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The Business Perspective It Infrastructure Library Series

Roman Wölfel



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answer is people These people computer system administrators are the unsung heroes of the modern age This book ten years in the making is the result It tells the story of system administration through the narratives of real system administrators It documents dynamic systems of people and machines of specialists working together to tame hugely complex information technology infrastructures developing and adapting their own tools and practices over time to create productive work environments The authors hope Taming Information Technology will lead the way to a future in which the important work of these IT workers is better appreciated better understood and better supported Architecture and Patterns for IT Service Management, Resource Planning, and Governance: Making Shoes for the Cobbler's Children Charles T. Betz, 2006-11-17 Architecture and Patterns for IT Service Management Resource Planning and Governance Making Shoes for the Cobbler's Children provides an independent examination of developments in Enterprise Resource Planning for Information Major companies research firms and vendors are offering Enterprise Resource Planning for Information Technology which they label as ERP for IT IT Resource Planning and related terms This book presents on the ground coverage of enabling IT governance in architectural detail which can be used to define a strategy for immediate execution It fills the gap between high level guidance on IT governance and detailed discussions about specific vendor technologies It provides a unique value chain approach to integrating the COBIT ITIL and CMM frameworks into a coherent unified whole It presents a field tested detailed conceptual information model with definitions and usage scenarios mapped to both process and system architectures This book is recommended for practitioners and managers engaged in IT support in large companies particularly those who are information architects enterprise architects senior software engineers program project managers and IT managers directors **IT Service Management - Global Best Practices, Volume 1** , 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 Service Delivery Great Britain. Office of Government Commerce, 2001 Service Delivery is the second element in the new ITIL Infrastructure Library to be published Service providers need to offer business users adequate support Service Delivery covers all aspects that must be taken into consideration Issues covered include Service Level Management Financial Management for IT Services IT Service **Spillover of Adsorbed Species: International Symposium Proceedings** Bozzano G Luisa, 2000-04-01 Spillover of Adsorbed Species International Symposium Proceedings Best Practice for Security Management United Kingdom. Treasury. Office of Government Commerce, 1999 Security Management is the process of managing a defined level of security on information and IT services Included is managing the reaction to security incidents IT Infrastructure and Management (For the GBTU and MMTU) ,

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