Msf Pocket Guide

Microsoft® Operations Framework - A Pocket Guide Microsoft® Operations Framework (MOF) 4.0 was delivered in 2008 and delivers practical guidance for everyday IT practices and activities, helping users establish and implement reliable, cost-effective IT services. It encompasses the entire IT lifecycle by integrating:Community-generated processes for planning, delivering, operating, and managing IT Governance, risk, and compliance activities Management reviews Microsoft Solutions Framework (MSF) best practices The goal of MOF is to provide guidance to IT organizations to help them create, operate, and support IT services while ensuring that the investment in IT delivers expected business value at an acceptable level of risk. MOF s purpose is to create an environment where business and IT can work together toward operational maturity, using a proactive model that defines processes and standard procedures to gain efficiency and effectiveness. MOF promotes a logical approach to decision-making and communication and to the planning, deployment, and support of IT services.

This pocket guide will introduce you to VeriSM key concepts and the VeriSM model and help you to understand how they can apply in your organization. VeriSM is an approach that offers value-driven, evolving, responsive, and integrated service management. VeriSM is designed to enable organizations and professionals understand how to create a flexible operating model using Governance, Service Management Principles and a Management Mesh to define, produce, provide and respond to consumer requirements for service. VeriSM is essential reading for anyone who works within a service organization. It will be of particular interest to: • Managers - who want to understand how to leverage evolving management practices; • Service owners and service managers - who need to bring their skills up to date and understand how service management has changed; • Executives - who are accountable for effective service delivery; • Graduates and undergraduates - who will be joining organizations and who need to understand the principles of service management.

Note: This pocket book is available in several languages: English, German, French, Dutch.This Pocket Guide supplies a summary of the PRINCE2 method, to provide a quick introduction as well as a structured overview of the method;Main target Group for this pocket guide is anyone who wants to get to know the method PRINCE2 or a methodical approach for project management. The book is also very useful for members of a project management team on a project using the PRINCE2 method. Furthermore this pocket guide can be used as literature for the preparation of the PRINCE2 2009 Edition Foundation exam;This pocket guide is based on PRINCE2 2009 Edition;This pocket book deals with processes, themes and principles within project management and PRINCE2.Tailoring PRINCE2 explains how to fit the PRINCE2 method onto the specific project circumstances;A complete but concise description of PRINCE2 2009 Edition, for anyone involved in projects or project management.Available in English, Dutch and French.

In the eyes of Rony Brauman of M decins sans Fronti res, wars are always triggered in the name of morality. Today's "humanitarian" interventions are little more than new moral crusades-and their justifications are based on lies. There are plenty of examples of hawkish propaganda in recent years: Saddam Hussein's mythical weapons of mass destruction; a dubious genocide in Kosovo; doctored figures of famine in Somalia; and a fake massacre of protesters in Libya. Without being militantly non-interventionist, Brauman is extremely suspicious of the thirst for war displayed by many of today's world leaders, the consequences of which are devastating. He is critical of international peacekeeping bodies and tribunals: the UN Security Council and the International Criminal Court represent, for him, the interests of the powerful before all else. Basing his argument on the criteria for a "just war," Brauman criticizes the Western obsession with imposing democratic values by force. In this sober and convincing book, he thoroughly dismantles the notion of the justness of "humanitarian wars."

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This pocket guide has been designed to familiarize readers with the principles, goals, tools and techniques of the Praxis framework. It provides an overview of the Praxis process models and management functions, and an understanding of the interpersonal skills required of a P3 (project, program, portfolio) manager. The content of this pocket guide is derived from the Praxis framework.org website, which is available free of charge under a Creative Commons license. APM, the Association for Project Management, has also published the Praxis Framework. Praxis is a framework for the management of projects, programs and portfolios (P3M). The Praxis framework brings together a body of knowledge, methodology, competence framework and capability maturity model into a single integrated framework with a single structure and terminology. No more need for mapping and translation between different guides. There is no such thing as a typical project, program or portfolio and Praxis is not prescriptive in the way its components are applied. The framework is designed to provide building blocks of the discipline of P3 management that can be tailored and assembled to suit all manner of different contexts. The aim is to define the building blocks and is based on the concept of a functional analysis. A key concept of Praxis is that the dividing lines between projects, programmes and portfolios are blurred. Some ventures will exhibit characteristics of all three. The underlying principle is that the terms project, programme and portfolio simply represent points on a continuum that is described by the complexity of the work being managed. Therefore, wherever appropriate, a function is described in terms of its general application and then by its adaptation to increasing complexity. The Knowledge section integrates with all the other sections of Praxis. Each function describes the procedures, tools and techniques that can be used in management processes. In return the Method section provides a structure for the use of the functions within the lifecycle.

Metasploit Toolkit for Penetration Testing, Exploit Development, and Vulnerability Research is the first book available for the Metasploit Framework (MSF), which is the attack platform of choice for one of the fastest growing careers in IT security: Penetration Testing. The book will provide professional penetration testers and security researchers with a fully integrated suite of tools for discovering, running, and testing exploit code. This book discusses how to use the Metasploit Framework (MSF) as an exploitation platform. The book begins with a detailed

discussion of the three MSF interfaces: msfweb, msfconsole, and msfcli .This chapter demonstrates all of the features offered by the MSF as an exploitation platform. With a solid understanding of MSF's capabilities, the book then details techniques for dramatically reducing the amount of time required for developing functional exploits. By working through a real-world vulnerabilities against popular closed source applications, the reader will learn how to use the tools and MSF to quickly build reliable attacks as standalone exploits. The section will also explain how to integrate an exploit directly into the Metasploit Framework by providing a line-by-line analysis of an integrated exploit module. Details as to how the Metasploit engine drives the behind-the-scenes exploitation process will be covered, and along the way the reader will come to understand the advantages of exploitation frameworks. The final section of the book examines the Meterpreter payload system and teaches readers to develop completely new extensions that will integrate fluidly with the Metasploit Framework. A November 2004 survey conducted by "CSO Magazine" stated that 42% of chief security officers considered penetration testing to be a security priority for their organizations The Metasploit Framework is the most popular open source exploit platform, and there are no competing books

Enriched by vivid photographs of MSF operations and by ironic, self-critical cartoons drawn by a member of the Communications Department of MSF France, Doctors Without Borders highlights the bold mission of the renowned international humanitarian organization even as it demonstrates the intrinsic dilemmas of humanitarian action.

The Service Catalog is a fundamental IT tool covering the services themselves, default capabilities, measures and primary means of access and provision. In short, it represents the value IT provides to facilitate business operations. Written by industry experts and using real case studies, this valuable title takes the reader beyond the theoretical to focus on the real business benefits of Service Catalogs and how to implement them successfully within an organization: Services are made standard and rational, leading to lower costs and increased service availability Standard 'service products' enable forecasting of demand, leading to better volume discounts from vendors and improved inventory and capacity planning Controls over consumption of services are enhanced The fulfillment of IT services is improved with the catalog. Standardization of services leads to recurrent workflows, rather than relatively expensive one-off projects

From international NGOs to UN agencies, from donors to observers of humanitarianism, opinion is unanimous: in a context of the alleged "clash of civilizations", our "humanitarian space" is shrinking. Put another way, the freedom of action and of speech of humanitarians is being eroded due to the radicalisation of conflicts and the reaffirmation of state sovereignty over aid actors and policies. The purpose of this book is to challenge this assumption through an analysis of the events that have marked MSF's history since 2003 (when MSF published its first general work on humanitarian action and its relationships with governments). It addresses the evolution of humanitarian goals, the resistance to these goals and the political arrangements that overcame this resistance (or that failed to do so). The contributors seek to analyse the political transactions and balances of power and interests that allow aid activities to move forward, but that are usually masked by the lofty rhetoric of "humanitarian principles". They focus on one key question: what is an acceptable compromise for MSF? This book seeks to puncture a number of the myths that have grown up over the forty years since MSF was founded and describes in detail how the ideals of humanitarian principles and "humanitarian space" operating in conflict zones are in reality illusory. How, in fact, it is the grubby negotiations with varying parties, each of whom have their own vested interests, that may allow organisations such as MSF to operate in a given crisis situation - or not.

Application management refers to the maintenance and enhancement of information systems, and accounts for a large proportion of IT expenditure. This publication contains information on the ASL (the Application Services Library) framework, which is currently the only public domain application management standard in the world. Aspects discussed include: the structure of the ASL framework, maintenance processes including configuration, capacity and continuity management; impact analysis, design, testing and implementation; connecting processes such as software control and distribution; application cycle management; organisations cycle management; relationships with other forms of management; application and introduction of ASL.

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This Pocket Guide provides a concise explanation of the nature, content and aim of ISO/IEC 20000-1: 2011. It brings ISO/IEC 20000-1: 2011within reach of a vast international audience by providing the key elements of this important standard in a short, easy to read Pocket Guide: - it promote the awareness and the acceptability of ISO/IEC 20000-1: 2011as a valid standard for IT Services organisations; - it supports ISO/IEC 20000-1: 2011training and certification; - it is a quick reference to the core content of ISO/IEC 20000-1: 2011, for practitioners. 'ISO/IEC 20000-1: 2011: A Pocket Guide' is ideal for a broad range of practitioners, trainers and students, who work in IT as well as in other environments, ranging from experienced experts in (IT) service organisations, to those who are looking for a suitable approach to quality improvement issues.

This pocket guide is the one book to read for everyone who wants to learn about Scrum.The book covers all roles, rules and the main principles underpinning Scrum, and is based on the Scrum Guide Edition 2013. A broader context to this fundamental description of Scrum is given by describing the past and the future of Scrum.The author, Gunther Verheyen, has created a concise, yet complete and passionate reference about Scrum. The book demonstrates his core view that Scrum is about a journey, a journey of discovery and fun. He designed the book to be a helpful guide on that journey.Ken Schwaber, Scrum co-creator says that this book currently is the best available description of Scrum around. The book combines some rare characteristics:• It describes Scrum in its entirety, yet places it in a broader context (of past and future).• The author focuses on the subject, Scrum, in a way that it truly supports the reader. The book has a language and style in line with the philosophy of Scrum.• The book shows the playfulness of Scrum.David Starr and Ralph Jocham, Professional Scrum trainers and early agile adopters, say that this is the ultimate book to be advised as follow-up book to the students they teach Scrum to and to teams and managers of organizations that they coach Scrum to.

"This book is a series of stories in which I ask, again and again, 'how to be in relation to the suffering of others.' It is a personal narrative about the political journey I have taken over the last twenty years as a humanitarian doctor, as a citizen, and as a man. This is a story about a way of seeing that requires humility, so that one can recognize the sameness of self in the other. It is about the mutuality that can exist between us, if we so choose. I have come to see humanitarianism not as separate from politics, but in relation to it, and as a challenge to political choices that too often kill or allow others to be killed. Speaking is the first political act. It is the first act of liberty, and it always implicitly involves another. In speaking, one inherently recognizes that 'I am and I am not alone.' In this space lies our humanity." Having seen things we hope never to see, confronted suffering, dispassion, and evil we hope never to encounter, and faced deep personal torment, James Orbinski still believes in "the good we can be if we so choose." His chosen medium is stories from his own experience-a form of testimony from the front lines-embodied in which are warnings, hope, and lessons in how we can inject humanitarian activity into our lives. Being political, he has discovered, is not only reserved for politicians; admitting imperfection is essential to compassion. The crystal clarity of Orbinski's voice is matched by the urgency of his message; at a time of great political and moral uncertainty, An Imperfect Offering is invaluable reading for anyone who feels he/she can make a difference.

SqEME® is an open standard for developing a processed-centred architecture of an enterprise. It may be reproduced freely by any organization wishing to use it to develop a governance structure on the quality of their business processes. SqEME® Process Management is a method that facilitates discussion of the design of the organization, in a subtle but unambiguous way. Processes have to hold a prominent place in observing organizations: how are the different parts of the organization tuned to each other and how does adequate communication take place? SqEME® as a methodology views processes from four different perspectives. SqEME® calls these 'windows', by means of which one seeks for the Constitution, Chemistry, Correspondence and Construction of the enterprise. SqEME® is the result of more than twenty years experience with the management of business processes within various organizations. SqEME® has been applied successfully in industry (chemistry, automotive, construction, paper), in the business sector (IT service, healthcare), in the non-profit sector, and in public companies such as the Prosecution Counsel, County Councils and local authorities. This book is particularly aimed at professionals who are involved in the change process within process-driven organizations. Anyone wishing to familiarize themselves with process-centred thinking will be pleased to find that this book adopts an innovative, yet practice-proven approach. The SqEME® Foundation is a platform for discussing the method and its application, where insights into the basic assumptions and backgrounds are shared: www.sqeme.org.

Master the Metasploit Framework and become an expert in penetration testing. Key Features Gain a thorough understanding of the Metasploit Framework Develop the skills to perform penetration testing in complex and highly secure environments Learn techniques to integrate Metasploit with the industry's leading tools Book Description Most businesses today are driven by their IT infrastructure, and the tiniest crack in this IT network can bring down the entire business. Metasploit is a pentesting network that can validate your system by performing elaborate penetration tests using the Metasploit Framework to secure your infrastructure. This Learning Path introduces you to the basic functionalities and applications of Metasploit. Throughout this book, you'll learn different techniques for programming Metasploit modules to validate services such as databases, fingerprinting, and scanning. You'll get to grips with post exploitation and write quick scripts to gather information from exploited systems. As you progress, you'll delve into real-world scenarios where performing penetration tests are a challenge. With the help of these case studies, you'll explore client-side attacks using Metasploit and a variety of scripts built on the Metasploit Framework. By the end of this Learning Path, you'll have the skills required to identify system vulnerabilities by using thorough testing. This Learning Path includes content from the following Packt products: Metasploit for Beginners by Sagar Rahalkar Mastering Metasploit - Third Edition by Nipun Jaswal What you will learn Develop advanced and sophisticated auxiliary modules Port exploits from Perl, Python, and many other programming languages Bypass modern protections such as antivirus and IDS with Metasploit Script attacks in Armitage using the Cortana scripting language Customize Metasploit modules to modify existing exploits Explore the steps involved in post-exploitation on Android and mobile platforms Who this book is for This Learning Path is ideal for security professionals, web programmers, and pentesters who want to master vulnerability exploitation and get the most of the Metasploit Framework. Basic knowledge of Ruby programming and Cortana scripting language is required.

Agile is a philosophy that ensures business results, especially in this rapidly changing world. The foundation for the focus on result is based on continuous improvement of customer satisfaction, Customer Excellence! The ideas originated in the world of software development, but is more widely applicable.This book is about applying Agile from team level to the level of the whole organization. It is the guide in the `transformation to a structured Agile way of working and a reference for those who already are Agile and want to take it to the next step.The book provides a good foundation for the `Certify to inspire 'program of the Agile Consortium with certification at the level of Agile Foundation, Practitioner and Master.This pocket guide is intended for anyone who is, or will get involved in the transformation to Agile. The book is particularly aimed at managers, team members and coaches.Topics covered: Agile at organization level; Agile (project) management, Scrum combined with PRINCE2®, measuring the transformation, coaching styles, Agile, Lean and continuous improvement, distributed teams, directing self-organizing teams, Agile and governance, and of course the book contains many practical tips.The authors are Certified Agile Masters and their years of experience with Agile transformations are brought together in this book. The answers to the many questions of managers, teams and others are also included in this book. The result is a convenient and practical overview of the Agile approach from team-level up to organizational level as well as the main issues that you encounter in the transformation to an agile organization.

In only 15 years the role of information in our society has changed dramatically. We are in the middle of an information revolution guided by the need to put the right information in the right people's hands at the right time. Information flows within and between organisations as if there are no boundaries between them. It requires infrastructures built on open standards and designed to enable individuals as well as their IT systems to all work together. Managers have to make decisions on the investments they make in information provision. These decisions have become complex and must be taken more often and faster than ever before. Enterprise Architecture is a maturing profession that can help management to understand this growing complexity. Enterprise Architecture can reduce complexity by making plans schemes and designs of the organisation and its information systems and the infrastructure it runs on and therefore emerges as a true profession. TOGAF the Open Group Architectural Framework is a fast growing, worldwide accepted standard that can help organisations build their own Enterprise Architecture in a standardised way. This book explains why this upcoming profession is important and what TOGAF can do to support you and your organisation. This book explains to management how TOGAF can help to make an Enterprise Architecture.

This pocket guide to Scrum is the one book for everyone who wants to learn or re-learn about Scrum. The book describes the framework as it was designed and intended, with a strong focus on the purpose to the rules and adding an historical perspective to Scrum and the Agile movement. As the balance of society keeps shifting from industrial labor to digital work, complexity and unpredictability keep increasing. The need for agility through Scrum increases equally, in and beyond software and product development. This 3rd edition of Scrum - A Pocket Guide, while introducing some changes in

terminology, more than ever offers the clarity and insights on Scrum that many organizations need, more than ever. It will help people and their organizations properly shape their Scrum, regardless of their domain or business. Scrum – A Pocket Guide is an extraordinarily competent book. It flows with insight, understanding, and perception. This should be the de facto standard handout for all looking for a complete, yet clear overview of Scrum without being bothered by irrelevancies. (Ken Schwaber, Scrum co-creator) The author, Gunther Verheyen, is a seasoned Scrum practitioner (2003). He has been employing Scrum since 2003. He was partner to Ken Schwaber and Director of the Professional Scrum series at Scrum.org. He is the founder of Ullizee-Inc and engages with people and organizations as an independent Scrum Caretaker on a journey of humanizing the workplace with Scrum.

With the publication of ISO 9001:2000, there is now a single quality management "requirements" standard that is applicable to all organisations, products and services. ISO 9001:2000 is the only standard that can be used for the certification of a quality management system (QMS) and its generic requirements can be used by any organisation. It is the quality standard which specifies the requirements of quality management systems for use where organisations need to demonstrate their capability to provide products and services which meet both customer needs and relevant regulatory requirements.

This pocket guide is a practical book and provides compulsory reading material for anyone who wants to learn more about SqEME® process management, or intends using SqEME. It acts as an instructive guide, with directives and tips showing an efficient approach for structuring, mastering and improving processes; supported by real life case studies. This pocket guide explains the essentials of SqEME® process management. As a methodology, SqEME ® views processes from four different perspectives known as 'windows'. The content of this title is broken down into these four 'windows': Constitution; Correspondence; Chemistry; Construction; The language and drawing conventions for SqEME are dealt with as key issues. SqEME® is an open standard for developing a processed-centred architecture of an enterprise. It may be reproduced freely by any organization wishing to use it to develop a governance structure on the quality of their business processes. SqEME® Process Management is a method that facilitates discussion of the design of the organization, in a subtle but unambiguous way. Processes have to hold a prominent place in observing organizations: how are the different parts of the organization tuned to each other and how does adequate communication take place? SqEME® as a methodology views processes from four different perspectives. SqEME® calls these 'windows', by means of which one seeks for the Constitution, Chemistry, Correspondence and Construction of the enterprise. SqEME® is the result of more than twenty years experience with the management of business processes within various organizations. SqEME® has been applied successfully in industry (chemistry, automotive, construction, paper), in the business sector (IT service, healthcare), in the non-profit sector, and in public companies such as the Prosecution Counsel, County Councils and local authorities. The SqEME® Foundation is a platform for discussing the method and its application, where insights into the basic assumptions and backgrounds are shared: www.sqeme.org.

A look at the Nobel Peace Prize-winning independent medical humanitarian organization that sends more than three thousand volunteers annually to the most desperate and dangerous conflict zones and refugee camps.

A project-based book that teaches beginning Python programmers how to build working, useful, and fun voice-controlled applications. This fun, hands-on book will take your basic Python skills to the next level as you build voice-controlled apps to use in your daily life. Starting with a Python refresher and an introduction to speech-recognition/text-to-speech functionalities, you'll soon ease into more advanced topics, like making your own modules and building working voice-controlled apps. Each chapter scaffolds multiple projects that allow you to see real results from your code at a manageable pace, while end-of-chapter exercises strengthen your understanding of new concepts. You'll design interactive games, like Connect Four and Tic-Tac-Toe, and create intelligent computer opponents that talk and take commands; you'll make a real-time language translator, and create voice-activated financial-market apps that track the stocks or cryptocurrencies you are interested in. Finally, you'll load all of these features into the ultimate virtual personal assistant – a conversational VPA that tells jokes, reads the news, and gives you hands-free control of your email, browser, music player, desktop files, and more. Along the way, you'll learn how to: ? Build Python modules, implement animations, and integrate live data into an app ? Use web-scraping skills for voice-controlling podcasts, videos, and web searches ? Fine-tune the speech recognition to accept a variety of input ? Associate regular tasks like opening files and accessing the web with speech commands ? Integrate functionality from other programs into a single VPA with computational knowledge engines to answer almost any question Packed with cross-platform code examples to download, practice activities and exercises, and explainer images, you'll quickly become proficient in Python coding in general and speech recognition/text to speech in particular.

Pink Elephant is the world leader in IT management best practices, offering solutions to public and private businesses worldwide, many of them listed in the Fortune 500. The Company specializes in improving the quality of IT services through the application of recognized frameworks, including the IT Infrastructure Library (ITIL®).

In a world in which people and organizations have to communicate in constantly changing settings standards play a big role. By standards we mean established, described, and widely accepted agreements that make communication between systems – people process and technology – possible and predictable. Getronics has a long history in using and developing IT standards. In 1990 they introduced ITIL into the Dutch market. Subsequently they have helped redevelop ITIL and at the same time expanded the best practices with the development of ASL and BiSL. They have demonstrated their thought leadership and practical knowledge in all areas of IT management and always shared this knowledge with others. In their view a common language to communicate at different levels seems a prerequisite of the network society. This publication Leading standards for IT Management gives the vision of Getronics on standardization in IT. It explains why standards are so important today and the way in which standards come about en how they are accepted. The book describes why IT professionals should adopt and use standards. This publication does not pretend to give an overview of all standards available. On the contrary, it is the selection of standards that was made by Getronics that makes this book useful. It is their conviction or vision that these standards are dominant, inescapable or promising. These standards are: EFQM, Six Sigma, Malcolm Baldrige, CobiT, ITIL, ASL, BiSL, ISO/IEC 20000, CMMI, ISO 17799, MOF, ISPL, PRINCE2, IPMA, PMI-PMBOK, MSP, XML, J2EE, .NET, MDA, UML The cooperation of people, processes and technology play an important role in the provision of good information services. Standards play a vital role in communication at all levels between the components of information services. With this book the authors want to help organizations making the right choices.

Life in Crisis tells the story of Médecins Sans Frontières (Doctors Without Borders or MSF) and its effort to "save lives" on a global scale. Begun in 1971 as a French alternative to the Red Cross, the MSF has grown into an international institution with a reputation for outspoken protest as well as technical efficiency. It has also expanded beyond emergency response, providing for a wider range of endeavors, including AIDS care. Yet its seemingly simple ethical goal proves deeply complex in practice. MSF continually faces the problem of defining its own limits. Its minimalist form of care recalls the promise of state welfare, but without political resolution or a sense of well-being beyond health and survival. Lacking utopian certainty, the group struggles when the moral clarity of crisis fades. Nevertheless, it continues to take action and innovate. Its organizational history illustrates both the logic and the tensions of casting humanitarian medicine into a leading role in international affairs.

Includes statistics.

This book explores the interaction between anthropology and humanitarianism, focussed on the organisation Médecins Sans Frontières (MSF). The emphasis of the collection is on practising anthropology

within humanitarian situations, reflecting on how anthropology contributes to the development of operational response. Each chapter presents an experience of working within a particular MSF project and highlights the real issues that anthropologists of humanitarian practice confront. The volume will be of interest to scholars of anthropology, development studies and global health, as well as to NGO staff and health professionals.

Note: This pocket book is available in several languages: English, German, Dutch. Since 2001 the Van Haren Publishing ITIL Pocket Guides have helped readers all over the world to understand the essentials of ITIL (IT Infrastructure Library), the leading framework for IT service management. This pocket guide does exactly the same as previous editions: offering a concise summary of ITIL, based on ITIL® 2011 Edition. We have condensed the full ITIL framework, found in 2000 pages, into just 200 pocket-sized pages! It means that this book is an essential time-saving and cost-effective guide to ITIL 2011 Edition -- for both industry experts and students alike. Primarily it is a quick, portable reference tool to ITIL for all professionals in the service management community. What is the 'lifecycle' approach? What are the key service management processes and functions? Secondly the ITIL pocket guide can be used as part of the training material for everyone who wants to certify for the ITIL Foundation exam. The guide contents cover all of the specifications of APMG's ITIL Foundation Certificate syllabus. By this book is a separate file (free, via internet) available: • All images in the book, in Powerpoint format. Click on the button Training Material by the book on our website.

This framework is a collection of proven practices for software development and infrastructure deployment project success. It looks at the most common causes of IT project failure and provides guidance on how to organize teams, manage risk and develop and deploy business driven IT solutions

The Application Services Library ASL is a public domain framework and the standard for application management. This pocket guide offers an introduction to the framework ASL 2, an evolutionary update of the ASL framework that was introduced in 2001 and is used by more and more organizations since then. This compact book offers a generic introduction and additional background information through a case study. This case study offers a historic perspective, with examples comparing the past situation for ASL and the present with ASL 2. ASL will offer support to anyone implementing application management. Additional support is given by best practices that are published on the website of the ASL BiSL Foundation. ASL aligns with other frameworks, e.g. BiSL for Business Information Management and ITIL for IT Service Management.

The EFQM Excellence Model was introduced at the beginning of 1992 as the framework for assessing organizations for the annual European Excellence Award . It is now the most widely used organizational assessment framework in Europe. Most users have no intention of applying to win awards; they use the framework and analysis techniques within the model as diagnostic tools that will help them to:assess the health of their organization, identify its strengths and areas for improvement and periodically measure progressidentify and share good management practices, both internally and externallyanticipate and target their desired results in tangible, measurable waysWhether you are a newcomer to the Excellence Model, or an experienced user (whose techniques of performance assessment maybe rigorous but have possibly evolved to become overly complex), this Management Guide provides you with practical techniques to undertake timely and effective assessments. It explains the history, basis and evolution of the EFQM Excellence Model, the nature of EFQM and its networks today, and, most importantly, provides step-by-step guidance, together with a series of analysis pro-formas, to enable readers to facilitate an assessment of an organization against each of the 32 elements (criterion parts) of the EFQM Excellence Model.

'ABC is like an iceberg, much of it hidden beneath the surface, yet capable of inflicting enormous damage' to your organization, or more importantly, your business! With growing importance of IT to business operations we can no longer afford to have our ITSM improvement programs and initiatives fail because of Attitude, Behavior or culture issues. This book describes what ABC is, why it is important and gives practical cases and examples in dealing with ABC issues. The book contains more than 35 case examples from industry experts and practitioners on what they have done to solve specific ABC issues. The book can be used in combination with the ABC of ICT card set for creating awareness, assessing your own worst practices and taking your first practical steps in solving them. This book provides a valuable addition on top of ITIL publications on how to ensure ITSM improvement programs can and do deliver lasting value

Effective management of business information is critically important for modern organizations. The Business Information Systems Library (BiSL) is a generic framework which provides an effective solution for business information management. BiSL is a public domain standard which is consistent with ITIL and ASL. This management guide is an easy to use guide about the how and why of the Framework BiSL, Business Information Service Library, that is governed by the ASL BiSL Foundation. It describes the best way to manage and execute business information management in day-to-day practice, and how BiSL can be of use with this. To illustrate the implementation of BiSL, a separate case history is being evolved throughout the text.Supports EXIN BiSL Exams

- This Pocket Guide supplies a summary of the PRINCE2 method, to provide a quick introduction as well as a structured overview of the method;- Main target Group for this pocket guide is anyone who wants to get to know the method PRINCE2 or a methodical approach for project management. The book is also very useful for members of a project management team on a project using the PRINCE2 method. Furthermore this pocket guide can be used as literature for the preparation of the PRINCE2 2017 Edition Foundation exam;- This pocket guide is based on PRINCE2 2017 Edition;- This pocket book deals with the processes, themes and principles within project management and PRINCE2.- Tailoring PRINCE2 explains how to fit the PRINCE2 method onto the specific project circumstances;- A complete but concise description of PRINCE2 2017 Edition, for anyone involved in projects or project management, for only €17,50!

The issues, opportunities and challenges of aligning information technology more closely with an organization and effectively governing an organization s Information Technology (IT) investments, resources, major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management in enterprises on a global basis. An integrated and comprehensive approach to the alignment, planning, execution and governance of IT and its resources has become critical to more effectively align,

integrate, invest, measure, deploy, service and sustain the strategic and tactical direction and value proposition of IT in support of organizations. Much has been written and documented about the individual components of IT Governance such as strategic planning, demand (portfolio investment) management, program and project management, IT service management and delivery, strategic sourcing and outsourcing, performance management and metrics, like the balanced scorecard, compliance and others. Much less has been written about a comprehensive and integrated IT/Business Alignment, Planning, Execution and Governance approach. This new title fills that need in the marketplace and gives readers a structured and practical solutions using the best of the best principles available today. The book is divided into nine chapters, which cover the three critical pillars necessary to develop, execute and sustain a robust and effective IT governance environment - leadership and proactive people and change agents, flexible and scalable processes and enabling technology. Each of the chapters also covers one or more of the following action oriented topics: demand management and alignment (the why and what of IT strategic planning, portfolio investment management, decision authority, etc.); execution management (includes the how - Program/Project Management, IT Service Management and Delivery with IT Infrastructure Library {ITIL} and Strategic Sourcing and outsourcing); performance, risk and contingency management (e.g. includes COBIT, the balanced scorecard and other metrics and controls); and leadership, teams and people skills. Endorsements 'Selig has brought together his years of practical experience and his academic training to produce a valuable resource on how to successfully manage IT. He uses IT governance as the focal point for executing best practices to create alignment between IT and the business. In today s marketplace, where no organization can compete effectively without alignment, this book can become the executive handbook for IT management'Christine V. Bullen, Senior Lecturer, Howe School of Technology Management, Stevens Institute of Technology 'Dr. Selig has written an extremely comprehensive book on IT Governance. It is so comprehensive that today's IT leader need look at few other sources to ensure that they have nailed what it takes to lead a world-class IT organization. It provides details, yet serves as a easily reference-able road-map for today's busy IT executives it's a great desktop companion!'Stu Werner, Executive Vice President and CIO, Li & Fong, U.S.A. 'Dr. Selig s book on this topic is a great resource for all IT practitioners and brings together every critical aspect relating to IT governance. This book lays out a roadmap to executing within a solid governance model. It looks at all aspects of establishing, marinating, growing and sustaining an IT ecosystem. The combination of case studies and disciplined approaches to building well structured processes, committed leaders and change agents will help the board, executive management and most of all, CIO s and IT professionals think through what has worked, what can work and how to deployIT governance successfully. I very much enjoyed reading the chapters. I think you have a great book and I look forward to reading it when it comes out'Dick LeFave, CIO, Sprint Nextel 'In an era when strong IT governance is an increasingly critical component of visionary business and technology leadership, Dr Selig's book provides a welcome compendium of successful practices. Experienced leaders will find it a valuable reference, while early-career managers will appreciate the clear, actionable framework for developing high-quality, sustainable governance models of their own'Hank Zupnick, CIO, GE Real Estate 'Dr Selig's book is a well thought out and comprehensive reference guide on the successful governance of IT in context of the larger business. It successfully combines practical check lists and governance models with real world insights in an easy to read format.The book is organized into logical sections that make it easy to find topics of relevance. This book will be useful when setting up a new governance model or challenging and improving what is in place today. It is written in a format that allows the reader to stand back from the detail and look a the bigger picture, recognizing that an integrated approach to IT governance is critical to the overall health of a successful business.Dr Selig has captured this complex topic in a way that will prove a valuable reference for all levels of Executives and managers that are involved in IT governance' Nicholas Willcox, Director IT, Unilever Americas 'Dr. Selig s blend of executive IT and senior level business experience in major companies combined with many years of teaching experience and research effort have enabled him to create a unique book that blends many different components and perspectives on IT Governance into a single framework. Written for senior and aspiring IT and business leaders, his book draws upon practical experience, research, and best practices as well as the collective wisdom of the many senior IT leaders he has interacted with in teaching IT Governance. A five star rating!'James R. Shea, Director, Syracuse University, Center for Business Information Technologies 'Dr. Selig has created a veritable IT Governance Encyclopedia for the 21st century IT executive. If something isn t covered here, you probably don t need to know it'Peter Schay, Executive VP, The Advisory Council

This is the book for the motorcyclist who wants to do it right! The Motorcycle Safety Foundation's Guide to Motorcycling Excellence is the most complete and authoritative guide to motorcycle safe-riding techniques and strategies. More than one million students have completed courses developed by the Motorcycle Safety Foundation, and this book is the culmination of what this leading rider-training organization has learned about teaching students of all ages and experience levels. It is the perfect refresher for anyone who has taken an MSF class and it will be an eye-opener for those who have not yet taken a formal training course. In a clear, engaging style with detailed diagrams and extensive full-color photographs and illustrations, the book covers rider attitude, proper gear, basic and advanced street skills, and performance, as well as skill maintenance and troubleshooting. Topics include how to stop quickly when necessary; avoiding traffic hazards; applying evasive maneuvers; countersteering for better control; traveling safely and skillfully in a group; identifying and fixing mechanical problems; riding smoothly at high and low speeds; maintaining momentum in off-highway riding; and much, much more. The Motorcycle Safety Foundation's Guide to Motorcycling Excellence is a remarkable source of riding wisdom and the definitive reference for the sport.

This pocket guide to Scrum is the one book for everyone who wants to learn or re-learn about Scrum. The book describes the framework as it was designed and intended, with a strong focus on the purpose to the rules and adding an historical perspective to Scrum and the Agile movement. Several elements that were described in the first edition of

Scrum - A Pocket Guide (2013) were later added to the official Scrum Guide. The most noticeable ones are the Scrum Values (2016) and the description of the 3 questions of the Daily Scrum as a good, yet optional practice (2017). As the balance of society keeps shifting from industrial labor to digital work, complexity and unpredictability keep increasing. The need for agility through Scrum increases equally, in and beyond software and product development. This 2nd edition of Scrum - A Pocket Guide offers the clarity and insights on Scrum that many organizations need, today and in the foreseeable future. Scrum – A Pocket Guide is an extraordinarily competent book. It flows with insight, understanding, and perception. This should be the de facto standard handout for all looking for a complete, yet clear overview of Scrum without being bothered by irrelevancies. (Ken Schwaber, Scrum co-creator) The author, Gunther Verheyen, is a seasoned Scrum practitioner (2003). Throughout his standing career as a consultant, Gunther has employed Scrum in diverse circumstances. He was partner to Ken Schwaber and Director of the Professional Scrum series at Scrum.org. He is the founder of Ullizee-Inc and engages with people and organizations as an independent Scrum Caretaker.