

ISO/IEC 20000

A P O C K E T G U I D E



Isoiec 2000packet Guide Itsmf Canada

Jan van Bon



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ISO/IEC 20000: Pocket Guide Marianne Nugteren, Jan van Bon, Selma Polter, 1970-01-01 Note This book is available in several languages Italian German Spanish L obiettivo di questa pubblicazione di fornire un documento di facile lettura che spieghi la natura il contenuto e lo scopo dello standard ISO IEC 20000 Ci dovrebbe portare velocemente la ISO IEC 20000 alla portata di una ampia audience internazionale attraverso una facile ed accessibile pocket guide Per promuovere la consapevolezza e l accettabilit della ISO IEC 20000 quale un valido standard per le organizzazioni di servizi IT Per supportare la formazione e la certificazione ISO IEC 20000 Per dare ai professionisti un rapido riferimento ai contenuti principali della ISO IEC 20000 ISO IEC 20000 pocket guide si rivolge ad un ampio insieme di professionisti trainer e studenti che lavorano sia nell IT sia in altri ambienti a partire dagli esperti nella fornitura di servizi IT fino a coloro che desiderano trovare una metodologia valida per affrontare le criticit del miglioramento della qualit L organizzazione internazionale ITSMF attraverso l impegno del suo International Publications ESC IPESC ha concesso la sua approvazione a questa pocket guide quale parte di una comune libreria globale a supporto di uno standard uniforme della conoscenza ITSM e delle best practice ISO/IEC 20000-1:2011 - A Pocket Guide Mart Rovers, 2020-06-11 This Pocket Guide provides a concise explanation of the nature content and aim of ISO IEC 20000 1 2011 It brings ISO IEC 20000 1 2011 within reach of a vast international audience by providing the key elements of this important standard in a short easy to read Pocket Guide it promote the awareness and the acceptability of ISO IEC 20000 1 2011 as a valid standard for IT Services organisations it supports ISO IEC 20000 1 2011 training and certification it is a quick reference to the core content of ISO IEC 20000 1 2011 for practitioners ISO IEC 20000 1 2011 A Pocket Guide is ideal for a broad range of practitioners trainers and students who work in IT as well as in other environments ranging from experienced experts in IT service organisations to those who are looking for a suitable approach to quality improvement issues ISO/IEC 20000:2011 - A Pocket Guide Mart Rovers, 2020-06-10 This Pocket Guide provides a concise explanation of the nature content and aim of ISO IEC 20000 1 2011 and a short summary of ISO IEC 20000 2 2012 It brings ISO IEC 20000 Part 1 and Part 2 within reach of a vast international audience by providing the key elements of this important standard in a short easy to read format it promote the awareness and the acceptability of ISO IEC 20000 Part 1 and Part 2 as a valid standard for IT Services organizations it supports ISO IEC 20000 training and certification and it is a quick reference for practitioners to the core content of ISO IEC 20000 ISO/IEC 20000 Jan van Bon, 2007-05-23 This is a new edition of a title previously published as BSI5000 a pocket guide Japanese edition of ISO IEC 20000 a pocket guide ISBN 9789077212790 **ISO/IEC 20000 Pocket Guide** Van Haren Publishing, 2006-08 This is a new edition of a title previously published as BSI5000 a pocket guide Italian edition of ISO IEC 20000 a pocket guide ISBN 9789077212790 Planning and Achieving ISO/IEC 20000 Certification Stuart Rance, itSMF - the IT Service Management Forum, 2007-03 This pocket guide has been designed as a reference book for all those involved in planning to achieve

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