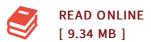




ITIL - A Pocket Guide 2011 Best Practice Van Haren Publishing

By-

Van Haren Publishing. Paperback. Condition: New. 188 pages. Dimensions: 6.2in. x 4.0in. x 0.6in.Since 2001 the Van Haren Publishing Itil Pocket Guides have helped readers all over the world to understand the essentials of Itil (It Infrastructure Library), the leading framework for It service management. This pocket guide does exactly the same as previous editions: offering a concise summary of Itil, based on Itil 2011 Edition. We have condensed the full Itil framework, found in 2000 pages, into just 200 pocket-sized pages! It means that this book is an essential time-saving and cost-effective guide to Itil 2011 Edition -- for both industry experts and students alike. Primarily it is a quick, portable reference tool to Itil for all professionals in the service management community. What is the lifecycle approach What are the key service management processes and functions Secondly the Itil pocket guide can be used as part of the training material for everyone who wants to certify for the Itil Foundation exam. The guide contents cover all of the specifications of Apmg s Itil Foundation Certificate syllabus. This item ships from multiple locations. Your book may arrive from Roseburg, OR, La Vergne, TN. Paperback.



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