IT Systems Management (2nd Edition)

By Rich Schiesser

IT Systems Management (2nd Edition) By Rich Schiesser

The best-practice guide to managing IT infrastructures–now fully updated!

IT Systems Management is an up-to-the-minute guide to maintaining stable, responsive IT production environments. Top IT systems management expert Rich Schiesser illuminates
both the theoretical and practical aspects of systems management, using methods and examples drawn from decades of experience leading and consulting with the world's most complex enterprise IT organizations.

This thoroughly updated edition covers every systems management discipline and all elements of success: people, process, and technology. Schiesser shows how to apply best-practice system management throughout all IT infrastructure environments, from mainframe data centers to web-enabled systems, client/server and mid-range platforms to wireless and VoIP networks.

Schiesser systematically addresses today's most crucial issues, as well as emerging trends that will transform IT systems management. You'll find an entirely new chapter on using IT Infrastructure Library (ITIL) effectively, plus new coverage ranging from managing outsourced functions to efficiently delivering "ultra-speed" Internet connections. This edition includes more real-life examples throughout, and new interactive problems designed to give IT professionals even deeper insight. Coverage includes:

• Implementing bullet-proof processes in areas ranging from change management to production acceptance, capacity planning to storage
• Optimizing the "people" components of IT service delivery, from customer service to executive support
• Using technology to manage systems more efficiently and effectively
• Systematically managing performance, availability, and business continuity
• Reducing the cost and complexity of IT facilities management
• Taking a more strategic approach to security

Rich Schiesser founded and owns RWS Enterprises, Inc., a consultancy that specializes in designing and implementing world-class IT infrastructures. His client list has included The Weather Channel, Amazon.com, and DIRECTV. He has led major IT infrastructure organizations at Hughes Aircraft, the City of Los Angeles, and Twentieth Century Fox. For nearly ten years, he managed the primary data center at Northrop Grumman, one of the world's most advanced

computer facilities. A former University of Phoenix faculty member, he has taught IT management at UCLA and California State University, Los Angeles (CSULA).

informit.com/ph

IT Systems Management (2nd Edition)

By Rich Schiesser

IT Systems Management (2nd Edition) By Rich Schiesser

The best-practice guide to managing IT infrastructures–now fully updated!

IT Systems Management is an up-to-the-minute guide to maintaining stable, responsive IT production environments. Top IT systems management expert Rich Schiesser illuminates both the theoretical and practical aspects of systems management, using methods and examples drawn from decades of experience leading and consulting with the world's most complex enterprise IT organizations.

This thoroughly updated edition covers every systems management discipline and all elements of success: people, process, and technology. Schiesser shows how to apply best-practice system management throughout all IT infrastructure environments, from mainframe data centers to web-enabled systems, client/server and mid-range platforms to wireless and VoIP networks.

Schiesser systematically addresses today's most crucial issues, as well as emerging trends that will transform IT systems management. You'll find an entirely new chapter on using IT Infrastructure Library (ITIL) effectively, plus new coverage ranging from managing outsourced functions to efficiently delivering "ultra-speed" Internet connections. This edition includes more real-life examples throughout, and new interactive problems designed to give IT professionals even deeper insight. Coverage includes:

• Implementing bullet-proof processes in areas ranging from change management to production acceptance, capacity planning to storage
• Optimizing the "people" components of IT service delivery, from customer service to executive support
• Using technology to manage systems more efficiently and effectively
• Systematically managing performance, availability, and business continuity
• Reducing the cost and complexity of IT facilities management
• Taking a more strategic approach to security

Rich Schiesser founded and owns RWS Enterprises, Inc., a consultancy that specializes in designing and implementing world-class IT infrastructures. His client list has included The Weather Channel, Amazon.com, and DIRECTV. He has led major IT infrastructure organizations at Hughes Aircraft, the City of Los Angeles, and Twentieth Century Fox. For nearly ten years, he managed the primary data center at Northrop Grumman, one of the world's most advanced computer facilities. A former University of Phoenix faculty member, he has taught IT management at UCLA and California State University, Los Angeles (CSULA).

informit.com/ph

IT Systems Management (2nd Edition) By Rich Schiesser Bibliography

- Sales Rank: #897217 in Books
- Published on: 2010-02-07
- Original language: English
- Number of items: 1
- Dimensions: 9.20" h x 1.50" w x 7.00" l, 2.45 pounds
- Binding: Hardcover
- 600 pages

Download and Read Free Online IT Systems Management (2nd Edition) By Rich Schiesser

---

Editorial Review

From the Back Cover
The best-practice guide to managing IT infrastructures-now fully updated! IT Systems Management is an up-to-the-minute guide to maintaining stable, responsive IT production environments. Top IT systems management expert Rich Schiesser illuminates
both the theoretical and practical aspects of systems management, using methods and examples drawn from decades of experience leading and consulting with the world's most complex enterprise IT organizations. This thoroughly updated edition covers every systems management discipline and all elements of success: people, process, and technology. Schiesser shows how to apply best-practice system management throughout all IT infrastructure environments, from mainframe data centers to web-enabled systems, client/server and mid-range platforms to wireless and VoIP networks. Schiesser systematically addresses today's most crucial issues, as well as emerging trends that will transform IT systems management. You'll find an entirely new chapter on using IT Infrastructure Library (ITIL) effectively, plus new coverage ranging from managing outsourced functions to efficiently delivering "ultra-speed" Internet connections. This edition includes more real-life examples throughout, and new interactive problems designed to give IT professionals even deeper insight. Coverage includes: - Implementing bullet-proof processes in areas ranging from change management to production acceptance, capacity planning to storage - Optimizing the "people" components of IT service delivery, from customer service to executive support - Using technology to manage systems more efficiently and effectively - Systematically managing performance, availability, and business continuity - Reducing the cost and complexity of IT facilities management - Taking a more strategic approach to security Rich Schiesser founded and owns RWS Enterprises, Inc., a consultancy that specializes in designing and implementing world-class IT infrastructures. His client list has included The Weather Channel, Amazon.com, and DIRECTV. He has led major IT infrastructure organizations at Hughes Aircraft, the City of Los Angeles, and Twentieth Century Fox. For nearly ten years, he managed the primary data center at Northrop Grumman, one of the world's most advanced computer facilities. A former University of Phoenix faculty member, he has taught IT management at UCLA and California State University, Los Angeles (CSULA). informit.com/ph

About the Author

In his service of numerous clients nationwide, infrastructure expert Rich Schiesser combines the experiences of a senior IT executive, professional educator, acclaimed author, and highly regarded consultant.

During the past three decades, Rich has headed up major computer centers at firms as diverse as Hughes Aircraft Company, the City of Los Angeles, and Twentieth Century Fox. For nearly 10 years he managed the primary computer center at Northrop Grumman Corporation, considered at the time to be one of the largest and most advanced in the world.

For the past several years, Rich has consulted on designing and implementing world-class infrastructures through his company, RWS Enterprises, Inc. Among his numerous clients are The Weather Channel, Emory Air Freight, Amazon.com, DIRECTV, Las Vegas Police, Option One Mortgage, Lionsgate Entertainment, and St. Joseph Health Systems.

Rich has also consulted at a variety of colleges, including Corinthian Colleges, Victor Valley College, Pasadena City College, University of Montana, and Kern County College District. He has taught a variety of IT classes at California State University, Los Angeles (CSULA), the University of California at Los Angeles

(UCLA), and Phoenix University.

In addition to writing the first edition of *IT Systems Management*, Rich coauthored the best-selling book *IT Production Services*. He has also written more than 200 articles on IT management for leading trade journals and websites, including InformIT.com.

Rich holds a Bachelor of Science degree from Purdue University, a Master of Science degree from the University of Southern California (USC), and has completed graduate work in business administration from UCLA. He and his wife, Ann, live in Southern California, where they contribute time to their two favorite charities, the Olive Crest home for abandoned and abused children and the Legacy One organization for organ transplants.

Users Review

From reader reviews:

Jeffrey Baptiste:

The book untitled IT Systems Management (2nd Edition) is the reserve that recommended to you you just read. You can see the quality of the book content that will be shown to you. The language that writer use to explained their ideas are easily to understand. The writer was did a lot of investigation when write the book, to ensure the information that they share to you is absolutely accurate. You also might get the e-book of IT Systems Management (2nd Edition) from the publisher to make you much more enjoy free time.

Georgia Cunningham:

The e-book with title IT Systems Management (2nd Edition) has a lot of information that you can understand it. You can get a lot of advantage after read this book. This book exist new knowledge the information that exist in this book represented the condition of the world today. That is important to yo7u to understand how the improvement of the world. This specific book will bring you throughout new era of the globalization. You can read the e-book on the smart phone, so you can read the item anywhere you want.

Joseph Rankins:

Are you kind of active person, only have 10 or perhaps 15 minute in your day time to upgrading your mind talent or thinking skill also analytical thinking? Then you are having problem with the book in comparison with can satisfy your short time to read it because this all time you only find publication that need more time to be study. IT Systems Management (2nd Edition) can be your answer because it can be read by a person who have those short extra time problems.

Lauren Miner:

Don't be worry when you are afraid that this book may filled the space in your house, you might have it in e-book method, more simple and reachable. This specific IT Systems Management (2nd Edition) can give you

a lot of friends because by you taking a look at this one book you have factor that they don't and make an individual more like an interesting person. This kind of book can be one of a step for you to get success. This reserve offer you information that might be your friend doesn't recognize, by knowing more than various other make you to be great folks. So , why hesitate? We need to have IT Systems Management (2nd Edition).

Download and Read Online IT Systems Management (2nd Edition) By Rich Schiesser #WM73OK0EJ9L

Read IT Systems Management (2nd Edition) By Rich Schiesser for online ebook

IT Systems Management (2nd Edition) By Rich Schiesser Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read IT Systems Management (2nd Edition) By Rich Schiesser books to read online.

Online IT Systems Management (2nd Edition) By Rich Schiesser ebook PDF download

IT Systems Management (2nd Edition) By Rich Schiesser Doc

IT Systems Management (2nd Edition) By Rich Schiesser Mobipocket

IT Systems Management (2nd Edition) By Rich Schiesser EPub