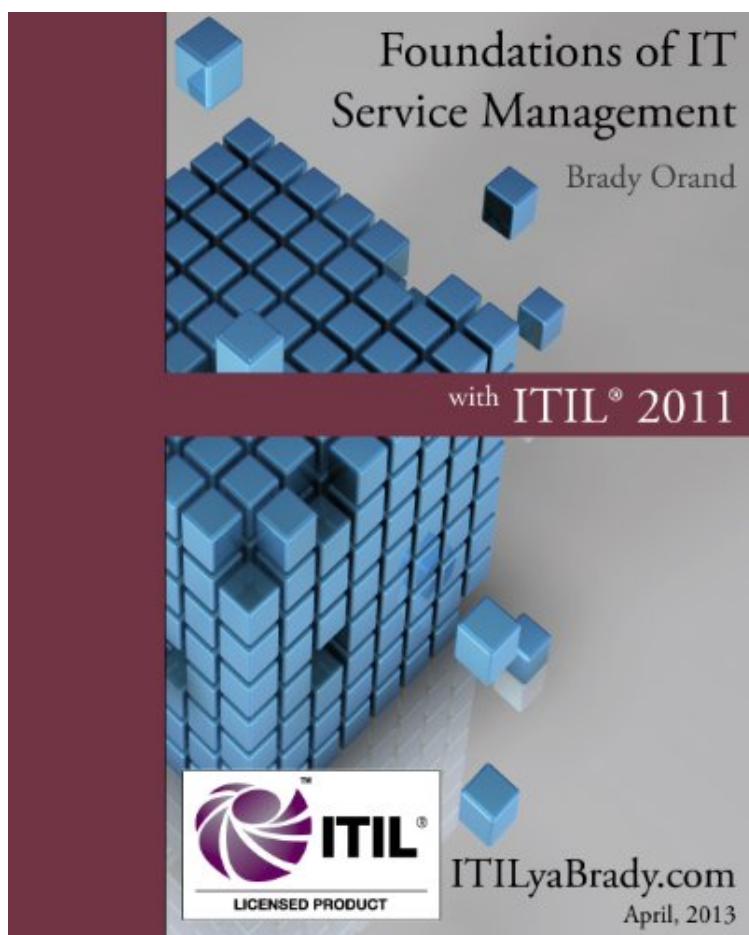


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Foundations of IT Service Management with ITIL 2011 (English Edition)



Par Brady Orand
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Description :

Prsentation de l'diteurThe publication of the IT Infrastructure Library (ITIL), published in July, 2011, introduces several new processes and concepts that are paramount to the success of IT Service Management within an organization. As IT evolves from a technology provider to a service provider to a true partner of the business, the concepts of Service Management become ever more important to allow the business to excel in a competitive environment. This book, "Foundations of IT Service Management with ITIL 2011", provides the reader with foundations-level knowledge of the concepts of the IT Infrastructure Library for both ITIL v3 and ITIL 2011 preparing the reader to achieve success on the ITIL Foundations certification exam as well as gain new insight on how IT can truly meet the needs of the business. These concepts help IT align to the needs of the business. The IT Infrastructure Library, by focusing on the principle of providing services, empowers IT and the business with the tools they require to enable this alignment. Having become the de-facto standard in IT Service Management, ITIL has rapidly gained popularity across the globe. Written by an ITIL Expert trainer who has taught thousands of students and hundreds of organizations,

"Foundations of IT Service Management with ITIL 2011" provides a reader with the introduction to this approach to IT services without the expense of a formal classroom course. While the focus is primarily on providing information required to pass the ITIL Foundations exam, this book goes beyond those basics to also provide a real understanding of ITIL to further your knowledge and abilities as a valuable part of IT/business alignment. Using a case-study approach, real issues are discussed that represents challenges experienced by almost every IT organization. This book is supported with access to online sample exams that are constantly updated as new material is available. Based on reader input and the latest ITIL Foundations syllabus, this book has been updated to provide readers with the most up-to-date exam preparation material possible.

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