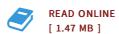




Foundations of IT Service Management Based on ITIL: Volume 3 (Paperback)

By Jan van Bon, Arjen de Jong, Axel Kolthof

Van Haren Publishing, Netherlands, 2008. Paperback. Condition: New. 3rd ed.. Language: English. Brand New Book. Foundations of ITIL v3 has become the industry classic guide on the topic of ITIL. Over the years this authoritative itSMF 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 reflects ITIL V3. Written in a concise way and covering all the facts, readers will find that this title succinctly covers the key aspects of the ITIL V3 upgrade. The ITIL V3 approach covering the ITIL Lifecycle is fully covered. In addition those who are familiar with the Version 2 process approach will be delighted to discover that this new edition of Foundations of IT Service Management based on ITIL V3 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. This title covers the following: 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...



Reviews

Very helpful to all of class of folks. This is certainly for all who statte there had not been a worthy of studying. Once you begin to read the book, it is extremely difficult to leave it before concluding.

-- Jayda Lehner Jr.

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 $Create space, United States, 2014. \ Paperback. \ Book \ Condition: New. \ 229 \times 152 \ mm. \ Language: English. \ Brand \ New \ Book \ ***** Print on Demand \ *****. Euphoria broke out in the hitching alley by the time my father reached Main Streets boardwalk. Farmer's wives...$



Klara the Cow Who Knows How to Bow (Fun Rhyming Picture Book/Bedtime Story with Farm Animals about Friendships, Being Special and Loved. Ages 2-8) (Friendship Series Book 1)

Createspace, United States, 2015. Paperback. Book Condition: New. Apoorva Dingar (illustrator). Large Print. 214 x 149 mm. Language: English. Brand New Book ***** Print on Demand *****. Klara is a little different from the other cows, because she has a very special...