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DENISSE BRANDT

Frameworks for IT Management Van Haren

10 practical Actions for IT management to improve your business and reach compliance at the same time. How to make sense of SOX, COBIT, CoSo, ISO 20000, BS7799/ISO17799. "Beyond Compliance" provides a structured and yet practical approach to improve IT Governance and implement IT Risk Management to comply with regulatory and auditory requirements and increase the benefits IT delivers to the business. Ralf -T. Grünendahl and Peter H.L.Will argue that you should use the momentum SOX or other external triggers provide to reorganise the way you handle your IT.

Breakthroughs in Research and Practice Van Haren

The calculus of variations is a classical area of mathematical analysis yet its myriad applications in science and technology continue to keep it an active area of research. Encompassing two volumes, this set brings together leading experts who focus on critical point theory, differential equations, and the variational aspects of optimal control. The books cover monotonicity, nonlinear optimization, the impossible pilot wave, the Lavrentiev phenomenon, and elliptic problems.

Quality Management for IT Services: Perspectives on Business and Process Performance CRC Press

This new volume, Information Security Management Systems: A Novel Framework and Software as a Tool for Compliance with Information Security Standard, looks at information security management system standards, risk management associated with information security, and information security awareness within an organization. The authors aim to improve the overall ability of organizations to participate, forecast, and actively assess their information security circumstances. It is important to note that securing and keeping information from parties who do not have authorization to access such information is an extremely important issue. To address this issue, it is essential for an organization to implement an ISMS standard such as ISO 27001 to address the issue comprehensively. The authors of this new volume have constructed a novel security framework (ISF) and subsequently used this framework to develop software called Integrated Solution Modeling (ISM), a semi-automated system that will greatly help organizations comply with ISO 27001 faster and cheaper than other existing methods. In addition, ISM does not only help organizations to assess their information security compliance with ISO 27001, but it can also be used as a monitoring tool, helping organizations monitor the security statuses of their information resources as well as monitor potential threats. ISM is developed to provide solutions to solve obstacles, difficulties, and expected challenges associated with literacy and governance of ISO 27001. It also functions to assess the RISC level of organizations towards compliance with ISO 27001. The information provide here will act as blueprints for managing information security within business organizations. It will allow users to compare and benchmark their own processes and practices against these results shown and come up with new, critical insights to aid them in information security standard (ISO 27001) adoption.

CompTIA A+ Certification All-in-One For Dummies IGI Global

This volume provides updated guidance on how to design, develop and implement service management both as an organisational capability and a strategic asset. It is a guide to a strategic review of ITIL-based service management capabilities, with the aim of improving their alignment with overall business needs. It is written primarily for senior managers who provide leadership and direction in the form of objectives, plans and policies. It is also benefits mangers at other levels, by explaining the logic of senior management decisions.

Breaches are Certain, Impact is Not Pearson Education

The ubiquity of modern technologies has allowed for increased connectivity between people and devices across the globe. This connected infrastructure of networks creates numerous opportunities for applications and uses. The Internet of Things: Breakthroughs in Research and Practice is an authoritative reference source for the latest academic material on the interconnectivity of networks and devices in the digital era and examines best practices for integrating this advanced connectivity across multiple fields. Featuring extensive coverage on innovative perspectives, such as secure computing, regulatory standards, and trust management, this book is ideally designed for engineers, researchers, professionals, graduate students, and practitioners seeking scholarly insights on the Internet of Things.

Calculus of Variations and Optimal Control/Differential Equations Set CRC Press

Note: This book is available in several languages: Dutch, English, French, Spanish. Foundations of ITIL and its predecessors have become the industry classic guide on the topic of ITIL. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This version has now been upgraded to reflect ITIL V3. Written in the same concise way and covering all the facts, readers will find that this title succinctly covers the key aspects of the ITIL V3 upgrade. The ITIL V3 approach covering the ITIL Lifecycle is fully covered. In addition those who are familiar with the Version 2 process approach will be delighted to discover that this new edition of Foundations of ITIL has split out all the processes and describes them in detail. This means that it is easy for all readers to access and grasp the process concepts that are so pivotal to many service management day-to-day operations. This title covers the following:

A Novel Framework and Software as a Tool for Compliance with Information Security Standard "O'Reilly Media, Inc."

This is the eBook version of the print title and might not provide access to the practice test software that accompanies the print book. Learn, prepare,

and practice for CompTIA Cybersecurity Analyst (CSA+) exam success with this CompTIA Authorized Cert Guide from Pearson IT Certification, a leader in IT certification learning and a CompTIA Authorized Platinum Partner. · Master CompTIA Cybersecurity Analyst (CSA+) exam topics · Assess your knowledge with chapter-ending quizzes · Review key concepts with exam preparation tasks · Practice with realistic exam questions CompTIA Cybersecurity Analyst (CSA+) Cert Guide is a best-of-breed exam study guide. Expert technology instructor and certification author Troy McMillan shares preparation hints and test-taking tips, helping you identify areas of weakness and improve both your conceptual knowledge and hands-on skills. Material is presented in a concise manner, focusing on increasing your understanding and retention of exam topics. The book presents you with an organized test-preparation routine through the use of proven series elements and techniques. Exam topic lists make referencing easy. Chapter-ending Exam Preparation Tasks help you drill on key concepts you must know thoroughly. Review questions help you assess your knowledge, and a final preparation chapter guides you through tools and resources to help you craft your final study plan. The companion website contains the powerful Pearson Test Prep practice test software, complete with hundreds of exam-realistic questions. The assessment engine offers you a wealth of customization options and reporting features, laying out a complete assessment of your knowledge to help you focus your study where it is needed most. Well regarded for its level of detail, assessment features, and challenging review questions and exercises, this CompTIA authorized study guide helps you master the concepts and techniques that will enable you to succeed on the exam the first time. The CompTIA authorized study guide helps you master all the topics on the CSA+ exam, including · Applying environmental reconnaissance · Analyzing results of network reconnaissance · Implementing responses and countermeasures · Implementing vulnerability management processes · Analyzing scan output and identifying common vulnerabilities · Identifying incident impact and assembling a forensic toolkit · Utilizing effective incident response processes · Performing incident recovery and post-incident response · Establishing frameworks, policies, controls, and procedures · Remediating identity- and access-related security issues · Architecting security and implementing compensating controls · Implementing application security best practices · Using cybersecurity tools and technologies

ITIL For Dummies Cisco Press

ITIL For Dummies provides an easy-to-understand introduction to using best practice guidance within IT service management. It breaks down the 5 stages of the service lifecycle into digestible chunks, helping you to ensure that customers receive the best possible IT experience. Whether readers need to identify their customers' needs, design and implement a new IT service, or monitor and improve an existing service, this official guide provides a support framework for IT-related activities and the interactions of IT technical personnel with business customers and users. Understanding how ITIL can help you Getting to grips with ITIL processes and the service lifecycle Implementing ITIL into your day to day work Learn key skills in planning and carrying out design and implementation projects

Lean IT Van Haren

Data Breach Preparation and Response: Breaches are Certain, Impact is Not is the first book to provide 360 degree visibility and guidance on how to proactively prepare for and manage a data breach and limit impact. Data breaches are inevitable incidents that can disrupt business operations and carry severe reputational and financial impact, making them one of the largest risks facing organizations today. The effects of a breach can be felt across multiple departments within an organization, who will each play a role in effectively managing the breach. Kevvie Fowler has assembled a team of leading forensics, security, privacy, legal, public relations and cyber insurance experts to create the definitive breach management reference for the whole organization. Discusses the cyber criminals behind data breaches and the underground dark web forums they use to trade and sell stolen data Features never-before published techniques to qualify and discount a suspected breach or to verify and precisely scope a confirmed breach Helps identify your sensitive data, and the commonly overlooked data sets that, if stolen, can result in a material breach Defines breach response plan requirements and describes how to develop a plan tailored for effectiveness within your organization Explains strategies for proactively self-detecting a breach and simplifying a response Covers critical first-responder steps and breach management practices, including containing a breach and getting the scope right, the first time Shows how to leverage threat intelligence to improve breach response and management effectiveness Offers guidance on how to manage internal and external breach communications, restore trust, and resume business operations after a breach, including the critical steps after the breach to reduce breach-related litigation and regulatory fines Illustrates how to define your cyber-defensible position to improve data protection and demonstrate proper due diligence practices

Information Security Fundamentals, Second Edition Springer

Cloud computing has become integrated into all sectors, from business to quotidian life. Since it has revolutionized modern computing, there is a need for updated research related to the architecture and frameworks necessary to maintain its efficiency. The Handbook of Research on End-to-End Cloud Computing Architecture Design provides architectural design and implementation studies on cloud computing from an end-to-end approach, including the latest industrial works and extensive research studies of cloud computing. This handbook enumerates deep dive and systemic studies of cloud computing from architecture to implementation. This book is a comprehensive publication ideal for programmers, IT professionals, students, researchers, and engineers.

CompTIA Cybersecurity Analyst (CySA+) Cert Guide IGI Global

Practical, Real-World ITIL Configuration Management—From Start to Finish The IT Infrastructure Library® (ITIL) places the “best practices” in IT

operations at your command. ITIL helps you make better technology choices, manages IT more effectively, and drives greater business value from all your IT investments. The core of ITIL is configuration management: the discipline of identifying, tracking, and controlling your IT environment's diverse components to gain accurate and timely information for better decision-making. Now, there's a practical, start-to-finish guide to ITIL configuration management for every IT leader, manager, and practitioner. ITIL-certified architect and solutions provider Larry Klosterboer helps you establish a clear roadmap for success, customize standard processes to your unique needs, and avoid the pitfalls that stand in your way. You'll learn how to plan your implementation, deploy tools and processes, administer ongoing configuration management tasks, refine ITIL information, and leverage it for competitive advantage. Throughout, Klosterboer demystifies ITIL's jargon, illuminates each technique with real-world advice and examples, and helps you focus on the specific techniques that offer maximum business value in your environment. Coverage includes Assessing your current configuration management maturity and setting goals for improvement Gathering and managing requirements to align ITIL with organizational needs Describing the schema of your configuration management database (CMDB) Identifying, capturing, and organizing configuration data Choosing the best tools for your requirements Integrating data and processes to create a unified logical CMDB and configuration management service Implementing pilot projects to demonstrate the value of configuration management and to test your planning Moving from a pilot to wide-scale enterprise deployment Defining roles for deployment and ongoing staffing Leveraging configuration management information: Reporting and beyond Measuring and improving CMDB data accuracy Covers ITIL version 3. Preface xvii Acknowledgments xxi About the Author xxiii Chapter 1: Overview of Configuration Management 1 Part I: Planning for Configuration Management 17 Chapter 2: Gathering and Analyzing Requirements 19 Chapter 3: Determining Scope, Span, and Granularity 37 Chapter 4: Customizing the Configuration Management Process 55 Chapter 5: Planning for Data Population 67 Chapter 6: Putting Together a Useful Project Plan 85 Part II: Implementing Configuration Management 97 Chapter 7: Choosing the Right Tools 99 Chapter 8: Implementing the Process 117 Chapter 9: Populating the Configuration Management Database 127 Chapter 10: Choosing and Running a Pilot Program 137 Chapter 11: Communication and Enterprise Roll Out 149 Part III: Running an Effective Configuration Management System 161 Chapter 12: Building a Configuration Management Team 163 Chapter 13: The Many Uses for Configuration Information 179 Chapter 14: Measuring and Improving CMDB Accuracy 193 Chapter 15: Improving the Business Value of Configuration Management 207 Index 217

Computer Security Incident Handling Guide (draft) . The Stationery Office

This groundbreaking new title looks at Information Security from defining what security measures positively support the business, to implementation to maintaining the required level and anticipating required changes. It covers: Fundamentals of information security - providing readers insight and give background about what is going to be managed. Topics covered include: types of security controls, business benefits and the perspectives of business, customers, partners, service providers, and auditors. Fundamentals of management of information security - explains what information security management is about and its objectives. Details are also given on implementing the process and the continuous effort required to maintain its quality. ITIL V3 and Information Security Management - shows the links with the other ITIL processes. Shows how integrating the Information Security Management activities into existing processes and activities not only supports efficiencies but ultimately is the key way to achieve effective Information Security Management. Implementing Information Security Management - gives practical advice how to put Information Security Management into practice. From awareness in the organization via documentation required to maturity models; this guidance describes best practices for realizing Information Security Management.

Implementing ITIL Configuration Management Van Haren

PART OF THE NEW JONES & BARTLETT LEARNING INFORMATION SYSTEMS SECURITY & ASSURANCE SERIES Security Policies and Implementation Issues, Third Edition offers a comprehensive, end-to-end view of information security policies and frameworks from the raw organizational mechanics of building to the psychology of implementation. Written by industry experts, the new Third Edition presents an effective balance between technical knowledge and soft skills, while introducing many different concepts of information security in clear simple terms such as governance, regulator mandates, business drivers, legal considerations, and much more. With step-by-step examples and real-world exercises, this book is a must-have resource for students, security officers, auditors, and risk leaders looking to fully understand the process of implementing successful sets of security policies and frameworks. Instructor Materials for Security Policies and Implementation Issues include: PowerPoint Lecture Slides Instructor's Guide Sample Course Syllabus Quiz & Exam Questions Case Scenarios/Handouts About the Series This book is part of the Information Systems Security and Assurance Series from Jones and Bartlett Learning. Designed for courses and curriculums in IT Security, Cybersecurity, Information Assurance, and Information Systems Security, this series features a comprehensive, consistent treatment of the most current thinking and trends in this critical subject area. These titles deliver fundamental information-security principles packed with real-world applications and examples. Authored by Certified Information Systems Security Professionals (CISSPs), they deliver comprehensive information on all aspects of information security. Reviewed word for word by leading technical experts in the field, these books are not just current, but forward-thinking—putting you in the position to solve the cybersecurity challenges not just of today, but of tomorrow, as well.

Information Technology Governance and Service Management: Frameworks and Adaptations Van Haren

This book describes new methods and measures which enable ICT service providers and large IT departments to provide secure ICT services in an industrialized IT production environment characterized by rigorous specialization, standardization and division of labor along the complete supply chain. This book is also for suppliers playing their role in this industry. Even more important, user organizations are given deep insight in secure IT production which allows them to make the best out of cloud, mobile and beyond. This book presents a new organization and classification scheme being thoroughly modular and hierarchical. It contains a security taxonomy that organizes all aspects of modern industrialized IT production. The approach takes operational requirements into account and focuses on user requirements, thus facing the reality in the market economy. Despite cost pressure, providers must ensure security by exploiting economies of scale to raise the efficiency also with respect to security. Furthermore, this book describes a wealth of security measures derived from real-world challenges in IT production and IT service management.

Security Policies and Implementation Issues IGI Global

This is the eBook version of the print title. Note that the eBook does not provide access to the practice test software that accompanies the print book.

Access to the digital edition of the Cram Sheet is available through product registration at Pearson IT Certification; or see instructions in back pages of your eBook. CISSP Exam Cram, Third Edition, is the perfect study guide to help you pass the tough new electronic version of the CISSP exam. It provides coverage and practice questions for every exam topic, including substantial new coverage of encryption, cloud security, information lifecycles, security management/governance, and more. The book contains an extensive set of preparation tools, such as quizzes, Exam Alerts, and two practice exams. · Covers the critical information you'll need to pass the CISSP exam! · Enforce effective physical security throughout your organization · Apply reliable authentication, authorization, and accountability · Design security architectures that can be verified, certified, and accredited · Understand the newest attacks and countermeasures · Use encryption to safeguard data, systems, and networks · Systematically plan and test business continuity/disaster recovery programs · Protect today's cloud, web, and database applications · Address global compliance issues, from privacy to computer forensics · Develop software that is secure throughout its entire lifecycle · Implement effective security governance and risk management · Use best-practice policies, procedures, guidelines, and controls · Ensure strong operational controls, from background checks to security audits

The Internet of Things: Breakthroughs in Research and Practice John Wiley & Sons

Developing an information security program that adheres to the principle of security as a business enabler must be the first step in an enterprise's effort to build an effective security program. Following in the footsteps of its bestselling predecessor, Information Security Fundamentals, Second Edition provides information security professionals with a clear understanding of the fundamentals of security required to address the range of issues they will experience in the field. The book examines the elements of computer security, employee roles and responsibilities, and common threats. It discusses the legal requirements that impact security policies, including Sarbanes-Oxley, HIPAA, and the Gramm-Leach-Bliley Act. Detailing physical security requirements and controls, this updated edition offers a sample physical security policy and includes a complete list of tasks and objectives that make up an effective information protection program. Includes ten new chapters Broadens its coverage of regulations to include FISMA, PCI compliance, and foreign requirements Expands its coverage of compliance and governance issues Adds discussions of ISO 27001, ITIL, COSO, COBIT, and other frameworks Presents new information on mobile security issues Reorganizes the contents around ISO 27002 The book discusses organization-wide policies, their documentation, and legal and business requirements. It explains policy format with a focus on global, topic-specific, and application-specific policies. Following a review of asset classification, it explores access control, the components of physical security, and the foundations and processes of risk analysis and risk management. The text concludes by describing business continuity planning, preventive controls, recovery strategies, and how to conduct a business impact analysis. Each chapter in the book has been written by a different expert to ensure you gain the comprehensive understanding of what it takes to develop an effective information security program.

Microsoft System Center 2016 Service Manager Cookbook The ITIL Process Manual

For trainers free additional material of this book is available. This can be found under the "Training Material" tab. Log in with your trainer account to access the material. In the world of international IT Service Management the previous editions of this book have acquired an excellent reputation as guidance on the topic of ITIL. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This revised edition is based on ITIL 2011 Edition. It is written in the same concise way as the previous editions and covering all the facts. Readers will find that this title succinctly covers the key aspects of ITIL 2011 Edition. It is endorsed by AXELOS, the official ITIL Accreditor. The ITIL Lifecycle is fully covered. In addition there is much attention to the 26 IT Service Management processes and 4 Functions. These are described in detail. This means that it is easy for all readers to access and grasp the concepts of processes and functions that are so pivotal to many service management day-to-day operations. This title covers the following: Introduction to the Service Lifecycle Lifecycle phase: Service Strategy Lifecycle phase: Service Design Lifecycle phase: Service Transition Lifecycle phase: Service Operation Lifecycle phase: Continual Service Improvement New, compared with the previous edition on ITIL V3, are the processes for Strategy Management and Business Relationship Management. Also the other new and revised concepts of ITIL are covered in this book. Well written and presented, this publication provides a useful addition to the core ITIL publications for anyone wanting to understand IT service management. Kevin Holland, Service Management Specialist, NHS Pierre has produced an extremely useful summary of the current version of ITIL. This will be an invaluable day to day reference for all practitioners. Claire Agutter, ITIL Training Zone

Building, Operating, and Maintaining your SOC Syngress

Discover over 100 practical recipes to help you master the art of IT service management for your organization About This Book Unleash the capabilities of Microsoft System Center 2016 Service Manager Master the skills of configuring, deploying, managing, and troubleshooting your Service Manager 2016 This book contains practical recipes that leverage the key and newly added features and functionalities of Microsoft System Center 2016 Service Manager Who This Book Is For This book will be useful to IT professionals including SCSM administrators who want to configure and administer System Center Service Manager 2016 and understand how to solve specific problems and scenarios that arise. It will also be useful to users of Service Manager 2012 who want to learn about the new features and capabilities of the Service Manager 2016 release. It will be ideal if you have Service Manager experience as well as experience with other System Center products. What You Will Learn See a practical implementation of the ITSM framework and processes based on ITIL Deploy and configure the new Service Manager HTML5 Self-Service Portal along with Service Catalog design and configuration Get to know about Incident, Problem, and Change Management processes and configuration Get to grips with performing advanced personalization in Service Manager Discover how to set up and use automation with and within Service Manager 2016 Work with Service Manager Data Warehouse Find out what Security Roles are and how to implement them Learn how to upgrade from SCSM 2012 R2 to SCSM 2016 In Detail System Center Service Manager (SCSM) is an integrated platform that offers a simplified data center management experience by implementing best practices such as Incident Management, Service Request, and Change Control to achieve efficient service delivery across your organization. This book provides you with real-world recipes that can be used immediately and will show you how to configure and administer SCSM 2016. You'll also find out how to solve particular problems and scenarios to take this tool further. You'll start with recipes on implementing ITSM frameworks and processes and configuring Service Level Agreements (SLAs). Then, you'll work through deploying and configuring the HTML5 Self-Service Portal,

configuring Incident and Problem Management, and designing and configuring Change and Release Management. You'll also learn about security roles and overall Microsoft SCSM 2016 administration. Toward the end of the book, we'll look at advanced topics, such as presenting the wealth of information stored within the Service Manager Data Warehouse, standardizing SCSM deployments, and implementing automation. Style and approach This book will enlighten you on Microsoft System Center 2016 Service Manager through recipes that can be implemented directly in any enterprise. You can read the book from start to end if you're a beginner, or just open up any chapter and start following the recipes as a reference for advanced users. This book consists of a pool of step-by-step recipes on how to perform activities in Service Manager.

Secure ICT Service Provisioning for Cloud, Mobile and Beyond Jones & Bartlett Learning

This practical guide is a great solution to address the key problem how to implement ITIL and ISO 20000 when initial training has been completed. It supports the basic approaches to the fundamental processes small to medium sized companies will find the concise, practical guidance easy to follow and implement. It avoids the complex, enterprise-wide issues which are not required for many organisations. Each chapter has the following structure:Improvement activities Process inputs and outputs Related processesTools and techniques Key Performance Indicators Critical Success FactorsProcess Improvement roles Benefits of effective Process Implementation challenges and considerationsTypical assets and artefacts of an Improvement program

A Hands-on Guide John Wiley & Sons

When implemented correctly, release management can help ensure that quality is integrated throughout the development, implementation, and delivery of services, applications, and infrastructure. This holistic, total cost of ownership approach allows for higher levels of system availability, is more cost effective to maintain, and increases overall stability, maintainability, and reliability. Filled with practical insights, *IT Release Management: A Hands-on Guide* clearly illustrates the effective implementation of a release process in the real world. It examines the similarities and differences of release management and project management to clear up any confusion there might be about the two complementary processes. Shedding light on the day-to-day challenges that need to be overcome to ensure success, it details the how-to's of effective implementation—including what to implement, how to do it, and when to do it. This complete resource includes a detailed model for executing a release management process, as well as numerous templates, diagrams, and role and responsibility charts to help kick start implementation efforts in your organization. Addressing the all-important cultural aspects, it explains how to sell the benefits of release management to all levels of your organization, how to overcome objections, and how to determine organizational readiness. Emphasizing the need to measure performance, it explains how to develop effective performance metrics and supplies many helpful examples of effective productivity measures. When it comes to implementation, what works in one organization doesn't necessarily work in another. This accessible guide provides you with the tools to build on your practical knowledge and effectively implement a release management practice custom tailored to your organization.