

# Foundations Of Itil - V3 - , Annelies Veen

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The Van Haren Publishing's Bestselling Handbook on ITIL! The ITIL V3 approach is covered with all the ITIL Lifecycles. It 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. Suitable perfectly to those who are familiar with the Version 2 process approach and plan to ITIL V3 upgrade. A systematic approach to the provision of IT services - based on ITIL V3 global best practices Includes official licensed diagrams The separate handling of the ITIL Service Lifecycle and the ITIL processes and functions enables a better understanding of the core values of ITIL version 3 Succinct guide to the complete ITIL V3 Lifecycle process Available in many languages Endorsed by APMG - the Official Exam Accreditor of OGC Contents Part 1: The ITIL Service Lifecycle Lifecycle Phase: Service Strategy Lifecycle Phase: Service Design Lifecycle Phase: Service Transition Lifecycle Phase: Service Operation Lifecycle Phase: Continual Service Improvement Part 2: Functions and Processes Introduction to Functions and Processes Functions and Processes in Service Strategy Functions and Processes in Service Design Functions and Processes in Service Transition Functions and Processes in Service Operation Functions and Processes in Continual Service Improvement Endorsements " Foundations of IT Service Management on ITIL V3 is a good meaty clear practical useful book that I am glad to have in my library. And for what you get the price is remarkably cheap." IT Skeptic (itskeptic.org) " this book is among the best I've read this year, and (it is) certainly among the most important books published this year for IT operations and infrastructure professionals" " no single book have I recommended more highly than this. It consolidates the focus and understanding of the core ITIL books in an easy to read and efficient manner. No fuss - no fluff. Without exception it's the one book reference to IT Service Management" Author: Bon, Jan Author: Veen, Annelies Publisher: Van Haren Publishing Illustration: N Language: ENG Title: Foundations of ITIL - V3 Pages: 00000 (Encrypted PDF) On Sale: 2007-09-24 SKU-13/ISBN: 9789087530570 Category: Music : History & Criticism - General

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