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Nota di contenuto	An analysis of the success factors in implementing an ITIL-based IT Change and Release Management Application; I Abstract; II Table of contents; III List of figures and graphs; IV List of tables; V Glossary and Abbreviations; 1. Introduction; 1.1. The organisation; 1.1.1. The Anonym group; 1.1.2. The Anonym-IT GmbH; 1.2. Course of the project; 1.3. Aims; 1.4. Demarcation; 1.5. Procedure; 2. Literature Review; 2.1. Purpose of an IT change and release management; 2.2. Critical success factors of organisational change management; 2.3. Critical success factors of an IT system implementation 2.3.1. Business process reengineering 2.3.2. Additional success factors for IT systems; 2.4. IT process modelling with the support of a reference models; 2.4.1. Comparison of the three reference models; 2.4.2. Interconnecting of the three reference models; 2.5. Definition of success factors in IT projects; 2.6. Hypotheses; 3. Empirical Research Methodology; 3.1. Research approaches; 3.1.1. Interpretivism vs. realism; 3.1.2. Deductive vs. inductive research; 3.1.3. Quantitative vs. Qualitative Research approach; 3.2. Population and Sampling; 3.2.1. Sampling of the employee questionnaire 3.2.2. Sampling of the employee interview 3.3. Data Analysis; 3.4. Reliability; 3.5. Limitations; 4. Presentation and analysis of data; 4.1.

Demographical statistic; 4.1.1. Questionnaire; 4.1.2. Interview; 4.2. Results of questionnaire; 4.2.1. Need of an IT Change Management; 4.2.2. General Success Factor Analysis; 4.2.3. Additional success factor analysis; 4.2.4. Adoption of ITIL® process success factors for RfC and IT change; 4.2.5. Justification the adoption of ITIL® process for RfC and IT change; 4.2.6. ITIL® process success factors of the RfC / change authorisation  
4.2.7. Justification of the RfC / change authorisation  
4.2.8. Personal ITIL® benefits; 4.3. Results of the interview; 4.3.1. Additional success factor analysis of question 4.2.3; 4.3.2. Justification the adoption of ITIL® process for RfC and IT change of question 4.2.5; 4.3.3. Justification of the RfC / change authorisation of question 4.2.7; 4.3.4. Additional issues of the interview; 5. Conclusions and recommendations; 5.1. Conclusion of the need of the IT change and release management; 5.2. Conclusion of the demographical statistic; 5.3. Conclusions of the hypotheses; 5.3.1. Hypothesis 1  
5.3.2. Hypothesis 2  
5.3.3. Hypothesis 3; 5.3.4. Hypothesis 4; 5.3.5. Hypothesis 5; 5.4. Managerial recommendations for the organisation; 5.5. Managerial recommendations for other companies; 5.6. Theoretical implications; 6. List of references; 7. Appendices; 7.1. The five ITIL® units; 7.2. ITIL® Transition unit with IT change and release management; 7.3. ITIL® IT Change Management Process Workflow

#### Sommario/riassunto

In the past few years, the majority of IT managers followed a strategy to introduce an IT change and release management application in order to ensure the quality of the IT environment for the future. The present book investigates if the implementations of the given success factors are leading to a successful implementation of a workflow-based IT change, and release management application. Moreover, further success factors will be introduced and discussed. First, the author discusses the HR change management in relation with the eight step model of Kotter, and the outcome of its critic

2. Record Nr.	UNISA996397348103316
Autore	Overbury Thomas, Sir, <1581-1613.>
Titolo	Sir Thomas Overbury his wife [[electronic resource]] : with additions of new characters and many other witty conceits never before printed
Pubbl/distr/stampa	London, : Printed for John Playfere, 1664
Edizione	[The seventeenth impression.]
Descrizione fisica	[319] p
Soggetti	Character sketches Characters and characteristics
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Reproduction of original in the British Library.
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