

1. Record Nr.	UNINA9910452422003321
Autore	Esposito Angelo
Titolo	Ten steps to ITSM success : a practitioner's guide to enterprise IT transformation / / Angelo Esposito, Timothy Rogers
Pubbl/distr/stampa	Ely, Cambridgeshire : , : IT Governance Publishing, , 2013
ISBN	1-299-46848-9 1-84928-457-1
Edizione	[1st edition]
Descrizione fisica	1 online resource (291 p.)
Altri autori (Persone)	RogersTimothy
Disciplina	658.05
Soggetti	Business enterprises - Information technology - Management Information technology - Management Organizational change - Management Electronic books.
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	Cover; Title; Copyright; Foreword; Preface; About the Authors; Acknowledgments; Contents; Introduction; Who should read this book?; Chapter 1: Setting the Stage; Your Business Plan is done - now what?; Chapter 2: Inventory the Current Service Offering; Chapter 3: Validate the Current Service Model; Chapter 4: Establish an ITSM Steering Committee; Chapter 5: Define the Ideal Target State; Chapter 6: Create the IT Strategic and Tactical Plans; Vision and Mission Analysis; External environment; Industry environment; Internal Analysis, Culture and climate, Resources; Financial Analysis; SWOT Choice Action Plan; Roadmap; Chapter 7: Define Organizational Roles and Responsibilities; RACI chart and variations; Organizational change management; Chapter 8: Standardized Development Approach; The first tier; The second tier; The third tier; The fourth tier; Execution: Integrated Process Development Teams; Tools; Process Development Lifecycle; Chapter 9: Strategy and Planning; Strategy; Planning; Chapter 10: Logical and Physical Design; Logical Design; Suggested checkpoint; Physical Design; Chapter 11: Build and Test; Chapter 12: Conduct Service and Process Health Assessment Process Goals and Objectives Process Ownership; Process Repeatability;

Roles and Responsibilities; Policy, Plans and Procedures; Process Performance Management; Operational Solutions Planning; Knowledge Transfer and Documentation; Chapter 13: Analysis and Deployment; Analysis and next steps; Deployment; Chapter 14: Operation and Sustainment; Operation and Sustainment; Chapter 15: Balanced Scorecard and Continual Improvement; IT Balanced Scorecard; Continual Improvement; Chapter 16: Putting it all Together; What now?; Monday morning, 9:00 a.m; Appendix A: Business Plan Template; References
ITG Resources

Sommario/riassunto

Ten Steps to ITSM Success helps IT to prepare for this role by providing a detailed and practical guide to implementing ITSM best practices. It is aimed at ITSM practitioners and consultants, but will also be of interest to IT Directors and C-suite executives looking to transform the role of IT into a value-creating business partner, to establish a service management culture, and to drive improvements in their respective organizations.

2. Record Nr.

UNINA9910821484603321

Titolo

Illiberal practices : territorial variance within large federal democracies / / edited by Jacqueline Behrend and Laurence Whitehead

Pubbl/distr/stampa

Baltimore, Maryland : , : Johns Hopkins University Press, , 2016

©2016

ISBN

1-4214-1959-9

Descrizione fisica

1 online resource (343 p.)

Disciplina

320.4/049

Soggetti

Federal government
Subnational governments
Representative government and representation
Central-local government relations
Democracy

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 at the end of each chapters and index.

Nota di contenuto

Setting the comparative agenda : territorially uneven democratization
-- Processes in large federations / Jacqueline Behrend and Laurence Whitehead -- Federalism and subnational democratization in the United States : the South in the 19th and 20th centuries / Edward L. Gibson and Desmond King -- Subnational democratization in India : the role of colonial competition and central intervention / Maya Tudor and Adam Ziegfeld -- Federal intervention and subnational democratization in Argentina : a comparative perspective / Jacqueline Behrend -- The dimensions of democratic and hybrid subnational regimes : evidence from an expert survey in Argentina / Carlos Gervasoni -- Subnational hybrid regimes and democratization in Brazil : why party nationalization matters / Andre Borges -- The rise and fall of illiberal politics in the Brazilian state of Bahia / Celina Souza -- Social heterogeneity, political mediation, and subnational illiberalism : Oaxaca and Puebla, Mexico / Julian Durazo Herrmann -- Subnational democratization and electoral authoritarianism in Russia : from subnational regime diversity to unitary authoritarianism / Inga A-L. Saikonen -- Mapping the cases : uneven processes and multiple pathways / Laurence Whitehead and Jacqueline Behrend.