



## It Systems Management (Second Edition)

By Rich Schiesser

Pearson Education, 2015. Softcover. Book Condition: New. 2nd edition. Table of Contents Preface Acknowledgments About the Author Chapter 1 - Acquiring Executive Support Chapter 2 - Organizing for Systems Management Chapter 3 - Staffing for Systems Management Chapter 4 - Customer Service Chapter 5 - Ethics, Legislation and Outsourcing Chapter 6 - Comparison to ITIL Processes Chapter 7 - Availability Chapter 8 - Performance and Tuning Chapter 9 - Production Acceptance Chapter 10 - Change Management Chapter 11 - Problem Management Chapter 12 - Storage Management Chapter 13 - Network Management Chapter 14 - Configuration Management Chapter 15 - Capacity Planning How to Develop an Effective Capacity Planning Process Additional Benefits of Capacity Planning Helpful Hints for Effective Capacity Planning Printed Pages: 528.



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