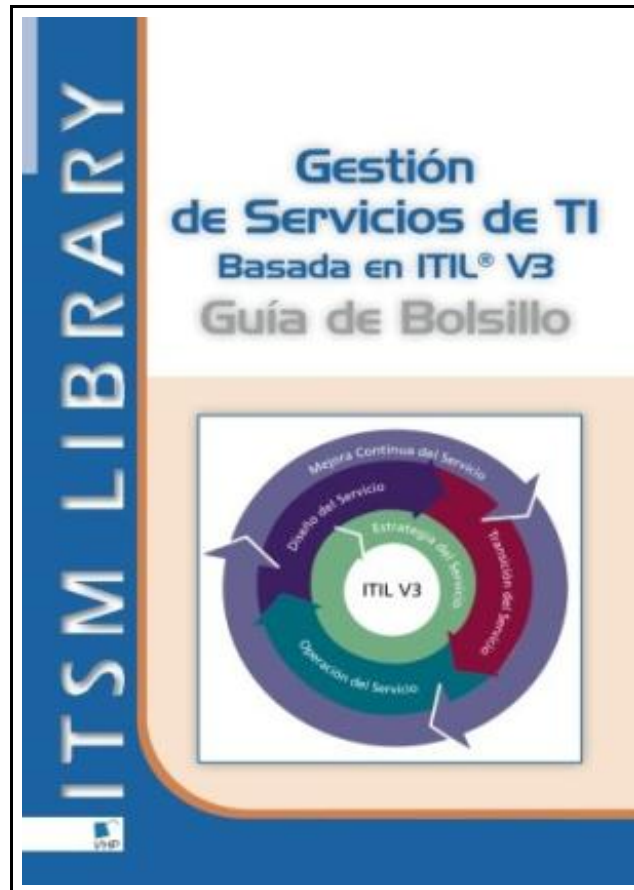


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van Haren Publishing. Paperback. Book Condition: new. BRAND NEW, Gestion de Servicios ti Basado en ITIL - Guia de Bolsillo: Volume 3, Jan Van Bon, Arjen de Jong, Axel Kolthof, Mike Pieper, Ruby Tjassing, Previously known as: 'IT Service Management based on ITIL V3 - A Pocket Guide' This really popular pocket guide is a quick, portable reference tool designed for managers, to give an overall picture of the ITIL V3 upgrade. Covering not only the ITIL V3 Service Lifecycle approach, to provide even greater value, this handy new guide also describes the ITIL V3 functions and processes in a separate section as well. Key Features Our Yearly Top 1 Bestseller Endorsed by APMG - the official accreditor of OGC Key Content great for Foundation Exam preparation Portable Reference Guide and contains all the fundamentals The ITIL Service Lifecycle and the ITIL processes and functions are listed separately for a better practical approach ITIL V3 Lifecycle includes Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement. The body of this pocket guide is set up in two parts: Part 1 deals with the ITIL V3 Service Lifecycle, Part 2 deals with the individual functions and processes that are described in ITIL V3.



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