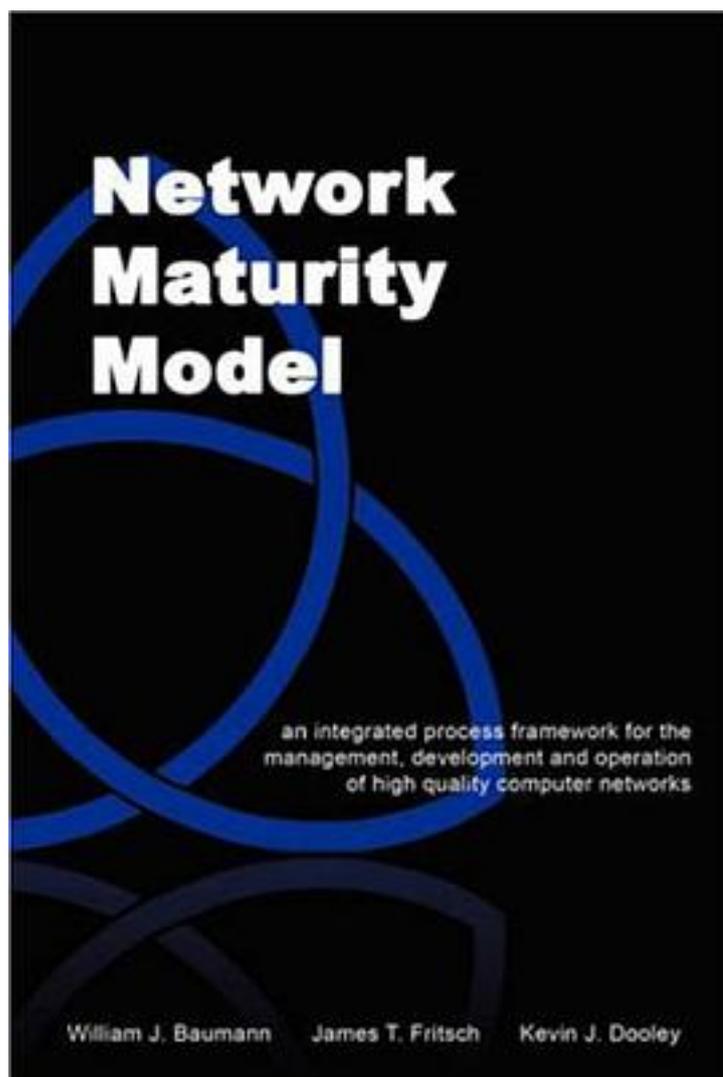


Network Maturity Model



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The Network Maturity Model (NMM) addresses the need for a process-based approach to ensuring network quality. Application of the model to enterprise networks provides gains in terms of overall quality, process reliability and positive impacts on customers. The extensive background in academia and real-world industry of the engineer authors has produced a work which synergistically integrates a myriad of disciplines and experience relevant to an effective network quality system. For example, within the model the authors have crafted network activities related to Enterprise business models, and integrated Enterprise Management with Network Engineering and Network Operations. The Network Maturity Model (NMM) provides a process model for a network management system. Compliance to the NMM ensures that processes are defined, established and continuously improved to support the development of quality networks in a repeatable manner. Unique to the NMM is its strong focus on stakeholder satisfaction, and the integration of network management, development and operations processes to provide higher quality networks. Another unique feature of the NMM is its components which address the security, acquisition, hardware, customer, and other activities unique to networks. The model describes a comprehensive quality and process capability across all aspects of computer networks. It is designed as a stand-alone model which provides quality system elements for network management, engineering, and operational components. It encompasses a multi-discipline approach which integrates elements of quality standards including ISO 9000, TL 9000 and Baldrige. Use of the model provides network quality managers and professionals with a single integrated maturity model, eliminating the need to use separate models for different network activities such as the software CMM for network software development.

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目录:

[Network Maturity Model_下载链接1](#)

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