
Knowledge and information are recognized as two of the most important strategic resources that any organization manages. The quality of the Information and Communications Technology (ICT) systems are paramount to collecting, analyzing, and disseminating information throughout the organization. Therefore, organizations need to invest appropriate effort in their design, planning and management, in order to get the best value from ICT. Unfortunately, these aspects of ICT are, in too many cases, addressed only superficially by organizations.

It is widely recognized that ICT is evolving rapidly, with increasingly complex and sophisticated systems and services being introduced in ever-shorter time intervals. The range of options now available, coupled with the lack of comprehensive ICT Management process standards, represents a daunting challenge for ICT Management. ICT components are increasingly deployed throughout the organization, which makes the management of such distributed resources both important and difficult. The onus is on ICT Management to ensure that the distributed ICT resources underpin Information Systems (IS) and facilitate decision-making, yet are managed as transparently as possible.

Information and Communications Technology Infrastructure Management (ICTIM), encompassing the processes, organization and tools, aims to provide a stable IT and communication infrastructure, and is the foundation for the ITIL® Service Support and Service Delivery processes.

This book covers all aspects of ICTIM from identification of business requirements through the tendering process to the testing, installation, deployment, and ongoing support and maintenance of ICT components and services. The book discusses:

- What ICT infrastructure is
- What ICTIM is
- Why it is important

It also provides a general approach and framework for ICTIM based on best practice guidance on the planning, design, deployment and ongoing technical support and management of ICT components and services. In defining the management processes necessary for the provision of quality ICT services, it is recognized that customers require a service, and the means of providing that service should be driven primarily by their requirements. ICTIM should ensure that business needs are met in a sustainable manner at a cost that the business can afford.

Good planning, administration and control are key to ensuring that Information Services are built and that they continue to meet business needs in a cost-effective manner. These aspects need to be managed throughout the ICTIM process in order to ensure that the process is aligned to the needs of the business. Planning, administration and control are essential to ensure that suitable resources, with the right skills and competencies, are procured and retained to undertake the necessary roles in infrastructure Design and Planning, Deployment, Operations, and Technical Support.

This book is also available on CD-ROM.

This book has 283 pages.