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# Read Online Implementing Itil Configuration Management Larry Klosterboer

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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

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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

The Business-Focused, Best-Practice Guide to Succeeding with ITIL Capacity Management Using ITIL® capacity management processes, IT organizations can eliminate waste and overbuying, reduce both equipment and staffing costs, drive more value from existing investments, and consistently provide the right resources to meet the needs of the business. Now, in this comprehensive, best-practice

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guide, leading ITIL expert Larry Klosterboer systematically explains how to manage capacity using the ITIL framework and techniques. Drawing on his extensive ITIL experience, Klosterboer covers all facets of ITIL-based capacity management, and offers proven solutions to the challenges IT organizations encounter in implementation. He presents expert guidance on accurately projecting demand and growth, planning and staffing, tool selection, process implementation, and much more. This book's practical insights will be invaluable to every IT leader who wants to leverage ITIL's best practices for capacity management, and for every business and technical manager who wants IT to deliver greater value, efficiency, and effectiveness. Coverage includes Making the business case for capacity management Establishing specific goals for capacity management Mastering ITIL capacity management terminology Predicting capacity in dynamic, fast-changing organizations Implementing systems that help you anticipate trends Defining capacity plans, staffing capacity management teams, and implementing ongoing processes Linking capacity with performance management and with other ITIL processes Selecting the right capacity management tools for your environment Integrating capacity issues into your IT project management discipline Using "business capacity planning" to help the entire business become more agile

The Business-Focused, Best-Practice Guide to Succeeding with ITIL Change and Release Management ITIL® (Information Technology Infrastructure Library®) can help organizations streamline and integrate their operations, dramatically improving efficiency and delivering greater business value. For the first time, there's a comprehensive best-practice guide to succeeding with two of the most crucial and challenging parts of ITIL: change and release management. Leading IBM® ITIL expert and author Larry Klosterboer shares solid expertise gained from real implementations across multiple industries. He helps you decide where to invest, avoid ITIL pitfalls, and build successful, long-term processes that deliver real return on investment. You'll find detailed guidance on each process, integrated into a comprehensive roadmap for planning, implementation, and operation—a roadmap available nowhere else. Klosterboer offers in-depth coverage of the crucial issues every implementer will face, including make-or-break challenges most consultants can't or won't talk about. For example, he demonstrates how to set a reasonable project scope, migrate data, execute successful pilot programs, and continually improve quality once ITIL practices are in place. This book's practical insights will be invaluable to every IT executive, professional, and user who wants to bring their current change and release practices in line with ITIL—and transform them from a source of frustration into a source of value. Coverage includes Discovering and managing your change and release management requirements Identifying the resources you'll need to succeed Building comprehensive schedules for executing change/release management projects Moving from planning to real-world implementation Choosing the right tools—or modifying the tools you've already invested in

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Using change/release management to facilitate auditing and ensure compliance Leveraging the full business benefits of mature change/release management processes Covers ITIL version 3

Summary Agile ALM is a guide for Java developers who want to integrate flexible agile practices and lightweight tooling along all phases of the software development process. The book introduces a new vision for managing change in requirements and process more efficiently and flexibly. It synthesizes technical and functional elements to provide a comprehensive approach to software development. About the Technology Agile Application Lifecycle Management (Agile ALM) combines flexible processes with lightweight tools in a comprehensive and practical approach to building, testing, integrating, and deploying software. Taking an agile approach to ALM improves product quality, reduces time to market, and makes for happier developers. About the Book Agile ALM is a guide for Java developers, testers, and release engineers. By following dozens of experience-driven examples, you'll learn to see the whole application lifecycle as a set of defined tasks, and then master the tools and practices you need to accomplish those tasks effectively. The book introduces state-of-the-art, lightweight tools that can radically improve the speed and fluidity of development and shows you how to integrate them into your processes. The tools and examples are Java-based, but the Agile ALM principles apply to all development platforms. Purchase of the print book comes with an offer of a free PDF, ePub, and Kindle eBook from Manning. Also available is all code from the book. What's Inside A thorough introduction to Agile ALM Build an integrated Java-based Agile ALM toolchain Use Scrum for release management Reviewed by a team of 20 Agile ALM experts

===== Table of Contents PART 1 INTRODUCTION TO AGILE ALM Getting started with Agile ALM ALM and Agile strategiesPART 2 FUNCTIONAL AGILE ALM Using Scrum for release management Task-based developmentPART 3 INTEGRATION AND RELEASE MANAGEMENT Integration and release management Creating a productive development environment Advanced CI tools and recipesPART 4 OUTSIDE-IN AND BARRIER-FREE DEVELOPMENT Requirements and test management Collaborative and barrier-free development with Groovy and Scala

Ho> For CEOs, CIOs, CFOs, and IT leaders: The green IT business case and best practices for making it happen Timely help for companies facing rising energy costs, new government rules, and growing public concern Powerful new insights from IBM's breakthrough \$1 billion green computing initiative Chances are your enterprise IT organization has a significant carbon footprint. In an era of unpredictable energy costs, reducing energy usage throughout your data centers and IT infrastructure represents a powerful cost-cutting opportunity. Now, a top green IT expert shows business and IT leaders how to drive powerful business value by improving IT's environmental performance. Drawing on leading-edge experience, John Lamb helps you realistically assess the business case for green IT, set priorities,

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and overcome the internal and external challenges to making it work. He offers proven solutions for issues ranging from organizational obstacles to executive motivation and discusses crucial issues ranging from utility rate incentives to metrics. Along the way, you'll discover energy-saving opportunities—from virtualization and consolidation to cloud and grid computing—and solutions that will improve business flexibility as they reduce environmental impact. Lamb presents case studies, checklists, and more—all the practical guidance you need to drive maximum bottom-line value from your green IT initiative.

A Practical, Start-to-Finish Approach to Managing, Evolving, and Transforming Legacy IT Systems For every IT executive, manager, architect, program leader, project leader, and lead analyst “Richard and Kevin introduce us to a reality that’s often neglected in our industry: the problem of evolving legacy systems, a domain they call ‘Brownfield development.’ The authors identify the root of the problem as that of complexity, and offer an approach that focuses on the fundamentals of abstraction and efficient communication to nibble at this problem of transformation bit by bit. As the old saying goes, the way you eat the elephant is one bite at a time. Richard and Kevin bring us to the table with knife and fork and other tools, and show us a way to devour this elephant in the room.” Grady Booch, IBM Fellow, co-creator of UML “Most organizations in the 21st century have an existing, complex systems landscape. It is time that the IT industry face up to the reality of the situation and the need for new development methods and tools that address it. This book describes a new approach to the development of future systems: a structured approach that recognizes the challenges of ‘Brownfield’ development, is based on engineering principles, and is supported by appropriate tooling.” Chris Winter, CEng CITP FBCS FIET, IBM Fellow, Member of the IBM Academy of Technology Most conventional approaches to IT development assume that you’re building entirely new systems. Today, “Greenfield” development is a rarity. Nearly every project exists in the context of existing, complex system landscapes--often poorly documented and poorly understood. Now, two of IBM’s most experienced senior architects offer a new approach that is fully optimized for the unique realities of “Brownfield” development. Richard Hopkins and Kevin Jenkins explain why accumulated business and IT complexity is the root cause of large-scale project failure and show how to overcome that complexity “one bite of the elephant at a time.” You’ll learn how to manage every phase of the Brownfield project, leveraging breakthrough collaboration, communication, and visualization tools--including Web 2.0, semantic software engineering, model-driven development and architecture, and even virtual worlds. This book will help you reengineer new flexibility and agility into your IT environment...integrate more effectively with partners...prepare for emerging business challenges... improve system reuse and value...reduce project failure rates...meet any business or IT challenge that requires the evolution or transformation of legacy systems. · System

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complexity: understand it, and harness it Go beyond the comforting illusion of your high-level architecture diagrams · How conventional development techniques actually make things worse Why traditional decomposition and abstraction don't work--and what to do instead · Reliably reengineer your IT in line with your business priorities New ways to understand, communicate, visualize, collaborate, and solve complex IT problems · Cut the elephant down to size, one step at a time Master all four phases of a Brownfield project: survey, engineer, accept, and deploy

Explains configuration management, an engineering discipline and process for maintaining the integrity of hardware, software, and firmware products as they evolve through the development and production stages, for implementers in both commercial and government environments. Outlines the four basic tasks: identification, change control, status accounting, and audits.

An indispensable resource for business leaders, IT professionals and project managers working to effect positive change in their organizations, this innovative book presents a new paradigm for the management of evolving business and IT architectures. Enterprise release management takes a holistic view of change that offers a synthesis of traditional management approaches, including project and change management, enterprise architecture, and development practices like configuration and release management. Unlike many books that simply focus on portfolio planning, this practical reference establishes an end to end release framework which ensures initiatives are planned and prioritized to streamline portfolio execution and delivery. Benefits of the release-centric approach advocated include reduced execution and operational risk, improved demand management and optimized release throughput. This unique book offers a fresh enterprise perspective that addresses strategic change and the release life cycle, providing executives and managers with the tools they need to chart and track the course of their business.

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