

# IT Service Management Based on ITILreg; 2011 Edition

Pierre Bernard

ePub / \*DOC / audiobook / ebooks / Download PDF



DOWNLOAD



READ ONLINE

#1560652 in eBooks 1970-01-01 1970-01-01 File Name: B00RSQWQAG | File size: 29.Mb

**Pierre Bernard : IT Service Management Based on ITILreg; 2011 Edition** before purchasing it in order to gage whether or not it would be worth my time, and all praised IT Service Management Based on ITILreg; 2011 Edition:

0 of 0 people found the following review helpful. Quite good, but a little dense.By David H. HawleyQuite good, but a little dense.0 of 0 people found the following review helpful. Four StarsBy Steeler65Good reference

For trainers free additional material of this book is available. This can be found under the "Training Material" tab. Log in with your trainer account to access the material.In the world of international IT Service Management the previous editions of this book have acquired an excellent reputation as guidance 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 revised edition is based on ITIL 2011 Edition. It is written in the same concise way as the previous editions and covering all the facts. Readers will find that this title succinctly covers the key aspects of ITIL 2011 Edition. It is endorsed by AXELOS, the official ITIL Accreditor. The ITIL Lifecycle is fully covered. In addition there is much attention to the 26 IT Service Management processes and 4 Functions. These are described in detail. This means that it is easy for all readers to access and grasp the concepts of processes and functions that are so pivotal to many service management day-to-day operations. This title covers the following:

- Introduction to the Service Lifecycle
- Lifecycle phase: Service Strategy
- Lifecycle phase: Service Design
- Lifecycle phase: Service Transition
- Lifecycle phase: Service Operation
- Lifecycle phase: Continual Service Improvement

New, compared with the previous edition on ITIL V3, are the processes for Strategy Management and Business Relationship Management. Also the other new and revised concepts of ITIL are covered in this book.

Well written and presented, this publication provides a useful addition to the core ITIL publications for anyone wanting to understand IT service management.

Kevin Holland, Service Management Specialist, NHS

Pierre has produced an extremely useful summary of the current version of ITIL. This will be an invaluable day to day reference for all practitioners.

Claire Agutter, ITIL Training Zone