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Designed to help software and system testing professionals pass and qualify at Foundation Level. This book adopts a practical and hands-on approach, covering the fundamental principles that every software tester should know. It serves as a useful guide for those taking the ISTQB Foundation Level examination.

The development of business analysis as a professional discipline has extended the role of the business analyst who now needs the widest possible array of tools and the skills and knowledge to be able to use each when and where it is needed. This book provides 72 possible techniques and applies them within a framework of stages.

Every information system brought into service in every type of organisation requires user acceptance testing. This book is a hands-on manual for non-testing specialists to plan and carry out an effective acceptance test of an information system. It also identifies ways of making the process as simple and cost-effective as possible.

**MEET YOUR GOALS—ON TIME AND ON BUDGET.** How do you rein in the scope of your project when you've got a group of demanding stakeholders breathing down your neck? And map out a schedule everyone can stick to? And motivate team members who have competing demands on their time and attention? Whether you're managing your first project or just tired of improvising, this guide will give you the tools and confidence you need to define smart goals, meet them, and capture lessons learned so future projects go even more smoothly. The HBR Guide to Project Management will help you: Build a strong, focused team Break major objectives into manageable tasks Create a schedule that keeps all the moving parts under control Monitor progress toward your goals Manage stakeholders' expectations Wrap up your project and gauge its success

Your One-Stop Guide To Passing The ISTQB Foundation Level Exam Foundations of Software Testing: Updated edition for

ISTQB Certification is your essential guide to software testing and the ISTQB Foundation qualification. Whether you are a student or tester of ISTQB, this book is an essential purchase if you want to benefit from the knowledge and experience of those involved in the writing of the ISTQB Syllabus. This book adopts a practical and hands-on approach, covering the fundamental principles that every system and software tester should know. Each of the six sections of the syllabus is covered by background tests, revision help and sample exam questions. The also contains a glossary, sample full-length examination and information on test certification. The authors are seasoned test-professionals and developers of the ISTQB syllabus itself, so syllabus coverage is thorough and in-depth. This book is designed to help you pass the ISTQB exam and qualify at Foundation Level, and is enhanced with many useful learning aids. ABOUT ISTQB ISTQB is a multi-national body overseeing the development of international qualifications in software testing. In a world of employment mobility and multi-national organizations, having an internationally recognized qualification ensures that there is a common understanding, internationally, of software testing issues.

The failure effectively to sustain IT systems and react to change - due to the huge investments that organisations make in these systems - is likely to impact on an organisation's bottom line. This means that an ad hoc approach to IT Service management is not an option. It is vital to focus on business value, good ROI, speed to market, and delivery of solutions in response to change. Agile approaches mean an incremental method to change, early delivery of business value, and collaborative work towards change. Understanding and employing ITIL, PRINCE2, and DSDM together can provide the potential for a well run infrastructure which is responsive to change and will not halt progress. This publication offers practical guidance on how to deliver an IT Service by employing ITIL, PRINCE2, and DSDM Atern together

and provides an overview of all three approaches, and describes the benefits of each. It also describes the issues that arise from implementing ITIL, the structure and content of PRINCE2, the breadth of DSDM and how they fit together, where the common areas sit, and where the specialities for each exist.

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.

Most often we are told the "what and why" of capacity management, but not how to make it happen. This book provides good practical approach on how to implement the process, with a view to bringing its benefits to the organization. Capacity management is incomplete without business driven capacity planning.

Everything you need to prepare for the ITIL exam - Accredited to 2011 syllabus The ITIL (Information Technology Infrastruc-

ture Library) exam is the ultimate certification for IT service management. This essential resource is a complete guide to preparing for the ITIL Foundation exam and includes everything you need for success. Organized around the ITIL Foundation (2011) syllabus, the study guide addresses the ITIL Service Lifecycles, the ITIL processes, roles, and functions, and also thoroughly explains how the Service Lifecycle provides effective and efficient IT services. Offers an introduction to IT service management and ITIL V3 service strategy Highlights the topics of service design and development and the service management processes Reviews the building, testing, authorizing, documenting, and implementation of new and changed services into operation Addresses creating and maintaining value for customers through monitoring and improving services, processes, and technology Download valuable study tools including practice exams, flashcards, a glossary of key terms and more. If you prefer self-study over the more expensive training course, but you don't want to skimp on information or preparation, then this study guide is for you.

Business analysts must respond to the challenges of today's highly competitive global economy by developing practical, creative and financially sound solutions and this excellent guide gives them the necessary tools. It is also ideal for students wanting to gain university and industry qualifications. This new edition includes expanded discussions regarding gap analysis and benefits management, the impact of Agile software development and an introduction to business architecture.

VeriSM: Unwrapped and Applied, the second volume within the VeriSM series, extends the information in the first volume VeriSM: A Service Management Approach for the Digital Age. It shows how VeriSM applies to the digitally transforming organization. This includes information around what digital transformation is, approaches to digital transformation and its implications for the entire organization, especially the people. The book explains how to use the VeriSM model, describing the steps to develop, maintain and use the Management Mesh to deliver a new or changed product or service. Within this content, a case study is used to illustrate how to apply the model for each stage and to show the expected outcomes. Implications for the entire organization are stressed throughout the entire volume, reinforcing the concepts of enterprise strategy tying together the organizational capabilities to produce consumer-focused products and services. The second part of the book also includes a wealth of case studies, stories

and interviews from organizations and individuals who have a digital transformation journey to share. VeriSM early adopters from around the world provide more information about how they are applying the guidance.

Business analysis (BA) is an important business operation, and with some coordinated effort, it can become an efficient and valuable business service. This book takes you through the creation and management of a BA service, from setting strategy to recruiting business analysts, to continuous improvement, through to useful supporting tools and technology. Top tips, case studies and worked examples are included throughout. This book perfectly compliments the bestselling BCS books 'Business Analysis' and 'Business Analysis Techniques.'

Business analysis is a crucial discipline for organisational success. It is a broad field and has matured into a profession with its own unique career roadmap. This practical guide explores the business analyst role including typical responsibilities and necessary skills. It signposts useful tools and commonly used methodologies and techniques. A visual career roadmap for business analysts is also included, along with case studies and interviews with practising business analysts.

Adopting an Agile approach can revolutionize the way business analysts work. It enables clearer vision and success measure definitions, better stakeholder engagement and a greater understanding of customer needs, amongst other benefits. This book provides a comprehensive introduction to Agile methodologies and explains these in the context of business analysis. It is ideal for business analysts wanting to learn Agile practices, working in an Agile environment, or undertaking Agile certifications.

Become equipped with the principles, knowledge, practices, and tools need to assume a leadership role in an organization. From Analyst to Leader: Elevating the Role of the Business Analyst uncovers the unique challenges for the business analyst to transition from a support role to a central leader serving as change agent, visionary, and credible leader.

This book covers the most critical 24 NFRs that are applicable to IT applications and systems. About This Book Explains three stages of nonfunctional requirements, that is, analysis, architecture, and assessment In-depth knowledge of NFR framework and taxonomy that provides guidance around the modelling phase for the NFRs Coverage of 24 critical and pivotal NFRs, including the analysis, architecture, and assess-

ment. Who This Book Is For The primary audience for this title are the gamut of roles starting from IT consultant to chief architects who are responsible to deliver strategic, tactical, and operational engagements for fortune 100 customers worldwide. Non-functional requirements are the key to any software / IT program. They cannot be overlooked or ignored. The book provides a comprehensive approach from analysis, architecture, and measurement of nonfunctional requirements. The book includes considerations for bespoke (Java, .Net, and COTS applications). These are applicable to IT applications from various domains. The book outlines the methodology for capturing the NFRs and also describes a framework that can be leveraged by analysts and architects for tackling NFRs for various engagements. The audience for this book include business analysts, enterprise architects, business architects, solution architects, technical architects/designers, domain/security/integration architects, software developers, support engineers and test engineers, technical project managers, project leads/technical leads/technical project managers, and students from the computer science/IT stream What You Will Learn Learn techniques related to the analysis, architecture, and monitoring of NFRs Understand the various tools, techniques, and processes in order to improve the overall quality of the desired outcomes Embrace the best practices of architecting, metrics, and success factors for NFRs Identify the common pitfalls to be avoided and the patterns to leverage Understand taxonomy and framework for NFRs Learn the design guidelines for architecting applications and systems relating to NFRs Abstract different methodologies to analyze and gather NFRs In Detail Non-functional Requirements are key to any software/IT program and cannot be overlooked or ignored. This book provides a comprehensive approach to the analysis, architecture, and measurement of NFRs. It includes considerations for bespoke Java, .NET, and COTS applications that are applicable to IT applications/systems in different domains. The book outlines the methodology for capturing the NFRs and also describes a framework that can be leveraged by analysts and architects for tackling NFRs for various engagements. This book starts off by explaining the various KPIs, taxonomies, and methods for identifying NFRs. Learn the design guidelines for architecting applications and systems relating to NFRs and design principles to achieve the desired outcome. We will then move on to various key tiers/layers and patterns pertaining to the business, database, and integrating tiers. After this, we will dive



deep into the topics pertaining to techniques related to monitoring and measurement of NFRs, such as sizing, analytical modeling, and quality assurance. Lastly, we end the book by describing some pivotal NFRs and checklists for the software quality attributes related to the business, application, data, and infrastructure domains. Style and approach The book takes a pragmatic approach, describing various techniques related to the analysis of NFRs, the architecture of NFRs, and assessment of NFRs.

“If the purpose is to create one of the best books on requirements yet written, the authors have succeeded.” —Capers Jones Software can solve almost any problem. The trick is knowing what the problem is. With about half of all software errors originating in the requirements activity, it is clear that a better understanding of the problem is needed. Getting the requirements right is crucial if we are to build systems that best meet our needs. We know, beyond doubt, that the right requirements produce an end result that is as innovative and beneficial as it can be, and that system development is both effective and efficient. Mastering the Requirements Process: Getting Requirements Right, Third Edition, sets out an industry-proven process for gathering and verifying requirements, regardless of whether you work in a traditional or agile development environment. In this sweeping update of the bestselling guide, the authors show how to discover precisely what the customer wants and needs, in the most efficient manner possible. Features include The Volere requirements process for discovering requirements, for use with both traditional and iterative environments A specification template that can be used as the basis for your own requirements specifications Formality guides that help you funnel your efforts into only the requirements work needed for your particular development environment and project How to make requirements testable using fit criteria Checklists to help identify stakeholders, users, non-functional requirements, and more Methods for reusing requirements and requirements patterns New features include Strategy guides for different environments, including outsourcing Strategies for gathering and implementing requirements for iterative releases “Thinking above the line” to find the real problem How to move from requirements to finding the right solution The Brown Cow model for clearer viewpoints of the system Using story cards as requirements Using the Volere Knowledge Model to help record and communicate requirements Fundamental truths about re-

quirements and system development

The bestselling software testing title is the only official textbook of the ISEB Foundation Certificate in Software Testing. It provides an overview of different techniques, both dynamic and static, and how to apply them. The book is ideal for those with a little experience of software testing who wish to cement their knowledge with industry-recognised techniques and theory. In addition, the book defines the most common terminology within testing.

An extensive process of market research & product development has formed the basis for this new edition. It covers all of the underlying concepts, processes of development & analytical methods of corporate strategy within a variety of organisations. The business analyst role can cover a wide range of responsibilities, including the elicitation and documenting of business requirements, upfront strategic work, design and implementation phases. Typical difficulties faced by analysts include stakeholders who disagree or don't know their requirements, handling estimates and project deadlines that conflict, and what to do if all the requirements are top priority. The Business Analysis Handbook offers practical solutions to these and other common problems which arise when uncovering requirements or conducting business analysis. Getting requirements right is difficult; this book offers guidance on delivering the right project results, avoiding extra cost and work, and increasing the benefits to the organization. The Business Analysis Handbook provides an understanding of the analyst role and the soft skills required, and outlines industry standard tools and techniques with guidelines on their use to suit the most appropriate situations. Covering numerous techniques such as Business Process Model and Notation (BPMN), use cases and user stories, this essential guide also includes standard templates to save time and ensure nothing important is missed.

For trainers free additional material of this book is available. This can be found under the "Training Material" tab. Log in with your trainer account to access the material. The BRMP® Guide to the BRM Body of Knowledge is designed to assist the Business Relationship Management Professional (BRMP®) training course attendees and certification exam candidates, but it will also be of great value to anyone looking for a comprehensive foundation-level overview of the art and practice of Business Relationship Management. The book covers the entire BRMP® course syllabus and contains all the information covered in the training and referenced in the exam-

.What is BRMP®? Business Relationship Management Professional (BRMP®) training is a world-class professional development program designed to provide a solid foundation-level knowledge of Business Relationship Management. The BRMP® exam is designed to test an individual's learning through rigorous examination providing a leading verifiable benchmark of BRM professional acumen and achievement. To learn more about BRMP® training and certification, please visit <http://brminstitute.org/>. Who Is It For? Business Relationship Management Professional (BRMP®) training and certification program is intended as a comprehensive foundation for Business Relationship Managers at every experience level, with the training and certification designed to provide a solid baseline level of knowledge. BRMP® professional development program provides an excellent Return on Investment (ROI) and is ideally suited for project managers, business analysts, architects, external service providers; representatives of shared services organizations including IT, HR, Finance, Sales, Strategy Planning, etc.; business partners and anyone else interested in business value maximization. Benefits for Individuals and Organizations Holders of BRMI Business Relationship Management Professional (BRMP®) credentials will be able to demonstrate their understanding of: The characteristics of the BRM role. What it means to perform as a strategic partner, contributing to business strategy formulation and shaping business demand for the service provider's services. The use of Portfolio Management disciplines and techniques to maximize realized business value. Business Transition Management and the conditions for successful change programs to minimize value leakage. The BRM role in Service Management and alignment of services and service levels with business needs. The principles of effective and persuasive communication.

Recog: 1. Introduction - 2. E-skills certification - 3. Widely applied e-skills certification systems - 4. Future of e-skills certification - 5. Recommendations - 6. Glossary.

Annotation Written by the team who created the syllabus and exam papers, this textbook encompasses the entire syllabus of the ISEB Foundation Certificate in IS Project Management.

Professional testing of software is an essential task that requires a profound knowledge of testing techniques. The International Software Testing Qualifications Board (ISTQB) has developed a universally accepted, international qualification scheme aimed at software and system testing professionals, and has created the Syllabi and

Tests for the "Certified Tester." Today about 300,000 people have taken the ISTQB certification exams. The authors of *Software Testing Foundations, 4th Edition*, are among the creators of the Certified Tester Syllabus and are currently active in the ISTQB. This thoroughly revised and updated fourth edition covers the "Foundations Level" (entry level) and teaches the most important methods of software testing. It is designed for self-study and provides the information necessary to pass the Certified Tester-Foundations Level exam, version 2011, as defined by the ISTQB. Also in this new edition, technical terms have been precisely stated according to the recently revised and updated ISTQB glossary. Topics covered: Fundamentals of Testing Testing and the Software Lifecycle Static and Dynamic Testing Techniques Test Management Test Tools Also mentioned are some updates to the syllabus that are due in 2015.

This book provides a full understanding of the importance of IT when trying to achieve an organization's green objectives. O'Neill gives the tools to create an action list which identifies and addresses green IT requirements.

*Understanding Agile* is a practical guide for managers who are currently working in an Agile environment or have plans to adopt an Agile methodology within their organization. This guide describes what Agile means, its benefits and pitfalls, and the difference between Agile and the more traditional Waterfall approach. Endorsed by the DSDM Consortium, this publication provides valuable insight and practical assistance for managers working with Agile teams. It explains how you can create a sustainable Agile environment and use Agile to add value to your business.

The definitive guide on the roles and responsibilities of the business analyst *Business Analysis* offers a complete description of the process of business analysis in solving business problems. Filled with tips, tricks, techniques, and guerilla tactics to help execute the process in the face of sometimes overwhelming political or social obstacles, this guide is also filled with real world stories from the author's more than thirty years of experience working as a business analyst. Provides techniques and tips to execute the at-times tricky job of business analyst Written by an industry expert with over thirty years of experience Straightforward and insightful, *Business Analysis* is a valuable contribution to your ability to be successful in this role in today's business environment.

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 Professional IT practitioners need not only the appropriate technical skills, but also a broad understanding of the context in which they operate. This book provides a unique introduction to: social, legal, financial, organizational and ethical issues in the context of the IT industry; the role of professional codes of conduct and ethics; and key legislation. It is designed to accompany the BCS Professional Examination Core Diploma Module: Professional Issues in Information Systems Practice.

This practical book presents a proven decision-making process to help IT and business managers select the off-the-shelf software product that best fits the needs of their organisation, whether in the commercial or public sector. Offering a structured approach to managing stakeholders, requirements and candidate IT vendors, this practical 'how-to' guide will help deliver a rigorous, defensible decision within an aggressive timescale.

Many books cover functional testing techniques, but relatively few also cover technical testing. The *Software Test Engineer's Handbook-2nd Edition* fills that gap. Authors Graham Bath and Judy McKay are core members of the ISTQB Working Party that created the new Advanced Level Syllabus-Test Analyst and Advanced Level Syllabus-Technical Test Analyst. These syllabi were released in 2012. This book presents functional and technical aspects of testing as a coherent whole, which benefits test analyst/engineers and test managers. It provides a solid preparation base for passing the exams for Advanced Test Analyst and Advanced Technical Test Analyst, with enough real-world examples to keep you intellectually invested. This book includes information that will help you become a highly skilled Advanced Test Analyst and Advanced Technical Test Analyst. You will be able to apply this information in the real world of tight schedules, restricted resources, and projects that do not proceed as planned.

Publisher's Note: Products purchased from Third Party sellers are not guaranteed by the publisher for quality, authenticity, or access to any online entitlements included with the product. Explore, create, and manage highly interactive data visualizations using Microsoft Power BI Extract meaningful business insights from your disparate enterprise data using the detailed informa-

tion contained in this practical guide. Written by a recognized BI expert and best-selling author, *Data Analysis with Microsoft Power BI* teaches you the skills you need to interact with, author, and maintain robust visualizations and custom data models. Hands-on exercises based on real-life business scenarios clearly demonstrate each technique. Publishing your results to the Power BI Service (PowerBI.com) and Power BI Report Server are also fully covered. Inside, you will discover how to: •Understand Business Intelligence and self-service analytics •Explore the tools and features of Microsoft Power BI •Create and format effective data visualizations •Incorporate advanced interactivity and custom graphics •Build and populate accurate data models •Transform data using the Power BI Query Editor •Work with measures, calculated columns, and tabular models •Write powerful DAX language scripts •Share content on the PowerBI Service (PowerBI.com) •Store your visualizations on the Power BI Report Server

This book is an excellent, helpful and up-to-date resource for all candidates preparing for the ISTQB Foundation Level certification exam based on the new Foundation Level 2018 Syllabus. Although there are plenty of sample questions and information related to the Foundation Level exam on the web, there are two problems with these: Firstly, most of them will soon be outdated, as the old syllabus and exams are going to be retracted in June 2019. Secondly, much of what is available is of poor quality, since many of the sample questions do not follow the strict ISTQB examination rules. This book stands out from other ISTQB-related works through a number of special features: Topicality: The material complies with the latest version of the Foundation Level syllabus published in 2018. Quality and originality: The exam questions are original, not redundant, of high quality, fully aligned with the ISTQB exam requirements and have not been published before. Huge amount of material: It includes 5 full sample exams (200 questions in total) designed in accordance with the ISTQB exam rules, and with the appropriate distribution of questions regarding the learning objectives and K-levels. Well-thought-out sample questions: The questions not only appropriately cover the corresponding learning objectives (LOs), but also to show the typical pitfalls. Diversity: The questions from various sample exams related to the same LO are diversified, that is, each of them points out different aspects of a given LO. This is an excellent method for better and more effective learning and preparing for the ex-

am. Comprehensive, intelligible explanations: All answers are justified and there are detailed and easy-to-understand explanations not only of why a given answer is correct, but also why all the others are wrong. A lot of bonus material: The book includes a great bonus pack: chapters that explain the white-box and black-box test techniques in a detailed way, a set of exercises on test techniques and the detailed solutions to them, and much more.

The development of business analysis as a professional discipline has extended the role of the business analyst who now needs the widest possible array of tools and the skills and knowledge to be able to use each when and where it is required. This new edition provides 99 possible techniques and practical guidance on how and when to apply them.

The Business Analysis Competency Model(R) version 4 is a research and reference guide that provides the foundational information business analysis professionals need to continuously develop skills in real-time in order to meet the needs of organizations and for career growth.

In today's technology-driven environment, there is an ever-increasing demand for information delivery. A compromise has to be struck between security and availability. This book is a pragmatic guide to information assurance for both business professionals and technical experts. This second edition includes the security of cloud-based resources."

The fourth edition of this text addresses the issue of organizational culture in more detail and gives an analysis of why infor-

mation system projects fail and what can be done to make success more likely.

"Business analysis involves understanding how organizations function to accomplish their purposes and defining the capabilities an organization requires to provide products and services to external stakeholders. ... [This guide contains] a framework that describes the business analysis tasks that must be performed in order to understand how a solution will deliver value to the sponsoring organization." - page 3.

This guide provides practical insight into the world of software testing, explaining the basic steps of the testing process and how to perform effective tests. It also presents an overview of different techniques, both dynamic and static, and how to apply them.