

EXECUTIVE'S GUIDE TO IT GOVERNANCE

Improving Systems Processes with
Service Management, COBIT, and ITIL

ROBERT R. MOELLER

Executive Guide Itil

Sharon Taylor

A red circular graphic with a gradient, appearing as a partial circle or a thick arrow pointing to the right, located on the right side of the light blue bar.

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Executive's Guide to IT Governance Robert R. Moeller, 2013-01-29 Create strong IT governance processes In the current business climate where a tremendous amount of importance is being given to governance risk and compliance GRC the concept of IT governance is becoming an increasingly strong component Executive's Guide to IT Governance explains IT governance why it is important to general financial and IT managers along with tips for creating a strong governance risk and compliance IT systems process Written by Robert Moeller an authority in auditing and IT governance Practical no nonsense framework for identifying planning delivering and supporting IT services to your business Helps you identify current strengths and weaknesses of your enterprise IT governance processes Explores how to introduce effective IT governance principles with other enterprise GRC initiatives Other titles by Robert Moeller IT Audit Control and Security and Brink's Modern Internal Auditing A Common Body of Knowledge There is strong pressure on corporations to have a good understanding of their IT systems and the controls that need to be in place to avoid such things as fraud and security violations Executive's Guide to IT Governance gives you the tools you need to improve systems processes through IT service management COBIT and ITIL

The Executive's Guide to Information Technology John Baschab, Jon Piot, 2007-07-13 Praise for the The Executive's Guide to Information Technology This book is important reading It offers practical real world insight and pragmatic no nonsense approaches for people who have a stake in corporate IT Lynda Applegate Henry R Byers Professor of Business Administration Harvard Business School Information systems and processes are very important parts of our due diligence assessment of a company yet the jargon is often more difficult to understand than many foreign languages Baschab and Piot effectively translate IT into words and concepts that businesspeople can easily understand and act upon This book is a helpful reference guide for corporate executives and private equity groups of all types Neal Aronson Managing Partner Roark Capital Group Business success increasingly depends on effective use of IT Effective use of IT depends on the kind of in depth practical insight in this book Baschab and Piot provide a pragmatic approach to information systems investment that should be required reading for senior executives and CIOs alike Erik Brynjolfsson Schussel Professor of Management Director of the Center for Digital Business MIT This book should provide valuable guidance for management and technology consultants The Executive's Guide to Information Technology provides field proven insight on all important aspects of IT planning and execution from governance to applications to operations and infrastructure Gary J Fernandes former vice chairman EDS member of the Board of Directors Computer Associates Baschab and Piot do a great job of laying out the fundamental issues and challenges that every IT organization faces More often than not the issues are not technical in nature but are a reflection of how the IT and business teams work together to define execute and implement new business tools The threshold issue is leadership Often it is difficult for business leaders to feel that they have the skills and perspective to provide that leadership on technical projects The Executive's Guide to Information Technology provides non technical

business leaders a solid framework for engaging with their IT peers Tom Nealon Chief Information Officer J C Penney

Executive's Guide to COSO Internal Controls Robert R. Moeller, 2013-12-11 Essential guidance on the revised COSO internal controls framework Need the latest on the new revised COSO internal controls framework Executive's Guide to COSO Internal Controls provides a step by step plan for installing and implementing effective internal controls with an emphasis on building improved IT as well as other internal controls and integrating better risk management processes The COSO internal controls framework forms the basis for establishing Sarbanes Oxley compliance and internal controls specialist Robert Moeller looks at topics including the importance of effective systems on internal controls in today's enterprises the new COSO framework for effective enterprise internal controls and what has changed since the 1990s internal controls framework Written by Robert Moeller an authority in internal controls and IT governance Practical no nonsense coverage of all three dimensions of the new COSO framework Helps you change systems and processes when implementing the new COSO internal controls framework Includes information on how ISO internal control and risk management standards as well as COBIT can be used with COSO internal controls Other titles by Robert Moeller IT Audit Control and Security Executives Guide to IT Governance Under the Sarbanes Oxley Act every corporation has to assert that their internal controls are adequate and public accounting firms certifying those internal controls are attesting to the adequacy of those same internal controls based on the COSO internal controls framework Executive's Guide to COSO Internal Controls thoroughly considers improved risk management processes as part of the new COSO framework the importance of IT systems and processes and risk management techniques

An IT Executive's Guide to ITIL Boris Pevzner, 2010-08-01 IT organizations within large companies have historically been viewed as a support function but this has changed as executives recognize the strategic value that IT provides In turn this has led to increased pressure on IT executives to manage their organizations as a business Exploring how to run IT like a business in the context of emerging IT management frameworks particularly ITIL AR this text addresses how to put together a service catalog that takes full advantage of industry best practices It describes how to build a cost model that uses service based costing and details how to use the suggested methodologies to improve the performance of your IT organization

Implementing Effective IT Governance and IT Management Gad Selig, 2015-02-01 This book is a revised edition of the best selling title Implementing IT Governance ISBN 978 90 8753 119 5 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 all enterprises around the world the issues opportunities and challenges of aligning IT more closely with the organization and effectively governing an organization's IT investments resources major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management An integrated and comprehensive approach to the alignment planning execution and governance of IT and its resources has become critical to more effectively align integrate invest measure deploy service and

sustain the strategic and tactical direction and value proposition of IT in support of organizations Much has been written and documented about the individual components of IT Governance such as strategic planning demand management program and project management IT service management strategic sourcing and outsourcing performance management metrics compliance and others Much less has been written about a comprehensive and integrated approach for IT Business Alignment Planning Execution and Governance This title fills that need in the marketplace and offers readers structured and practical solutions using the best of the best practices available today The book is divided into two parts which cover the three critical pillars necessary to develop execute and sustain a robust and effective IT governance environment Leadership people organization and strategy IT governance its major component processes and enabling technologies Each of the chapters also covers one or more of the following action oriented topics the why and what of IT strategic planning portfolio investment management decision authority etc the how of IT Program Project Management IT Service Management including ITIL Strategic Sourcing and outsourcing performance risk and contingency management including COBIT the Balanced Scorecard etc and leadership team management and professional competences **Encyclopedia of Information Science and Technology, Fourth Edition** Khosrow-Pour, D.B.A., Mehdi, 2017-06-20

In recent years our world has experienced a profound shift and progression in available computing and knowledge sharing innovations These emerging advancements have developed at a rapid pace disseminating into and affecting numerous aspects of contemporary society This has created a pivotal need for an innovative compendium encompassing the latest trends concepts and issues surrounding this relevant discipline area During the past 15 years the Encyclopedia of Information Science and Technology has become recognized as one of the landmark sources of the latest knowledge and discoveries in this discipline The Encyclopedia of Information Science and Technology Fourth Edition is a 10 volume set which includes 705 original and previously unpublished research articles covering a full range of perspectives applications and techniques contributed by thousands of experts and researchers from around the globe This authoritative encyclopedia is an all encompassing well established reference source that is ideally designed to disseminate the most forward thinking and diverse research findings With critical perspectives on the impact of information science management and new technologies in modern settings including but not limited to computer science education healthcare government engineering business and natural and physical sciences it is a pivotal and relevant source of knowledge that will benefit every professional within the field of information science and technology and is an invaluable addition to every academic and corporate library *ITIL Foundation All-in-One Exam Guide* Jim

Davies, 2016-08-05 Written by an Information Technology Infrastructure Library ITIL consulting and training expert this all new guide helps you pass the ITIL v3 Foundation certification exam and serves as an on the job reference ITIL Foundation All in One Exam Guide takes you through ITIL Foundation v3 2011 explaining the fundamentals of IT Service Management the five stages of the service lifecycle ITIL processes functions within them and their crucial interactions all while clearing up

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the book covers such topics as managing the department establishing leadership roles assessing the organization cost management project demand management operations management infrastructure planning vendor selection and management technical standards setting investment evaluation and productivity and quality measurement programs With The Executive s Guide to Information Technology IT managers will understand the main sources of waste in their departments identify major management issues learn and implement critical steps toward improvement and manage more effectively The book will help managers improve their performance and stature within their organizations by providing the tips and tools to overcome typical areas of friction and miscommunication between IT departments and other business functions Executives will understand how to work effectively with the CIO or IT director as well as provide constructive management input to the IT function achieving the best return on their IT assets

Service Intelligence Sharon Taylor,2012 Get the Right IT Services on the Right terms Without Hassles or Overpaying To gain the full benefits of technology and avoid the staggering costs of technology failure you must manage IT with vision direction and expertise Only one set of methods is robust enough to do this IT Service Management ITSM In Service Intelligence ITSM pioneer Sharon Taylor shows business managers how to make the most of it You ll learn how to ensure service quality anticipate vulnerabilities improve reliability and link IT directly to business performance Taylor explains ITSM from a true business point of view cutting through jargon and helping you drive value without becoming overly technical She gives you powerful tools for negotiating IT services more effectively improving IT ROI and escaping captivity to either internal or external IT providers Coverage includes Recognizing what excellent IT service looks like and assessing what you re getting now Selecting the best IT service providers and services for your needs Spotting and rectifying trouble with internal or external supplier relationships Making sure you don t pay for services you don t need Negotiating services requirements levels price quality and delivery Leveraging ITSM practices without losing focus on the business Creating business focused service reports and scorecards that focus on what matters most

The Risk IT Framework Isaca,2009

Co-Creating Value in Organizations with ITIL 4 David Barrow,2023-02-17 Co creating Value in Organizations with ITIL 4 expands on the principle of value co creation described in ITIL 4 Based on the author s personal experience across different business sectors he presents valuable insight and practical guidance on how to balance ITIL with real world situations It is an essential read for every executive who is concerned about the long term viability and value of their organization Key topics include Why ITIL is more than just IT Defining value Balancing organizational values Balancing supplier value Delivering value to customers The value of reporting Adopting a practice based approach Embedding continual service

CISSP All-in-One Exam Guide, Seventh Edition Shon Harris,Fernando Maymi,2016-06-10 Completely revised and updated for the 2015 CISSP body of knowledge this new edition by Fernando Maym continues Shon Harris s bestselling legacy providing a comprehensive overhaul of the content that is the leading chosen resource for CISSP exam success and has made Harris the

1 name in IT security certification This bestselling self study guide fully prepares candidates for the challenging Certified Information Systems Security Professional exam and offers 100% coverage of all eight exam domains This edition has been thoroughly revised to cover the new CISSP 2015 Common Body of Knowledge including new hot spot and drag and drop question formats and more Each chapter features learning objectives exam tips practice questions and in depth explanations Beyond exam prep the guide also serves as an ideal on the job reference for IT security professionals CISSP All in One Exam Guide Seventh Edition provides real world insights and cautions that call out potentially harmful situations Fully updated to cover the 8 new domains in the 2015 CISSP body of knowledge Written by leading experts in IT security certification and training Features new hot spot and drag and drop question formats Electronic content includes 1400 updated practice exam questions SSCP Systems Security Certified Practitioner All-in-One Exam Guide, Third Edition Darril Gibson,2018-10-26 This fully updated study guide offers complete coverage of every topic on the latest version of the SSCP examTake the 2018 edition of the challenging Systems Security Certified Practitioner SSCP exam with confidence using the detailed information contained in this highly effective self study guide The book provides 100% coverage of the revised SSCP Common Body of Knowledge CBK as developed by the International Information Systems Security Certification Consortium ISC 2 Written by bestselling IT security certification author and trainer Darril Gibson SSCP Systems Security Certified Practitioner All in One Exam Guide Third Edition clearly explains all exam domains You will get lists of topics covered at the beginning of each chapter exam tips practice exam questions and in depth answer explanations Designed to help you pass the exam with ease SSCP Systems Security Certified Practitioner All in One Exam Guide Third Edition also serves as an essential on the job reference Features 100% coverage of every objective on the SSCP exam Electronic content includes 250 practice questions and a secured book PDF Written by an industry recognized expert and experienced trainer **CISA Certified Information Systems Auditor All-in-One Exam Guide, 2nd Edition** Peter H. Gregory,2011-09-05 All in One is All You Need The new edition of this trusted resource offers complete up to date coverage of all the material included on the latest release of the Certified Information Systems Auditor exam Written by an IT security and audit expert CISA Certified Information Systems Auditor All in One Exam Guide Second Edition covers all five exam domains developed by the Information Systems Audit and Control Association ISACA You ll find learning objectives at the beginning of each chapter exam tips practice exam questions and in depth explanations Designed to help you pass the CISA exam with ease this comprehensive guide also serves as an essential on the job reference Covers all exam topics including IT governance and management IS audit process IT life cycle management IT service delivery and infrastructure Information asset protection Electronic content includes 200 practice exam questions CISSP All-in-One Exam Guide, Eighth Edition Shon Harris,Fernando Maymi,2018-10-26 A new edition of Shon Harris bestselling exam prep guide fully updated for the new CISSP 2018 Common Body of KnowledgeThis effective self study guide fully prepares you for the challenging CISSP exam and offers 100% coverage of all exam domains This

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