ITIL V3 Guide to Software Asset Management

By Colin Rudd

TSO. Paperback. Book Condition: new. BRAND NEW, ITIL V3 Guide to Software Asset Management, Colin Rudd, Appropriate for anyone involved in the governance, management and use of software assets within an organisation, this title, "ITIL V3 Guide to Software Asset Management", contains a practical approach to the management of software assets. Aligned with ITIL V3 and ISO/IEC 20000, this book has been developed to assist with the implementation and maintenance of all the necessary Software Asset Management (SAM) processes and procedures. It gives realistic and pragmatic suggestions for the content of a business case for SAM within an organisation. It provides readers with advice and guidance on the roles involved, together with templates and examples of some of the key documents. Including examples of a SAM business case, the contents of a software policy, a policy on the use of hardware and software, and an acknowledgement of hardware/software policy. This book is updated in line with ITIL V3 and ISO/IEC 20000. It provides examples and templates of key documentation. 'This book covers the whole topic of Software Asset Management linking it with the use of the ITIL Version 3 concepts of a lifecycle approach from initial design through to operation...

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