

# IT Service Management Basato Su Itil V3 - A Pocket Guide - , Arjen Jong

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Previously known as: "IT Service Management based on ITIL V3 - A Pocket Guide" This really popular pocket guide is a quick, portable reference tool designed for managers, to give an overall picture of the ITIL V3 upgrade. Covering not only the ITIL V3 Service Lifecycle approach, to provide even greater value, this handy new guide also describes the ITIL V3 functions and processes in a separate section as well.

**Key Features** Our Yearly Top 1 Bestseller Endorsed by APMG - the official accreditor of OGC Key Content great for Foundation Exam preparation Portable Reference Guide and contains all the fundamentals The ITIL Service Lifecycle and the ITIL processes and functions are listed separately for a better practical approach

ITIL V3 Lifecycle includes Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement. The body of this pocket guide is set up in two parts: Part 1 deals with the ITIL V3 Service Lifecycle, Part 2 deals with the individual functions and processes that are described in ITIL V3.

**Endorsements**

- Best pocket book for ITIL 3? This pocket book is better than the V2 ones - its a really comprehensive guide to V3? - Dee Partridge, Amazon Review
- This book provides a very readable and different perspective on ITIL V3, and is an ideal for people who want more than an overview but less than the full detail? - Kevin Holland, Programme Head, NHS Connecting for Health
- this text is a gem: it contains all I need to know about the 5 process groups, the new processes, and how I should go about introducing v3. I would heartily recommend it' - Gerry B, Amazon Review
- I now use it before the meetings to prepare my list of questions and of course, its so small in size that I have it in my pocket most of the time at work. Buy it.....and you will not regret your purchase? - Amit Kumar, Amazon Review

Author: Jan van Bon, Jan Author: Arjen de Jong, Arjen Author: Axel Kolthof, Axel Publisher: Van Haren Publishing Illustration: N Language: ENG Title: IT Service Management basato su ITIL V3 - A Pocket Guide Pages: 00000 (Encrypted PDF) On Sale: 2008-03-15 SKU-13/ISBN: 9789087531157 Category: Music : History & Criticism - General Category: Non-Classifiable : Non-Classifiable

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