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Annotation An easy-to-understand introduction to using best practice techniques within IT service management, 'ITIL for Dummies' provides an easy-to-understand introduction to using best practice

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guidance within IT service management.

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ITIL® 4 Essentials contains everything you need to know to pass the ITIL 4 Foundation Certificate, plus more. It covers practices and concepts that are not addressed as part of the Foundation syllabus, making it ideal for newly qualified practitioners. This second edition has been updated to align with amendments to the ITIL® 4 Foundation syllabus.

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ITIL For Beginners The Complete Guide To IT Service Management - Learn Everything You Need To Know About ITIL! This concise and straight forward guide will provide you with an introduction to IT service management and the ITIL framework. This eBook will cover the core concepts involved in ITIL, defining terms such as the customer, the service, utility, warranty, service provider and much more. Next this guide will jump into the five-stage life cycle of a service, which includes service strategy, design, transition, operation and continuous improvement. By having read this guide you will have a strong grasp of what ITIL is and how it is useful for business.

IT Service Management, Made Simple IT Service Management (ITSM) bridges the world of business with the world of technology. In ITSM For Beginners, ClydeBank Media traces the modern evolutions in information technology that precipitated the need and inspiration for ITSM. The reader is treated to a comparative analysis of several ITSM philosophies and systematic components. From the core facets of

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ITIL (Information Technology Infrastructure Library) to more specialized ITSM frameworks such as ISO/IEC 20000 and eTOM, ITSM For Beginners offers readers a comprehensive look at the various theories and metrics that define ITSM. In this book, Clydebank Media brings big ideas down to earth for the everyday reader. ITSM For Beginners is the perfect orientation guide for the IT Professional 's first forays into the culture and language of ITSM. The book is also a great choice for non-technical professionals seeking a more fruitful and seamless interface with IT personnel and assets. You'll Learn... - In-depth Summary and Analyses of core ITIL Life Cycle Phases and Sub-Components - Case Studies in ITSM Application - Getting Employees to " buy in " to ITSM by Implementing from the Bottom Up - Creating and Leveraging " Service Catalogues " to Clarify and Regiment IT Costs - The Capability Maturity Model and its Five Evolutionary Stages

Foundations of ITIL 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 ITIL V3. 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 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 ITIL 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:

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