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*ITIL Foundation Handbook [pack of 10 Copies - Chinese Edition]* Jun 18 2022

This quick-reference revision guide has been designed to help students prepare for their foundation exam. It is also a key reference aid for managers, practitioners, vendors and consultants in the workplace and while travelling. This handbook provides an introduction to the ITIL service lifecycle model and an overview of the ITIL qualification structure. It contains a chapter on each of the components of the lifecycle: service strategy, service design, service transition, service operation and continual service improvement.

**Management of Risk** Oct 22 2022 This guide is intended to help organisations put in place effective frameworks for taking informed decisions about risk. It brings together recommended approaches, checklists and pointers to more detailed information on tools and techniques. The topics covered include: the principles of risk management; how risks are managed; managing risks at the strategic, programme, project and operational level; techniques and examples of the benefits of risk management. The publication draws on the experience of experts from both the private and public sector.

ITIL Foundation, ITIL Oct 10 2021 ITIL is a widely adopted body of knowledge and best practices for successful IT Service Management that links with training and certification. ITIL 4 has evolved from the current version by re-shaping much of the established ITSM practices in the wider context of customer experience; value streams and digital transformation; as well as embracing new ways of working, such as Lean, Agile, and DevOps. ITIL 4 provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology. It is designed to ensure a flexible, coordinated and integrated system for the effective governance and management of IT-enabled services. "ITIL Foundation" is the first ITIL 4 publication and the latest evolution of the most widely-adopted guidance for ITSM. Its audience ranges from IT and business students taking their first steps in service management to seasoned professionals familiar with earlier versions of ITIL and other sources of industry best practice. The guidance provided in this publication can be adopted and adapted for all types of organizations and services. To show how the concepts of

ITIL can be practically applied to an organization's activities, ITIL Foundation follows the exploits of a fictional company on its ITIL journey.

**The Effective Change Manager** Apr 23 2020 'The Effective Change Manager' is designed for change management practitioners, employers, authors, academics and anyone with an interest in this growing professional discipline of change management. This first edition The Change Management Body of Knowledge (CMBoK) draws on the experience of more than six hundred change management professionals in thirty countries. Starting with what change managers do - 'The Effective Change Manager' describes what change managers must know in order to display those competencies effectively - and to deliver change successfully. The Change Management Institute (CMI) is an independent professional organization that is uniquely positioned to promote and advance the interests of Change Management. Since 2005, the CMI has been providing opportunities for change management professionals to build knowledge and skills and network with other professionals.

**The Effective Change Manager's Handbook** May 17 2022 The change management profession is no longer in its infancy. Readily identifiable in organizations and in business literature it is no longer reliant on parent disciplines such as organizational development or project management. Change management is itself in a state of change and growth - the number of jobs is increasing and organizations are actively seeking to build their change management capability. The Effective Change Manager's Handbook, the official guide to the CMI Body of Knowledge, is explicitly designed to help practitioners, employers and academics define and practice change management successfully and to develop change management maturity within their organization. A single-volume learning resource covering the range of underpinning knowledge required, it includes chapters from esteemed and established thought leaders on topics ranging from benefits management, stakeholder strategy, facilitation, change readiness, project management and education and learning support. Covering the whole process from planning to implementation, it offers practical tools, techniques and models to effectively support any change initiative.

*Directing successful projects with PRINCE2* May 05 2021 This title has been designed to be a role specific handbook for senior managers and project board members, which describes how to oversee projects being managed using PRINCE2. The guide sets PRINCE2 in the wider context of project management (but still non-specific for industry sector) and describes or cross-references techniques which support the PRINCE2 method. The title contains chapters on: the duties and behaviour of the Project Board; the Project Board's activities, covering starting up a project, authorising initiation, authorising a project, authorising a stage, giving ad hoc direction, authorising closure, reviewing benefits, tailoring PRINCE2. 'Directing Successful Projects with PRINCE2' forms part of a pair of

publications that are the result of the PRINCE2: 2009 Project to update the PRINCE2 guidance. Its companion is 'Managing Successful Projects with PRINCE2' (ISBN 9780113310593).

**The Girl's Guide to Being a Boss (Without Being a Bitch)** Feb 20 2020 Forget what you've heard. Nice girls can get the corner office. As women, we haven't always had the best role models at work. We've either worked for men or we've had female bosses who are, well, big bitches. Woman still don't have much of a road map right now when it comes to taking charge at the office, so the team who brought you the national bestseller *The Girl's Guide to Starting Your Own Business* is drawing one for us. Caitlin Friedman and Kimberly Yorio will teach you to be powerful without being possessive, to be opinionated without being brassy, and to have a strong voice without micromanaging. You'll learn just how to own the role of queen bee in a positive way so that you can be more mentor than manager, one who leads, inspires, and motivates. So, you finally got that promotion. You're the boss now. The supervisor. The manager. The captain. The taskmaster. Those days of taking orders, running errands, and clock-watching are over. As exciting as all this might seem, once the rush of the promotion is over, you might be scratching your head wondering exactly what to do. Being the boss is never easy, but it's twice as hard for a woman. It seems like there's no middle ground. Either you're the dragon lady who rules with an iron fist or the mousey girl who gets drowned out at every meeting. When a woman wields authority and dares to make tough decisions, how often is the "B-word" bandied about by her employees? How can she strike that balance between pushover and dictator? Fear not. You can do the job. All you need is a little helpful advice to send you on your way. Whether you supervise two as a shift manager or lord over an entire corporate empire, Caitlin Friedman and Kim Yorio will show you how to step gracefully into your new position of power. They'll teach you how to motivate your team without alienating them, how to delegate without feeling guilty, how to deal with office politics and how to handle evaluations, promotions, and even firings. And for those of you who are already running the show, they can help you become the mentor your employees deserve. Inside, there are self-assessment questionnaires to help you find out where you land on the bitch or wimp scale; interviews with prominent female bosses, human-resources directors, and therapists; and advice from a whole host of experts. In addition, there are funny and informative checklists and tips to make sure you're the Good Witch around the office and not the Big Bitch. And, most important, Caitlin and Kim will teach you the secrets to owning your role and loving it. You've earned your promotion, so enjoy it!

**Global Standards and Publications** Feb 14 2022 Van Haren Publishing is the world's leading publisher in best practice, methods and standards within IT Management, Project Management, Enterprise Architecture and Business Management. We are the official publisher for some of the world's leading

organizations and their frameworks including: The Open Group [TOGAF], IPMA-NL, ITSq [eSCM Models], GamingWorks [ABC of ICT], ASL BiSL Foundation, IAOP®, IACCM, CRP Henri Tudor and PMI NL. This catalog will provide you with an overview of our most popular and upcoming titles, but also gives you a quality summary on internationally relevant frameworks. Van Haren Publishing is an independent, worldwide recognized publisher, well known for our extensive professional network (authors, reviewers and accreditation bodies of standards), flexibility and years of experience. We make content available in hard copy and digital formats, designed to suit your personal preference (iPad, Kindle and online), available through over 50 distribution partners (Amazon, Google Play, Barnes & Noble, Managementboek and Bol.com, etc.) and over 700 outlets worldwide. Free whitepapers are available in our eKnowledge, with a licence for our eLibrary you can download all our eBooks within your area of expertise and in our eShop you can place your order in your favorite media format: hard copy or eBook.

**MoP® Foundation Management of Portfolios Courseware – English** Jul 27 2020 Besides the Management of Portfolios (MoP®) Foundation Courseware - English (ISBN: 9789401804516) publication you are advised to obtain the corresponding publication Management of Portfolios (ISBN: 9780113312948). MoP® Foundation certification is suitable for individuals wanting to demonstrate they have sufficient knowledge and understanding to work as an informed member of a Portfolio Office or in a range of portfolio management roles. This certification is aimed at those involved in a range of formal and informal portfolio management roles encompassing investment decision making, project and programme delivery, and benefits realization. The Foundation certification is also a pre-requisite for the Practitioner certification. At the heart of any portfolio management approach is the need to identify the right programmes and projects to deliver an organization's strategy and ensure that targeted benefits are achieved. MoP® describes the principles and best-practices that will enable public and private sector organizations of all sizes to either introduce or re-energize portfolio management approaches. This Courseware is suited for the English Management of Portfolios (MoP®) Foundation exam

*COBIT 2019 Framework* Sep 28 2020

*The Standard for Program Management - Fourth Edition (Arabic)* Nov 18 2019 The Standard for Program Management--Fourth Edition differs from prior editions by focusing on the principles of good program management. Program activities have been realigned to program lifecycle phases rather than topics, and the first section was expanded to address the key roles of program manager, program sponsor and program management office. It has also been updated to better align with PMI's Governance of Portfolios, Programs, and Projects: A Practice Guide.

**PRINCE2™ In Practice** Apr 04 2021 There are many publications on PRINCE2. Most of these publications describe the theory of PRINCE2. This book however

deals with a practical approach for formal reports: how it can be achieved that PRINCE2 works better in practice? The existing PRINCE2 report templates cannot be used easily. Of course the process approach in PRINCE2 remains viable, but in this book the PRINCE2 documents are the key. The reader gets a practical help for implementing PRINCE2. This helps project managers and project executives to manage and control in an efficient manner.

**Global Standards and Publications** Mar 15 2022 Van Haren Publishing is the world's leading publisher in best practice, methods and standards within IT Management, Project Management, Enterprise Architecture and Business Management. We are the official publisher for some of the world's leading organizations and their frameworks including: The Open Group [TOGAF], IPMA-NL, ITSq [eSCM Models], GamingWorks [ABC of ICT], ASL BiSL Foundation, IAOP®, IACCM, CRP Henri Tudor and PMI NL. This catalog will provide you with an overview of our most popular and upcoming titles, but also gives you a quality summary on internationally relevant frameworks. Van Haren Publishing is an independent, worldwide recognized publisher, well known for our extensive professional network (authors, reviewers and accreditation bodies of standards), flexibility and years of experience. We make content available in hard copy and digital formats, designed to suit your personal preference (iPad, Kindle and online), available through over 50 distribution partners (Amazon, Google Play, Barnes & Noble, Managementboek and Bol.com, etc.) and over 700 outlets worldwide. Free whitepapers are available in our eKnowledge, with a licence for our eLibrary you can download all our eBooks within your area of expertise and in our eShop you can place your order in your favorite media format: hard copy or eBook.

*Managing Benefits* Nov 11 2021 Projects and programmes should achieve a return on the investment made by the owner or sponsor. This return is now thought of as the benefits that accrue from the investment: some financial, others perhaps harder to define, but nonetheless just as important in justifying the investment. Making sure that they are realised, and that unanticipated benefits are maximised, is as important as the initial justification, and without that many projects have earned a bad name for project management. This publication provides comprehensive guidance on how to manage delivery of the benefits used to justify investment in change. It provides guidance for all involved in successful change delivery from senior responsible owners and directors through to portfolio, programme and project managers. The guidance is the source material for an accredited qualification from APMG-International

**Prince2 Agile** Jun 25 2020 The strength of PRINCE2 lies in the areas of project direction and project management whereas agile has a very strong focus on product delivery. When PRINCE2 and agile are combined, project direction, project management and project delivery are all optimized to create the world's most complete project management solution.

*P3O(R) Foundation Portfolio, Programme and Project Offices Courseware - English* Feb 26 2023 'Besides the Portfolio, Programme and Project Offices 2013 Edition (P3O(R)) Foundation Courseware - English (ISBN: 9789401804547) publication you are advised to obtain the corresponding publication Portfolio, Programme and Project Offices 2013 Edition (ISBN: 9780113314225). P3O(R) Foundation certifications is suitable for individuals wanting to demonstrate they have sufficient knowledge and understanding of the P3O guidance to interact effectively with, or act as an informed member of, an office within a P3O model. This certification is aimed at members of offices within a P3O model or anyone who needs to understand the terminology and concepts underpinning P3O and those wishing to pursue higher level certifications. The Foundation certification is also a pre-requisite for the Practitioner certification. Portfolio, Programme and Project Offices (P3O(R)) builds on the references in PRINCE2(R), Managing Successful Programmes (MSP(R)), and Management of Risk (M\_o\_R(R)) and Management of Portfolios (MoP(R)) to support organizations or individuals wishing to set up or maintain an effective delivery support office. This Courseware is suited for the English Portfolio, Programme and Project Offices 2013 Edition (P3O(R)) Foundation exam.

**MoP® Foundation Management of Portfolios Courseware – English** Jun 06 2021 Besides the Management of Portfolios (MoP®) Foundation Courseware - English (ISBN: 9789401804516) publication you are advised to obtain the corresponding publication Management of Portfolios (ISBN: 9780113312948). MoP® Foundation certifications is suitable for individuals wanting to demonstrate they have sufficient knowledge and understanding to work as an informed member of a Portfolio Office or in a range of portfolio management roles. This certification is aimed at those involved in a range of formal and informal portfolio management roles encompassing investment decision making, project and programme delivery, and benefits realization. The Foundation certification is also a pre-requisite for the Practitioner certification. At the heart of any portfolio management approach is the need to identify the right programmes and projects to deliver an organization's strategy and ensure that targeted benefits are achieved. MoP® describes the principles and best-practices that will enable public and private sector organizations of all sizes to either introduce or re-energize portfolio management approaches. This Courseware is suited for the English Management of Portfolios (MoP®) Foundation exam

ITIL 4 Managing Professional Feb 02 2021 Discussing concepts, principles, methods, and techniques, this book covers all types of engagement and interaction between a service provider and its customers, users, suppliers, and partners. --  
Archimate(r) 3.1 Specification Aug 28 2020 The ArchiMate(R) Specification, a standard of The Open Group, defines an open and independent modeling language for Enterprise Architecture that is supported by different tool vendors and

consulting firms. The ArchiMate language enables Enterprise Architects to describe, analyze, and visualize the relationships among business domains in an unambiguous way. This book is the official specification of the ArchiMate 3.1 modeling language from The Open Group. This edition of the standard includes a number of corrections, clarifications, and improvements to the previous edition, as well as several additions. The main changes between Version 3.0.1 and Version 3.1 of the ArchiMate Specification are listed below. In addition to these changes, various other minor improvements in definitions and other wording have been made: ?Introduced a new strategy element: value stream ?Added an optional directed notation for the association relationship ?Improved the organization of the metamodel and associated figures ?Further improved and formalized the derivation of relationships The intended audience is threefold: 1. Enterprise Architecture practitioners, such as architects (e.g., business, application, information, process, infrastructure, and, obviously, enterprise architects), senior and operational management, project leaders, and anyone committed to work within the reference framework defined by the Enterprise Architecture. 2. Those who intend to implement the ArchiMate language in a software tool; they will find a complete and detailed description of the language in this book. - The academic community, on which we rely for amending and improving the language, based on state-of-the-art research results in the Enterprise Architecture field.

Open Agile Architecture™ Jan 21 2020 Open Agile Architecture™, a standard of The Open Group, offers an approach to architect at scale with agility. It provides guidance and best practices for Enterprise Architects seeking to transition into Agile and Digital contexts. Empowering an Enterprise to Succeed with its Digital-Agile Transformation Agile teams drive the enterprise's Digital Transformation by inventing new business models, delivering superior customer experiences, developing digital products, and architecting highly-automated operating systems. The Open Agile Architecture Standard was designed keeping the needs of all business stakeholders in mind: Business Leaders – to drive the enterprise's Digital and Agile change journey Enterprise Architects – to extend their scope of influence in an Agile at scale world Product Managers – to help transform customer experience, innovate products, and generate growth Product Owners – to accelerate their transformation from managing feature backlogs to steering value delivery Operations Managers – to enable them to leverage Lean and automation to generate sustainable competitive advantages Software Engineers – to leverage the power of digital technologies to co-innovate with the business The more Agile the enterprise, the faster the learning cycles, and faster learning cycles translate to shorter time-to-market resulting in more agility. By adopting an Open Agile Architecture approach, your organization can capitalize on this accelerated learning cycle, meaning your Agile and Digital capabilities continuously and simultaneously co-create one another.

**Lean Six Sigma for the Office** Jul 07 2021 Historically, the integration of manufacturing methodologies into the office environment has proven to be problematic. Part of the difficulty lies in the fact that process workflows tend to be globally dispersed and thus rely heavily on information technology. But in complex service systems that contain a mix of employees, consultants, and technology, standardized protocols have been shown to reduce cycle time and transactional cost as well as improve quality. The successful application of Lean methodologies to improve process workflows is an efficient way to simplify operations and prevent mistakes. In *Lean Six Sigma for the Office*, Six Sigma guru James Martin presents proven modifications that can be deployed in offices, particularly those offices involved with global operations. Making use of Kaizen and Six Sigma concepts, along with Lean manufacturing principles, this book instructs managers on how they can improve operational efficiency and increase customer satisfaction. The author brings experience gleaned from his application of these methodologies in a myriad of industries to create a practical and hands-on reference for the office environment. Using a detailed sequence of activities, including over 140 figures and tables as well as checklists and evaluation tools, he demonstrates how to realize the rapid improvement of office operations, and how to eliminate unnecessary tasks through value stream mapping (VSM). The book also emphasizes the importance of strategic alignment of Kaizen events and the impact of organizational culture on process improvement activities. Latter chapters in the book discuss key elements of a change model in the context of transitional improvements as they relate to the process owner and local work team. By applying the proven principles found in this book, effective and sustainable organizational change can be accomplished, efficiency can be improved, and mistakes can be eliminated.

Passing Your ITIL Foundation Exam Jul 19 2022 Endorsed by the Official ITIL Accreditor and updated in line with the 2011 syllabus, the bestselling study aid *Passing your ITIL Foundation Exam - 2011 Edition* is the ideal companion for students preparing for their ITIL Foundation Exam. The publication presents the Foundation content in an easy-to-follow structure, which is ideal for learning, and developing an understanding of the basic concepts, principles and terminology associated with IT service management. The publication provides an overview of the ITIL Foundation learning requirements. It contains chapters on service management, each of the five lifecycle stages, and service management technology - plus information on the qualification scheme and the exam itself. Key features: Topics are presented in a logical easy-to-absorb structure. A fictional case study helps to bring service management to life. Mind maps summarize content at the end of chapters

**Governance of Portfolios, Programs, and Projects** Sep 09 2021 Understanding governance as it applies to portfolios, programs, and projects is growing in



importance to organizations, because appropriate governance is a factor in the success or failure of strategic initiatives and portfolios, as well as an organization's programs and projects. Implementing an effective governance framework can be challenging due to factors such as increasing business complexities, regulatory requirements, globalization, and rapid changes in technology and business environments. Many organizations do not have a consistent approach to portfolio, program, and project governance. PMI's *Governance of Portfolios, Programs, and Projects: A Practice Guide*, developed by leading experts in the field, provides guidance to organizations and practitioners on how to implement or enhance governance on portfolios, programs, and projects. This practice guide provides definitions for governance in an effort to distinguish the different levels of governance and to identify their common elements.

*The IT Service Part 2 – The Handbook* Nov 30 2020 Since the early 2000s numerous external scenarios and drivers have added significant pressures upon the IT organisations. Among many, these include: Regulatory compliance: data privacy requirements and corporate scandals have focused a requirement for transparency – with high impact on IT organisations Economic pressures: require IT organisations to more closely align with business imperatives. The outcome has been an explosion of 'standards' and 'frameworks' each designed to support the IT organisation as it demonstrates to the world that they are the 'rock' of an organisation: strong, reliable, effective and efficient. Most of these standards and frameworks have great elements but no organisation can adopt them all – and many were created without sufficient considerations for interoperability. The IT Service (in 2 parts) looks at the key and very simple goals of an IT organisation and clearly and succinctly presents to the reader the best 'rock solid' elements in the Industry. It then shows how all the key elements can easily 'crystallise' together –with great templates and check-lists. In Part 1 (another book) the reader is presented with the simple objectives that the IT department really must address. In Part 2 (this book) the reader gains expert advice on how the components of IT Service are 'crystallised' in a real environment. There's a delightfully simple set of steps: OVERVIEW OF THE SERVICE DESIGN PACKAGE THE SERVICE STRATEGY ASPECTS Of SERVICE DESIGN OUTPUTS OF THE SERVICE DESIGN PHASE OUTPUTS OF THE SERVICE TRANSITION PHASE OUTPUTS OF THE SERVICE OPERATION PHASE Within these the Author gives a very simple set of templates (or tells you where they are to be found), practical guidance and very simple checklists. It's up to the reader how far you develop each stage: a lot depends on the nature of your business of course. The joy of this approach is that the reader knows that all basic components are identified -- and that more extensive resources are referred to if the reader wishes to extend. PRINCE2 Agile (Dutch Edition) Nov 23 2022 The PRINCE2 Agile guide supports a new qualification which is being offered as an extension for those who already

hold a PRINCE2 Practitioner qualification. PRINCE2 Agile is the most up-to-date and relevant view of agile project management methodologies and the only framework covering a wide range of agile concepts, including SCRUM, Kanban and Lean Startup

*Applied Software Project Management* Sep 21 2022 "If you're looking for solid, easy-to-follow advice on estimation, requirements gathering, managing change, and more, you can stop now: this is the book for you."--Scott Berkun, Author of *The Art of Project Management* What makes software projects succeed? It takes more than a good idea and a team of talented programmers. A project manager needs to know how to guide the team through the entire software project. There are common pitfalls that plague all software projects and rookie mistakes that are made repeatedly--sometimes by the same people! Avoiding these pitfalls is not hard, but it is not necessarily intuitive. Luckily, there are tried and true techniques that can help any project manager. In *Applied Software Project Management*, Andrew Stellman and Jennifer Greene provide you with tools, techniques, and practices that you can use on your own projects right away. This book supplies you with the information you need to diagnose your team's situation and presents practical advice to help you achieve your goal of building better software. Topics include: Planning a software project Helping a team estimate its workload Building a schedule Gathering software requirements and creating use cases Improving programming with refactoring, unit testing, and version control Managing an outsourced project Testing software Jennifer Greene and Andrew Stellman have been building software together since 1998. Andrew comes from a programming background and has managed teams of requirements analysts, designers, and developers. Jennifer has a testing background and has managed teams of architects, developers, and testers. She has led multiple large-scale outsourced projects. Between the two of them, they have managed every aspect of software development. They have worked in a wide range of industries, including finance, telecommunications, media, nonprofit, entertainment, natural-language processing, science, and academia. For more information about them and this book, visit [stellman-greene.com](http://stellman-greene.com)

*Management of portfolios* Dec 24 2022 This guide provides practical guidance for managers of portfolios and those working in portfolio offices as well as those filling portfolio management roles outside a formal PfMO role. It will be applicable across industry sectors. It describes both the Portfolio Definition Cycle (identifying the right, prioritised, portfolio of programmes and projects) and the Portfolio Delivery Cycle (making sure the portfolio delivers to its strategic objectives).

**Digital Information Design (DID) Foundation** Jan 13 2022 Digital Information Design (DID) Foundation Digital Information Design (DID) is primarily a business information management (BIM) model. As with any model it is used to help you to

describe problems and test potential solutions. DID is not like any other method or framework model; it is independent of any other existing model or framework and does not claim to manage the entirety of the design of business information services. DID identifies useful and widely used best practices that are designed specifically for use in any phase of business information service development from idea, conception, specification, design, test, handover, service management and operation, or managing architectural issues or hardware and software installation. Primarily, DID was developed to manage the quality of information, and how to put it to good use. The DID model has been designed for you to identify what you need and when you need it when designing business information services and as a broad guide, identifies key points in existing frameworks that are particularly useful. The model is wholly independent of all other frameworks (including BiSL and BiSL Next in which the basic design is rooted). You can choose and use whatever you wish, the model will help you to assess the validity of your choice(s) and identify strengths and weaknesses in your approach. The DID model focuses on the common languages to describe key elements of design (need and value, mission and capability), key business information perspectives (business, information/data, services and technology) and the high-level domains (governance, strategy, improvement and operation) that must be managed in order to effectively run any business. DID helps you to identify only what you need to ensure that business information design reflects what is needed by your enterprise. The model can be used entirely separately from the framework level guidance discussed and it can be used at any level in the organization. The essentials of DID are explained in two books: this book, Foundation and the Practitioner book that will be published later.

PMO Competency Framework Dec 12 2021 The PMO Competency Framework is a guide for PMO professionals interested in assessing and developing organisation-wide, team and personal competences within a PMO environment. This publication provides a standard and a toolset to allow PMO professionals to understand, assess and develop the skills, behaviours and experience to achieve their PMO goals and career potential. Aligned with the House of PMO Essentials examinations from APMG International; it serves as an official reference guide for the course **ITIL Practitioner Guidance (Japanese Edition)** Jan 01 2021 ITIL Practitioner Guidance is the essential reference text which accompanies the ITIL Practitioner qualification. Fully integrated with the ITIL Practitioner syllabus, this publication is also a practical guide that helps IT service management (ITSM) professionals turn ITIL theory into practice through case studies, worksheets, templates and scenarios. The book assumes knowledge of ITIL and ITSM up to ITIL Foundation level, and begins with a discussion of the guiding principles of ITSM. It goes on to explain how these guiding principles are essential for ITSM and how they relate to philosophies, frameworks and methodologies such as DevOps, Lean, Agile etc.

The publication shows how following the CSI (continual service improvement) approach, and how the core skills of organizational change management, communication, metrics and measurement, can underpin successful ITSM improvement initiatives.

**Portfolio, Programme and Project Offices Study Guide** Apr 16 2022 This Study Guide is a handy reference aid suitable for the P3O Qualification scheme. The aid covers the Foundation/Practitioner qualification(s). Its purpose is to provide supporting information to candidates to help them take the P3O qualification. The aid is to be read alongside the P3O core guidance (ISBN 9780113311248), reading it in isolation will not provide sufficient knowledge to pass the examinations.

**Portfolio, Programme and Project Offices** Aug 20 2022 This new core guidance from OGC describes why, when and how to use project, programme and portfolio office (P3O) models. It describes what a P3O is, defining the two key types of P3O and goes on to answer the question: "why have P3Os and what value-add do they bring to the organisation?" It also includes business cases, funding models for set-up and ongoing costs and performance measures. The book looks at the lifecycle of a P3O and describes the use of a project based approach to scoping and setting up a suitable P3O model within an organisation. And it includes checklists for start-up, continuous improvement, and reviving and closing down temporary offices.

Managing Successful Projects with PRINCE2 Aug 08 2021 PRINCE2 is firmly established as the world's most practiced method for project management and is globally recognized for delivering successful projects. The updated 2017 guidance, its first since 2009, places a strong emphasis on the scalability and flexibility of the method and on how best to tailor it to the complexity and specific requirements of a project. The best practice represented by the PRINCE2 method is supported by a scheme that offers three levels of certification: Foundation, Practitioner and Professional. The PRINCE2 method comprises of seven themes, principles, and processes and equips practitioners with the skills and knowledge to manage projects in a wide range of environments.

*Portfolio, Programme and Project Offices Pocketbook* May 25 2020

**Agile Scrum Handbook – 3rd edition** Oct 18 2019 This book is a simple guide for anyone who wants to learn about the Agile concept and the Scrum framework by: • understanding the reasons behind various approaches instead of just going through do's and don'ts and clichés, and • understanding the diversity and range of ideas in this domain rather than just the latest fashion. There are three types of content in this book: 1. Fundamental concepts: The first and the last chapters are about the meaning and dynamics of Agile projects. They build a solid foundation that helps you learn the details on the one hand, and on the other hand, find your own way in projects. 2. Frameworks: The Scrum chapter goes through all the details of this most popular framework because anyone involved in Agile projects these days needs to be familiar with it. Another necessity is Kanban, which is

explored in its own chapter. 3. Practices: There are chapters about Crystal, eXtreme Programming, and DSDM®, which all use these methods to explore the most common Agile practices and techniques.

*P3O® Foundation Portfolio, Programme and Project Offices Courseware – English* Jan 25 2023 Besides the Portfolio, Programme and Project Offices 2013 Edition (P3O®) Foundation Courseware - English (ISBN: 9789401804547) publication you are advised to obtain the corresponding publication Portfolio, Programme and Project Offices 2013 Edition (ISBN: 9780113314225). P3O® Foundation certifications is suitable for individuals wanting to demonstrate they have sufficient knowledge and understanding of the P3O guidance to interact effectively with, or act as an informed member of, an office within a P3O model. This certification is aimed at members of offices within a P3O model or anyone who needs to understand the terminology and concepts underpinning P3O and those wishing to pursue higher level certifications. The Foundation certification is also a pre-requisite for the Practitioner certification. Portfolio, Programme and Project Offices (P3O®) builds on the references in PRINCE2®, Managing Successful Programmes (MSP®), and Management of Risk (M\_o\_R®) and Management of Portfolios (MoP®) to support organizations or individuals wishing to set up or maintain an effective delivery support office. This Courseware is suited for the English Portfolio, Programme and Project Offices 2013 Edition (P3O®) Foundation exam.

*M\_o\_R® Courseware ter voorbereiding op het Foundation en Practitioner examen* Dec 20 2019 Deze Courseware bestaat uit twee samengevoegde publicaties, M\_o\_R® Courseware ter voorbereiding op het Foundation en Practitioner examen (ISBN: 978 94 018 0109 6) en Risicomanagement op basis van M\_o\_R® en NEN/ISO 31000 (ISBN: 978 90 875 3656 5). Management of Risk (M\_o\_R) helpt organisaties aan een effectief kader voor het nemen van verantwoorde beslissingen over risico's. Gericht op risico's die invloed hebben op de doelen van alle organisatieactiviteiten, op zowel strategisch, programmatisch, projectmatig als operationeel zijn niveau. Het is een richtlijn voor Integraal risicomanagement die waarborgt dat een organisatie op een rendabele wijze gebruikmaakt van een risicomanagementproces met een aantal duidelijk omschreven stappen. Het doel is het ondersteunen van een betere besluitvorming door middel van een goed zicht op de risico's en hun waarschijnlijke impact. M\_o\_R vormt een geïntegreerd raamwerk met de AXELOS -methoden en -modellen als ITIL®, PRINCE2®, MSP®, MoP®, MOV® en P3O®. Het M\_o\_R® Courseware is te gebruiken bij de voorbereiding op het Foundation en Practitioner examen. De trainingsmogelijkheden zijn 2 dagen voor Foundation en achtereenvolgend 2 dagen voor Practitioner. De Foundation en Practitioner training kan ook individueel gegeven worden. (De individuele Practitioner training is 3 dagen.) Het M\_o\_R Practitioner examen wordt in het Engels afgenomen. Dit betreft een open boek

examen waar alleen het boek 'Management of Risk: Guidance for Practitioners' is toegestaan.

**COBIT 5** Mar 23 2020

**Portfolio and Programme Management Demystified** Mar 03 2021 This book presents the techniques of multi-project management in a lively, approachable manner, covering budgets, cost control, planning problems and matrix management formulae.

**Leading and Managing Innovation** Oct 30 2020 The primary cause of many project failures is that responsible executives, because of their lack of knowledge in project management, fail to demand that their managers and staff properly utilize the well-proven best practices, processes, systems, and tools that are now available in this field. This book remedies this situation by providing executives at all levels with the understanding and knowledge needed to best take advantage of the power of effective project management and thereby lead and manage innovations within their enterprise. In *Leading and Managing Innovation: What Every Executive Team Must Know about Project, Program, and Portfolio Management, Second Edition*, the authors present concise descriptions of The key concepts underlying project and program management The important characteristics of projects and programs How projects and programs are best governed and managed How to determine if the desired benefits have actually been achieved The book presents a list of 31 reasonable demands that executives can and must place on their staff members to ensure excellence in the way their programs and projects are created, selected for funding, planned, and executed. Placing these demands communicates to the entire enterprise that top management understands what it takes to achieve the best performance possible and fully supports the continuous improvement needed to ensure continued success. *Leading and Managing Innovation* explains how to measure the project management maturity level of an enterprise, benchmark against competitors, and identify where project management improvements are required. It discusses the many ways that an enterprise can derive substantial success and competitive advantage from increasing its project management maturity level. A helpful quick reference summary of all of the book's key information is included in the final chapter. Armed with this information, you will be well-qualified to give excellent direction to your managers and staff to ensure that your vital capability in the field of project management—and how you manage innovation—is equal to or better than that of your competitors.

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