1.	Record Nr.	UNINA9910808663103321
	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
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	Lingua di pubblicazione	Inglese
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	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.	UNINA9910964817603321
Autore	Petroski Henry
Titolo	An engineer's alphabet : gleanings from the softer side of a profession / / Henry Petroski
Pubbl/distr/stampa	Cambridge : , : Cambridge University Press, , 2011
ISBN	1-107-23007-1
	1-139-18006-1
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Edizione	[1st ed.]
Descrizione fisica	1 online resource (viii, 360 pages) : digital, PDF file(s)
Classificazione	TEC009000
Disciplina	601
Soggetti	Engineering - Philosophy
	Technology - Philosophy
Lingua di pubblicazione	Inglese
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Livello bibliografico	Monografia
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Nota di contenuto	Cover; AN ENGINEER'S ALPHABET; Other Books by the Author; Title; Copyright; To Stephen and Laura; Preface; A; abbreviations.; acronyms.; "alphabet of the engineer."; ancient engineering.; applied science.; architects vs. engineers.; arm waving.; artist-engineers.; asphalt cookies.; B; back of the envelope.; backups and redundancy.; badges of engineering societies.; bents and bridges.; biographies of engineers.; books by and about engineers.; David Billington.; Eugene Ferguson.; James Kip Finch.; Samuel Florman.; Richard Meehan.; Walter Vincenti.; Richard G.Weingardt.; Engineers' Dreams.
	The Great Bridge.The Soul of a New Machine.; bridge-building contests.; bug.; C; calculators.; Centennial of Engineering.; cheers of engineers.; cities and other places named for engineers.; civil engineering.; codes and standards.; codes of ethics.; computer.; concrete.; concrete canoes.; Council on Tall Buildings and Urban Habitat.; craft tradition.; cut-and-try.; D; definitions of engineering.; Dilbert.; disasters and near-disasters.; Bhopal.; Challenger.; Citicorp Tower.; Columbia.; Deepwater Horizon.; Fukushima.; Hyatt Regency.; Texas A&M Bonfire.; Three Mile Island.; World Trade Center.
	drafting tables.duty of an engineer.; E; economics and engineering.; education of engineers.; egg-drop competition.; "electronic engineer."; "Elegy to an Engineer's Sweetheart."; engineer.; engineer.; Engineering News-Record.; engineering science.; "engineers."; "Engineer's Creed."; Engineers Week.; "enginerd."; Erector set.; Erie Canal.; ethics.; expert witness.; Daubert.; Kumho.; F; factor of safety.; failure.; "Faith of the Engineer."; famous engineers.; Theodore von Karman.; Charles Kettering.; John Smeaton.; David B. Steinman.; Charles Steinmetz.; Thomas Telford.; Stephen P. Timoshenko.
	J. A. L. Waddell.father-and-son engineers.; The Lighthouse Stevensons.; fight songs for engineers.; financial engineering.; FIRST.; founder societies.; French tradition in engineering.; G; gentlemen and engineers.; G.I. Bill.; glass half full.; Grand Challenges.; Greatest Britons.; Greatest Engineering Achievements of the 20th Century.; "a great profession."; H; hairy-eared engineer.; half-life of technical skills.; hard hat.; heroic engineers.; highway numbering system.; historic engineering landmarks.; history and engineering.; history of technology.; honor societies.
	hubris in engineering.I; image of engineers.; imagineering.; industrial design.; industry.; infrastructure.; insight in engineering.; intuition in engineering.; inventions without necessity.; invention vs. innovation.; inventors.; Iron Bridge.; iron ring.; J; jokes about engineers.; joylessness of engineering.; K; keys of honor societies.; L; land-grant institutions.; land surveying.; LAND SURVEYING; letters after an engineer's name.; C.E.; C.Eng.; D.E.E.; D.Sc.; E.I.T.; F.Eng.; M.E.; M.I.C.E.; N.A.E.; P.E.; P.Eng.; S.E.; letters and numerals.; liberal education.; libraries.
	licensing of engineers.
Sommario/riassunto	Written by America's most famous engineering storyteller and educator, this abecedarium is one engineer's selection of thoughts, quotations, anecdotes, facts, trivia and arcana relating to the practice, history, culture and traditions of his profession. The entries reflect decades of reading, writing, talking and thinking about engineers and engineering, and range from brief essays to lists of great engineering achievements. This work is organized alphabetically and more like a dictionary than an encyclopedia. It is not intended to be read from first page to last, but

rather to be dipped into, here and there, as the mood strikes the reader. In time, it is hoped, this book should become the source to which readers go first when they encounter a vague or obscure reference to the softer side of engineering.