

ITIL Foundation Handbook, 2012, Stationery Office, 0113313497, 9780113313495,
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Now updated in line with the 2011 syllabus, this quick-reference revision guide has been designed to help students prepare for their foundation exam. It is also a key reference aid for managers, practitioners, vendors and consultants in the workplace and while travelling. This handbook provides an introduction to the ITIL service lifecycle model and an overview of the ITIL qualification structure. It contains a chapter on each of the components of the lifecycle: service strategy, service design, service transition, service operation and continual service improvement.

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Key Element Guide Service Strategy , OGC - Office of Government Commerce, 2007, Business & Economics, 64 pages. The Service Strategy Pocketbook is a handy reference guide to the core Service Strategy publication. It discusses ITIL, its evolution and the need for the Service Lifecycle.

Legislative Scrutiny: Financial Services Bill and the Pre-budget Report Third Report of Session 2009-10 Report, Together With Formal Minutes and Appendices House of Lords Paper 21 Session 2009-10, U K Stationery Office, Stationery Office (Great Britain), Dec 1, 2009, Law, 32 pages. Legislative Scrutiny : Financial Services Bill and the Pre-budget report, third report of session 2009-10, report, together with formal minutes and Appendices.

ITIL V2 Release and Control (IPRC) Full Certification Online Learning and Study Book Course - the ITIL V2 Practitioner IPRC Complete Certification Kit , Ivanka Menken, Gerard Blokdijk, 2009, Business & Economics, 112 pages. The first edition of this Full Certification Kit is regarded as a classic in its field. Now, in an expanded and updated version of The Art of Service's bestselling book, the.

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Introduction to the ITIL Service Lifecycle , Anthony T. Orr, Great Britain. Cabinet Office, 2011, Computer industry, 262 pages. This official introduction is a gateway to ITIL. It explains the basic concept of IT Service Management (ITSM) and the place of ITIL, introducing the new lifecycle model, which.

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