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Itil A Pocket Guide 2011

Jan van Bon



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official manuals to be studied In the second place the ITIL pocket guide can be used as part of the study material for everyone who wants to certify for the ITIL Foundation exam The content covers all specifications of the ITIL Foundation Certificate Syllabus by APMG Foundations of ITIL Pierre Bernard, 2012-07-11 This book and its predecessors have become the industry classic guide on the topic of ITIL Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations This version has now been upgraded to reflect the ITIL 2011 Edition Written in the same concise way and covering all the facts readers will find that this title succinctly covers the key aspects of the ITIL 2011 Edition upgrade The ITIL 2011 Edition approach covering the ITIL Lifecycle is fully covered The new and rewritten processes in the ITIL 2011 Edition for strategy management and business relationship management are included as well as the other new and improved concepts in the ITIL 2011 Edition 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 This title covers the following Lifecycle phases: Service strategy Lifecycle phase Service design Lifecycle phase Service transition Lifecycle phase Service operation Lifecycle phase Continual service improvement By this book is a separate file free via internet available All images in the book in Powerpoint format Click on the button Training Material by the book on our website *ITIL® 4 - Pocket Guide* Jan van Bon, 2019-05-21 The ITIL pocket guides from Van Haren Publishing have for a long time been regarded as a reliable guide on the subject of ITIL in many language versions These publications have a well earned place as a reference work for professionals and as a help in applying best practices in an organization This pocket guide makes readers familiar with the ITIL 4 framework through insight into the most important concepts of service management to understand how the seven ITIL basic principles can help an organization to adopt and apply service management insight into the four dimensions of service management insight into the goal and the components of the ITIL service value system insight into the six activities of the service value chain and how these are interrelated insight into the goal and the most important concepts of 15 of the 34 ITIL practices to learn to know seven of the 15 ITIL practices in detail to learn to understand These pocket guides give an overview of all exam requirements for the ITIL 4 Foundation exam and also offer support for everyone who knows the previous ITIL editions and is looking for a bridge to this new edition ITIL 4 has made a big leap in the modern world of IT service management where the latest principles and practices are treated in a customer-oriented and service-oriented way *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 promotes the awareness and the acceptability of ISO/IEC 20000-1:2011 as a valid standard for IT services organizations It supports ISO/IEC 20000-1:2011 training and certification It is a quick reference to the core content of ISO

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