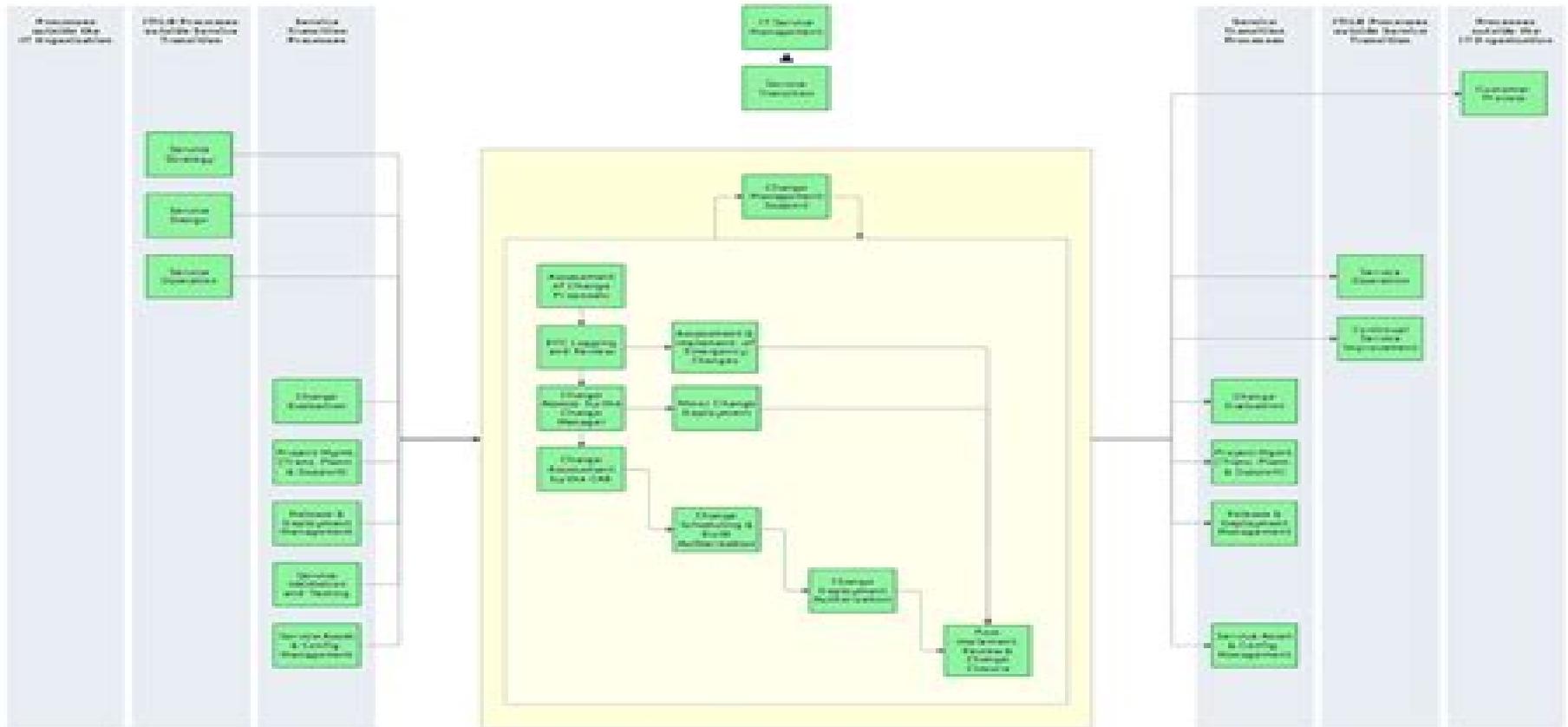


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Implementing Itil Change And Release Management

**Barbara Canning McNurlin, Ralph H.
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Implementing Itil Change And Release Management:

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In the past few years the majority of IT managers followed a strategy to introduce an IT change and release management application in order to ensure the quality of the IT environment for the future The present book investigates if the implementations of the given success factors are leading to a successful implementation of a workflow based IT change and release management application Moreover further success factors will be introduced and discussed First the author discusses the HR change management in relation with the eight step model of Kotter and the outcome of its critical success factors in business Secondly the effectiveness of the ITIL reference model is explored in a research study The ITIL reference model defines critical success factors for a successful IT change and release management implementation The book uses for its purpose the ITIL reference model the process issues publications of the official ITIL source and the literature of Laudon Laudon In addition other important researchers are taken into account The findings are integrated into the questionnaire and the interviews and further they are used for an initial assessment

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The Visible Ops Handbook Kevin Behr, Gene Kim, George Spafford, 2005 **Implementation of an IT Balanced Scorecard** Peter Hirschbichler, 2011-02 Master s Thesis from the year 2009 in the subject Business economics Business Management Corporate Governance grade 1 University of Salzburg International Executive MBA General Management Upgrade language English abstract Information technology IT plays a major role in today s companies Although in most firms IT does not generate the core customer value itself it rather supports creating additional customer value or enables cost efficiency of business processes This is why IT departments are viewed in most cases as service centres of companies providing a defined set of services for as low costs as possible But service centres should still strive to provide only these services which are necessary for supporting the company s strategy In the beginning of information technology IT departments defined the quality and quantity of services provided for the firm Also innovations concerning IT evolved mostly within the IT department This was because only IT staff has known the range of possibilities IT was able to offer A major problem of the IT department defining the quality of service was that many improvements have been made for the sake of IT only and have not been aligned to the strategy of the company Therefore many resources of a company have been wasted in IT departments However for today s businesses it is essential that IT enables only corporate strategies in order to remain effective Caused by the current financial crisis uncertain times for businesses are expected This makes strategy alignment and execution of IT departments even more significant in order to stay efficient and effective But a recent survey carried out by McKinsey Company shows that there are still enormous potentials for improving the performance of IT departments For example the survey shows that the basic services are met quite well by many IT departments but the big challenges for supporting the business still remain Also 67% of all respond **Information Systems Management in Practice** Barbara Canning McNurlin, Ralph H. Sprague, 2006 Dealing with the management of information technology IT as it is being practiced in organizations today the emphasis of this book is on the current material that information systems executives find important its organization is around a framework that readers new to the information can understand In this 7 th edition

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