

[PDF] Architecting Itsm A Reference Of Configuration Items And Building Blocks For A Comprehensive It Service Management Infrastructure

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Architecting ITSM-Randy A. Steinberg 2014 Up until now, no one has attempted to lay out the entire blueprint for architecting a complete IT service management supporting infrastructure--until this book. What are the supporting toolsets and technologies that need to support an IT service management infrastructure? What databases need to be put into place? What are all the IT service management roles and responsibilities to effectively operate this infrastructure? What kinds of IT support services does almost any IT organization deliver? Get it all here. This book lists the CI types, toolset descriptions, detailed roles and activities, and much more. Get a firm handle on the data, functions, services, processes, organization, and technologies all needed to effectively build and operate a complete IT service management infrastructure. Explore approaches for reviewing and assessing your current toolsets, data, processes, and services. See where gaps might exist. Find areas that might be missing tools or have too many tools doing similar functions. Validate IT service management roles and activities. "One can put together an entire IT service management operation just from the descriptions in this book!" "If I had to build a large IT infrastructure or data center from scratch, this book becomes my most critical reference!"

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!

Servicing ITSM-Randy A. Steinberg 2013-12 What services does the IT organization really

deliver? Rather than discuss the theory around what a service catalog or service portfolio is, this book gives you the actual IT service descriptions for running, operating, and managing an entire IT infrastructure. It's all here--complete service descriptions, catalog and portfolio templates, service implementation plans, service governance processes, and much more all packed into this one handbook! Just about every IT support service is described in this book. Take the service descriptions you need, mix, match and customize them to quickly create the content needed for your own service catalogs and portfolios. "Many books talk about how to build a service catalog--this book is a service catalog!" "We really struggled to identify and pull our IT services together until we saw this material--it saved us months!" "With this material, we can finally tell the business what IT actually delivers to them!" "A valuable reference resource for ITSM practitioners, service managers, CIOs, procurement managers, and anyone else sourcing the services needed to run an entire IT infrastructure operation!" "One can put together an entire IT service management operation just from the service descriptions in this book!"

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!"

High Velocity Itsm-Randy A. Steinberg
2016-09-28 If you read through this book and still don't believe there is a critical need for IT Service Management then good luck seeing if you can survive in IT for the next 5 years. Agile, DevOps, Lean IT, Virtualization, Application Lifecycle Management, Cloud Computing and many other technologies are rapidly pulling IT in many directions. These modern ways of operating IT to cope with a world of rapid change will not go away. Somehow they need to be pulled together to avoid the chaos. Service Management is the glue needed to hold these all together. There is no IT value for the business until the point a service is received. For this reason, this book is written for IT leaders, managers and practitioners from a Service Management perspective. Having the best development practices, be it Agile, DevOps or others means little if a service is not delivered to the business. When they need it. High Velocity ITSM is about transitioning the IT Organization from traditional waterfall slower service development and support to a service delivery organization operating at high velocity. This book provides practical guidance for: Transitioning IT towards high velocity ITSM Using Agile and DevOps for rapid service build Using Lean IT to operate at high velocity Streamlining your ITSM management processes Building a Lean IT CSI Program Learning and applying modern IT methods ...and much more! "

Architecting ITIL-Randy A. Steinberg
2008-10-28 Get it all here! This book has all the Cis, toolset descriptions, data, services, processes, and organization roles needed to effectively build and operate a complete IT Service Management infrastructure

The Art of Scalability-Martin L. Abbott
2015-05-23 The Comprehensive, Proven Approach to IT Scalability-Updated with New Strategies, Technologies, and Case Studies In The Art of Scalability, Second Edition, leading scalability consultants Martin L. Abbott and Michael T. Fisher cover everything you need to know to smoothly scale products and services for any requirement. This extensively revised edition reflects new technologies, strategies, and lessons, as well as new case studies from the authors' pioneering consulting practice, AKF

Partners. Writing for technical and nontechnical decision-makers, Abbott and Fisher cover everything that impacts scalability, including architecture, process, people, organization, and technology. Their insights and recommendations reflect more than thirty years of experience at companies ranging from eBay to Visa, and Salesforce.com to Apple. You'll find updated strategies for structuring organizations to maximize agility and scalability, as well as new insights into the cloud (IaaS/PaaS) transition, NoSQL, DevOps, business metrics, and more. Using this guide's tools and advice, you can systematically clear away obstacles to scalability—and achieve unprecedented IT and business performance. Coverage includes • Why scalability problems start with organizations and people, not technology, and what to do about it • Actionable lessons from real successes and failures • Staffing, structuring, and leading the agile, scalable organization • Scaling processes for hyper-growth environments • Architecting scalability: proprietary models for clarifying needs and making choices—including 15 key success principles • Emerging technologies and challenges: data cost, datacenter planning, cloud evolution, and customer-aligned monitoring • Measuring availability, capacity, load, and performance

IT (Information Technology) Portfolio Management Step-by-Step

Bryan Maizlish
2010-10-07 Praise for IT Portfolio Management Step-by-Step "Bryan Maizlish and Robert Handler bring their deep experience in IT 'value realization' to one of the most absent of all IT management practices--portfolio management. They capture the essence of universally proven investment practices and apply them to the most difficult of challenges--returning high strategic and dollar payoffs from an enterprise's IT department. The reader will find many new and rewarding insights to making their IT investments finally return market leading results." --John C. Reece, Chairman and CEO, John C. Reece & Associates, LLC Former deputy commissioner for modernization and CIO of the IRS "IT Portfolio Management describes in great detail the critical aspects, know-how, practical examples, key insights, and best practices to improve operational efficiency, corporate agility, and business competitiveness. It eloquently illustrates the methods of building and integrating a portfolio of IT investments to ensure the realization of maximum value and

benefit, and to fully leverage the value of all IT assets. Whether you are getting started or building on your initial success in IT portfolio management, this book will provide you information on how to build and implement an effective IT portfolio management strategy." -- David Mitchell, President and CEO, webMethods, Inc. "I found IT Portfolio Management very easy to read, and it highlights many of the seminal aspects and best practices from financial portfolio management. It is an important book for executive, business, and IT managers." --Michael J. Montgomery, President, Montgomery & Co. "IT Portfolio Management details a comprehensive framework and process showing how to align business and IT for superior value. Maizlish and Handler have the depth of experience, knowledge, and insight needed to tackle the challenges and opportunities companies face in optimizing their IT investment portfolios. This is an exceptionally important book for executive leadership and IT business managers, especially those wanting to build a process-managed enterprise." --Peter Fingar, Executive Partner Greystone Group, coauthor of The Real-Time Enterprise and Business Process Management (BPM): The Third Wave "A must-read for the non-IT manager who needs to understand the complexity and challenges of managing an IT portfolio. The portfolio management techniques, analysis tools, and planning can be applied to any project or function." --Richard "Max" Maksimoski, Senior Director R&D, The Scotts Company "This book provides an excellent framework and real-world based approach for implementing IT portfolio management. It is a must-read for every CIO staff considering how to strategically and operationally impact their company's bottom line." --Donavan R. Hardenbrook, New Product Development Professional, Intel Corporation

Cloud Computing

Venkata Josyula 2011-05-15
The complete guide to provisioning and managing cloud-based Infrastructure as a Service (IaaS) data center solutions Cloud computing will revolutionize the way IT resources are deployed, configured, and managed for years to come. Service providers and customers each stand to realize tremendous value from this paradigm shift-if they can take advantage of it. Cloud Computing brings together the realistic, start-to-finish guidance they need to plan, implement, and manage cloud solution architectures for tomorrow's virtualized

data centers. It introduces cloud 'newcomers' to essential concepts, and offers experienced operations professionals detailed guidance on delivering Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS). This book's replicable solutions and fully-tested best practices will help enterprises, services providers, consultants, and Cisco partners meet the challenge of provisioning end-to-end cloud infrastructures. Drawing on extensive experience working with leading cloud vendors and integrators, the authors present detailed operations workflow examples, proven techniques for operating cloud-based network, compute, and storage infrastructure; a comprehensive management reference architecture; and a complete case study demonstrating rapid, lower-cost solutions design. Cloud Computing will be an indispensable resource for all network/IT professionals and managers involved with planning, implementing, or managing the next generation of cloud computing services. •

- Review the key concepts needed to successfully deploy and cloud-based services
- Transition common enterprise design patterns and use cases to the cloud
- Master architectural principles and infrastructure design for 'real-time' managed IT services
- Understand the Cisco approach to cloud-related technologies, systems, and services
- Develop a cloud management architecture using ITIL, TMF, and ITU-TMN standards
- Implement best practices for cloud service provisioning, activation, and management
- Automate cloud infrastructure to simplify service delivery, monitoring and assurance
- Choose and implement the right billing/chargeback approaches for your business
- Design and build IaaS services, from start to finish
- Manage the unique capacity challenges associated with sporadic, real-time demand
- Provide a consistent and optimal cloud user experience

This book is part of the Networking Technology Series from Cisco Press, which offers networking professionals valuable information for constructing efficient networks, understanding new technologies, and building successful careers.

SIAM/MSI-David Clifford 2016-10-18 In order for multi-sourcing to be successful, organisations must be capable of integrating their service providers into a single, cohesive unit. SIAM/MSI - An introduction to Service Integration and Management/Multi-sourcing Integration for IT

Service Management explains: the merits of a multi-sourced approach to outsourcing service towersthe benefits of multi-sourcing contracts with service providers for specified towershow to align multi-sourced servicesthe challenges of using a multi-sourced modelhow to determine the IT operating model (with reference to the international standards ISO 38500, ISO 38501 and ISO 38502)the different types of service integration models (ISI, ESI and ETSI), and the benefits and challenges of eachaggregating service-level performancea multi-sourcing RFP approach, taking into account structural, operational and governance requirements. If you're thinking of moving from a single-source to a multi-source outsourcing model, SIAM/MSI - An introduction to Service Integration and Management/Multi-sourcing Integration for IT Service Management provides the answers to all of your questions.

Using the IBM Security Framework and IBM Security Blueprint to Realize Business-Driven Security-Axel Buecker 2014-02-06

Security is a major consideration in the way that business and information technology systems are designed, built, operated, and managed. The need to be able to integrate security into those systems and the discussions with business functions and operations exists more than ever. This IBM® Redbooks® publication explores concerns that characterize security requirements of, and threats to, business and information technology (IT) systems. This book identifies many business drivers that illustrate these concerns, including managing risk and cost, and compliance to business policies and external regulations. This book shows how these drivers can be translated into capabilities and security needs that can be represented in frameworks, such as the IBM Security Blueprint, to better enable enterprise security. To help organizations with their security challenges, IBM created a bridge to address the communication gap between the business and technical perspectives of security to enable simplification of thought and process. The IBM Security Framework can help you translate the business view, and the IBM Security Blueprint describes the technology landscape view. Together, they can help bring together the experiences that we gained from working with many clients to build a comprehensive view of security capabilities and needs. This book is intended to be a valuable resource for business leaders, security officers,

and consultants who want to understand and implement enterprise security by considering a set of core security capabilities and services.

Handbook of Cloud Computing-Borko Furht 2010-09-11 Cloud computing has become a significant technology trend. Experts believe cloud computing is currently reshaping information technology and the IT marketplace. The advantages of using cloud computing include cost savings, speed to market, access to greater computing resources, high availability, and scalability. Handbook of Cloud Computing includes contributions from world experts in the field of cloud computing from academia, research laboratories and private industry. This book presents the systems, tools, and services of the leading providers of cloud computing; including Google, Yahoo, Amazon, IBM, and Microsoft. The basic concepts of cloud computing and cloud computing applications are also introduced. Current and future technologies applied in cloud computing are also discussed. Case studies, examples, and exercises are provided throughout. Handbook of Cloud Computing is intended for advanced-level students and researchers in computer science and electrical engineering as a reference book. This handbook is also beneficial to computer and system infrastructure designers, developers, business managers, entrepreneurs and investors within the cloud computing related industry.

IBM SmartCloud: Building a Cloud Enabled Data Center-Pietro Iannucci 2013-05-21 Organizations are looking for ways to get more out of their already strained IT infrastructure as they face new technological and economic pressures. They are also trying to satisfy a broad set of users (internal and external to the enterprise) who demand improvements in their quality of service (QoS), regardless of increases in the number of users and applications. Cloud computing offers attractive opportunities to reduce costs, accelerate development, and increase the flexibility of the IT infrastructure, applications, and services. Infrastructure as a service (IaaS) is the typical starting point for most organizations when moving to a cloud computing environment. IaaS can be used for the delivery of resources such as compute, storage, and network services through a self-service portal. With IaaS, IT services are delivered as a subscription service, eliminating up-front costs

and driving down ongoing support costs. IBM® has defined the Cloud Computing Reference Architecture (CCRA) based on years of experience of working with customers who have implemented cloud-computing solutions. The IBM CCRA is a blueprint or guide for architecting cloud-computing implementations. This IBM Redguide™ publication highlights the Cloud Enabled Data Center adoption pattern and describes how you can use it to define an IaaS solution. This guide is intended for chief technology officers, data center architects, IT architects, and application architects who want to understand the cloud-computing infrastructure necessary to support their applications and services by using an IaaS solution. It explains the technical and business benefits of a Cloud Enabled Data Center solution. It introduces a Cloud Enabled Data Center maturity model where each maturity level corresponds to an increase in the degree of automation and the cloud-computing capabilities that are available. In addition, this guide describes the architectural framework provided by the IBM CCRA and explains details about the Cloud Enabled Data Center adoption pattern.

Cloud Computing for Enterprise Architectures-Zaigham Mahmood 2011-12-01 This important text provides a single point of reference for state-of-the-art cloud computing design and implementation techniques. The book examines cloud computing from the perspective of enterprise architecture, asking the question; how do we realize new business potential with our existing enterprises? Topics and features: with a Foreword by Thomas Erl; contains contributions from an international selection of preeminent experts; presents the state-of-the-art in enterprise architecture approaches with respect to cloud computing models, frameworks, technologies, and applications; discusses potential research directions, and technologies to facilitate the realization of emerging business models through enterprise architecture approaches; provides relevant theoretical frameworks, and the latest empirical research findings.

IBM Software for SAP Solutions-Yaro Dunchych 2015-09-29 SAP is a market leader in enterprise business application software. SAP solutions provide a rich set of composable application modules, and configurable functional

capabilities that are expected from a comprehensive enterprise business application software suite. In most cases, companies that adopt SAP software remain heterogeneous enterprises running both SAP and non-SAP systems to support their business processes. Regardless of the specific scenario, in heterogeneous enterprises most SAP implementations must be integrated with a variety of non-SAP enterprise systems: Portals Messaging infrastructure Business process management (BPM) tools Enterprise Content Management (ECM) methods and tools Business analytics (BA) and business intelligence (BI) technologies Security Systems of record Systems of engagement The tooling included with SAP software addresses many needs for creating SAP-centric environments. However, the classic approach to implementing SAP functionality generally leaves the business with a rigid solution that is difficult and expensive to change and enhance. When SAP software is used in a large, heterogeneous enterprise environment, SAP clients face the dilemma of selecting the correct set of tools and platforms to implement SAP functionality, and to integrate the SAP solutions with non-SAP systems. This IBM® Redbooks® publication explains the value of integrating IBM software with SAP solutions. It describes how to enhance and extend pre-built capabilities in SAP software with best-in-class IBM enterprise software, enabling clients to maximize return on investment (ROI) in their SAP investment and achieve a balanced enterprise architecture approach. This book describes IBM Reference Architecture for SAP, a prescriptive blueprint for using IBM software in SAP solutions. The reference architecture is focused on defining the use of IBM software with SAP, and is not intended to address the internal aspects of SAP components. The chapters of this book provide a specific reference architecture for many of the architectural domains that are each important for a large enterprise to establish common strategy, efficiency, and balance. The majority of the most important architectural domain topics, such as integration, process optimization, master data management, mobile access, Enterprise Content Management, business intelligence, DevOps, security, systems monitoring, and so on, are covered in the book. However, there are several other architectural domains which are not included in the book. This is not to imply that these other architectural domains are not important or are less important, or that IBM does not offer a solution to address

them. It is only reflective of time constraints, available resources, and the complexity of assembling a book on an extremely broad topic. Although more content could have been added, the authors feel confident that the scope of architectural material that has been included should provide organizations with a fantastic head start in defining their own enterprise reference architecture for many of the important architectural domains, and it is hoped that this book provides great value to those reading it. This IBM Redbooks publication is targeted to the following audiences: Client decision makers and solution architects leading enterprise transformation projects and wanting to gain further insight so that they can benefit from the integration of IBM software in large-scale SAP projects. IT architects and consultants integrating IBM technology with SAP solutions.

Problem Management-Michael G. Hall 2014
Problem management is the one IT service management process that tends to return more benefits more quickly than any of the others. This book offers practical, real-world guidance on all aspects of implementing and running an effective problem management function. Offering advice and recommendations tailored to different types of organisations, it gives IT practitioners, consultants and managers the tools to add real value to their businesses.

Software Engineering for Self-Adaptive Systems-Betty H. C. Cheng 2009-06-19
Although the self-adaptability of systems has been studied in a wide range of disciplines, from biology to robotics, only recently has the software engineering community recognised its key role in enabling the development of future software systems that are able to self-adapt to changes that may occur in the system, its requirements, or the environment in which it is deployed. In our understanding, this collection is one of the first books containing a collection of papers that looks specifically into the current state-of-the-art in the field, describes a wide range of approaches coming from different strands of software engineering, and presents future challenges facing this always resurgent and challenging field of research. This state-of-the-art survey originates from the International Seminar on Software Engineering for Self-Adaptive Systems, held in Dagstuhl Castle, Germany, in January 2008. Also included in this book is an invited

roadmap paper on research challenges for the area of software engineering for self-adaptive systems, which was based on the discussion held at the Dagstuhl Seminar and put together by several of its participants. The volume consists of four parts: Research Roadmap, Architecture-Based, Context-Aware and Model-Driven, as well as Self-Healing.

ITIL lite-Stationery Office (Great Britain)
2010-03-09 ITL Lite is aimed at encouraging organizations to adopt ITIL V3 by selecting and implementing key ITIL V3 components. For many reasons not every organization can adopt the whole of ITIL V3. Therefore, the publication explains which components are essential and explains how to select the appropriate components for implementation. The title is based around a project template to help readers prepare their own project. Ideal for those departments whose budgets have been reduced but who still want to improve key processes and functions.

Top-down Network Design-Priscilla
Oppenheimer 2011

Monolith to Microservices-Sam Newman
2019-11-14 How do you detangle a monolithic system and migrate it to a microservice architecture? How do you do it while maintaining business-as-usual? As a companion to Sam Newman's extremely popular Building Microservices, this new book details a proven method for transitioning an existing monolithic system to a microservice architecture. With many illustrative examples, insightful migration patterns, and a bevy of practical advice to transition your monolith enterprise into a microservice operation, this practical guide covers multiple scenarios and strategies for a successful migration, from initial planning all the way through application and database decomposition. You'll learn several tried and tested patterns and techniques that you can use as you migrate your existing architecture. Ideal for organizations looking to transition to microservices, rather than rebuild Helps companies determine whether to migrate, when to migrate, and where to begin Addresses communication, integration, and the migration of legacy systems Discusses multiple migration patterns and where they apply Provides database

migration examples, along with synchronization strategies Explores application decomposition, including several architectural refactoring patterns Delves into details of database decomposition, including the impact of breaking referential and transactional integrity, new failure modes, and more

Privileged Attack Vectors-Morey J. Haber
2020-06-13 See how privileges, insecure passwords, administrative rights, and remote access can be combined as an attack vector to breach any organization. Cyber attacks continue to increase in volume and sophistication. It is not a matter of if, but when, your organization will be breached. Threat actors target the path of least resistance: users and their privileges. In decades past, an entire enterprise might be sufficiently managed through just a handful of credentials. Today's environmental complexity has seen an explosion of privileged credentials for many different account types such as domain and local administrators, operating systems (Windows, Unix, Linux, macOS, etc.), directory services, databases, applications, cloud instances, networking hardware, Internet of Things (IoT), social media, and so many more. When unmanaged, these privileged credentials pose a significant threat from external hackers and insider threats. We are experiencing an expanding universe of privileged accounts almost everywhere. There is no one solution or strategy to provide the protection you need against all vectors and stages of an attack. And while some new and innovative products will help protect against or detect against a privilege attack, they are not guaranteed to stop 100% of malicious activity. The volume and frequency of privilege-based attacks continues to increase and test the limits of existing security controls and solution implementations. Privileged Attack Vectors details the risks associated with poor privilege management, the techniques that threat actors leverage, and the defensive measures that organizations should adopt to protect against an incident, protect against lateral movement, and improve the ability to detect malicious activity due to the inappropriate usage of privileged credentials. This revised and expanded second edition covers new attack vectors, has updated definitions for privileged access management (PAM), new strategies for defense, tested empirical steps for a successful implementation, and includes new disciplines for least privilege endpoint management and privileged remote

access. What You Will Learn Know how identities, accounts, credentials, passwords, and exploits can be leveraged to escalate privileges during an attack Implement defensive and monitoring strategies to mitigate privilege threats and risk Understand a 10-step universal privilege management implementation plan to guide you through a successful privilege access management journey Develop a comprehensive model for documenting risk, compliance, and reporting based on privilege session activity Who This Book Is For Security management professionals, new security professionals, and auditors looking to understand and solve privilege access management problems

Cloud Security and Privacy-Tim Mather
2009-09-04 You may regard cloud computing as an ideal way for your company to control IT costs, but do you know how private and secure this service really is? Not many people do. With *Cloud Security and Privacy*, you'll learn what's at stake when you trust your data to the cloud, and what you can do to keep your virtual infrastructure and web applications secure. Ideal for IT staffers, information security and privacy practitioners, business managers, service providers, and investors alike, this book offers you sound advice from three well-known authorities in the tech security world. You'll learn detailed information on cloud computing security that-until now-has been sorely lacking. Review the current state of data security and storage in the cloud, including confidentiality, integrity, and availability Learn about the identity and access management (IAM) practice for authentication, authorization, and auditing of the users accessing cloud services Discover which security management frameworks and standards are relevant for the cloud Understand the privacy aspects you need to consider in the cloud, including how they compare with traditional computing models Learn the importance of audit and compliance functions within the cloud, and the various standards and frameworks to consider Examine security delivered as a service-a different facet of cloud security

Programming Web Services with SOAP-James Snell
2001-12-20 The web services architecture provides a new way to think about and implement application-to-application integration and interoperability that makes the development platform irrelevant. Two applications, regardless

of operating system, programming language, or any other technical implementation detail, communicate using XML messages over open Internet protocols such as HTTP or SMTP. The Simple Open Access Protocol (SOAP) is a specification that details how to encode that information and has become the messaging protocol of choice for Web services. *Programming Web Services with SOAP* is a detailed guide to using SOAP and other leading web services standards--WSDL (Web Service Description Language), and UDDI (Universal Description, Discovery, and Integration protocol). You'll learn the concepts of the web services architecture and get practical advice on building and deploying web services in the enterprise. This authoritative book decodes the standards, explaining the concepts and implementation in a clear, concise style. You'll also learn about the major toolkits for building and deploying web services. Examples in Java, Perl, C#, and Visual Basic illustrate the principles. Significant applications developed using Java and Perl on the Apache Tomcat web platform address real issues such as security, debugging, and interoperability. Covered topic areas include: The Web Services Architecture SOAP envelopes, headers, and encodings WSDL and UDDI Writing web services with Apache SOAP and Java Writing web services with Perl's SOAP::Lite Peer-to-peer (P2P) web services Enterprise issues such as authentication, security, and identity Up-and-coming standards projects for web services *Programming Web Services with SOAP* provides you with all the information on the standards, protocols, and toolkits you'll need to integrate information services with SOAP. You'll find a solid core of information that will help you develop individual Web services or discover new ways to integrate core business processes across an enterprise.

Cloud Capacity Management-Navin Sabharwal
2013-08-26 *Cloud Capacity Management* helps readers in understanding what the cloud, IaaS, PaaS, SaaS are, how they relate to capacity planning and management and which stakeholders are involved in delivering value in the cloud value chain. It explains the role of capacity management for a creator, aggregator, and consumer of cloud services and how to provision for it in a 'pay as you use model'. This involves a high level of abstraction and virtualization to facilitate rapid and on demand provisioning of services. The conventional IT

service models take a traditional approach when planning for service capacity to provide optimum services levels which has huge cost implications for service providers. This book addresses the gap areas between traditional capacity management practices and cloud service models. It also showcases capacity management process design and implementation in a cloud computing domain using ITSM best practices. This book is a blend of ITSM best practices and infrastructure capacity planning and optimization implementation in various cloud scenarios. Cloud Capacity Management addresses the basics of cloud computing, its various models, and their impact on capacity planning. This book also highlights the infrastructure capacity management implementation process in a cloud environment showcasing inherent capabilities of tool sets available and the various techniques for capacity planning and performance management. Techniques like dynamic resource scheduling, scaling, load balancing, and clustering etc are explained for implementing capacity management.

Briggs-Barry Briggs 2016-01-07 How do you start? How should you build a plan for cloud migration for your entire portfolio? How will your organization be affected by these changes? This book, based on real-world cloud experiences by enterprise IT teams, seeks to provide the answers to these questions. Here, you'll see what makes the cloud so compelling to enterprises; with which applications you should start your cloud journey; how your organization will change, and how skill sets will evolve; how to measure progress; how to think about security, compliance, and business buy-in; and how to exploit the ever-growing feature set that the cloud offers to gain strategic and competitive advantage.

Learning ServiceNow-Tim Woodruff 2018-06-20 IT service management automation at your fingertips Key Features Learn to leverage ServiceNow's capabilities for improved IT automation by following step-by-step, practical instructions Build core administration, development, and maintenance skills with IT service management in ServiceNow Improve your workflow efficiency by designing and creating responsive and automated workflows, business logic, and front-end automation Book Description This book is an updated version of

Learning ServiceNow, that will cover the new and updated features of the ServiceNow platform. It will show you how to put important ServiceNow features to work in the real world, while introducing key concepts via examples of managing and automating IT services. It'll help you build a solid foundation of knowledge, and will demonstrate how to effectively implement and configure modules within ServiceNow. We'll show you how to configure and administer your instance, and then move on to building strong user interfaces and creating powerful workflows. We also cover other key elements of ServiceNow, such as notifications, security, reporting, and custom development. You will learn how to improve and automate your business' workflow and processes. By the end of this book, you will be able to successfully configure and manage ServiceNow like a pro. What you will learn Read and write clear, effective code for the ServiceNow platform Identify and avoid common pitfalls and missteps that could seriously impact future progress and upgradeability Use debugging tools to troubleshoot when things go wrong Discover tips and tricks from top ServiceNow developers, architects, and administrators. Find out what the pros wish they knew when they were starting out Who this book is for This book is for IT professionals and administrators who are planning to or are already trying to implement ServiceNow in their organization for Enterprise IT service management tasks. Some familiarity with web technologies (JavaScript) would be helpful. Prior ServiceNow experience is not necessary.

How to Survive in the Jungle of Enterprise Architecture Frameworks-Jaap Schekkerman 2004 The first Enterprise Architecture book that compares the 14 most popular Enterprise Architecture Frameworks in the world. A unique book for CIO's, Enterprise Architects and all others interested in EA.

IBM and Cisco: Together for a World Class Data Center-Jon Tate 2013-07-31 This IBM® Redbooks® publication is an IBM and Cisco collaboration that articulates how IBM and Cisco can bring the benefits of their respective companies to the modern data center. It documents the architectures, solutions, and benefits that can be achieved by implementing a data center based on IBM server, storage, and integrated systems, with the broader Cisco

network. We describe how to design a state-of-the-art data center and networking infrastructure combining Cisco and IBM solutions. The objective is to provide a reference guide for customers looking to build an infrastructure that is optimized for virtualization, is highly available, is interoperable, and is efficient in terms of power and space consumption. It will explain the technologies used to build the infrastructure, provide use cases, and give guidance on deployments.

Information Systems-Marinos Themistocleous 2017-08-14 This book constitutes selected papers from the 14th European, Mediterranean, and Middle Eastern Conference, EMCIS 2017, held in Coimbra, Portugal, in September 2017. EMCIS is focusing on approaches that facilitate the identification of innovative research of significant relevance to the IS discipline following sound research methodologies that lead to results of measurable impact. The 37 full and 16 short papers presented in this volume were carefully reviewed and selected from a total of 106 submissions. They are organized in sections on big data and Semantic Web; digital services, social media and digital collaboration; e-government; healthcare information systems; information systems security and information privacy protection; IT governance; and management and organizational issues in information systems.

Non-Invasive Data Governance-Robert S. Seiner 2014-09-01 Data-governance programs focus on authority and accountability for the management of data as a valued organizational asset. Data Governance should not be about command-and-control, yet at times could become invasive or threatening to the work, people and culture of an organization. Non-Invasive Data Governance™ focuses on formalizing existing accountability for the management of data and improving formal communications, protection, and quality efforts through effective stewarding of data resources. Non-Invasive Data Governance will provide you with a complete set of tools to help you deliver a successful data governance program. Learn how: • Steward responsibilities can be identified and recognized, formalized, and engaged according to their existing responsibility rather than being assigned or handed to people as more work. • Governance of information can be applied to existing policies, standard

operating procedures, practices, and methodologies, rather than being introduced or emphasized as new processes or methods. • Governance of information can support all data integration, risk management, business intelligence and master data management activities rather than imposing inconsistent rigor to these initiatives. • A practical and non-threatening approach can be applied to governing information and promoting stewardship of data as a cross-organization asset. • Best practices and key concepts of this non-threatening approach can be communicated effectively to leverage strengths and address opportunities to improve.

Azure for Architects-Ritesh Modi 2017-10-20 Your one stop guide to making the most out of Azure Cloud About This Book Get familiar with the different design patterns available in Microsoft Azure Develop Azure cloud architecture and a pipeline management system Get to know the security best practices for your Azure deployment Who This Book Is For If you are Cloud Architects, DevOps Engineers, or developers who want to learn key architectural aspects of the Azure Cloud platform, then this book is for you. Prior basic knowledge of the Azure Cloud platform is good to have. What You Will Learn Familiarize yourself with the components of the Azure Cloud platform Understand the cloud design patterns Use enterprise security guidelines for your Azure deployment Design and implement Serverless solutions See Cloud architecture and the deployment pipeline Understand cost management for Azure solutions In Detail Over the years, Azure cloud services has grown quickly, and the number of organizations adopting Azure for their cloud services is also gradually increasing. Leading industry giants are finding that Azure fulfills their extensive cloud requirements. This book will guide you through all the important and tough decision-making aspects involved in architecting a Azure public cloud for your organization. The book starts with an extensive introduction to all the categories of designs available with Azure. These design patterns focus on different aspects of cloud such as high availability, data management, and so on. Gradually, we move on to various aspects such as building your cloud structure and architecture. It will also include a brief description about different types of services provided by Azure, such as Azure functions and Azure Analytics,

which can prove beneficial for an organization. This book will cover each and every aspect and function required to develop a Azure cloud based on your organizational requirements. By the end of this book, you will be in a position to develop a full-fledged Azure cloud. Style and approach This hands-on guide to the Azure Cloud platform covers different architectural concepts and implementations necessary for any enterprise scale deployment.

Integrated Solutions with DB2-Rob Cutlip
2003 Now, two leading IBM solution architects show you how to use DB2 to create flexible infrastructures that simplify the construction of any enterprise-class business solution.

Run IT-Andreas Graesser 2019-04-23 This book describes the intrinsic factors of IT Operation and its set-up during the software implementation phase. Based on the author's long-term experience in managing IT for more than 100 clients over nearly 25 years, the book examines the needed knowledge and execution management capabilities to implement and run IT environments successfully for all sizes of enterprises. Many real-world examples provide insight into typical IT challenges and recipes to turn common pitfalls of implementation and operation into best practices. In order to dominate information technology and not be dominated by it, readers will understand how to identify the most common risk factors during implementations and how to initiate successful risk-mitigation measures. The goal of this book is to arm the reader to completely prevent The 5 Pitfalls of Software Implementation by using the right programmatic design and execution. After an introduction to the book, individual chapters examine the vision of a Perfect IT and how Design Thinking and innovation contributes to it. The core chapters conveys The Five Pitfalls of Software Implementation, including Underestimation of System Performance Issues, Weak Program Governance and Leadership, and Operational Un-Readiness. The challenges surrounding implementations of cloud applications, are presented separately. Final chapters describe the preparation of the IT Operation along with a number of dos and don'ts (i.e. 'Best Practices' and 'Worst Practices'). The book concludes by presenting some Digital Strategies of companies, to dominate information technology.

Cloud Computing Bible-Barrie Sosinsky
2010-12-08 The Cloud Computing Bible is a complete reference to cloud computing that presents the technologies, protocols, platforms and infrastructure that make cloud computing possible and desirable. Many of the cloud computing books on the market today are small books of 300 pages or less and the larger books tend to be programming books or security titles. A longer format book such as Cloud Computing Bible allows a complete definition of the topic as well as in-depth introductions to essential technologies and platforms. Additionally it allows significant technologies to be presented in a form that provides enough detail for the reader to determine if it is something that they are interested in learning more about. It is important to stress platform and technologies as the main subject and intersperse that with products in order to provide an extended life span, but have current appeal. The book will be divided into five parts: The Value Proposition, Platforms, Infrastructure, Services and Applications, and The Mobile Cloud.

Organizing Itsm-Randy A. Steinberg
2015-08-07 Organizational change for IT people! The first book of its kind written specifically for IT service management practitioners and executives. Most IT organizational structures are falling out of date with the shifts created by the introduction of new technologies, expanding services, pace of business change, and the overall trend of lifting IT up and out of the traditional data center and into the cloud. This is about transitioning the IT organization from engineering silos providing capabilities to valued IT services that deliver business value. IT organizations embarking on IT service management must address both cultural and structural barriers in a way that involves the whole enterprise if they are going to be successful. Readers of this book will find practical guidance for transitioning to the people and culture side of IT service management. It identifies pros and cons of different IT organizational models, how to deal with resistance, building a communications plan step-by-step, training considerations, and much more.

IT Service Management-Jan Van Bon 2002

MITRE Systems Engineering Guide-
2012-06-05

Product-Focused Software Process

Improvement-Pekka Abrahamsson 2016-11-15
This book constitutes the proceedings of the 17th International Conference on Product-Focused Software Process Improvement, PROFES 2016, held in Trondheim, Norway, in November 2016. The 24 revised full papers presented together with 21 short papers, 1 keynote, 3 invited papers, 5 workshop papers, 2 doctoral symposium papers, and 6 tutorials were carefully reviewed and selected from 82 submissions. The papers are organized in topical sections on Early Phases in Software Engineering; Organizational Models; Architecture; Methods and Tools; Verification and Validation; Process Improvement; Speed and Agility in System Engineering; Requirements and Quality; Process and Repository Mining; Business Value and Benefits; Emerging Research Topics; and Future of Computing.

DevOps-Len Bass 2015-05-08 The First Complete Guide to DevOps for Software Architects DevOps promises to accelerate the release of new software features and improve monitoring of systems in production, but its crucial implications for software architects and architecture are often ignored. In DevOps: A Software Architect's Perspective, three leading architects address these issues head-on. The authors review decisions software architects must make in order to achieve DevOps' goals and clarify how other DevOps participants are likely to impact the architect's work. They also provide the organizational, technical, and operational

context needed to deploy DevOps more efficiently, and review DevOps' impact on each development phase. The authors address cross-cutting concerns that link multiple functions, offering practical insights into compliance, performance, reliability, repeatability, and security. This guide demonstrates the authors' ideas in action with three real-world case studies: datacenter replication for business continuity, management of a continuous deployment pipeline, and migration to a microservice architecture. Comprehensive coverage includes • Why DevOps can require major changes in both system architecture and IT roles • How virtualization and the cloud can enable DevOps practices • Integrating operations and its service lifecycle into DevOps • Designing new systems to work well with DevOps practices • Integrating DevOps with agile methods and TDD • Handling failure detection, upgrade planning, and other key issues • Managing consistency issues arising from DevOps' independent deployment models • Integrating security controls, roles, and audits into DevOps • Preparing a business plan for DevOps adoption, rollout, and measurement

Enterprise Architecture as Strategy-Jeanne W. Ross 2006 Enterprise architecture defines a firm's needs for standardized tasks, job roles, systems, infrastructure, and data in core business processes. This book explains enterprise architecture's vital role in enabling - or constraining - the execution of business strategy. It provides frameworks, case examples, and more.