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Autore	Esposito Angelo
Titolo	Ten steps to ITSM success : a practitioner's guide to enterprise IT transformation // Angelo Esposito, Timothy Rogers
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Altri autori (Persone)	Rogers Timothy
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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.

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Titolo

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

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Descrizione fisica

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Disciplina

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Soggetti

Federal government
Subnational governments
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Nota di bibliografia

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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. Saikkonen -- Mapping the cases : uneven processes and multiple pathways / Laurence Whitehead and Jacqueline Behrend.