

1. Record Nr.	UNINA9910299251603321
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Titolo	Implementing IT Processes : The Main 17 IT Processes and Directions for a Successful Implementation // by Lionel Pilorget
Pubbl/distr/stampa	Wiesbaden : , : Springer Fachmedien Wiesbaden : , : Imprint : Springer Vieweg, , 2015
ISBN	3-658-04773-9
Edizione	[1st ed. 2015.]
Descrizione fisica	1 online resource (239 p.)
Disciplina	004 004.6 005.7 005.74
Soggetti	Computer organization Computers Management information systems Computer science Computer Systems Organization and Communication Networks Information Systems and Communication Service Management of Computing and Information Systems
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references.
Nota di contenuto	Preface; List of Abbreviations; Contents; List of figures; List of Tables; 1 Introduction; Part I Introduction of IT Process Modeling; 2 Presentation of the IT Process Map; 2.1 The IT Process Map; 2.2 Process Dependency; 2.3 Principles of IT Governance; 2.4 Roadmap for Implementing Standard IT Processes; 3 Process Dependencies; 3.1 Overview of Process Integration; 3.2 View from the Strategic Level (Time Horizon > 1 Year); 3.3 View from the Tactical Level (1 Year > Time Horizon > 1 Month); 3.4 View from the Operational Level (Time Horizon > 1 Month); 4 IT Governance and Process Roles 4.1 Senior Management Roles 4.2 Middle Management Roles; 4.3 Employee Roles; 4.4 Overview of Process Roles; Part II Description of the Individual IT Processes; 5 Functional Group: Strategic Decision Making; 5.1 P01 - IT Strategy; 5.2 P02 - HR Management; 5.3 P03 - IT

Standards & Architecture; 5.4 P04 - IT Financial Management; 5.5 P05 - IT Quality Management; 5.6 Strategic Decision-Making: Process Dependencies; 6 Functional Group: Planning and Controlling; 6.1 P06 - IT Project Portfolio Management; 6.2 P07 - Capacity & Availability Management; 6.3 P08 - Continuity Management  
6.4 Planning & Controlling: Process Dependencies  
7 Functional Group: Account Management; 7.1 P09 - Service Management; 7.2 P10 - Requirements Management; 7.3 Account Management: Process Dependencies; 8 Functional Group: Implementation of Changes; 8.1 P11 - IT Project Management; 8.2 P12 - Release Management; 8.3 P13 - Application Development; 8.4 Implementation of Changes: Process Dependencies; 9 Functional Group: IT Operation and Configuration Management; 9.1 P14 - IT Operation & Configuration Management; 9.2 IT Operation & Configuration Management: Process Dependencies  
10 Functional Group: Supply Management  
10.1 P15 - IT Supplier Management; 10.2 Supplier Management: Process Dependencies; 11 Functional Group: IT Support; 11.1 P16 - Incident Management; 11.2 P17 - Problem Management; 11.3 IT Support: Process Dependencies; Part III Implementation of the Model; 12 Introduction of Standard IT Processes; 12.1 What Will the Introduction Look like?; 12.2 Development of the IT Organization; 12.3 A Question of Tool Use; 12.4 Outsourcing; 13 Process Performance Indicators and Reporting; 13.1 Definition and Selection of Process Performance Indicators  
13.2 Reporting Procedures  
13.3 Reporting within the IT Organization; 14 Evaluation of Process Maturity; 14.1 COBIT Framework; 14.2 Capability Maturity Model; 14.3 Evaluation of IT Process Maturity; 15 Conclusion; A) IT Management Standards; B) COBIT 4.0; Glossary; Further Reading

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## Sommario/riassunto

Information Technology plays a major role in our society. Due to system integration and process automation, a company has to rely on performant information systems. To achieve this objective, it is important to have relevant IT processes in place on the one hand to ensure current operation and on the other hand to enable the successful introduction of new technologies. Once IT processes are defined and described, interrelations become visible, which allow to gain an appropriate level of maturity. Contents The IT Process Map - Process Dependencies - IT Governance and Process Roles - Functional Groups: Strategic Decision Making, Planning & Controlling, Account Management, Change Implementation Implementation, IT Operation & Configuration Management, Supplier Management, IT Support - Introduction of Standard IT Processes - Process Performance Indicators and Reporting - Evaluation of Process Maturity Target Group CIOs, IT Managers, IT Consultants Students of Informatics and Economics The Author Lionel Pilorget is managing projects which combine the financial, technological, and organisational dimensions. He is interested in having automated solutions in place which enable an efficient processing of complex tasks.

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