

1.	Record Nr.	UNINA990006188580403321
	Autore	Campion, Gabriel-Louis
	Titolo	Traite' des entreprises privees / G.L. Campion ; 3. ed. entierement refondue et mise a jour avec un index alphabetique
	Pubbl/distr/stampa	Paris : Presses universitaire de France, 1958
	Descrizione fisica	2 v. ; 24 cm
	Disciplina	338.61
	Locazione	FGBC
	Collocazione	XV H 678
	Lingua di pubblicazione	Non definito
	Formato	Materiale a stampa
	Livello bibliografico	Monografia
2.	Record Nr.	UNINA9910313458903321
	Autore	Rodden, John
	Titolo	The Cambridge introduction to George Orwell / John Rodden and John Rossi
	Pubbl/distr/stampa	Cambridge : Cambridge University press, 2012
	ISBN	9780521132558
	Descrizione fisica	130 p. ; 23 cm
	Collana	Cambridge introductions to literature
	Altri autori (Persone)	Rossi, John <1936- >
	Disciplina	823.912
	Locazione	FLFBC
	Collocazione	823.912 ORWE/S 25
	Lingua di pubblicazione	Inglese
	Formato	Materiale a stampa
	Livello bibliografico	Monografia

3. Record Nr.	UNINA9910817765803321
Titolo	ITIL®4 : Direct, Plan and Improve // AXELOS Limited
Pubbl/distr/stampa	Norwich, England : , : TSO (The Stationery Office), part of Williams Lea, , [2020] ©2020
ISBN	0-11-331645-3
Descrizione fisica	1 online resource (161 pages)
Disciplina	658.4038
Soggetti	Information technology - Management - Examinations Information technology projects - Management - Examinations
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di contenuto	Intro -- Copyright Page -- Contents -- List of figures -- List of tables -- Foreword -- Preface -- About the ITIL 4 publications -- About the ITIL story -- ITIL Foundation recap -- Chapter 1: Introduction -- 1.1 Why direction, planning, and improvement matter -- 1.2 Direction -- 1.3 Planning -- 1.4 Improvement -- 1.5 The role of measurement and reporting -- 1.6 Direction, planning, and improvement of the ITIL SVS -- 1.7 Applying the guiding principles -- 1.8 alue, outcomes, costs, and risks in direct, plan, and improve -- 1.9 Direction, planning, and improvement for everyone -- Chapter 2: Strategy and direction -- 2.1 Strategy management -- 2.2 Defining the structures and methods used to direct behaviours and make decisions -- 2.3 The role of risk management in direction, planning, and improvement -- 2.4 Portfolio management: a key decision-making practice -- 2.5 Direction via governance, risk, and compliance -- 2.6 Summary -- Chapter 3: Assessment and planning -- 3.1 Basics of assessment -- 3.2 Basics of planning -- 3.3 Introduction to value stream mapping -- 3.4 Summary -- Chapter 4: Measurement and reporting -- 4.1 Basics of measurement and reporting -- 4.2 Types of measurements -- 4.3 Measurement and the four dimensions -- 4.4 Measurement of products and services -- 4.5 Summary -- Chapter 5: Continual improvement -- 5.1 Creating a continual improvement culture -- 5.2 Continual improvement of the service value chain and practices -- 5.3 Continual

improvement in organizations -- 5.4 The continual improvement model -- 5.5 Using measurement and reporting in continual improvement -- 5.6 Summary -- Chapter 6: Communication and organizational change management -- 6.1 Basics of effective communication -- 6.2 Identifying and communicating with stakeholders -- 6.3 Basics of OCM -- 6.4 Summary -- Chapter 7: Developing a service value system. 7.1 Adopting the guiding principles -- 7.2 Centre of excellence for service management -- 7.3 The four dimensions of service management in the SVS -- 7.4 Summary -- Chapter 8: Bringing it together -- 8.1 Modern leadership -- 8.2 Using the guiding principles for direction, planning, and improvement -- 8.3 Summary -- Chapter 9: Conclusion -- The ITIL story -- End note: The ITIL story -- Further research -- Glossary -- Acknowledgements.
