security for the IT systems Information system auditors, who audit IT systems IT consultants, who support clients in developing, implementing and testing their Business Continuity Plans**

IMPLEMENTING IT GOVERNANCE - A PRACTICAL GUIDE TO GLOBAL BEST PRACTICES IN IT MANAGEMENT

Van Haren **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.**

OWNING ITIL

A SKEPTICAL GUIDE FOR DECISION-MAKERS

Two Hills Ltd **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)**

IT SERVICE MANAGEMENT - GLOBAL BEST PRACTICES

Van Haren **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.**

SIX SIGMA

PROJECTS AND PERSONAL EXPERIENCES

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

THE ART OF AGILE PRACTICE

A COMPOSITE APPROACH FOR PROJECTS AND ORGANIZATIONS

CRC Press **The Art of Agile Practice: A Composite Approach for Projects and Organizations presents a consistent, integrated, and strategic approach to achieving "Agility" in your business. Transcending beyond Agile as a software development method, it covers the gamut of methods in an organization-including business processes, governance standards, project ma**

IMPLEMENTING EFFECTIVE IT GOVERNANCE AND IT MANAGEMENT

Van Haren **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 EFFECTIVE IT GOVERNANCE AND IT MANAGEMENT

Van Haren 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

CUSTOMER SATISFACTION 189 SUCCESS SECRETS - 189 MOST ASKED QUESTIONS ON CUSTOMER SATISFACTION - WHAT YOU NEED TO KNOW

Emereo Publishing There has never been a Customer Satisfaction manual like this. Customer Satisfaction 189 Success Secrets is not about the ins and outs of Customer Satisfaction. Instead, it answers the top 189 questions that we are asked and those we come across in forums, our consultancy and education programs. It tells you exactly how to deal with those questions, with tips that have never before been offered in print. This guidebook is also not about Customer Satisfaction best practice and standards details. Instead it introduces everything you want to know to be successful with Customer Satisfaction. A quick look inside of the subjects covered: Sap SOA, What is business process management anyway? Well, it is simply a method of scheming and sustaining a, IT Service Management Consultant, How to Interpret Customer Satisfaction Surveys Correctly, Knowledge Management Definition: Making it Clearer?, MCP Certification: Different Kinds for Different Needs, Configuration Management ITIL, Anatomy of an IT Service, Act CRM: Improving Customer Contact Services, Software As A Service (SaaS): An Introduction to On Demand Applications, CCNP Exams: No Trivial Part of the Process, Frontline Defence: The Helpdesk Representative, Why Knowledge Management is Important, Company Clamor for Balanced Scorecard, Free CRM: It doesn't get any bother than this, IDC SaaS Outlook: The Future is Bright, shop.product_details/category_id, The Continual Service Improvement Model, What training does for Call Center, Knowledge Management PPT Available in the Internet, Six Sigma Methodologies Revealed, Lean Customer Service Process Improvement, Six Sigma Logo: A Badge of Excellence, Ways to Get Customer Feedback, The Three Functional Types of Business Process Management Software, The Mutual Contract between SLA (Service Level Agreement) and OLA (Operating Legal Agreement), Balanced Scorecard PDF Defined, The Need for WiMax Backhaul Solutions, Presenting the Various Benefits of Outsourcing, Offshore Outsourced Call Centers: How the Philippines Benefits from this Business, Internal Service Level Agreement: Establishing Positive Relationships to Customers, Differentiating Project Management Objectives from Project Management Goals, Six Sigma Certificate - What Does it Mean to You?, Identifying Patterns of Business Activity, IT Services Costs of Service and Pricing Processes: Financial Management for IT and Service Catalog Management, What Does IT Management Sigma Six Stand For?, Knowing What Is ISO 9000, The Six Sigma and Balanced Scorecard Approach, What makes ITIL ITSM different?, The Importance of ISO 9000 and ISO 14000, Why Management is IT Function, and much more...

ACTIONABLE STRATEGIES THROUGH INTEGRATED PERFORMANCE, PROCESS, PROJECT, AND RISK MANAGEMENT

Artech House Strategic management of an organization's activities can be quite complex. Combine this with the overwhelming speed in which golbal markets are changing and sustainable competitive advantage can seem insurmountable. This unique resource presents a new look at how the puzzle pieces of corporate dynamics management can fit together to ensure strategic designs are actionable.

FUNDAMENTALS OF BUSINESS PROCESS MANAGEMENT

Springer This textbook covers the entire Business Process Management (BPM) lifecycle, from process identification to process monitoring, covering along the way process modelling, analysis, redesign and automation. Concepts, methods and tools from business management, computer science and industrial engineering are blended into one comprehensive and inter-disciplinary approach. The presentation is illustrated using the BPMN industry standard defined by the Object Management Group and widely endorsed by practitioners and vendors worldwide. In addition to explaining the relevant conceptual background, the book provides dozens of examples, more than 230 exercises – many with solutions – and numerous suggestions for further reading. This second edition includes extended and completely revised chapters on process identification, process discovery, qualitative process analysis, process redesign, process automation and process monitoring. A new chapter on BPM as an enterprise capability has been added, which expands the scope of the book to encompass topics such as the strategic alignment and governance of BPM initiatives. The textbook is the result of many years of combined teaching experience of the authors, both at the undergraduate and graduate levels as well as in the context of professional training. Students and professionals from both business management and computer science will benefit from the step-by-step style of the textbook and its focus on fundamental concepts and proven methods. Lecturers will appreciate the class-tested format and the additional teaching material available on the accompanying website.

THE COMPLETE BUSINESS PROCESS HANDBOOK

BODY OF KNOWLEDGE FROM PROCESS MODELING TO BPM

Morgan Kaufmann The Complete Business Process Handbook is the most comprehensive body of knowledge on business processes with revealing new research. Written as a practical guide for Executives, Practitioners, Managers and Students by the authorities that have shaped the way we think and work with process today. It stands out as a masterpiece, being part of the BPM bachelor and master degree curriculum at universities around the world, with revealing academic research and insight from the leaders in the market. This book provides everything you need to know about the processes and frameworks, methods, and approaches to implement BPM. Through real-world examples, best practices, LEADing practices and advice from experts, readers will understand how BPM works and how to best use it to their advantage. Cases from industry leaders and innovators show how early adopters of LEADing Practices improved their businesses by using BPM technology and methodology. As the first of three volumes, this book represents the most comprehensive body of knowledge published on business process. Following closely behind, the second volume uniquely bridges theory with how BPM is applied today with the most extensive information on extended BPM. The third volume will explore award winning real-life examples of leading business process practices and how it can be replaced to your advantage. Learn what Business Process is and how to get started Comprehensive historical process evolution In-depth look at the Process Anatomy, Semantics and Ontology Find out how to link Strategy to Operation with value driven BPM Uncover how to establish a way of Thinking, Working, Modelling and Implementation Explore comprehensive Frameworks, Methods and Approaches How to build BPM competencies and establish a Center of Excellence Discover how to apply Social BPM, Sustainable and Evidence based BPM Learn how Value & Performance Measurement and Management Learn how to roll-out and deploy process Explore how to enable Process Owners, Roles and Knowledge Workers Discover how to Process and Application Modelling Uncover Process Lifecycle, Maturity, Alignment and Continuous Improvement Practical continuous improvement with the way of Governance Future BPM trends that will affect business Explore the BPM Body of Knowledge

WHAT IS SIX SIGMA?

McGraw Hill Professional A brief introduction to Six Sigma for employees Six Sigma is today's most talked-about system for improving the quality of organizational processes. Written by bestselling author Peter Pande,What Is Six Sigma? is a concise summary of the core themes and processes of Six Sigma. Unlike almost all other books on Six Sigma, it is written for the employees of organizations rolling out Six Sigmanot just managers. This helpful overview describes what Six Sigma is, why companies are implementing it, and how employees can make it a success in their own organizations. Based on the bestselling The Six Sigma Way, this accessible introduction to Six Sigma answers typical employee questions, concerns, and even skepticism about this revolutionary program. Includes: The six themes of Six Sigma A five-step roadmap to Six Sigma implementation The 10 basic tools of Six Sigma, with an entire page devoted to each

SERVICE TRANSITION

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

MANAGING QUALITY

INTEGRATING THE SUPPLY CHAIN

Prentice Hall This volume is a comprehensive introduction to the field of quality management, integrating the emerging body of knowledge in the areas of quality theory, quality assurance, and quality control. The author's practical approach provides examples, allowing readers to participate in and manage quality improvement in manufacturing, government, and service organizations. The volume examines differing perspectives on quality, quality theory, global quality and quality standards, strategic quality planning, the voice of the customer and the market, quality in product and process design, designing quality services, managing supplier quality in the supply chain, the tools of quality and implementing quality, statistically based quality improvement for variables, six sigma management and tools, implementing and validating the quality system. For quality control

managers and other interested in greater quality management

A GUIDE TO THE PROJECT MANAGEMENT BODY OF KNOWLEDGE (PMBOK® GUIDE) – SEVENTH EDITION AND THE STANDARD FOR PROJECT MANAGEMENT (BRAZILIAN PORTUGUESE)

Project Management Institute **PMBOK&® Guide is the go-to resource for project management practitioners. The project management profession has significantly evolved due to emerging technology, new approaches and rapid market changes. Reflecting this evolution, The Standard for Project Management enumerates 12 principles of project management and the PMBOK&® Guide &– Seventh Edition is structured around eight project performance domains.This edition is designed to address practitioners' current and future needs and to help them be more proactive, innovative and nimble in enabling desired project outcomes.This edition of the PMBOK&® Guide:•Reflects the full range of development approaches (predictive, adaptive, hybrid, etc.);•Provides an entire section devoted to tailoring the development approach and processes;•Includes an expanded list of models, methods, and artifacts;•Focuses on not just delivering project outputs but also enabling outcomes; and• Integrates with PMIstandards+™ for information and standards application content based on project type, development approach, and industry sector.**

PROJECT MANAGEMENT BEST PRACTICES: ACHIEVING GLOBAL EXCELLENCE

John Wiley & Sons **The comprehensive guide to project management implementation, updated with the latest in the field Project management has spread beyond the IT world to become a critical part of business in every sphere; built on efficiency, analysis, and codified practice, professional project management leads to the sort of reproducible results and reliable processes that make a business successful. Project Management Best Practices provides implementation guidance for every phase of a project, based on the real-world methodologies from leading companies around the globe. Updated to align with the industry's latest best practices, this new Fourth Edition includes new discussion on Agile and Scrum, tradeoffs and constraints, Portfolio PMO tools, and much more. Get up-to-date information on the latest best practices that add value at every level of an organization Gain insight from more than 50 project managers at world-class organizations including Airbus, Heineken, RTA, IBM, Hewlett-Packard, Sony, Cisco, Nokia, and more Delve deeper into implementation guidance for Agile, Scrum, and Six Sigma Explore more efficient methodologies, training, measurement, and metrics that boost organization-wide performance Adopt new approaches to culture and behavioral excellence, including conflict resolution, situational leadership, proactive management, staffing, and more Ideal for both college and corporate training, this book is accompanied by an Instructor's Manual and PowerPoint lecture slides that bring project management concepts right into the classroom. As the field continues to grow and evolve, it becomes increasingly important to stay current with new and established practices; this book provides comprehensive guidance on every aspect of project management, with invaluable real-world insight from leaders in the field.**

BUSINESS PROCESS CHANGE

Morgan Kaufmann **Business Process Change, 3rd Edition provides a balanced view of the field of business process change. Bestselling author Paul Harmon offers concepts, methods, cases for all aspects and phases of successful business process improvement. Updated and added for this edition is new material on the development of business models and business process architecture development, on integrating decision management models and business rules, on service processes and on dynamic case management, and on integrating various approaches in a broad business process management approach. New to this edition: How to develop business models and business process architecture How to integrate decision management models and business rules New material on service processes and on dynamic case management Learn to integrate various approaches in a broad business process management approach Extensive revision and update addresses Business Process Management Systems, and the integration of process redesign and Six Sigma Learn how all the different process elements fit together in this best first book on business process, now completely updated Tailor the presented methodology, which is based on best practices, to your organization's specific needs Understand the human aspects of process redesign Benefit from all new detailed case studies showing how these methods are implemented**

MANAGING THE BLACK HOLE

THE EXECUTIVE'S GUIDE TO SOFTWARE PROJECT RISK

Business Expert Press **More and more businesses and government agencies are finding software and IT to be crucial to their success and efficiency. This increased reliance is surfacing many shortcomings in the way software projects are managed. Software is central to running any business effectively - it's just as important to success as marketing, sales, finance, and operations. This book provides an MBA level of understanding of the key dynamics of software projects and will position executives to improve outcomes. Managing the "Black Hole" is about management, not technology. Software projects are risky - failures are common. Less than 1/3 of all software projects (purchased or built) are fully successful (on-time, on-budget, with all intended features and functions). The average software project overruns its budget by around 50% and schedule by around 80%. The average project delivers less than 70% of planned features and functions. Software projects are extremely wasteful - in an average organization only 30-40% of total software cost results in "value-added" - best in class organizations (less than 15%) achieve twice as much value add - 100% more 'bang for the buck'. This book examines the underlying root causes of failures - the "Seven Deadly Sins" and provides a non-technical introduction to a range of proven remedies - the "Five Redeeming Virtues." The ideas in this book will enable your organization to join the elite few who have taken these lessons to heart. Leaving the solution to these problems solely in the hands of IT specialists has not proven a successful strategy - top management understanding and engagement are required to improve outcomes! "Managing the Black Hole provides a substantive yet refreshingly succinct tour of software project risks and remedies. This book explains the most important software project issues without 'geek-speak', using examples and metaphor readily comprehensible to those without extensive technical backgrounds. Gary has captured just the right level of depth and detail for today's busy executives, both inside and outside IT. Anyone dealing with risky software projects, whether 'buying' or 'building', will benefit from this book." -Tony Salvaggio, CEO, Computer Aid, Inc. About the Author Gary Gack is an MBA from the Wharton School, a Six Sigma Black Belt, and an ASQ-certified software quality engineer. He provides consulting, training and coaching related to business and software/IT process improvement, with emphasis on "best of breed" integration of proven best practices and models. His primary focus and interest is in helping organizations improve business performance by more effective management of the interface between general managers and software and IT. By working on both sides of the "technology divide" he has helped reduce failures, increase productivity and quality, reduce waste, and control risk.**

IT-PROJEKTMANAGEMENT-METHODEN

BEST PRACTICES VON SCRUM BIS PRINCE2(R)

Symposion Publishing GmbH

BASISWISSEN ITIL® 2011 EDITION

GRUNDLAGEN UND KNOW-HOW FÜR DAS IT SERVICE MANAGEMENT UND DIE ITIL®-FOUNDATION-PRÜFUNG

dpunkt.verlag **Dieses Lern- und Nachschlagewerk bietet Ihnen einen umfassenden Einstieg in die aktuelle Version der IT Infrastructure Library und vermittelt das notwendige Wissen für die ITIL-Basis- Zertifizierung. Es wendet sich damit an drei Zielgruppen: • Einsteiger ins IT Service Management mit ITIL finden hier Grundlagenwissen und anschauliche Beispiele. • Leser mit ITIL-Erfahrung können das Buch zum Vertiefen von Details und als Nachschlagewerk bei der täglichen Arbeit nutzen. • Praktiker, die die ITIL-Foundation-Zertifizierung ablegen wollen, bereiten sich mithilfe von Übungsfragen auf die Prüfung vor. Im Mittelpunkt stehen sowohl Grundlagenkenntnisse zum IT Service Management als auch konkretes Wissen rund um den ITIL Service Lifecycle. Schritt für Schritt erläutert die Autorin die fünf Lifecycle-Phasen des ITIL-Frameworks und beschreibt anschaulich die jeweiligen Kernprinzipien sowie die Rollen, Prozesse und Funktionen und deren Zusammenspiel. Zahlreiche Fragen mit Antworten und Erläuterungen zu allen Aspekten des ITIL-Frameworks ermöglichen Ihnen eine effektive Lernkontrolle sowie eine praxisnahe Vorbereitung auf die ITIL-Foundation-Prüfung. Darüber hinaus helfen die umfangreichen Erläuterungen auch bei der Vorbereitung auf die weitergehenden ITIL-Zertifizierungen.**

CMMI DISTILLED

A PRACTICAL INTRODUCTION TO INTEGRATED PROCESS IMPROVEMENT

Addison-Wesley Professional **A new edition of this title is available, ISBN-10: 0321461088 ISBN-13: 9780321461087**

COBIT 5: ENABLING INFORMATION

ISACA

VALUE-DRIVEN PROJECT MANAGEMENT

John Wiley & Sons **In the traditional view of project management, if a project manager completed a project and had adhered to the triple constraints of time, cost, and performance, the project was considered a success. Today, in the eyes of the customer and the parent or sponsoring company, if a completed project did not deliver its anticipated value, it would be seen as a failure. Today's changing economic climate, marked by an increasingly competitive global environment, is driving project managers to become more business oriented. Projects must now be viewed from a strategic perspective within the context of a business or enterprise that needs to provide value to both the customer and the organization itself. As a result, project managers are now required to possess the skills to complete a project within certain specifications, and also know how to create and deliver value. Responding to the needs of today's project managers, Value-Driven Project Management begins by changing the paradigm of project management. Rather than judge the success of a project from the perspectives of time, budget, and quality, the authors demonstrate why success is only achieved when planned business values are met, including: Internal value**

Financial value Future value Customer-related value The authors also offer best practices that allow you and your organization to create additional value in efficiency, customer satisfaction, and enhanced products and services. Finally, the book helps you incorporate value into clearly defined business objectives and "sell" the value-driven process to executives. Throughout the book, helpful illustrations clarify complex concepts and processes. Assigning valuable resources to projects that don't provide some tangible form of value to the organization and to the client is poor management and poor decision-making. On the other hand, selecting and implementing projects that will deliver value and an acceptable return on investment is effective management and decision-making, but is very challenging, especially when a project may not provide its target value for years to come. With Value-Driven Project Management in hand, you'll discover the tools you need to ensure that projects deliver true value upon their completion.

BRIGGS

ENTERPRISE CLOUD EPUB _1

Microsoft Press **How do you start? How should you build a plan for cloud migration for your entire portfolio? How will your organization be affected by these changes? This book, based on real-world cloud experiences by enterprise IT teams, seeks to provide the answers to these questions. Here, you'll see what makes the cloud so compelling to enterprises; with which applications you should start your cloud journey; how your organization will change, and how skill sets will evolve; how to measure progress; how to think about security, compliance, and business buy-in; and how to exploit the ever-growing feature set that the cloud offers to gain strategic and competitive advantage.**

QUALITY BEYOND SIX SIGMA

Routledge **Six Sigma is a data-driven management system with near-perfect performance that is a statistical target of operating with no more that 3.4 defects per one million chances. Six sigma has both created avid interest and raised concerns among executives and its practioners. This is all very well for multinationals like Motorola or General Electric but how can it help small and medium-sized enterprises or the service industry? How do you ensure that solutions stick? Quality Beyond Six Sigma responds to this challenge and provides a practical implementation of the issues of Six Sigma, Lean Enterprise and Total Quality and aligns the 'hard' sigma message with the softer sustainable 'strategic issues'. The result is FIT SIGMA. The authors utilize major and minor case studies to support principles and learnings of FIT SIGMA and include review examples and self-assessment that underpin the sustainable process. The three major case studies are contributed by General Electric, Dow Chemical and Seagate Technology. Senior Executives and Managers of organizations of all types and sizes, Management Consultants and Students of all disciplines will find this book a stimulating guide to quality and operational excellence.**

RETURN ON PROCESS (ROP)

GETTING REAL PERFORMANCE RESULTS FROM PROCESS IMPROVEMENT

CRC Press **Although there are countless books about process improvement and business performance, there is a dearth of literature on how process improvement yields business performance results. Filling this need, Return On Process (ROP): Getting Real Performance Results from Process Improvement provides strategic and tactical guidance on how to achieve a posi**

BRINK'S MODERN INTERNAL AUDITING

A COMMON BODY OF KNOWLEDGE

John Wiley & Sons **Today's internal auditor is responsible for creating higher standards of professional conduct and for greater protection against inefficiency, misconduct, illegal activity, and fraud. Now completely revised and updated, Brink's Modern Internal Auditing, Seventh Edition is a comprehensive resource and reference book on the changing world of internal auditing, including new coverage of the role of the auditor and internal control. An invaluable resource for both the new and seasoned internal auditor, the Seventh Edition provides auditors with the body of knowledge needed in order to be effective.**

SOFTWARE QUALITY ASSURANCE

John Wiley & Sons **The most comprehensive General, Organic, and Biochemistry book available, Introduction to General, Organic, and Biochemistry, 11th Edition continues its tradition of a solid development of problem-solving skills, numerous examples and practice problems, along with coverage of current applications. Written by an experienced author team, they skillfully anticipate areas of difficulty and pace the book accordingly. Readers will find the right mix of general chemistry compared to the discussions on organic and biochemistry. Introduction to General, Organic, and Biochemistry, 11th Edition has clear & logical explanations of chemical concepts and great depth of coverage as well as a clear, consistent writing style which provides great readability. An emphasis on Real-World aspects of chemistry makes the reader comfortable in seeing how the chemistry will apply to their career.**

PROJECT MANAGEMENT BEST PRACTICES

ACHIEVING GLOBAL EXCELLENCE

John Wiley & Sons **Senior executives and project managers from more than 50 world-class companies offer their best practices for successful project management implementation The first two editions of the bestselling Project Management Best Practices helped project managers navigate the increasingly complex task of working within global corporations employing distant and diverse work teams. This new Third Edition includes the same valuable wealth of proven best practices, while following up on case studies from previous editions and offering new case studies on project management practices at large and small companies. The Third Edition offers insight from project managers and executives at more than fifty global companies in all sectors of the market. These industry-leading professionals offer insight and best practices for: Project risk management Project management for multinational cultures and cultural failures Focusing on value, as well as cost and schedule Integrated and virtual project teams Covering the latest developments in the project management field, Project Management Best Practices, Third Edition offers a must-have window into the issues and solutions facing corporate managers, project and team managers, engineers, project team members, and business consultants in today's global market.**

INCIDENT MANAGEMENT FOR I.T. DEPARTMENTS

CreateSpace **An in depth look at Incident Management for I.T. departments. 10 simple steps to design and deploy your Incident Management program based on ITIL's best practices. Topics include: Incident Detection Incident Prioritization Response Plans Managing an Incident Escalation Matrix Communications Plans Vendor Management Documentation Bonus Templates The author has over 30 years of leading I.T. departments for some of the world's largest companies. This book goes beyond ITIL's theory with real world experience and recommendations**

MITRE SYSTEMS ENGINEERING GUIDE

PROBLEM MANAGEMENT

A PRACTICAL GUIDE

This publication serves as the definitive resource for individuals and organizations looking to establish and mature the problem management process within their organization. It consolidates concepts and principles found across numerous IT service management (ITSM) frameworks, then adds the collective experiences of industry experts into an easy-to-read, practical and insightful guide. The bonus materials in the appendices provide templates, workflows and tools that can be leveraged by the reader to accelerate the maturity of their problem management process. Problem Management: A Practical Guide is fully aligned with and serves as an expanded resource for the Problem Management Professional certification course offered by HDI

THE OFFICIAL INTRODUCTION TO THE ITIL SERVICE LIFECYCLE

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

IT SERVICE MANAGEMENT

A CONCISE STUDY

PHI Learning Pvt. Ltd. **Today, besides focusing on technology and internal organization of the company, it has become important for IT service providers to focus on their service quality and relationship with customers. This book has been designed to equip them with the knowledge, skills and attitudes to deliver quality services and maintain strong business relations with their customers. Presented in concise form, the book not only discusses the essentials of theory and best practices followed in the industry but also emphasizes the service improvement process. The book is aimed at students of Computer Science and Engineering, Information Technology, MCA, M.Sc. (IT) and MBA. Besides, it is equally useful for IT professionals and Trainers.**

PROJECT MANAGEMENT THE AGILE WAY, SECOND EDITION

MAKING IT WORK IN THE ENTERPRISE

J. Ross Publishing **"...a well written and content rich book. From a teacher's perspective, using this book in an advanced project management seminar challenges students to understand the application of these concepts." —Alexander Walton, PMP, IT consultant to the University of California at Berkeley Widely acclaimed as one of the top agile books in its first edition, Project Management the Agile Way has now been updated and redesigned by popular demand. This second edition is in a modular format to facilitate training and advanced course instruction, and provides new coverage of agile, such as hybrid agile methods, the latest public sector practices, and a chapter dedicated to transitioning to agile. It discusses the "grand bargain" between project management and business; the shift in dominance from plans to product and from input to output; and introduces new concepts such as return on benefit. Experienced practitioners and students that want to learn how to make agile work effectively in the enterprise should read this book. Individuals preparing for the PMI Agile Certified Practitioner (PMI-ACP)®examination, and training providers developing courses, will find this second edition quite helpful.**

SIX SIGMA FOR DUMMIES

John Wiley & Sons **The fast and easy way to understand and implement Six Sigma The world's largest and most profitable companies—including the likes of GE, Bank of America, Honeywell, DuPont, Samsung, Starwood Hotels, Bechtel, and Motorola—have used Six Sigma to achieve breathtaking improvements in business performance, in everything from products to processes to complex systems and even in work environments. Over the past decade, over $100 billion in bottom-line performance has been achieved through corporate Six Sigma programs. Yet, despite its astounding effectiveness, few outside of the community of Six Sigma practitioners know what Six Sigma is all about. With this book, Six Sigma is revealed to everyone. You might be in a company that's already implemented Six Sigma, or your organization may be considering it. You may be a student who wants to learn how it works, or you might be a seasoned business professional who needs to get up to speed. In any case, this updated edition of Six Sigma For Dummies is the most straightforward, non-intimidating guide on the market. New and updated material, including real-world examples What Six Sigma is all about and how it works The benefits of Six Sigma in organizations and businesses The powerful "DMAIC" problem-solving roadmap Yellow, Green and Black—how the Six Sigma "belt" system works How to select and utilize the right tools and technologies Speaking the language of Six Sigma; knowing the roles and responsibilities; and mastering the statistics skills and analytical methods Six Sigma For Dummies will become everyone's No. 1 resource for discovering and mastering the world's most famous and powerful improvement tool. Stephen Covey is spot-on when he says, "Six Sigma For Dummies is a book to be read by everyone."**

METRICS FOR SERVICE MANAGEMENT:

Van Haren **This title is the sister book to the global best-seller Metrics for IT Service Management. Taking the basics steps described there, this new title describes the context within the ITIL 2011 Lifecycle approach. More than that it looks at the overall goal of metrics which is to achieve Value. The overall delivery of Business Value is driven by Corporate Strategy and Governance, from which Requirements are developed and Risks identified. These Requirements drive the design of Services, Processes and Metrics. Metrics are designed and metrics enable design as well as governing the delivery of value through the whole lifecycle. The book shows the reader how do achieve this Value objective by extending the ITIL Service Lifecycle approach to meet business requirements.**