

# **SMALL BUSINESS ADVISORY BOARD MEETING AGENDA**

*Wednesday, May 28, 2008 at 8:45 A.M.*

**Civic Center Plaza Building, 1200 Third Avenue  
Suite 1400 (14th Floor) Large Conference Room  
San Diego, CA 92101**

- 1. Call to Order**
- 2. Approval of Minutes – April 23, 2008**
- 3. Public Comment – 8:50 a.m. (TIME CERTAIN)**  
Public comment may be made on any non-agenda topic in the Board's area of responsibility. Presenters have three (3) minutes to address the Board.
- 4. Administrative Items**
  - a. Board Administrative Items and/or Non-Agenda Comment
  - b. Conflict of Interest Declarations
  - c. Requests for Agenda Revisions (continuances, change in order, etc.)
  - d. Subcommittee Reports
    1. Internal Standing Committee – Small Business Code Team
    2. External Standing Committee - Small Business Roundtable
  - e. City Staff Monthly Reports
    1. Economic Development Division/Office of Small Business
      - a. Approval of Revised Storefront Improvement Program Council Policy 900-17
      - b. Approval of Recommended Storefront Improvement Program Rebate Formula
      - c. Approval of Revised Small Business Enhancement Program Council Policy 900-15
    2. Development Services Department
- 5. BID Council Monthly Report - Warren Simon, Hillcrest Association**
- 6. Appointment of New Board Chair and Vice-Chair (2-year Term) – SBAB**
- 7. Annual Community Outreach Meeting Update**
- 10. New Business/Impact Issues**
- 11. Old Business**

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- 10. New Business/Impact Issues**
- 11. Old Business**

# Samplechange Advisory Board Agenda

**Hank Marquis, APMG-International**



## Samplechange Advisory Board Agenda:

**Software Deployment, Updating, and Patching** Bill Stackpole, Patrick Hanrion, 2007-12-17 The deployment of software patches can be just as challenging as building entirely new workstations Training and support issues can haunt even the most successful software launch for months Preparing for the rigors of software deployment includes not just implementing change but training employees predicting and mitigating pitfalls and managing **Implementing Service and Support Management Processes** Carrie Higday-Kalmanowitz, 2005-03-11 The purpose of this book is to provide practical process guide for technical support centres It is based on the ITIL processes covered in Service Support ISBN 011330952X and Service Delivery ISBN 0113309503 but also includes additional processes as well as a Balanced Scorecard Service Model Processes covered in the book are Financial and Operations Management Knowledge Management Configuration Management Change Management Release Management Incident Management Problem Management Service Level Management Capacity and Workforce Management Availability Management IT Service Continuity Management and Customer Satisfaction Measurement Proceedings of the Annual Meeting, Advisory Board on Highway Research National Research Council (U.S.). Advisory Board on Highway Research, 1923 Create Systems You'll Never Outgrow. Build Once, Adjust Forever, Scale Smart Ahmed Musa, 2025-05-30 Most people build businesses like sandcastles exciting at first then washed away when the tide or growth hits Here's the fix Create Systems You'll Never Outgrow This isn't just another productivity pep talk This is the real playbook for creators service pros and entrepreneurs who are sick of starting over every time they level up Inside you'll discover how to build smart flexible systems the kind that grow with you not against you You'll learn Why most systems break under pressure and how to design yours to bend not snap The Build Once Adjust Forever principle that saves time and scales profit How to stop patching problems and start solving them at the root A plug and play framework to systemize your ops offers content and client flow Whether you're at 1K month or 100K month the rules don't change only the volume does This book helps you lock in foundational flow so you can move fast without falling apart If you want peace profit and predictable growth Read this build smarter and scale without the burnout ITIL® V3 - A Pocket Guide Jan van Bon, 2020-06-11 Note This pocket book is available in several languages English German French This Pocket Guide is a concise summary of ITIL V 3 A quick portable reference tool to this leading standard within the Service Management community What are the key service management processes What is the lifecycle approach *Proceedings of the Third Annual Meeting of the Advisory Board on Highway Research, Division of Engineering, National Research Council, Held at Washington, D.C., November 8-9, 1923* National Research Council (U.S.). Advisory Board on Highway Research. Meeting, 1924 Passing the ITIL® Foundation Exam David Pultorak, Jon E. Nelson, Vince Pultorak, 1970-01-01 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 This book helps people prepare for the ITIL 2011 Edition Foundation qualification exam It

contains direct links to the full syllabus and specifies the terms and definitions required In addition it gives sample questions for practice both within the text and also a number of the official exams questions in the back The content of this book is based on the ITIL 2011 Edition core guidance and APMG s ITIL Foundation Certificate syllabus edition 2011 Written by globally experienced trainers and reviewed by other professionals this unique work provides clear and concise guidance for all those seeking to achieve success at the ITIL Foundation Level Covering A clear and concise explanation of the exam structure Key text for the exams Sample exam questions and sample answers and Hints and Tips and practical examples this book will highlight for readers the key items they need for the ITIL Foundation Exam that will increase chances of success

**Itil V3 Intermediate Prep guide : 350 Questions & Answers** CloudRoar Consulting Services, 2025-08-15 Enhance your IT Service Management expertise with 350 ITIL V3 Intermediate Interview Questions Answers by CloudRoar Consulting Services This practical guide is designed for professionals preparing for interviews in ITIL focused roles emphasizing real world skill application rather than certification alone Key Features Comprehensive Coverage With 350 meticulously curated questions and detailed answers this book covers all essential ITIL V3 Intermediate topics including Service Lifecycle and Service Capability modules ITIL processes and functions Service Strategy Service Design Service Transition Service Operation and Continual Service Improvement Change Incident Problem and Release Management Governance risk and compliance in IT service management Skillset Focused Approach Unlike traditional certification guides this resource prioritizes practical understanding and application making it ideal for professionals aiming to excel in real world IT service management roles Expert Insights Each question includes a detailed explanation to reinforce understanding helping candidates prepare for both technical and behavioral interview questions Career Advancement Equip yourself with the knowledge and confidence to excel in interviews for roles such as IT Service Manager Change Manager Incident Manager IT Operations Specialist and more Whether you are new to ITIL V3 Intermediate concepts or seeking a refresher this guide provides the essential knowledge needed to navigate complex IT service management scenarios and stand out in competitive job markets Why Choose This Book Focused on interview preparation for skill based assessment Covers real life examples and scenarios Structured for both beginners and experienced IT professionals

**A Study Guide to Service Catalogue from the Principles of ITIL V3** Hank Marquis, APMG-International, 2010 IT services are prevalent throughout virtually all businesses Most enterprises and many government functions are totally dependent upon reliable and responsive IT services to underpin vital business community and social functions IT services have become mainstream and managing them to deliver value is the core message of ITIL V3 and the emphasis in ITIL V3 on service catalogue management is a direct result of the growing requirement for business and IT to work together sharing data information and knowledge about demand for services service capabilities and patterns of business activity The Service Catalogue Management process is now a very important management field complete with its own terminology and vital concepts This study guide outlines the concepts and

principles underlying the service catalogue discusses a project plan approach and reporting considerations describes the value of a sound business case and the key relationships and touch points in the service catalogue management process

**European Communities Secondary Legislation, English Text** ,1972      **Foundations of ITIL® V3** Arjen de Jong,Axel Kolthof,Jan van Bon,2007-09-09 Note This book is available in several languages Dutch English French Spanish Foundations of ITIL and its predecessors have become the industry classic guide on the topic of ITIL Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations This version has now been upgraded to reflect ITIL V3 Written in the same concise way and covering all the facts readers will find that this title succinctly covers the key aspects of the ITIL V3 upgrade The ITIL V3 approach covering the ITIL Lifecycle is fully covered In addition those who are familiar with the Version 2 process approach will be delighted to discover that this new edition of Foundations of ITIL has split out all the processes and describes them in detail This means that it is easy for all readers to access and grasp the process concepts that are so pivotal to many service management day to day operations This title covers the following      **Service transition** ,2007-05-30 This publication offers guidance on managing service transition from design specification change configuration test release and deployment Service transition requires effective management of knowledge organisational culture and transition in difficult circumstances The volume is derived from decades of IT service management experience and is applicable to all sizes and types of organisations

Pro SharePoint Disaster Recovery and High Availability Stephen Cummins,2013-11-26 Few IT professionals take the time to learn what needs to be known to do disaster recovery well Most labor under the pretense that good administration equals close to five nines uptime Most technical people do not see the value of planning for disasters until the unexpected has already happened and the effects of a disaster involving a SharePoint farm which today houses business information line of business applications sensitive information extranets and other highly important assets can be staggering Pro SharePoint Disaster Recovery and High Availability Second Edition will take you through a step by step process to show how to build an awareness and reaction plan for the inevitable With a focus on real world experiences and war stories author Stephen Cummins weaves an expert tale of woe response and offers you Ways to see the warning signs of disaster and ways to avoid it Ways to respond to a disaster while it is happening Perhaps most importantly how to develop a plan to deal with disaster when it inevitably does happen      Pro SharePoint 2010 Disaster Recovery and High Availability Stephen

Cummins,2012-01-23 Few IT professionals take the time to learn what needs to be known to do disaster recovery well Most labor under the pretense that good administration equals close to five nines uptime Most technical people do not see the value of planning for disasters until the unexpected has already happened and the effects of a disaster involving a SharePoint farm which today houses business information line of business applications sensitive information extranets and other highly important assets can be staggering Pro SharePoint 2010 Disaster Recovery and High Availability will take you through a step

by step process to show how to build an awareness and reaction plan for the inevitable With a focus on real world experiences and war stories author Stephen Cummins weaves an expert tale of woe response and offers you Ways to see the warning signs of disaster and ways to avoid it Ways to respond to a disaster while it is happening Perhaps most importantly how to develop a plan to deal with disaster when it inevitably does happen **The ITIL Process Manual** James Persse,2016-01-01 This practical guide is a great solution to address the key problem how to implement ITIL and ISO 20000 when initial training has been completed It supports the basic approaches to the fundamental processes small to medium sized companies will find the concise practical guidance easy to follow and implement It avoids the complex enterprise wide issues which are not required for many organisations Each chapter has the following structure Improvement activities Process inputs and outputs Related processes Tools and techniques Key Performance Indicators Critical Success Factors Process Improvement roles Benefits of effective Process Implementation challenges and considerations Typical assets and artefacts of an Improvement program [ITIL For Dummies](#) Peter Farenden,2012-04-23 ITIL For Dummies provides an easy to understand introduction to using best practice guidance within IT service management It breaks down the 5 stages of the service lifecycle into digestible chunks helping you to ensure that customers receive the best possible IT experience Whether readers need to identify their customers needs design and implement a new IT service or monitor and improve an existing service this official guide provides a support framework for IT related activities and the interactions of IT technical personnel with business customers and users Understanding how ITIL can help you Getting to grips with ITIL processes and the service lifecycle Implementing ITIL into your day to day work Learn key skills in planning and carrying out design and implementation projects [Implementing ITIL Configuration Management](#) Larry Klosterboer,2007-12-28 Practical Real World ITIL Configuration Management From Start to Finish The IT Infrastructure Library ITIL places the best practices in IT operations at your command ITIL helps you make better technology choices manages IT more effectively and drives greater business value from all your IT investments The core of ITIL is configuration management the discipline of identifying tracking and controlling your IT environment s diverse components to gain accurate and timely information for better decision making Now there s a practical start to finish guide to ITIL configuration management for every IT leader manager and practitioner ITIL certified architect and solutions provider Larry Klosterboer helps you establish a clear roadmap for success customize standard processes to your unique needs and avoid the pitfalls that stand in your way You ll learn how to plan your implementation deploy tools and processes administer ongoing configuration management tasks refine ITIL information and leverage it for competitive advantage Throughout Klosterboer demystifies ITIL s jargon illuminates each technique with real world advice and examples and helps you focus on the specific techniques that offer maximum business value in your environment Coverage includes Assessing your current configuration management maturity and setting goals for improvement Gathering and managing requirements to align ITIL with organizational needs Describing the schema of

your configuration management database CMDB Identifying capturing and organizing configuration data Choosing the best tools for your requirements Integrating data and processes to create a unified logical CMDB and configuration management service Implementing pilot projects to demonstrate the value of configuration management and to test your planning Moving from a pilot to wide scale enterprise deployment Defining roles for deployment and ongoing staffing Leveraging configuration management information Reporting and beyond Measuring and improving CMDB data accuracy Covers ITIL version 3 Preface xvii Acknowledgments xxi About the Author xxiii Chapter 1 Overview of Configuration Management 1 Part I Planning for Configuration Management 17 Chapter 2 Gathering and Analyzing Requirements 19 Chapter 3 Determining Scope Span and Granularity 37 Chapter 4 Customizing the Configuration Management Process 55 Chapter 5 Planning for Data Population 67 Chapter 6 Putting Together a Useful Project Plan 85 Part II Implementing Configuration Management 97 Chapter 7 Choosing the Right Tools 99 Chapter 8 Implementing the Process 117 Chapter 9 Populating the Configuration Management Database 127 Chapter 10 Choosing and Running a Pilot Program 137 Chapter 11 Communication and Enterprise Roll Out 149 Part III Running an Effective Configuration Management System 161 Chapter 12 Building a Configuration Management Team 163 Chapter 13 The Many Uses for Configuration Information 179 Chapter 14 Measuring and Improving CMDB Accuracy 193 Chapter 15 Improving the Business Value of Configuration Management 207 Index 217

**Proceedings of the Second Annual Meeting of the Advisory Board on Highway Research Division of Engineering, National Research Council** National Research Council (U.S.). Highway Research Board, 1923 *Change Management Process for Information Technology* Carlo Figliomeni, 2011-12-13 The book is designed so that it can be used by either an existing Change Management Manager who wants to improve the way changes are introduced to their environment or by an organization that is planning to introduce a formal Change Management Process within the information technology group or any other business group The book provides the following A framework that allows for the initial creation of a Request for Change RFC and all the steps required for a successful implementation including the closure of the RFC Guidelines which provide checklists of questions to ask to validate the change request A structured format to conduct the formal Change Advisory Board CAB review meetings Step by step procedures to guide all the participants during the life of the change request Associated roles and responsibilities for each participant involved in the process Hints and tips to help the Change Manager better manage and control the change process Metrics to measure the results of the change process Templates that are useful when creating the change request and assessing the categorization of the change

Implementing ISO/IEC 20000 Certification: The Roadmap ITSMF International, 2008-03-03 ISO IEC 20000 is the corporate standard for achieving quality within IT Service Management As individuals achieve success in Service Management frameworks such as ITIL many organizations have identified the benefits of making the jump to full corporate accreditation But having made the decision to invest in this standard what is the best way to implement adoption in an efficient and

successful way This thorough practical guide has been put together by real experts with real experience of how ISO IEC 20000 works in the workplace and in the real world Part A of this title covers the step by step description of the ISO 20000 implementation process Part B contains real case studies from organizations who have successfully achieved ISO IEC accreditation This Official itSMF guide is unique in that it not only describes the implementation process It also suggests solutions to common problems and set backs An understanding of the many business pressures means that practical guidance on the business case measuring success or not or the need for quick wins are all included in this book making it an invaluable companion for all those working on an implementation project A sister guide to the hugely successful Official itSMF Introduction to ISO IEC 20000 book readers will find that this book becomes a key asset in delivering a practical down to earth implementation program Foreword by John Stewart of OGC



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