Metrics For It Service Management

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Performance Metrics Duke Okes 2013-01-21 Which performance measures should you use? The obvious answer is that it depends on what you want to achieve, which someone else should never define for you. After all, it is your organization, your department, or your process. But once you are clear about what you want to accomplish, how do you sort through a variety of possible metrics and decide which are best? Then, given the list of metrics you believe are

useful or necessary, how do you define them in more detail to ensure that the right data are gathered at the appropriate frequency and that the resulting information gets to the right people so that they can make proper decisions? This book provides a clarifying perspective for those who know that metrics need to be developed but are unsure as to the steps to follow in developing and deploying them. It focuses on making sure that the metrics selected will guide people and processes in the direction the organization wants to go, and allow continual evaluation of success. Every highly effective organization is unique in some strategic way, and the metrics used should reflect these differences. Studying high performers can be useful from a learning standpoint, but simply adopting what someone else is doing is likely to take you off your track and put you on theirs. The concepts in this book will put you on the correct track and give you the tools to stay on it.

Handbook of Metrics for Research in Operations Management - Aleda V. Roth 2008
Scale. References: Citations for the references used in the summary

Configuration Management Metrics - Frank B. Watts 2009-08-26
Configuration Management Metrics: Product Lifecycle and Engineering Documentation Control Process Measurement and Improvement provides a comprehensive discussion of measurements for configuration management/product lifecycle processes. Each chapter outlines one of the most important measures of merit – the need for written policy and procedures. The best of the best practices as to the optimum standards are listed with an opportunity for the reader to check off those that their company has and those they do not. The book first defines the concept of configuration management (CM) and explains its importance. It then discusses the important metrics in the major CM and related processes. These include: new item release; order entry/fulfillment;

request for change; bill of material change cost; and field change. Ancillary processes which may or may not be thought of as part of these major processes are also addressed, including deviations, service parts, publications and field failure reporting. Provides detailed guidance on developing and implementing measurement systems and reports Demonstrates methods of graphing and charting data, with benchmarks A practical resource for the development of Engineering Documentation Control processes Includes basic principles of Product Lifecycle processes and their measurement

IT SERVICE MANAGEMENT - S. A. KELKAR 2011-11-26
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.

Metrics and Methods for Security Risk Management - Carl Young 2010-08-21
Security problems have evolved in the corporate world because of technological changes, such as using the Internet as a means of communication. With this, the creation, transmission, and storage of information may represent security problem. Metrics and Methods for Security Risk Management is of interest, especially since the 9/11 terror attacks, because it addresses the ways to manage risk security in the corporate world. The book aims to provide information

about the fundamentals of security risks and the corresponding components, an analytical approach to risk assessments and mitigation, and quantitative methods to assess the risk components. In addition, it also discusses the physical models, principles, and quantitative methods needed to assess the risk components. The by-products of the methodology used include security standards, audits, risk metrics, and program frameworks. Security professionals, as well as scientists and engineers who are working on technical issues related to security problems will find this book relevant and useful. Offers an integrated approach to assessing security risk Addresses homeland security as well as IT and physical security issues Describes vital safeguards for ensuring true business continuity

Supply Chain Management - Douglas M. Lambert 2008

Communication Networks and Service Management in the Era of Artificial Intelligence and Machine Learning - Nur Zincir-Heywood 2021-10-12 COMMUNICATION NETWORKS AND SERVICE MANAGEMENT IN THE ERA OF ARTIFICIAL INTELLIGENCE AND MACHINE LEARNING Discover the impact that new technologies are having on communication systems with this up-to-date and one-stop resource Communication Networks and Service Management in the Era of Artificial Intelligence and Machine Learning delivers a comprehensive overview of the impact of artificial intelligence (AI) and machine learning (ML) on service and network management. Beginning with a fulsome description of ML and AI, the book moves on to discuss management models, architectures, and frameworks. The authors also explore how AI and ML can be used in service management functions like the generation of workload profiles, service provisioning, and more. The book includes a handpicked selection of

applications and case studies, as well as a treatment of emerging technologies the authors predict could have a significant impact on network and service management in the future. Statistical analysis and data mining are also discussed, particularly with respect to how they allow for an improvement of the management and security of IT systems and networks. Readers will also enjoy topics like: A thorough introduction to network and service management, machine learning, and artificial intelligence An exploration of artificial intelligence and machine learning for management models, including autonomic management, policy-based management, intent based management, and network virtualization-based management Discussions of AI and ML for architectures and frameworks, including cloud - systems, software defined networks, 5G and 6G networks, and Edge/Fog networks An examination of AI and ML for service management, including the automatic - generation of workload profiles using unsupervised learning Perfect for information and communications technology educators, Communication Networks and Service Management in the Era of Artificial Intelligence and Machine Learning will also earn a place in the libraries of engineers and professionals who seek a structured reference on how the emergence of artificial intelligence and machine learning techniques is affecting service and network management.

Employee Metrics for Managers - Nathan Carbone 2013-10-05
A handbook with over 70 employee metrics for the entire employee life-cycle including attraction, develop & motivate, retention and productivity - all designed to improve profitability. Each metric has the definition, calculation, chart and analysis.

Accelerate - Nicole Forsgren PhD 2018-03-27
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.

Metrics- Martin Klubeck 2012-01-13 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

Supply Chain Strategy and Financial Metrics - Bram DeSmet 2018-05-03 Supply Chain Strategy and Financial Metrics is a step-by-step guide to balancing the triangle of service, cost and cash which is the essence of supply chain management. Supply chains have become increasingly strategy-driven, and this Supply Chain Triangle approach puts the supply chain at the heart of the strategy discussion instead of seeing it as a result. Supply Chain Strategy and Financial Metrics fully reflects the 'inventory' or 'working capital' angle and examines the optimisation of the supply chain and Return on Capital Employed. Including case studies of Barco, Casio and a selection of food retail companies, this book covers building a strategy-driven KPI dashboard, target setting and financial benchmarking. Regular examples and diagrams illustrate how different types of strategies lead to different trade-offs in the Supply Chain Triangle. This ground-breaking text links supply chain, strategy and finance through financial metrics, therefore creating value for the shareholder. Online supporting resources include worksheets covering basic financial concepts such as cash flow and working capital, with example data sets and guidelines/exercises to make it interactive.

Project Management Metrics, KPIs, and Dashboards - Harold Kerzner 2017-10-16 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.

Metrics-Based Process Mapping - Karen Martin 2012-10-22
Metrics-Based Process Mapping (MBPM) is a tactical-level, visual mapping approach that enables improvement teams to make effective, data-based decisions regarding waste elimination and measure ongoing process performance. The mapping technique, often used to drill down from a value stream map, integrates the functional orientation of traditional swim-lane process maps with time and quality metrics that are essential for designing improved processes. Building on the success of its popular predecessor, Metrics-

Based Process Mapping: An Excel-Based Solution, this book takes readers to the next level in understanding processes and process improvement. Included with the book is an interactive macro-driven Excel tool, which allows users to electronically capture their current and future state maps. The tool also audits the maps for completeness, summarizes the metrics, and auto-calculates the improvements. Improvements to this version include: Foundational content about processes—what they are and how they vary A description of the difference between value-stream and process-level maps New content about how to bridge the gap between your current state and your desired future state Tips for effective team formation and mapping facilitation An implementation plan for those using the mapping methodology as a standalone tool and not part of a Kaizen Event The Excel-based tool included on the accompanying CD provides readers with a user-friendly way to electronically archive manually created maps in team settings for easier storage and distribution across your entire organization. While current and future state MBPMs are initially created during team-based activities using butcher paper and post-its, the electronic maps serve as standard work documentation for the improved process, enabling training, communication, and process monitoring activities. This flexible, user-friendly tool includes: A custom toolbar that simplifies map creation and editing Automated calculation of key metrics An audit feature to prevent mapping errors The ability to simulate how improvements will impact staffing requirements System Requirements: The tool is intended for use on PCs using Excel 2003 or later—it will NOT function with earlier versions of Excel, or on Macintosh computers. View a demo of the Excel tool at: www.mbpmapping.com

Practical Service Level Management - John McConnell 2004
Measure, manage, and improve the speed and

reliability of Web services with this complete reference for creating relevant, effective Service Level Agreements. Starting with an explanation of SLM and common performance metrics, the book provides detailed discussions of methods to measure and improve performance.

Service Management For Dummies - Judith S. Hurwitz 2009-06-02
A plain-English guide to managing IT from the customer's perspective Practical guidance on delivering and managing IT so that it meets the multiple needs and demands of a company and its customers and end-users–both inside and outside the organization–is hard to come by; this accessible book takes a common-sense approach that explains exactly what IT services are and how to fit them most effectively into a business Topics include setting a framework, keeping costs down, improving efficiency, and maintaining standards and best practices This concept of how IT should be wired specifically into the goals and need of the company and its customers is part of a broader picture that includes ITIL, BPM, SOA, and Six Sigma

Measuring ITIL - Randy A. Steinberg 2006
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!"

Site Reliability Engineering Niall Richard Murphy 2016-03-23
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

The Definitive Guide to IT Service Metrics - Kurt McWhirter 2012-08-30
Learn how to integrate IT service metrics into

your business and maximize their usage and effectiveness.

IT Service Management Based on ITIL® 2011 Edition Pierre Bernard 1970-01-01
For trainers free additional material of this book is available. This can be found under the "Training Material" tab. Log in with your trainer account to access the material.In the world of international IT Service Management the previous editions of this book have acquired an excellent reputation as guidance on the topic of ITIL. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations.This revised edition is based on ITIL 2011 Edition. It is written in the same concise way as the previous editions and covering all the facts. Readers will find that this title succinctly covers the key aspects of ITIL 2011 Edition. It is endorsed by AXELOS, the official ITIL Accreditor.The ITIL Lifecycle is fully covered. In addition there is much attention to the 26 IT Service Management processes and 4 Functions. These are described in detail. This means that it is easy for all readers to access and grasp the concepts of processes and functions that are so pivotal to many service management day-to-day operations.This title covers the following: Introduction to the Service Lifecycle Lifecycle phase: Service Strategy Lifecycle phase: Service Design Lifecycle phase: Service Transition Lifecycle phase: Service Operation Lifecycle phase: Continual Service ImprovementNew, compared with the previous edition on ITIL V3, are the processes for Strategy Management and Business Relationship Management. Also the other new and revised concepts of ITIL are covered in this book. Well written and presented, this publication provides a useful addition to the core ITIL publications for anyone wanting to understand IT service management. Kevin Holland, Service Management Specialist, NHS Pierre has produced an extremely useful

summary of the current version of ITIL. This will be an invaluable day to day reference for all practitioners. Claire Agutter, ITIL Training Zone
Implementing Metrics for IT Service Management - D. Smith 2008-08-08
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.
Metrics for Service Management - Peter Brooks 2012-03-03
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.

Measuring ITSM - Randy A. Steinberg 2013-12 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!"

The Executive Guide to Call Center Metrics James C. Abbott 2004 As the cost of doing business increases, call centers and help desks are frequently moving overseas. How can your center remain competitive? Is pooling the best way to slash your wait times? James Abbott concisely answers these questions as he leads you through the world of process-centered customer service. Strategic and tactical terms, how to choose metrics to measure, and the miracle of Queuing

Science are covered thoroughly, using easy-to-grasp anecdotes to explain the key technical topics.

Implementing Metrics For IT Service Management - David Smith 2008-08-08
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.

A Study Guide to Service Catalogue from the Principles of ITIL V3 - Hank Marquis 2010
IT services are prevalent throughout virtually all businesses. Most enterprises and many government functions are totally dependent upon reliable and responsive IT services to underpin vital business, community and social functions. IT services have become mainstream and managing them to deliver value it the core message of ITIL V3, and the emphasis in ITIL V3 on service catalogue management is a direct result of the growing requirement for business and IT to work together sharing data, information and knowledge about demand for services, service capabilities and patterns of

business activity. The Service Catalogue Management process is now a very important management field complete with its own terminology and vital concepts. This study guide outlines the concepts and principles underlying the service catalogue; discusses a project plan approach and reporting considerations; describes the value of a sound business case and the key relationships and touch points in the service catalogue management process.

Practical Software Metrics for Project Management and Process Improvement - Robert B. Grady 1992
This application-oriented book shows how to apply proven software metrics and methods to efficiently manage software development and maintenance--to help boost productivity, efficiency, and quality of software projects at every stage of the process. Detailing practical methods throughout, the book covers tips to best measure and present progress, a useful model for understanding organization limitations, possible problems in process improvement illustrated by examples, evidence of what works and what doesn't work, and more. An ideal reference for project managers and professionals responsible for process improvement.n

Implementing ITSM - Randy A. Steinberg 2014-03-05
The traditional IT operating model of delivering IT to the business in the form of bundled capabilities and assets is now wearing thin in an age of cloud computing, on-demand services, virtualization, mobile devices, outsourcing and rapidly changing business delivery strategies. The role of IT is rapidly changing from a primary focus on engineering to a primary focus on service integration. How might an IT organization effect this transformation? Finally, there is a book that shows you how! This is not a theoretical treatise but a practical guide that shows you the activities and steps to show results quickly. Learn how to define and build a

comprehensive IT service management solution that incorporates process, technology, organization, and governance activities. Discover practical tips and step-by-step approaches for defining your IT Service Management Vision, building your processes, developing a communications strategy, analyzing stakeholders, identifying technology requirements, and building your transformation program. Organizations that have already undertaken a transformation to IT service management are finding game-changing results positively received by both business executives and customers of their IT services. Using this book, start your transformation today!

The Practical Guide To World-Class IT Service Management - Kevin J. Smith 2017-03-21
This guide contains 6 Core and 12 World-Class processes each of which is described in chapters that provide a logical view of the element itself and why it is important to the organization, along with a flexible process model that can be adapted to most businesses and how the process works in practice—plus proven and practical models and Tips for Success from high-performing organizations on implementing the process. The technical content takes a mid-level view to be useful to a broader group of readers and is complemented by other relevant chapters, including: •A Brief History of IT Service Management •Understanding ITIL, COBIT, and ISO •The Consumerization of IT •Making Sense of Cloud and On-Premise •Enterprise Service Management •A Culture of Excellence •An Approach to Leverage Technology •The Exploration of Service Automation The Practical Guide to World-Class IT Service Management also examines the future of IT service management and where this exciting journey is likely to lead.

ITIL V3 Planning to Implement Service Management - Colin Rudd 2010
This handbook provides advice and guidance to organisations considering implementing service

management. It features a six-step process to planning service management implementation; relationships, roles, organisation & structure and enablers and blockers to successful service management.

IT Service Management - Ernest Brewster 2012-05-08
ITIL(R) is a framework for IT service management and provides best management practice to meet ISO/IEC 20k. This guide introduces ITIL to Foundation Exam candidates and offers a practical understanding of IT service management. The new edition is fully updated and contains several additional processes. An ITIL(R) licensed product.

Security Metrics Management - Gerald L. Kovacich 2016-11-30
Security Metrics Management, Measuring the Effectiveness and Efficiency of a Security Program, Second Edition details the application of quantitative, statistical, and/or mathematical analyses to measure security functional trends and workload, tracking what each function is doing in terms of level of effort (LOE), costs, and productivity. This fully updated guide is the go-to reference for managing an asset protection program and related security functions through the use of metrics. It supports the security professional's position on budget matters, helping to justify the cost-effectiveness of security-related decisions to senior management and other key decision-makers. The book is designed to provide easy-to-follow guidance, allowing security professionals to confidently measure the costs of their assets protection program - their security program - as well as its successes and failures. It includes a discussion of how to use the metrics to brief management, build budgets, and provide trend analyses to develop a more efficient and effective asset protection program. Examines the latest techniques in both generating and evaluating security metrics, with guidance for creating a new metrics program or improving an existing

one Features an easy-to-read, comprehensive implementation plan for establishing an asset protection program Outlines detailed strategies for creating metrics that measure the effectiveness and efficiency of an asset protection program Offers increased emphasis through metrics to justify security professionals as integral assets to the corporation Provides a detailed example of a corporation briefing for security directors to provide to executive management

Security Metrics - Andrew Jaquith 2007-03-26 The Definitive Guide to Quantifying, Classifying, and Measuring Enterprise IT Security Operations Security Metrics is the first comprehensive best-practice guide to defining, creating, and utilizing security metrics in the enterprise. Using sample charts, graphics, case studies, and war stories, Yankee Group Security Expert Andrew Jaquith demonstrates exactly how to establish effective metrics based on your organization's unique requirements. You'll discover how to quantify hard-to-measure security activities, compile and analyze all relevant data, identify strengths and weaknesses, set cost-effective priorities for improvement, and craft compelling messages for senior management. Security Metrics successfully bridges management's quantitative viewpoint with the nuts-and-bolts approach typically taken by security professionals. It brings together expert solutions drawn from Jaquith's extensive consulting work in the software, aerospace, and financial services industries, including new metrics presented nowhere else. You'll learn how to: • Replace nonstop crisis response with a systematic approach to security improvement • Understand the differences between "good" and "bad" metrics • Measure coverage and control, vulnerability management, password quality, patch latency, benchmark scoring, and business-adjusted risk • Quantify the effectiveness of security acquisition, implementation, and other

program activities • Organize, aggregate, and analyze your data to bring out key insights • Use visualization to understand and communicate security issues more clearly • Capture valuable data from firewalls and antivirus logs, third-party auditor reports, and other resources • Implement balanced scorecards that present compact, holistic views of organizational security effectiveness

Implementing Service and Support Management Processes - HDI 2005-03-11 The purpose of this book is to provide practical process guide for technical support centres. It is based on the ITAL processes covered in 'Service Support' (ISBN 011330952X) and 'Service Delivery' (ISBN 0113309503) but also includes additional processes as well as a Balanced Scorecard Service Model. Processes covered in the book are: Financial and Operations Management; Knowledge Management; Configuration Management; Change Management; Release Management; Incident Management; Problem Management; Service Level Management; Capacity and Workforce Management; Availability Management; IT Service Continuity Management; and Customer Satisfaction Measurement.

Architecture and Patterns for IT Service Management, Resource Planning, and Governance: Making Shoes for the Cobbler's Children Charles T. Betz 2011-11-02 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
IT Service Management - Global Best Practices Editorial Board 2008-04-22
A very practical publication that contains the knowledge of a large number of experts from all over the world. Being independent from specific frameworks, and selected by a large board of experts, the contributions offer the best practical guidance on the daily issues of the IT manager.
Five Core Metrics - Lawrence Putnam 2013-07-18
This is the digital version of the printed book (Copyright © 2003). To succeed in the software industry, managers need to cultivate a reliable development process. By measuring what teams have achieved on previous projects, managers

can more accurately set goals, make bids, and ensure the successful completion of new projects. Acclaimed long-time collaborators Lawrence H. Putnam and Ware Myers present simple but powerful measurement techniques to help software managers allocate limited resources and track project progress. Drawing new findings from an extensive database of software project metrics, the authors demonstrate how readers can control projects with just Five Core Metrics –Time, Effort, Size, Reliability, and Process Productivity. With these metrics, managers can adjust ongoing projects to changing conditions–surprises that would otherwise cause project failure.

Continual service improvement 2007-05-30 This publication focuses on continual service improvement (CSI) from both an IT service and IT service management perspective. It introduces the concept of CSI at a high level and defines its value before describing common methods and techniques. The guidance is written for managers and practitioners at all levels.

Project Management Metrics, KPIs, and Dashboards - Harold Kerzner 2011-07-15 Essential strategies from Harold Kerzner on measuring project management performance The maze-like path of today's projects reflects a business environment that's growing in complexity. Factors influencing projects, such as new advancements in computer technology, an unpredictable economy, and the increase in stakeholder involvement make metrics and key performance indicators (KPI) for project management an important focus. Such measures are commonly used to help an organization define and evaluate how successful it is, typically, in terms of making progress towards its long-term organizational goals. Project Management Metrics, KPIs, and Dashboards helps functional managers gain a thorough understanding of what metrics are and how they can be best implemented to gain traction in a fast-paced and diverse working atmosphere.

With content aligned with PMI's PMBOK® Guide, this book offers extensive coverage on KPIs and how they may be monitored, using techniques such as business dashboards to assist in prescribing meaningful business strategies. After reading this book, functional managers will bolster their awareness of what good metrics management really entails—and be armed with the knowledge to measure performance more effectively. This book begins with basic KPI principles, helping functional managers deal with such key issues as: Successfully integrating KPIs and metrics into managing a project within a business strategy Important business dashboard techniques used in monitoring performance What is really important to different stakeholders in a project Managing resistance to change Next the book explores the key questions to ask before implementing a dashboard or reporting system. Some of these questions include: What are your needs? What is involved in integration? What's involved in operations and maintenance? What does the system cost? How long will the system last? Throughout the book, helpful illustrations clarify complex concepts and processes. These illustrations are also available as PowerPoint slides for course and seminar presentations.

IT Service Management Foundation Practice Questions - Tony Gannon 2009-10-15
The most authoritative guide to preparing for the ITIL(R) V3 Foundation Certificate in IT Service Management. It includes an extensive range of practice questions complete with explanations and key learning points. The book utilises the experience of three members of the ISEB examination panel. An ITIL(R) Licensed Product.

Seeking SRE - David N. Blank-Edelman 2018-08-21
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.