

Cobit 2019 Design Guide

Featuring numerous case examples from companies around the world, this second edition integrates theoretical advances and empirical data with practical applications, including in-depth discussion on the COBIT 5 framework which can be used to build, measure and audit enterprise governance of IT approaches. At the forefront of the field, the authors of this volume draw from years of research and advising corporate clients to present a comprehensive resource on enterprise governance of IT (EGIT). Information technology (IT) has become a crucial enabler in the support, sustainability and growth of enterprises. Given this pervasive role of IT, a specific focus on EGIT has arisen over the last two decades, as an integral part of corporate governance. Going well beyond the implementation of a superior IT infrastructure, enterprise governance of IT is about defining and embedding processes and structures throughout the organization that enable boards and business and IT people to execute their responsibilities in support of business/IT alignment and value creation from their IT-enabled investments. Featuring a variety of elements, including executive summaries and sidebars, extensive references and questions and activities (with additional materials available on-line), this book will be an essential resource for professionals, researchers and students alike. This book provides a concise yet comprehensive overview of computer and Internet security, suitable for a one-term introductory course for junior/senior undergrad or first-year graduate students. It is also suitable for self-study by anyone seeking a solid footing in security - including software developers and computing professionals, technical managers and government staff. An overriding focus is on brevity, without sacrificing breadth of core topics or technical detail within them. The aim is to enable a broad understanding in roughly 350 pages. Further prioritization is supported by designating as optional selected content within this. Fundamental academic concepts are reinforced by specifics and examples, and related to applied problems and real-world incidents. The first chapter provides a gentle overview and 20 design principles for security. The ten chapters that follow provide a framework for understanding computer and Internet security. They regularly refer back to

the principles, with supporting examples. These principles are the conceptual counterparts of security-related error patterns that have been recurring in software and system designs for over 50 years. The book is “elementary” in that it assumes no background in security, but unlike “soft” high-level texts it does not avoid low-level details, instead it selectively dives into fine points for exemplary topics to concretely illustrate concepts and principles. The book is rigorous in the sense of being technically sound, but avoids both mathematical proofs and lengthy source-code examples that typically make books inaccessible to general audiences. Knowledge of elementary operating system and networking concepts is helpful, but review sections summarize the essential background. For graduate students, inline exercises and supplemental references provided in per-chapter endnotes provide a bridge to further topics and a springboard to the research literature; for those in industry and government, pointers are provided to helpful surveys and relevant standards, e.g., documents from the Internet Engineering Task Force (IETF), and the U.S. National Institute of Standards and Technology.

"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.

A GUIDE TO CUSTOMER SERVICE SKILLS FOR THE SERVICE DESK PROFESSIONAL, the definitive service desk text now available in a fully revised fourth edition, teaches technical professionals the skills and work habits needed to successfully interact with customers and achieve job satisfaction. Each chapter describes a specific business skill, soft skill, or self-management skill required to deliver effective technical customer support while providing proven, how-to techniques for mastering that skill. Research and references have been updated in each chapter, and the latest ITIL vocabulary and concepts are reflected throughout the text. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

The concept of the 'internal consultant' is now gaining considerable ground as managers in support functions seek to redefine their role and effectiveness. The emphasis that it places on moving from a 'colleague' to a 'client' perspective within the business can bring major benefits to both adviser and organisation. This book provides... .. a practical understanding of the skills required to become a high-performance internal consultant, whatever your own area of expertise. It will help you: Develop stronger, more productive working relationships with internal clients Secure greater internal client commitment to initiatives and change projects Work effectively in a less formal and hierarchical way on projects and initiatives Market your services and build powerful internal networks Enhance your own worth and value to the organisation Who should read this book? All managers working in support functions, such as HR, audit, training, personnel and IT, as well as areas such as finance and marketing.

[Hands-On Microsoft Teams](#)

[COBIT 5](#)

[A Guide to Customer Service Skills for the Service Desk Professional](#)

[Achieving Alignment and Value, Featuring COBIT 5](#)

[Principles of Database Management](#)

[MITRE Systems Engineering Guide](#)

[The ITSM Process Design Guide](#)

[Why Businesses Succeed When IT Triumphs](#)

[Transforming Cybersecurity: Using COBIT 5](#)

[Spanish](#)

[Introduction and Methodology](#)

[COBIT 2019 Implementation Guide](#)

The ultimate guide to successful interviews for Enterprise, Business, Domain, Solution, and Technical Architect roles as well as IT Advisory Consultant and Software Designer roles About This Book Learn about Enterprise Architects IT strategy and NFR - this book provides you with methodologies, best practices, and frameworks to ace your interview A holistic view of key architectural skills and competencies with 500+ questions that cover 12 domains 100+ diagrams depicting scenarios, models, and methodologies designed to help you prepare for your interview Who This Book Is For This book is for aspiring enterprise, business, domain, solution, and technical architects. It is also ideal for IT advisory consultants

and IT designers who wish to interview for such a role. Interviewers will be able leverage this book to make sure they hire candidates with the right competencies to meet the role requirements. What You Will Learn Learn about IT strategies, NFR, methodologies, best practices, and frameworks to ace your interview Get a holistic view of key concepts, design principles, and patterns related to evangelizing web and Java enterprise applications Discover interview preparation guidelines through case studies Use this as a reference guide for adopting best practices, standards, and design guidelines Get a better understanding with 60+ diagrams depicting various scenarios, models, and methodologies Benefit from coverage of all architecture domains including EA (Business, Data, Infrastructure, and Application), SA, integration, NFRs, security, and SOA, with extended coverage from IT strategies to the NFR domain In Detail An architect attends multiple interviews for jobs or projects during the course of his or her career. This book is an interview resource created for designers, consultants, technical, solution, domain, enterprise, and chief architects to help them perform well in interview discussions and launch a successful career. The book begins by providing descriptions of architecture skills and competencies that cover the 12 key domains, including 350+ questions relating to these domains. The goal of this book is to cover all the core architectural domains. From an architect's perspective, it is impossible to revise or learn about all these key areas without a good reference guide - this book is the solution. It shares experiences, learning, insights, and proven methodologies that will benefit practitioners, SMEs, and aspirants in the long run. This book will help you tackle the NFR domain, which is a key aspect pertaining to architecting applications. It typically takes years to understand the core concepts, fundamentals, patterns, and principles related to architecture and designs. This book is a goldmine for the typical questions asked during an interview and will help prepare you for success! Style and approach This book will help you prepare for interviews for architectural profiles by providing likely questions, explanations, and expected answers. It is an insight-rich guide that will help you develop strategic, tactical, and operational thinking for your interview. Praise for Sarbanes-Oxley Guide for Finance and Information Technology Professionals "Effective SOX programs enlist the entire organization to build and monitor a compliant

control environment. However, even the best SOX programs are inefficient at best, ineffective at worst, if there is a lack of informed, competent finance and IT personnel to support the effort. This book provides these important professionals a needed resource for and road map towards successfully implementing their SOX initiative." —Scott Green Chief Administrative Officer, Weil, Gotshal & Manges LLP and author, Sarbanes-Oxley and the Board of Directors "As a former CFO and CIO, I found this book to be an excellent synopsis of SOX, with impressive implementation summaries and checklists." —Michael P. Cangemi CISA, Editor in Chief, Information Systems Control Journal and author, Managing the Audit Function "An excellent introduction to the Sarbanes-Oxley Act from the perspective of the financial and IT professionals that are on the front lines of establishing compliance in their organizations. The author walks through many areas by asking 'what can go wrong' types of questions, and then outlines actions that should be taken as well as the consequences of noncompliance. This is a good book to add to one's professional library!" —Robert R. Moeller Author, Sarbanes-Oxley and the New Internal Auditing Rules "Mr. Anand has compiled a solid overview of the control systems needed for not only accounting systems, but also the information technologies that support those systems. Among the Sarbanes books on the market, his coverage of both topics is unique." —Steven M. Bragg Author, Accounting Best Practices "An excellent overview of the compliance process. A must-read for anyone who needs to get up to speed quickly with Sarbanes-Oxley." —Jack Martin Publisher, Sarbanes-Oxley Compliance Journal

Discover the power of Microsoft Teams Millions of people access Microsoft Teams every day to assist with the collaboration it takes to get work done. That number continues to grow thanks to the countless communication tools for working with associates inside and outside your organization you can find in Microsoft Teams. If you're new to Microsoft Teams, start here. This book will give you must-have insight on chatting, file sharing, organizing teams, using video communication, and more. You'll also see just how you should be doing things, with best-practice recommendations and ideas for integrating Microsoft Teams into your existing workflows. Learn your way around Microsoft Teams and set up the interface Communicate via chat and video chat, inside and outside your org Integrate Teams with other Office apps for

seamless collaboration Use Teams to optimize your meetings, build a knowledge wiki, and more! Microsoft's shared workspace can help you get collaborative and stay connected to the people and files you need, whether you're at your desk or on the go.

World Class IT Technology is all around us. It is so pervasive in our daily lives that we may not even recognize when we interact with it. Despite this fact, many companies have yet to leverage information technology as a strategic weapon. What then is an information technology executive to do in order to raise the prominence of his or her department? In World Class IT, recognized expert in IT strategy Peter High reveals the essential principles IT executives must follow and the order in which they should follow them whether they are at the helm of a high-performing department or one in need of great improvement. Principle 1: Recruit, train, and retain World Class IT people Principle 2: Build and maintain a robust IT infrastructure Principle 3: Manage projects and portfolios effectively Principle 4: Ensure partnerships within the IT department and with the business Principle 5: Develop a collaborative relationship with external partners The principles and associated subprinciples and metrics introduced in World Class IT have been used by IT and business executives alike at many Global 1000 companies to monitor and improve IT's performance. Those principles pertain as much to the leaders of IT as they do to those striving to emulate them.

The ITSM Process Design Guide: Developing, Rengineering and Improving IT Service Management closes the knowledge gap by providing detailed guidance on assessing, designing, measuring, and integrating ITSM processes. The advice and techniques in this book apply unilaterally to every IT service provider and ITSM framework, standard, and maturity model.

[**COBIT 2019 Design Guide**](#)

[**Self-assessment Guide Using COBIT® 5**](#)

[**Controls & Assurance in the Cloud: Using COBIT 5**](#)

[**Framework, Control Objectives, Management Guidelines, Maturity Models**](#)

[**COBIT® 4.1**](#)

[**Strategic Approaches to Digital Platform Security Assurance**](#)

[**High Performance Consulting Skills**](#)

[**The Path of Least Resistance and Greatest Success**](#)

[**World Class IT**](#)

[**The Risk IT Practitioner Guide**](#)

[Microsoft Teams For Dummies](#) **[Computer Security and the Internet](#)**

This book integrates theoretical advances and empirical data on Enterprise Governance in Information Technology (EGIT) with practical applications based on numerous case examples. The third revised edition of Enterprise Governance of Information Technology provides professionals and students with the most recent research advancements as well as an in-depth discussion of the recently-introduced Control Objectives for Information and Related Technologies (COBIT) 2019 framework which can be used to facilitate a tailored implementation of effective EGIT. Furthermore, the book features a new chapter which provides readers with hands-on examples from practice and clear insights on how these relate to theory. At the forefront of the field, the authors of this volume draw from years of research and advising corporate clients to present a comprehensive resource on EGIT. Featuring a variety of elements, including executive summaries and sidebars, extensive references, questions and activities and additional online materials, this book is a valuable updated resource for professionals, students and researchers alike.

This pocket guide will introduce you to VeriSM key concepts and the VeriSM model and help you to understand how they can apply in your organization. VeriSM is an approach that offers value-driven, evolving, responsive, and integrated service management. VeriSM is designed to enable organizations and professionals understand how to create a flexible operating model using Governance, Service Management Principles and a Management Mesh to define, produce, provide and respond to consumer requirements for service. VeriSM is essential reading for anyone who works within a service organization. It will be of particular interest to:

- Managers - who want to understand how to leverage evolving management practices;
- Service owners and service managers - who need to bring their skills up to date and understand how service management has changed;
- Executives - who are accountable for effective service delivery;
- Graduates and undergraduates - who will be joining organizations and who need to understand the principles of service management.

The issues, opportunities and challenges of aligning information technology more closely with an organization and effectively governing an organization's Information Technology (IT) investments, resources, major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management in enterprises on a global basis. An integrated and comprehensive approach to the alignment, planning, execution and governance of IT and its resources has become critical to more effectively align, integrate, invest, measure, deploy, service and sustain the strategic and tactical direction and value proposition of IT in support of organizations. Much has been written and documented about the individual components of IT Governance such as strategic planning, demand (portfolio investment) management, program and project management, IT service management and delivery, strategic sourcing and outsourcing, performance management and metrics, like the balanced scorecard, compliance and others. Much less has been written about a comprehensive and integrated IT/Business Alignment, Planning, Execution and Governance approach. This new title fills that need in the marketplace and gives readers a structured and practical solutions using the best of the best principles available today. The book is divided into nine chapters, which cover the three critical pillars necessary to develop, execute and sustain a robust and effective IT governance environment - leadership and proactive people and change agents, flexible and scalable processes and enabling technology. Each of the chapters also covers one or more of the following action oriented topics: demand management and alignment (the why and what of IT – strategic planning, portfolio investment management, decision authority, etc.); execution management (includes the how - Program/Project Management, IT Service Management with IT Infrastructure Library (ITIL) and Strategic Sourcing and outsourcing); performance, risk and contingency management (e.g. includes COBIT, the balanced scorecard

and other metrics and controls); and leadership, teams and people skills.

With the continued progression of technologies such as mobile computing and the internet of things (IoT), cybersecurity has swiftly risen to a prominent field of global interest. This has led to cyberattacks and cybercrime becoming much more sophisticated to a point where cybersecurity can no longer be the exclusive responsibility of an organization's information technology (IT) unit. Cyber warfare is becoming a national issue and causing various governments to reevaluate the current defense strategies they have in place.

Cyber Security Auditing, Assurance, and Awareness Through CSAM and CATRAM provides emerging research exploring the practical aspects of reassessing current cybersecurity measures within organizations and international governments and improving upon them using audit and awareness training models, specifically the Cybersecurity Audit Model (CSAM) and the Cybersecurity Awareness Training Model (CATRAM). The book presents multi-case studies on the development and validation of these models and frameworks and analyzes their implementation and ability to sustain and audit national cybersecurity strategies. Featuring coverage on a broad range of topics such as forensic analysis, digital evidence, and incident management, this book is ideally designed for researchers, developers, policymakers, government officials, strategists, security professionals, educators, security analysts, auditors, and students seeking current research on developing training models within cybersecurity management and awareness.

This publication covers all aspects of the Information Technology Infrastructure Library (ITIL) systematic approach to IT service management, based on best practice standards drawn from the IT service industry. It covers a broad range of service support and delivery issues relating to quality and organisational aspects, policy and process management, managing change, service desk issues and service level management, financial management for IT services, capacity and continuity management, and information security issues.

[VeriSM™ - A Pocket Guide](#)

[COBIT 2019 Framework](#)

[A Publication of IFDC \(International Foundation of Digital Competences\)](#)

[Governance and Management Objectives](#)

[Implementing IT Governance - A Practical Guide to Global Best Practices in IT Management](#)

[The Practical Guide to Storing, Managing and Analyzing Big and Small Data](#)

[A Business Framework for the Governance and Management of Enterprise IT.](#)

[COBIT 5 for Risk](#)

[A Practical Guide Using UML and BPMN](#)

[IT Control Objectives for Sarbanes-Oxley](#)

[COBIT® 5](#)

[Cracking the IT Architect Interview](#)

The cost and frequency of cybersecurity incidents are on the rise, is your enterprise keeping pace? The numbers of threats, risk scenarios and vulnerabilities have grown exponentially. Cybersecurity has evolved as a new field of interest, gaining political and societal attention. Given this magnitude, the future tasks and responsibilities associated with cybersecurity will be essential to organizational survival and profitability. This publication applies the COBIT 5 framework and its component publications to transforming

cybersecurity in a systemic way. First, the impacts of cybercrime and cyberwarfare on business and society are illustrated and put in context. This section shows the rise in cost and frequency of security incidents, including APT attacks and other threats with a critical impact and high intensity. Second, the transformation addresses security governance, security management and security assurance. In accordance with the lens concept within COBIT 5, these sections cover all elements of the systemic transformation and cybersecurity improvements.

Introductory, theory-practice balanced text teaching the fundamentals of databases to advanced undergraduates or graduate students in information systems or computer science.

Data-governance programs focus on authority and accountability for the management of data as a valued organizational asset. Data Governance should not be about command-and-control, yet at times could become invasive or threatening to the work, people and culture of an organization. Non-Invasive Data Governance™ focuses on formalizing existing accountability for the management of data and improving formal communications, protection, and quality efforts through effective stewarding of data resources. Non-Invasive Data Governance will provide you with a complete set of tools to help you deliver a successful data governance program. Learn how:

- Steward responsibilities can be identified and recognized, formalized, and engaged according to their existing responsibility rather than being assigned or handed to people as more work.*
- Governance of information can be applied to existing policies, standard operating procedures, practices, and methodologies, rather than being introduced or emphasized as new processes or methods.*
- Governance of information can support all data integration, risk management, business intelligence and master data management activities rather than imposing inconsistent rigor to these initiatives.*
- A practical and non-threatening approach can be applied to governing information and promoting stewardship of data as a cross-organization asset.*
- Best practices and key concepts of this non-threatening approach can be communicated effectively to leverage strengths and address opportunities to improve.*

The Business-Focused, Best-Practice Guide to Succeeding with ITIL Change and Release Management ITIL® (Information Technology Infrastructure Library®) can help organizations streamline and integrate their operations, dramatically improving efficiency and delivering greater business value. For the first time, there's a comprehensive best-practice guide to succeeding with two of the most crucial and challenging parts of ITIL: change and release

management. Leading IBM® ITIL expert and author Larry Klosterboer shares solid expertise gained from real implementations across multiple industries. He helps you decide where to invest, avoid ITIL pitfalls, and build successful, long-term processes that deliver real return on investment. You'll find detailed guidance on each process, integrated into a comprehensive roadmap for planning, implementation, and operation—a roadmap available nowhere else. Klosterboer offers in-depth coverage of the crucial issues every implementer will face, including make-or-break challenges most consultants can't or won't talk about. For example, he demonstrates how to set a reasonable project scope, migrate data, execute successful pilot programs, and continually improve quality once ITIL practices are in place. This book's practical insights will be invaluable to every IT executive, professional, and user who wants to bring their current change and release practices in line with ITIL—and transform them from a source of frustration into a source of value. Coverage includes Discovering and managing your change and release management requirements Identifying the resources you'll need to succeed Building comprehensive schedules for executing change/release management projects Moving from planning to real-world implementation Choosing the right tools—or modifying the tools you've already invested in Using change/release management to facilitate auditing and ensure compliance Leveraging the full business benefits of mature change/release management processes Covers ITIL version 3

Nowadays it is impossible to imagine a business without technology as most industries are becoming "smarter" and more tech-driven, ranging from small individual tech initiatives to complete business models with intertwined supply chains and "platform"-based business models. New ways of working, such as agile and DevOps, have been introduced, leading to new risks. These risks come in the form of new challenges for teams working together in a distributed manner, privacy concerns, human autonomy, and cybersecurity concerns. Technology is now integrated into the business discipline and is here to stay leading to the need for a thorough understanding of how to address these risks and all the potential problems that could arise. With the advent of organized crime, such as hacks and denial-of-service attacks, all kinds of malicious actors are infiltrating the digital society in new and unique ways. Systems with poor design, implementation, and configurations are easily taken advantage of. When it comes to integrating business and technology, there needs to be approaches for assuring security against risks that can threaten both businesses and their digital platforms. Strategic Approaches to

Digital Platform Security Assurance offers comprehensive design science research approaches to extensively examine risks in digital platforms and offer pragmatic solutions to these concerns and challenges. This book addresses significant problems when transforming an organization embracing API-based platform models, the use of DevOps teams, and issues in technological architectures. Each section will examine the status quo for business technologies, the current challenges, and core success factors and approaches that have been used. This book is ideal for security analysts, software engineers, computer engineers, executives, managers, IT consultants, business professionals, researchers, academicians, and students who want to gain insight and deeper knowledge of security in digital platforms and gain insight into the most important success factors and approaches utilized by businesses.

[Using COBIT 5](#)

[Non-Invasive Data Governance](#)

[A Guide to the Business Analysis Body of Knowledge](#)

[Sarbanes-Oxley Guide for Finance and Information Technology Professionals](#)

[Modeling Enterprise Architecture with TOGAF](#)

[ITIL Practitioner Guidance \(Japanese Edition\)](#)

[Designing an Information and Technology Governance Solution Tools and Jewels](#)

[Implementing and Optimizing an Information and Technology Governance Solution](#)

[Introduction to ITIL](#)

[Chinese](#)

[Achieving Alignment and Value in Digital Organizations](#)

This guide details an approach to undertaking IT process assessments based on the COBIT 5 Process Assessment Model or PAM. Included in this guide are sufficient information from the COBIT PAM and a full self-assessment template to simplify the self-assessment process.

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.

Modeling Enterprise Architecture with TOGAF explains everything you need to know to effectively model enterprise architecture with The Open Group Architecture Framework (TOGAF), the leading EA standard. This solution-focused reference presents key techniques and illustrative examples to help you model enterprise architecture. This book describes the TOGAF standard and its structure, from the architecture transformation method to governance, and presents enterprise architecture modeling practices with plenty of examples of TOGAF deliverables in the context of a case study. Although widespread and growing quickly, enterprise architecture is delicate to manage across all its dimensions. Focusing on the architecture transformation method, TOGAF provides a wide framework, which covers the repository, governance, and a set of recognized best practices. The examples featured in this book were realized using the open source Modelio tool, which includes extensions for TOGAF. Includes intuitive summaries of the complex TOGAF standard to let you effectively model enterprise architecture Uses practical examples to illustrate ways to adapt TOGAF to the needs of your enterprise Provides model examples with Modelio, a free modeling tool, letting you exercise TOGAF modeling immediately using a dedicated tool Combines existing modeling standards with TOGAF

This special version of COBIT serves as a starting point for enterprises in their move towards an appropriate level of control and governance of IT. This publication was developed in response to comments that COBIT, in its complete form, can be a bit overwhelming. Those who operate with a small IT staff often do not have the resources to implement all of COBIT. This subset of COBIT includes only those control objectives that are considered the most critical, so that implementation of COBIT's fundamental principles can take place easily, effectively and relatively quickly.

A complete guide on Teams filled with real-world scenarios and best practices to increase enterprise productivity and engagement Key Features Interactive approach to learn the key concepts of Teams and its implementation in modern workplace Discover tips and techniques for extending Teams to meet your business requirements Integrate Teams with various Microsoft services such as PowerShell, SharePoint, PowerApps, and Power Automate Book Description Microsoft Teams is a platform for unified communication in modern workplaces. It not only enables effective communication, but also helps you manage your resources through its integration with various Microsoft Office 365 services. This book offers a comprehensive introduction to the platform, getting you up to speed in no time. Complete with hands-on tutorials, and projects, this easy-to-follow guide will teach you how to use Teams in the best possible way. Starting with the basic concepts that will help you collaborate on Teams, this book takes you through expert techniques for creating and managing teams. A dedicated section also features industry practices to help enhance collaboration in modern

workplaces. In later chapters, you'll explore Microsoft services such as SharePoint, PowerApps, Power Automate, and learn how they interact with Microsoft Teams. You'll also get to grips with dealing with permissions and security issues in managing private and public teams and channels. Along the way, you'll discover practical scenarios that will help you improve the collaboration in your organization and increase productivity by using Teams features. By the end of this book, you'll have hands-on experience of using Microsoft Teams, along with the skills you need to improve the way people collaborate in your organization. What you will learn Create teams, channels, and tabs in Microsoft Teams Explore the Teams architecture and various Office 365 components included in Teams Perform scheduling, and managing meetings and live events in Teams Configure and manage apps in Teams Design automated scripts for managing a Teams environment using PowerShell Build your own Microsoft Teams app without writing code Who this book is for This Microsoft Teams book is for power users and business professionals looking to use Teams for improving collaboration in an enterprise environment. The book will also be useful for Office 365 administrators interested in implementing Microsoft Teams effectively by learning about and exploring expert tips and best practices to ensure good governance.

[The Role of IT in the Design and Implementation of Internal Control Over Financial Reporting](#)

[COBIT Assessor Guide](#)

[Developing, Reengineering, and Improving IT Service Management](#)

[COBIT Quickstart, 2nd Edition](#)

[Enterprise Governance of Information Technology](#)

[Cyber Security Auditing, Assurance, and Awareness Through CSAM and CATRAM](#)

[Vendor Management: Using COBIT 5](#)

[A practical guide to enhancing enterprise collaboration with Microsoft Teams and Office 365](#)

[Implementing ITIL Change and Release Management](#)