

## ITIL Service Operation (ITIL Lifecycle Suite)

AXELOS

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



#863694 in eBooks 2011-07-29 2011-07-29 File Name: B00OYTB3VS | File size: 59.Mb

**AXELOS : ITIL Service Operation (ITIL Lifecycle Suite)** before purchasing it in order to gage whether or not it would be worth my time, and all praised ITIL Service Operation (ITIL Lifecycle Suite):

0 of 0 people found the following review helpful. OverpricedBy SharpieI bought this book for one reason - because Global Knowledge recommended it when I took my ITIL Service Capability: Operational Support and Analysis Course and Exam. I didn't need it at all and I aced the exam.I have it on my desk now at work - and may refer to it from time to time - but \$150? Please.0 of 0 people found the following review helpful. Haven't gone deeply into the book as of yet. ...By CHHaven't gone deeply into the book as of yet. However, I always find these books beneficial for reference and study for certification. I may change my rating as time goes on.0 of 0 people found the following review helpful. This book helped me pass my Service Operation test.By StevePassed all the tests, ITIL expert certified now. This book helped me pass my Service Operation test and makes goo reference.

The ITIL Service Operation stage of the ITIL framework highlights best-practice for delivering IT to meet agreed

service levels for both business users and customers. ITIL Service Operation also includes the day-to-day management of technology needed to deliver and support services. The efficient delivery of agreed services is essential to maintain business satisfaction and confidence in IT. It reduces the risk of service outages, and ensures that authorized levels of access are consistently available. The guidance included in this publication describes the processes, technology, and activities required to deliver services, and also the people who control how practices are applied. It is relevant for any professional involved in the management of services, but particularly IT managers and practitioners, IT operations and support, service desk management and staff, technical management staff and application management personnel. Key benefits include: Controls service outages and reduces their impact; Maximizes value of services for the business; Monitors performance and benefits, providing data for continual improvement and investment planning; Protects IT security by upholding authorized access levels; Automates operations, increasing efficiency and competitive advantage. Anyone considering ITIL professional accreditation should note that this is the only source from which the ITIL exam questions are taken.

The revisions have streamlined the ST book and better integrated it into the other books in the service lifecycle. Diagrams are now better drawn and better described in corresponding text... On balance, I believe this revision will improve the overall readability of the ITIL library. Claudia Tropp, Technology Partners International, Inc. --Best Management Practice More readable, more useable. Many confusing aspects of Service Transition have been well and truly 'nailed'. The demystifying of the SKMS, CMS, CMDB maelstrom is particularly helpful. Barry Corless, Global Knowledge --Best Management Practice There is an extensive increase in synergy across chapters [in ITIL Service Transition] making it easier for the reader to locate like-for-like content across the process areas covered. The latest revisions also provide more practical application and align more closely to real-world experience than ever before; and yet they manage to maintain their flexibility in providing a standard framework which can be adopted and adapted by organizations large or small. A great improvement! Zoe Lambert, HP --Best Management Practice More readable, more useable. Many confusing aspects of Service Transition have been well and truly 'nailed'. The demystifying of the SKMS, CMS, CMDB maelstrom is particularly helpful. Barry Corless, Global Knowledge --Best Management Practice There is an extensive increase in synergy across chapters [in ITIL Service Transition] making it easier for the reader to locate like-for-like content across the process areas covered. The latest revisions also provide more practical application and align more closely to real-world experience than ever before; and yet they manage to maintain their flexibility in providing a standard framework which can be adopted and adapted by organizations large or small. A great improvement! Zoe Lambert, HP --Best Management Practice About the Author Summary of Updates from the Author Process flows have been updated or added for all processes including request fulfilment, access management and event management. Key principles including guidance around service requests and request models, and proactive problem management have been clarified. The publication has been updated to explain how basic events flow into filters and rule engines to produce meaningful event information. The relationship between application management activities versus application development activities is also clarified. Other clarifications include an expanded section on problem analysis techniques, procedure flow for incident matching and further guidance for escalating incidents to problem management. In addition, the guidance for managing physical facilities has been expanded.