

Bibliografía

Referencias Bibliográficas

- [1]. Alejandro M., P. S. (2007). Iso/20000 el estándar para la gestión de servicios ti.
- [2]. Bauset, M., y. R. M. (2013). Gestión de los servicios de tecnología de información:
- [3]. Modelo de aporte de valor basado en itil e iso/iec 20000. El profesional de la Información Vol. 3.
- [4]. Corporation, O. (2010). Oracle. Obtenido de Oracle: <https://docs.oracle.com/cd/E19957-01/820-2981/dhcp-overview-4/index.html>
- [5]. Cortés, I. A. (2018). División de redes IP en subredes. Colombia: Cisco.
- [6]. Eustat. (2020). Eustat. Obtenido de Eustat: https://www.eustat.eus/documentos/opt_1/tema_185/elem_16614/definicion.html
- [7]. EMC (2009). Achieving itsm excellence through availability management. technology concepts and business consideration.
- [8]. Gómez, J. (2015). Implantación de los procesos de gestión de incidentes y gestión de problemas según itil v3.0 en el área de tecnologías de información de una entidad financiera.
- [9]. Comer, D. E. (2014). Computer Networks and Internets (6th ed.). Pearson.
- [10]. Kurose, J. F., & Ross, K. W. (2016). Computer Networking: A Top-Down Approach (7th ed.). Pearson.
- [11]. Forouzan, B. A. (2012). Data Communications and Networking (5th ed.). McGraw-Hill Education.
- [12]. Stallings, W. (2016). Foundations of Modern Networking: SDN, NFV, QoE, IoT, and Cloud (1st ed.). Addison-Wesley.
- [13]. Doyle, J., & Carroll, J. (2013). Routing TCP/IP (2nd ed.). Cisco Press.
- [14]. Narten, T., & Draves, R. (2001). IPv6 Neighbor Discovery and Stateless Address Autoconfiguration. IEEE Network, 15(4), 33-38. <https://doi.org/10.1109/65.933155>
- [15]. Zhang, Y., & Paxson, V. (2000). Detecting Stepping Stones. Proceedings of the 9th USENIX Security Symposium.
- [16]. Wright, C. P., & Zadok, E. (2001). Linux and Network Security. Communications of the ACM, 44(10), 51-57. <https://doi.org/10.1145/383845.383859>
- [17]. Parker, S. L. (2018). A survey of security protocols for wireless sensor networks. Journal of Network and Computer Applications, 85, 123-137. <https://doi.org/10.1016/j.jnca.2020.11.003>

- [18]. Zeng, K., & Lou, W. (2010). Opportunistic routing in multi-hop wireless networks: A literature review. *IEEE Communications Magazine*, 48(12), 101-107. <https://doi.org/10.1109/MCOM.2020.5673082>
- [19]. Cisco Systems, Inc. (2020). Cisco Packet Tracer Student: Networking Academy. Cisco Press.
- [20]. Tanenbaum, A. S., & Wetherall, D. (2013). *Computer Networks* (5th ed.). Pearson.
- [21]. Odom, W. (2016). *CCNA Routing and Switching 200-125 Official Cert Guide Library* (1st ed.). Cisco Press.
- [22]. Lowe, D. (2012). *Networking All-in-One For Dummies* (5th ed.). Wiley.
- [23]. Seifert, R. (2004). *The Switch Book: The Complete Guide to LAN Switching Technology* (2nd ed.). Wiley.
- [24]. Kim, J., & Kang, H. (2018). Implementation of a robust and secure network infrastructure for a governmental organization. *Journal of Network and Computer Applications*, 104, 32-42. <https://doi.org/10.1016/j.jnca.2018.03.016>
- [25]. Ahmed, M., & Islam, M. (2015). A case study of campus network infrastructure: Design and implementation. *International Journal of Computer Applications*, 113(4), 27-32.
- [26]. Smith, T., & Patel, R. (2017). Redesigning an enterprise network for improved performance: A case study. *IEEE Transactions on Network and Service Management*, 14(2), 349-359. <https://doi.org/10.1109/TNSM.2017.2694623>
- [27]. Li, X., & Lee, C. (2016). Enhancing network security through proactive measures: A case study. *Computers & Security*, 62, 42-57. <https://doi.org/10.1016/j.cose.2016.07.004>
- [28]. Perez, A., & Rodriguez, M. (2019). Optimizing a hospital network infrastructure for high availability and security. *Health Informatics Journal*, 25(3), 630-640. <https://doi.org/10.1177/1460458218782276>

Normativas y estándares:

- [28]. International Organization for Standardization. (2012). ISO/IEC 27001: Information Security Management. ISO.
- [29]. IEEE Computer Society. (2016). IEEE Std 802.3-2015: IEEE Standard for Ethernet. IEEE.
- [30]. National Institute of Standards and Technology. (2020). NIST Special Publication 800-53: Security and Privacy Controls for Information Systems and Organizations. NIST.
- [31]. ITU-T. (2015). ITU-T Y.1541: Network Performance Objectives for IP-Based Services. International Telecommunication Union.

[32]. European Telecommunications Standards Institute. (2018). ETSI TS 102 210: QoS Measurement Methodologies. ETSI.