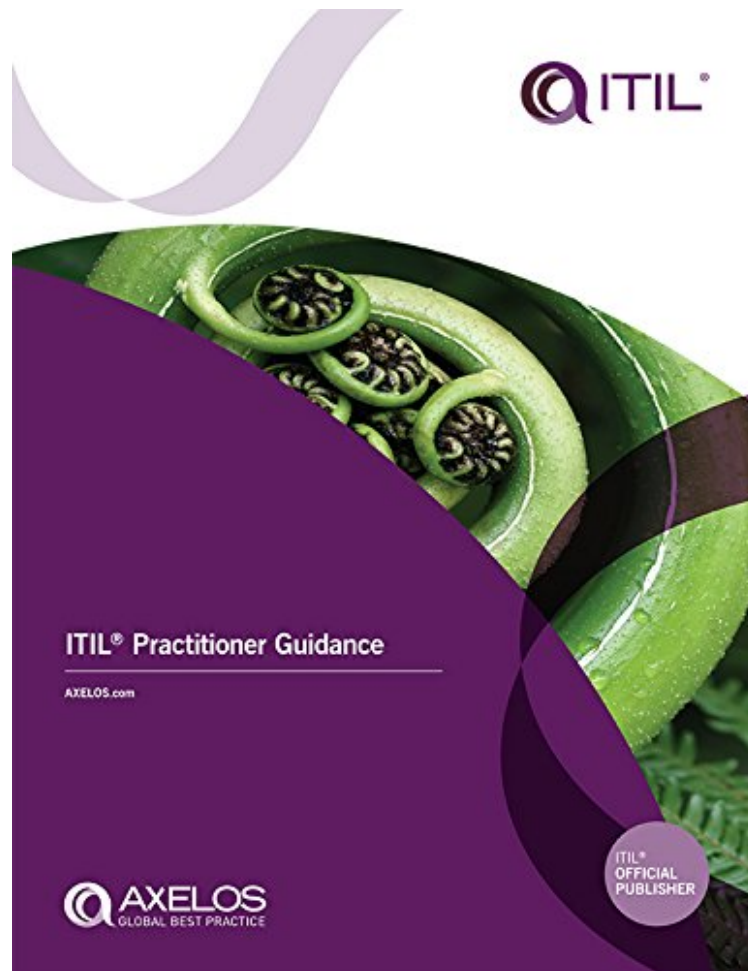


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## ITILreg; Practitioner Guidance

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About the Author Assembled by the Practitioner Architect Team of Kevin Behr, Karen Ferris, Lou Hunnebeck, Stuart Rance, Barclay Rae and Paul Wilkinson, a team of renowned ITSM experts under the guidance of AXELOS' Kaimar Karu, ITIL Practitioner Guidance concludes with a practical toolkit containing templates, worksheets and assessments that will help ITSM professionals to improve the value of the service they provide to their customers.