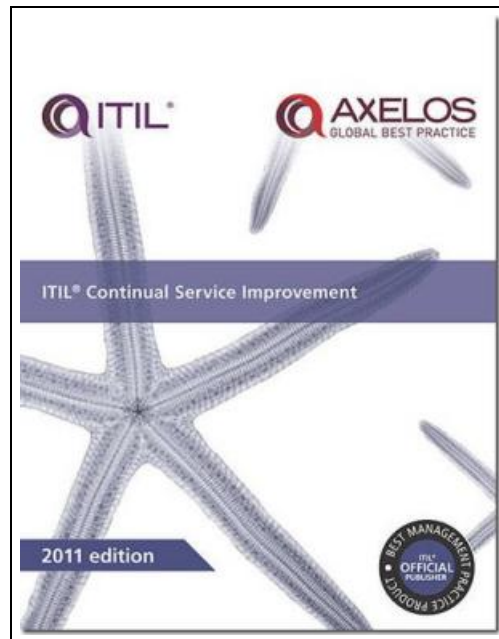


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TSO, United Kingdom, 2011. Paperback. Condition: New. 2nd ed., 2011. Language: English . Brand New Book. The ITIL 2011 Editions have been updated for clarity, consistency, correctness and completeness. Alongside the delivery of consistent, repeatable process activities as part of service quality, ITIL has always emphasized the importance of continual service improvement. Focusing on the process elements involved in identifying and introducing service management improvements, this publication also deals with issues surrounding service retirement. Key features: The updated ITIL publications share a similar standard structure (including generic content in Chapters 1, 2 and 6) to improve consistency and aid navigation. Some content has been reorganized to improve flow and readability, and ensure alignment across the suite - including clarification around interfaces, and inputs and outputs across the service lifecycle. Terminology has been clarified and made consistent across the publications and the ITIL glossary.

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