REFERENCES

Barash, Gilad, Claudio Bartolini, and Liya Wu. 2007. *Measuring and Improving the Performance of an IT Support Organization in Managing Service Incidents*. USA: HP Laboratories.

Barrera, Jorge E. 2013. *Evidence Management for the COBIT 5 Assessment Programme,* COBIT FOCUS, ISACA.com, vol.3, July 2013. www.isaca.com, accessed February 2014.

Bartolini, M. Sallé, A. Boulmakoul and S. Sabiani, J.M. Bronoe. *IT Service Incidents Prioritization driven by Business Objectives*. Palo Alto, USA: HP Laboratories, 2004.

Bernard, Pierre. 2012. *Cobit 5 Management Guide*, Van Haren Publishing, Zaltbommel.

Bon, Jan van. 2007. *Foundations of IT Service Management*, US:Van Haren Publishing.

Cartlidge, Alison. 2007. *An Introductory Overview of ITIL v3*, The UK Chapter of the itSMF. UK:SMF Ltd.

Collins, James W, and Steiger, Dolores Sherwood, "The Memory Jogger™ 9001:2008," Goal/QPC, Salem, NH, USA 2009.

Emam, Khaled El and Ho-Won Jung. 2001. *An Empirical Evaluation of ISO/IEC 15504 Assessment Model*, The Journal of Systems and Software 29:23-41, Elsevier.

Fanning, Peter. 2011. *ITIL V.3 Service Operation*, e-Book, http://lib.free-college.org, accessed February 2014.

Hewlett-Packard. 2014. *HP Services: Software Services*. http://www8.hp.com /us/en/business-services, accessed February 2014.

IBM. 2014, *Software Support Handbook version 5.0.0.* ftp://ftp.software.ibm.com/ software/ server/handbook/webhndbk.pdf, accessed February 2014

ISO – "ISO/IEC TR 15504-2, Technical Report First Edition August 5, 1998." http://wpage.unina.it/paolo.melillo/tesi, accessed May 2014.

Indiana University of Pennsylvania – "IT Acceptable Use Policy." www.iup.edu/itsupportcenter/ policies/ default.aspx, accessed March 2014.

Information Security Team of DePaul University – "Framework for Incident Response 2001." https://wb.is.depaul.edu/is/_downloads/6_irtfwk.pdf, accessed March 2014.

Jansen, Arild. 2008, A*ssessing e-Government progress –why and what*, Norway: University of Oslo. www.afin.uio.no/forskning/notater/7_05.pdf, accessed February 2014.

Kapella, Victor. 2003, *A Framework for Incident and Problem Management*, Santa Clara, USA: International Network Services.

Kaspersky, - "*Support Service Terms and Conditions*." https://support.kaspersky.com/ support/rules#section0.block2, accessed February 2014.

Kerr, David S and Uday S. Murthy. 2007. *The Importance of the COBIT Framework IT Processes For Effective Internal Control over Reliability of Financial Reporting: An International Survey,* Symposium on Information Systems Assurance, University of Waterloo.

Knahl, Martin Hans. 2009. *Conceptual Framework for the Integration of IT Infrastructure Management, IT Service Management and IT Governance*, World Academy of Science, Engineering and Technology 52.

Latifi, Faride and Nasiri, Ramin. 2013. *Enhancement of eTOM Assurance Domain by Integration with COBIT5 Framework*, SDIWC.

Long, John O. 2012. *ITIL® 2011 At a Glance*, Springer e-Book, http://lib.free-college.org, accessed February 2014.

Marquis, Hank. 2010. *ITSM Solutions How to Classify Incidents*, Dity, 6(27) July 23, 2010, http://www.itsmsolutions.com/newsletters/DITYvol6iss27.htm, accessed June, 2014.

Microsoft. 2014. *Microsoft Support: Top Support Issues*. http://support.microsoft.com, accessed May 2014.

Mitropoulos, Sarandis, et.el. 2006. *On Incident Handling and Response: A state-of-the-art approach*, Computers & Security 25: 351-370.

Moeller, Robert. 2013. *Executive's Guide to IT Governance_ Improving Systems Processes with Service Management, COBIT, and ITIL 2013*, USA: John Wiley & Sons, Inc., Hoboken, New Jersey.

NIST Special Publication 800-61. 2012. *Computer Security Incident Handling Guide*, USA: US Department of Commerce.

Patel, N.V. 2002. *Global e-business IT governance: radical re-directions*. System Sciences, January: 3163- 3172.

Pratt, D.J. 1995. *British Standard (BS) 5750 –quality assurance?",* Prosthetic and Orthotics International, 19: 31-36. www.oandplibrary.org/poi/pdf/1995_01_031.pdf, accessed March 2014.

Rodero, Jose A. and Mario G. Piattini. 1999. *The audit of the Data Warehouse Framwork.,* Heidelberg, Germany, http://sunsite.informatik.rwth-aachen.de/Publications/CEUR-WS/vol-19, accessed in January 2014

Tricker, Ray. 2010. *ISO 9001: 2008 for Small Businesses 2011*, 4th ed, Elsevier Ltd.

TSO. 2007. *Service Operation, ITIL,* The Stationery Office. Norwich, UK. www.tsoshop.co.uk, accessed in May 2014.

University of California Berkeley. 2014. *Incident Response Planning Guideline.* https://security.berkeley.edu/content/incident-response-planning-guideline, accessed June 2014.

University of DePaul. 2002. *Information Security Team: A Framework For Incident Response (Draft)*, USA: De Paul University. https:/infosec.depaul.edu, accessed February 2104.

University of Minnesota. 2014. *Guide to writing policies*, http://policy.umn.edu/Policies/Operations/Compliance/UPOLICY.html, accessed February 2014.

Van Grembergen, Wim, De Haes and Amelinckx. 2003. *Using COBIT and the balanced schorecard as instruments for Service Level Management,* J. Information Systems Control 4:56-62.

Walker, Alastair, et. El. 2011. *ISO/IEC 15504 measurement applied to COBIT process maturity*, HRD-059-PRD-02.CobIT-15504-Technical-paper, Issue 6.

Ward, J. and J. Peppard. 2001. *Strategic Planning for Information System*, 3rd Edition, USA: John Wiley.

Weill, Peter and Ross, Jeanne W. 2004. *IT Governance on One Page*, USA: MIT Sloan Working Paper No. 4517-04, CIS Research Working Paper No.349, Nov.

Wessels, Eugene and Johan van Loggerenberg. 2006. *IT Governance: Theory and Practice,* Proceedings in the Conference of IT in Tertiary Education, Pretoria, South Africa, September 2006.

West-Brown, Moira J, et al. 2003. *Handbook for Computer Security Incident Teams* (CSIRTs), April.

Whitman, Michael E. et al. 2013. *Principles of Incident Response and Disaster Recovery,*" Cengage Learning.

Zhang, Shengnan and Hans Le Fever. 2010. *An Examination of the Practicability of COBIT framework and the Proposal of COBIT-BSC Model.* J. Economics, Business and Management, 1(4):391-395.