Implementing Metrics For It Service Management Best Practice Library It Management

Learn how to integrate IT service metrics into your business and maximize their usage and effectiveness.
IT organizations in todays world must transform from viewing themselves as overheads and running as cost centers into aligned business partners (Overby, 2004, p. 50) that meet the operational, tactical, and strategic needs and goals of the organization. Doug F. Busch, the Chief Information Officer (CIO) of Intel once said, "If we behave as a cost center, we wont get the most benefit from IT, and we certainly wont earn credibility" (Overby, 2004, p. 50). An increasing number of organizations have started to shift their focus on IT, seeking now to run like a business or act like a business. IT leaders consider the transformation of IT not as a choice, but as an obligation and a matter of survival. This transformation has compelled IT leaders to measure and evaluate the quality and effectiveness of the services they provide and support. Without metrics of IT processes supporting services, the quality and effectiveness of the services cannot be measured or managed.Although organizations spend millions of dollars every year on IT infrastructures, system implementation, and support and maintenance, many do not establish clear and well-understood performance measures for these IT initiatives. Metrics in IT have traditionally been measured in functionality-oriented silos like the help desk, but IT departments have shifted towards process- and service-oriented metrics to determine success. To address this shift and be able to measure performance and effectiveness of processes and services, a new and improved approach for identifying and implementing metrics is needed. This study examined the request fulfillment process for an IT service provider group, identified that groups perceptions of the most important metrics of the process, and subsequently created executive dashboards for displaying those metrics. The two primary research questions were: (1) What do the group members perceive as being the most important metrics of the request fulfillment process? (2) How to create executive dashboards with the metrics perceived as most important by the group members? To answer these questions, this research utilized components of the qualitative research approach, descriptive research strategy, and case study research tradition (strategy of inquiry). Study results indicated that the following 12 metrics were perceived by the group as most important: Total number of tickets created and closed per month, Number of Priority-1 tickets created and closed per month, Number of tickets by issue type, Number of tickets by priority, Number of tickets by issue status, Number of tickets by department/area, Number of tickets per assignee, Number of tickets per reviewer, Number of tickets per assignee and issue type, Number of tickets per assignee and priority, Number of tickets per assignee and issue status, and Number of tickets per department/area and issue type. Three dashboard pages (Trend analysis, Monthly operational summary, and Monthly workload distribution summary) were created that contained bar charts, pie charts, and tables using the iDashboards self-service software application to present these metrics. In reviewing recent IT-related scholarly works, there is a paucity of research on metrics, measurements, and evaluation of IT processesespecially on how to identify and develop metrics. This study should be meaningful to a growing number of IT practitioners because it addressed these topics on which very little previous empirical work has been conducted.
Accelerate and Automate Build, Deploy, and Management of applications to achieve High Availability. About This Book This guide highlights tools that offer development and deployment environments for application services Secure and continuously monitor your web application in order to make it highly available Use Visual Studio Team Services for Continuous Integration and Continuous Development to expedite your application life cycle management process Use Microsoft Azure App Services (Azure Web Apps / Azure Websites), PaaS offering from Microsoft to deploy web application Who This Book Is For This book is for DevOps engineers, system administrators, and developers (.net) who want to implement DevOps for their organization. You do not need to have any knowledge of VSTS or Azure App Services (Azure Web Apps / Azure Websites). What You Will Learn Explore the features of PaaS and aPaaS in DevOps Use Visual Studio Team Services (VSTS) to manage versions of code and integrating VSTS with Eclipse IDE Understand and configure Continuous Integration in VSTS Review Unit Test Execution for Automated Testing Create different environments that can be used to continuous deploy a web application Configure Roll-based Access to enable secure access for Azure Web Apps Create and configure the App Service Environment to enhance security Understand the execution of the end-to-end automation process Conduct Performance Testing using JMeter Discover the different monitoring options available in Microsoft Azure Portal In Detail This book will teach you all about the Visual Studio Team Services and Microsoft Azure PaaS offerings that support Continuous Integration, Continuous Delivery, Continuous Deployment, and execution in the cloud with high availability, disaster recovery, and security. You will first be given a tour of all the concepts and tools that Microsoft Azure has to offer and how these can be used in situations to cultivate the DevOps culture. You'll be taught how to use and manage Visual Studio Team Services (VSTS) and about the structure of the sample application used throughout the book. You will become familiar with the nitty gritty of Continuous Integration and Continuous Development with VSTS and Microsoft Azure Apps. You will not only learn how to create App service environments, but also how to compare Azure Web Apps and App Service Environments to deploy web applications in a more secure environment. Once you have completed Continuous Integration and created the Platform for application deployment, you will learn more about the final stepping stone in achieving end-to-end automation using approval-based Continuous Delivery and Deployment. You will then learn about Continuous Monitoring, using the monitoring and notification options provided by Microsoft Azure and Visual Studio Team Services. Style and Approach This book is an easy-to-follow guide filled with examples and real-world applications for gaining an in-depth understanding of Microsoft Azure and Visual Studio. This book will help you leverage Microsoft Azure and Visual Studio using real-world examples.
Prepare for the newest versions of Microsoft Exam 70-533–and help demonstrate your real-world mastery of implementing Microsoft Azure Infrastructure as a Service (IaaS). Designed for experienced IT professionals ready to advance their status, Exam Ref focuses on the critical thinking and decision-making acumen needed for success at the MCSA level. Focus on the expertise measured by these objectives: Design and implement Azure App Service Apps Create and manage compute resources, and implement containers Design and implement a storage strategy, including storage encryption Implement virtual networks, including new techniques for hybrid connections Design and deploy ARM Templates Manage Azure security and Recovery Services Manage Azure operations, including automation and data analysis Manage identities with Azure AD Connect Health, Azure AD Domain Services, and Azure AD single sign on This Microsoft Exam Ref: Organizes its coverage by exam objectives Features strategic, what-if scenarios to challenge you Assumes you are an IT professional with experience implementing and monitoring cloud and hybrid solutions and/or supporting application lifecycle management This book covers the 533 objectives as of December 2017. If there are updates for this book, you will find them at https://aka.ms/examref5332E/errata. About the Exam Exam 70-533 focuses on skills and knowledge for provisioning and managing services in Microsoft Azure, including: implementing

infrastructure components such as virtual networks, virtual machines, containers, web and mobile apps, and storage; planning and managing Azure AD, and configuring Azure AD integration with on-premises Active Directory domains. About Microsoft Certification Passing this exam helps qualify you for MCSA: Cloud Platform Microsoft Certified Solutions Associate certification, demonstrating your expertise in applying Microsoft cloud technologies to reduce costs and deliver value. To earn this certification, you must also pass any one of the following exams: 70-532 Developing Microsoft Azure Solutions, or 70-534 Architecting Microsoft Azure Solutions, or 70-535, Architecting Microsoft Azure Solutions, or 70-537: Configuring and Operating a Hybrid Cloud with Microsoft Azure Stack.

PLEASE PROVIDE COURSE INFORMATION PLEASE PROVIDE

The five-volume set LNCS 7971-7975 constitutes the refereed proceedings of the 13th International Conference on Computational Science and Its Applications, ICCSA 2013, held in Ho Chi Minh City, Vietnam, in June 2013. Apart from the general track, ICCSA 2013 also include 33 special sessions and workshops, in various areas of computational sciences, ranging from computational science technologies, to specific areas of computational sciences, such as computer graphics and virtual reality. There are 46 papers from the general track, and 202 in special sessions and workshops.

Advancements in the field of information technology have transformed the way businesses interact with each other and their customers. Businesses now require customized products and services to reflect their constantly changing environment, yet this results in cutting-edge products with relatively short lifecycles. Innovative Solutions for Implementing Global Supply Chains in Emerging Markets addresses the roles of knowledge management and information technology within emerging markets. This forward-thinking title explores the current trends in supply chain management, knowledge acquisition and transfer mechanisms among supply chain partners, and knowledge management paradigms. This book is an invaluable resource for researchers, business professionals and students, business analysts, and marketing professionals.

Metrics are a hot topic. Executive leadership, boards of directors, management, and customers are all asking for data-based decisions. As a result, many managers, professionals, and change agents are asked to develop metrics, but have no clear idea of how to produce meaningful ones. Wouldn’t it be great to have a simple explanation of how to collect, analyze, report, and use measurements to improve your organization? Metrics: How to Improve Key Business Results provides that explanation and the tools you'll need to make your organization more effective. Not only does the book explain the “why” of metrics, but it walks you through a step-by-step process for creating a report card that provides a clear picture of organizational health and how well you satisfy customer needs. Metrics will help you to measure the right things, the right way—the first time. No wasted effort, no chasing data. The report card provides a simple tool for viewing the health of your organization, from the outside in. You will learn how to measure the key components of the report card and thereby improve real measures of business success, like repeat customers, customer loyalty, and word-of-mouth advertising. This book: Provides a step-by-step guide for building an organizational effectiveness report card Takes you from identifying key services and products and using metrics, to determining business strategy Provides examples of how to identify, collect, analyze, and report metrics that will be immediately useful for improving all aspects of the enterprise, including IT

Other books on information security metrics discuss number theory and statistics in academic terms. Light on mathematics and heavy on utility, PRAGMATIC Security Metrics: Applying Metametrics to Information Security breaks the mold. This is the ultimate how-to-do-it guide for security metrics. Packed with time-saving tips, the book offers easy-to-follow guidance for those struggling with security metrics. Step by step, it clearly explains how to specify, develop, use, and maintain an information security measurement system (a comprehensive suite of metrics) to help: Security professionals systematically improve information security, demonstrate the value they are adding, and gain management support for the things that need to be done Management address previously unsolvable problems rationally, making critical decisions such as resource allocation and prioritization of security relative to other business activities Stakeholders, both within and outside the organization, be assured that information security is being competently managed The PRAGMATIC approach lets you hone in on your problem areas and identify the few metrics that will generate real business value. The book: Helps you figure out exactly what needs to be measured, how to measure it, and most importantly, why it needs to be measured Scores and ranks more than 150 candidate security metrics to demonstrate the value of the PRAGMATIC method Highlights security metrics that are widely used and recommended, yet turn out to be rather poor in practice Describes innovative and flexible measurement approaches such as capability maturity metrics with continuous scales Explains how to minimize both measurement and security risks using complementary metrics for greater assurance in critical areas such as governance and compliance In addition to its obvious utility in the information security realm, the PRAGMATIC approach, introduced for the first time in this book, has broader application across diverse fields of management including finance, human resources, engineering, and production—in fact any area that suffers a surplus of data but a deficit of useful information. Visit Security Metametrics. Security Metametrics supports the global community of professionals adopting the innovative techniques laid out in PRAGMATIC Security Metrics. If you, too, are struggling to make much sense of security metrics, or searching for better metrics to manage and improve information security, Security Metametrics is the place. http://securitymetametrics.com/

"All Software and Quality Managers should be given a week's paid leave and Paul's book to read."-Jacqueline Holdsworth, Consultant. This book is the most readable and accessible of all the books available on metrics. The reader learns first hand all the ups and downs, ins and outs of implementing a software metrics program in the real world. The author provides essential reading for anyone who wants to know how to quantify the quality of their software and override problems that occur when working in a professional environment.

The overwhelming majority of a software system’s lifespan is spent in use, not in design or implementation. So, why does conventional wisdom insist that software engineers focus primarily on the design and development of large-scale computing systems? In this collection of essays and articles, key members of Google’s Site Reliability Team explain how and why their commitment to the entire lifecycle has enabled the company to successfully build, deploy, monitor, and maintain some of the largest software systems in the world. You’ll learn the principles and practices that enable Google engineers to make systems more scalable, reliable, and efficient—lessons directly applicable to your organization. This book is divided into four sections: Introduction—Learn what site reliability engineering is and why it differs from conventional IT industry practices Principles—Examine the patterns, behaviors, and areas of concern that influence the work of a site reliability engineer (SRE) Practices—Understand the theory and practice of an SRE’s day-to-day work: building and operating large distributed computing systems Management—Explore Google's best practices for training, communication, and meetings that your organization can use For many civilian, security, and military applications, distributed and networked coordination offers a more promising alternative to centralized command and control in terms of scalability, flexibility, and robustness. It also introduces its own challenges. Distributed Networks: Intelligence, Security, and Applications brings together scientific research in distributed network intelligence, security, and novel applications. The book presents recent trends and advances in the theory and applications of network intelligence and helps you understand how to successfully incorporate them into distributed systems and services. Featuring contributions by leading scholars and experts from around the

world, this collection covers: Approaches for distributed network intelligence Distributed models for distributed enterprises, including forecasting and performance measurement models Security applications for distributed enterprises, including intrusion tackling and peer-to-peer traffic detection Future wireless networking scenarios, including the use of software sensors instead of hardware sensors Emerging enterprise applications and trends such as the smartOR standard and innovative concepts for human–machine interaction in the operating room Several chapters use a tutorial style to emphasize the development process behind complex distributed networked systems and services, which highlights the difficulties of knowledge engineering of such systems. Delving into novel concepts, theories, and advanced technologies, this book offers inspiration for further research and development in distributed computing and networking, especially related to security solutions for distributed environments.

The communication field is evolving rapidly in order to keep up with society’s demands. As such, it becomes imperative to research and report recent advancements in computational intelligence as it applies to communication networks. The Handbook of Research on Recent Developments in Intelligent Communication Application is a pivotal reference source for the latest developments on emerging data communication applications. Featuring extensive coverage across a range of relevant perspectives and topics, such as satellite communication, cognitive radio networks, and wireless sensor networks, this book is ideally designed for engineers, professionals, practitioners, upper-level students, and academics seeking current information on emerging communication networking trends.

Metrics for IT Service ManagementVan Haren

This book “Implementing Metrics for IT Service Management” provides a measurement framework which is based on a continuous improvement lifecycle. The measurement framework is aligned with the IT Infrastructure Library (ITIL®) set of best practices. The framework is compatible with the Control Objectives for IT (CobiT®) framework and supports ISO/IEC 20000 standards for IT Service Management. This book also provides the basic concepts around measurements for business/IT alignment, achieving compliance and driving operation excellence. Where possible, examples, case studies and check lists have been included along with a scorecard accelerator software tool to further improve the learning experience and accelerate the adoption of measurements. The goal of this book is to provide the reader with a measurement framework to align IT with the business objectives to create value through continuous improvements. This book is complimentary to the book “Metrics for IT Service Management” also published by Van Haren Publishing.

"This book is for strategic decision makers as it discusses quality issues related to Web services"--Provided by publisher.

Information technology supports efficient operations, enterprise integration, and seamless value delivery, yet itself is too often inefficient, un-integrated, and of unclear value. This completely rewritten version of the bestselling Architecture and Patterns for IT Service Management, Resource Planning and Governance retains the original (and still unique) approach: apply the discipline of enterprise architecture to the business of large scale IT management itself. Author Charles Betz applies his deep practitioner experience to a critical reading of ITIL 2011, COBIT version 4, the CMMI suite, the IT portfolio management literature, and the Agile/Lean IT convergence, and derives a value stream analysis, IT semantic model, and enabling systems architecture (covering current topics such as CMDB/CMS, Service Catalog, and IT Portfolio Management). Using the concept of design patterns, the book then presents dozens of visual models documenting challenging problems in integrating IT management, showing how process, data, and IT management systems must work together to enable IT and its business partners. The edition retains the fundamental discipline of traceable process, data, and system analysis that has made the first edition a favored desk reference for IT process analysts around the world. This best seller is a must read for anyone charged with enterprise architecture, IT planning, or IT governance and management. Lean-oriented process analysis of IT management, carefully distinguished from an IT functional model Field-tested conceptual information model with definitions and usage scenarios, mapped to both the process and system architectures Integrated architecture for IT management systems Synthesizes Enterprise Architecture, IT Service Management, and IT Portfolio Management in a practical way

How do you measure and report your ITIL processes? Which ITIL metrics matter the most to Senior Executives? Finally, there is a book that shows you how! This is not a theoretical treatise, but a practical guide that shows you the operational metrics to use and how these can be calculated into Key Performance Indicators (KPIs) and Critical Success factors (CSFs) that resonate with Senior Management. In this book you will learn about: Defining and building a comprehensive ITIL metrics program; Which metrics are the most important and how to calculate them; Dealing with staff resistance to a metrics program; Tips and suggestions for what to do if inadequate tools and reporting exist; Suggested work plan for how to build your metrics program step-by-step. In addition, this book contains a helpful CD with a helpful IT Service Management modeling tool that covers all 10 ITIL processes. Simply enter your key operational metrics and the KPIs and CSFs get automatically calculated! This is a comprehensive guide for building any ITIL metrics program with all the information you need in one place. "Finally, someone tackled the mystery of ITIL metrics and put it all in one place!" "No theory here…this gives us the real metrics we can easily go after…" "A fantastic addition to our ITIL reference library and our IT Service Management solution set!"

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

Computer systems play an important role in our society. Software drives those systems. Massive investments of time and resources are made in developing and implementing these systems. Maintenance is inevitable. It is hard and costly. Considerable resources are required to keep the systems active and dependable. We cannot maintain software unless maintainability characters are built into the products and processes. There is an urgent need to reinforce software development practices based on quality and reliability principles. Though maintenance is a mini development lifecycle, it has its own problems. Maintenance issues need corresponding tools and techniques to address them. Software professionals are key players in maintenance. While development is an art and science, maintenance is a craft. We need to develop maintenance personnel to master this craft. Technology impact is very high in systems world today. We can no longer conduct business in the way we did before. That calls for reengineering systems and software. Even reengineered software needs maintenance, soon after its implementation. We have to take business knowledge, procedures, and data into the newly reengineered world. Software maintenance people can play an important role in

this migration process. Software technology is moving into global and distributed networking environments. Client/server systems and object-orientation are on their way. Massively parallel processing systems and networking resources are changing database services into corporate data warehouses. Software engineering environments, rapid application development tools are changing the way we used to develop and maintain software. Software maintenance is moving from code maintenance to design maintenance, even onto specification maintenance. Modifications today are made at specification level, regenating the software components, testing and integrating them with the system. Eventually software maintenance has to manage the evolution and evolutionary characteristics of software systems. Software professionals have to maintain not only the software, but the momentum of change in systems and software. In this study, we observe various issues, tools and techniques, and the emerging trends in software technology with particular reference to maintenance. We are not searching for specific solutions. We are identifying issues and finding ways to manage them, live with them, and control their negative impact.

How do you measure and report your IT services and processes? Which metrics matter the most to senior executives? Finally, here is a book that shows you how! Not theory, but a practical guide that shows you the operational metrics to use and how these can be calculated into key performance indicators (KPIs) and critical success factors (CSFs) that resonate with senior management. In this book, you will learn about the following: Defining and building a comprehensive metrics program Metrics that are the most important and how to calculate them How to measure your IT services Tips and suggestions for what to do if inadequate tools and reporting exist Suggested approach for how to build your metrics program step-by-step In addition, this book directs you to free sources for IT service management process and service metrics and reporting dashboards that you can use yourself. Simply enter your key operational metrics and the KPIs and CSFs get automatically calculated! "A comprehensive guide for building any service management metrics program with all the information you need in one place!" "No theory here . . . this gives us real metrics we can easily go after." "A fantastic addition to our IT service management solution set!""

Although service-level objectives (SLOs) continue to grow in importance, there’s a distinct lack of information about how to implement them. Practical advice that does exist usually assumes that your team already has the infrastructure, tooling, and culture in place. In this book, recognized SLO expert Alex Hidalgo explains how to build an SLO culture from the ground up. Ideal as a primer and daily reference for anyone creating both the culture and tooling necessary for SLO-based approaches to reliability, this guide provides detailed analysis of advanced SLO and service-level indicator (SLI) techniques. Armed with mathematical models and statistical knowledge to help you get the most out of an SLO-based approach, you’ll learn how to build systems capable of measuring meaningful SLIs with buy-in across all departments of your organization. Define SLIs that meaningfully measure the reliability of a service from a user’s perspective Choose appropriate SLO targets, including how to perform statistical and probabilistic analysis Use error budgets to help your team have better discussions and make better data-driven decisions Build supportive tooling and resources required for an SLO-based approach Use SLO data to present meaningful reports to leadership and your users

Note: This book is available in several languages: Russian, Chinese, English.The ability to organise and measure performance is a key part of the implementation of IT Service Management processes. This publication contains practical information on the provision of useful and meaningful metrics, as well as how best to use them within an organisation, including generic principles (such as SMART and KISS), specific examples and templates for the use of each metricAll metrics discussed are directly related to process objectives, in order to help create a service-focused management system. This publication complements the ITIL, CobiT and ISO20000 service management principles. If you need to develop metrics for an IT environment, buy this book or hire a consultant who has read it G. Kieliszek, Healthcare CIO (Amazon)"This is more than a book, it's a practical, useable "A to Z" of IT Service Management Metrics! Peter Brooks (Author) has given us all a crystal clear view of a neglected, blurred piece of the IT Service Management puzzle. As a Principal ITSM Consultant working for Foster-Melliar in South Africa I am continuously disappointed by the many ITSM books produced that generally regurgitate what is already known by many in the industry. Metrics for IT Service Organisations provides a vast array of possible audiences something that many ITSM volumes do not, and this is a Practical, useable view of "How" to plan for, design, manage and improve the critical measures IT Service organisations require from both a strategic, tactical and operational perspective.I don't carry many books around with me, this one, I most certainly will!!" Ian Clark Principal ITSM Consultant Foster-Melliar"With all the focus on IT Governance and IT Business process management. It is easy to see why metric are becoming hugely important for the management of organisations. In reality however, getting the right set of metrics in place is by no means a simple exercise. Metrics for IT service organisations can be a great help. Using ITIL as the basis the book lists many useful examples of metrics. But what is more important, is that it gives us insight into to creation of "good" metrics and the dangers of "bad" metrics. "Emma Speakman IT BPM consultant SA/NL/UK "Looking for a comprehensive, in-depth exploration and explanation of what metrics to use in your ITSM journey? Then 'Metrics for IT Service Organizations' by Peter Brooks may be exactly what you're looking for. This (new) book not only covers what metrics need to be seriously considered, but explains the 'why' and 'how' behind selecting and defining them, pointing out along the way many of the dangers and pitfalls of selecting the wrong ones; or too many. If you tend to agree that 'what gets measured gets done', then applying the ideas in Peter's book will assist you in getting the right things done."Ken Wendle (FISM) previous President of the itSMF USA, works as a Senior Solution Architect for Hewlett Packard's OpenView Software divisionGiven that itSMF is the source, readers of this book will naturally expect a 'best practices' view on metrics, and a highly practical reference text. More particularly, though, the special merit of the text is its carefulness in stressing that metrics must be both useful and meaningful, and that the meaning comes from the business perspective on IT management processes - a perspective always represented by a stated business objective. By encouraging readers to seriously commit to defining clear business objectives, the text aims the reader at measurement that avoids excess or irrelevance.Malcolm Ryder (CA Architect)

With the continuous growth of the service sector, the ability to develop and implement information systems is important in order to measure progress. Implementation and Integration of Information Systems in the Service Sector is a collection of research which discusses the application of information systems as well as the established ideas and advancements in the service sector. This book aims to utilize new theories, technologies, models, and methods in order to discover effective functions in this area.

The IRS has a demanding responsibility to annually collect trillions of dollars in taxes, process hundreds of millions of tax and information returns, and enforce the nation¿s tax laws. Since its first audit of IRS¿s financial statements in FY 1992, GAO has identified a number of weaknesses in IRS¿s financial management operations. This report: (1) provides an overview of the financial management challenges still facing IRS; (2) provides the status of financial audit and financial management¿related recommendations and the actions needed to address

them; and (3) highlights the relationship between GAO¿s recommendations and internal control activities central to IRS¿s mission and goals. Charts and tables. This is a print on demand report.

The ultimate CISA prep guide, with practice exams Sybex's CISA: Certified Information Systems Auditor Study Guide, Fourth Edition is the newest edition of industry-leading study guide for the Certified Information System Auditor exam, fully updated to align with the latest ISACA standards and changes in IS auditing. This new edition provides complete guidance toward all content areas, tasks, and knowledge areas of the exam and is illustrated with real-world examples. All CISA terminology has been revised to reflect the most recent interpretations, including 73 definition and nomenclature changes. Each chapter summary highlights the most important topics on which you'll be tested, and review questions help you gauge your understanding of the material. You also get access to electronic flashcards, practice exams, and the Sybex test engine for comprehensively thorough preparation. For those who audit, control, monitor, and assess enterprise IT and business systems, the CISA certification signals knowledge, skills, experience, and credibility that delivers value to a business. This study guide gives you the advantage of detailed explanations from a real-world perspective, so you can go into the exam fully prepared. Discover how much you already know by beginning with an assessment test Understand all content, knowledge, and tasks covered by the CISA exam Get more in-depths explanation and demonstrations with an all-new training video Test your knowledge with the electronic test engine, flashcards, review questions, and more The CISA certification has been a globally accepted standard of achievement among information systems audit, control, and security professionals since 1978. If you're looking to acquire one of the top IS security credentials, CISA is the comprehensive study guide you need.

This book is about the basics of sports like golf, baseball, and bowling.

Organizations big and small have started to realize just how crucial system and application reliability is to their business. They’ve also learned just how difficult it is to maintain that reliability while iterating at the speed demanded by the marketplace. Site Reliability Engineering (SRE) is a proven approach to this challenge. SRE is a large and rich topic to discuss. Google led the way with Site Reliability Engineering, the wildly successful O’Reilly book that described Google’s creation of the discipline and the implementation that’s allowed them to operate at a planetary scale. Inspired by that earlier work, this book explores a very different part of the SRE space. The more than two dozen chapters in Seeking SRE bring you into some of the important conversations going on in the SRE world right now. Listen as engineers and other leaders in the field discuss: Different ways of implementing SRE and SRE principles in a wide variety of settings How SRE relates to other approaches such as DevOps Specialties on the cutting edge that will soon be commonplace in SRE Best practices and technologies that make practicing SRE easier The important but rarely explored human side of SRE David N. Blank-Edelman is the book’s curator and editor.

The z/OS® Distributed File Service zSeries® File System (zFS) is a z/OS UNIX® file system that can be used like the Hierarchical File System (HFS). zFS file systems contain files and directories, including Access Control Lists (ACLs), that can be accessed with the z/OS HFS application programming interfaces (APIs). zFS file systems can be mounted into the z/OS UNIX hierarchy along with other local or remote file system types (for example, HFS, TFS, AUTOMNT, NFS, and so on). zFS does not replace HFS, but it is the z/OS UNIX strategic file system and IBM® recommends migrating HFS file systems to zFS. Beginning with z/OS V1R7, there are no restrictions for file system structures that should be kept as HFS instead of zFS. This IBM Redbooks® publication helps you to install, tailor, and configure new zFS file systems. This information can be used by system administrators who work with the zFS component of the IBM z/OS Distributed File Service base element. The book provides a broad description of the new architecture of the zFS file system for all releases up to zFS V1R13. You can use it as a reference when converting HFS file systems to zFS file systems. It will help you to create a solution for migrating to zFS file systems, and to understand the performance differences between HFS file systems and zFS file systems.

Harold Kerzner’s essential strategies on measuring project management performance With the growth of complex projects, stakeholder involvement, and advancements in visual-based technology, metrics and KPIs (key performance indicators) are key factors in evaluating project performance. Dashboard reporting systems provide accessible project performance data, and sharing this vital data in a concise and consistent manner is a key communication responsibility of all project managers. This third edition of Kerzner's groundbreaking work, Project Management Metrics, KPIs, and Dashboards: A Guide to Measuring and Monitoring Project Performance, helps functional managers gain a thorough grasp of what metrics and KPIs are and how to use them. Plus, this edition includes new sections on processing dashboard information, portfolio management PMO and metrics, and BI tool flexibility. • Offers comprehensive coverage of the different dashboard types, design issues, and applications Provides full-color dashboards from some of the most successful project management companies, including IBM, Microsoft, and others Aligns with PMI’s PMBOK® Guide and stresses value-driven project management PPT decks are available by chapter and a test bank will be available for use in seminar presentations and courses Get ready to bolster your awareness of what good metrics management really entails today—and be armed with the knowledge to measure performance more effectively.

This book Implementing Metrics for IT Service Management provides a measurement framework which is based on a continuous improvement lifecycle. The measurement framework is aligned with the IT Infrastructure Library (ITIL®) set of best practices. The framework is compatible with the Control Objectives for IT (CobiT®) framework and supports ISO/IEC 20000 standards for IT Service Management.This book also provides the basic concepts around measurements for business/IT alignment, achieving compliance and driving operation excellence. Where possible, examples, case studies and check lists have been included along with a scorecard accelerator software tool to further improve the learning experience and accelerate the adoption of measurements.The goal of this book is to provide the reader with a measurement framework to align IT with the business objectives to create value through continuous improvements. This book is complimentary to the book Metrics for IT Service Management also published by Van Haren Publishing.

The ability to organise and measure performance is a key part of the implementation of IT Service Management processes. This publication contains practical information on the provision of useful and meaningful metrics, as well as how best to use them within an organisation, including generic principles (such as SMART and KISS), specific examples and templates for the use of each metricAll metrics discussed are directly related to process objectives, in order to help create a service-focused management system. This publication complements the ITIL, CobiT and ISO20000 service management principles. “If you need to develop metrics for an IT environment, buy this book or hire a consultant who has read it” G. Kieliszek, Healthcare CIO (Amazon) "This is more than a book, it's a practical, useable "A to Z" of IT Service Management Metrics! Peter Brooks (Author) has given us all a crystal clear view of a neglected, blurred piece of the IT Service Management puzzle. As a Principal ITSM Consultant working for Foster-Melliar in South Africa I am continuously disappointed by the many ITSM books produced that generally regurgitate what is already known by many in the industry. Metrics for IT Service Organisations provides a vast array of possible audiences something that many ITSM volumes do not, and this is a Practical, useable view of "How" to plan for, design, manage and improve the critical measures IT Service organisations require from both a strategic, tactical and operational perspective. I don't carry many books around with me, this one, I most certainly will!!" Ian Clark Principal ITSM Consultant Foster-Melliar "With all the focus on IT Governance and IT Business process management. It is easy to see why metric are becoming hugely important for the management of organisations. In reality however, getting the right set of metrics in place is by no means a simple exercise. Metrics for IT service organisations can be a great help. Using ITIL as the basis the book lists many useful examples of metrics. But what is more important, is that it gives us insight into to creation of "good" metrics and the dangers of "bad" metrics. " Emma Speakman IT BPM consultant SA/NL/UK "Looking for a comprehensive, in-depth exploration and explanation of what metrics to use in your ITSM journey? Then 'Metrics for IT Service

Organizations' by Peter Brooks may be exactly what you're looking for. This (new) book not only covers what metrics need to be seriously considered, but explains the 'why' and 'how' behind selecting and defining them, pointing out along the way many of the dangers and pitfalls of selecting the wrong ones; or too many. If you tend to agree that 'what gets measured gets done', then applying the ideas in Peter's book will assist you in getting the right things done." Ken Wendle (FISM) previous President of the itSMF USA, works as a Senior Solution Architect for Hewlett Packard's OpenView Software division Given that itSMF is the source, readers of this book will naturally expect a 'best practices' view on metrics, and a highly practical reference text. More particularly, though, the special merit of the text is its carefulness in stressing that metrics must be both useful and meaningful, and that the meaning comes from the business perspective on IT management processes - a perspective always represented by a stated business objective. By encouraging readers to seriously commit to defining clear business objectives, the text aims the reader at measurement that avoids excess or irrelevance. Malcolm Ryder (CA Architect)

Features a useful collection of important and practical papers on applying software metrics and measurement. The book details the importance of planning a successful measurement program with a complete discussion of why, what, where, when, and how to measure and who should be involved. Each chapter addresses these significant questions and provides the essential answers in building an effective measurement program. The book differs from others on the market by focusing on the application of the metrics rather than the metrics themselves. The author's provide information based on actual experience with successful metrics programs. Each chapter includes a case study focusing on technology transfer and a set of recommended references. The book serves as a guide on the use and application of software metrics in industrial environments. It is specially designed for managers, product supervisors, and quality assurance personnel who want to know how to implement a metrics program.

The International Conference on Computational Science (ICCS 2004) held in Krak ? ow, Poland, June 6–9, 2004, was a follow-up to the highly successful ICCS 2003 held at two locations, in Melbourne, Australia and St. Petersburg, Russia; ICCS 2002 in Amsterdam, The Netherlands; and ICCS 2001 in San Francisco, USA. As computational science is still evolving in its quest for subjects of inves- gation and e?cient methods, ICCS 2004 was devised as a forum for scientists from mathematics and computer science, as the basic computing disciplines and application areas, interested in advanced computational methods for physics, chemistry, life sciences, engineering, arts and humanities, as well as computer system vendors and software developers. The main objective of this conference was to discuss problems and solutions in all areas, to identify new issues, to shape future directions of research, and to help users apply various advanced computational techniques. The event harvested recent developments in com- tationalgridsandnextgenerationcomputingsystems,tools,advancednumerical methods, data-driven systems, and novel application ?elds, such as complex - stems, ?nance, econo-physics and population evolution.

The advent of the era of "e-Service," the provision of services over electronic networks like the internet, is one of the dominant business themes of the new millennium. It reflects the fundamental shift in the economy from goods to services and the explosive expansion of information technology. This book provides a collection of different perspectives on e-Service and a unified framework to understand it, even as the business community grapples with the concept. It features contributions from key researchers and practitioners from both the private and public sectors, as well leading scholars from the fields of marketing, information systems, and computer science. They focus on three key areas: the customer-technology interface; e-Service business opportunities and strategies; and public sector e-Service opportunities. The insights they offer will be equally useful to students, scholars, and practitioners.

Winner of the Shingo Publication Award Accelerate your organization to win in the marketplace. How can we apply technology to drive business value? For years, we've been told that the performance of software delivery teams doesn't matter?that it can't provide a competitive advantage to our companies. Through four years of groundbreaking research to include data collected from the State of DevOps reports conducted with Puppet, Dr. Nicole Forsgren, Jez Humble, and Gene Kim set out to find a way to measure software delivery performance?and what drives it?using rigorous statistical methods. This book presents both the findings and the science behind that research, making the information accessible for readers to apply in their own organizations. Readers will discover how to measure the performance of their teams, and what capabilities they should invest in to drive higher performance. This book is ideal for management at every level.