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Itil 2013 Foundation Pocket Guide

Jan van Bon



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[Agile - Pocketguide voor wendbare organisaties](#) Jeroen Venneman, Rik de Groot, Theo Gerrits, 2013-04-04 Voor trainers is er gratis extra materiaal bij dit boek beschikbaar Dit is te vinden onder het tabblad Trainer Materiaal Log in met uw trainersaccount om het materiaal te raadplegen Een snelle overzichtelijke introductie tot Agile Dit boek gaat over het toepassen van Agile van teamniveau tot op het niveau van de hele organisatie Het is de gids bij de overgang naar structureel Agile werken en een handzaam naslagwerk voor hen die al Agile doen en denken en daarin de volgende stap willen zetten Het boek is een goede basis voor certificering op het niveau van Agile Foundation Practitioner en Master Met een voorwoord van Arie van Bennekum co auteur van het Agile Manifesto

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management An ITIL R Licensed Product *The Itil V3 Service Management Awareness Pocket Guide* Michael Wedemeyer, Gerard Blokdijk, Ivanka Menken, 2008-12-01 This pocket toolbox hits the sweet spot as a quick reference guide for ITIL practitioners Don't expect this to be an in depth treatment However if you need a reference with enough meat to remind you of how why when what a particular activity or process is and should be used and also a little of the service management foundations supporting ITIL then you will find this to be a very valuable book to own This book is a very nice middle ground between the often complex and verbose learning textbooks and the often times overly brief pocket guides Highly recommended as one to keep handy when you're out there fighting those quality and productivity battles This pocket guide will provide you with Insight into the best practices for IT Service Management ITSM A Highlight of the ITIL V3 framework the theory and the concepts A Brief overview of each process and function A Highlight of the importance of ITIL in IT Organizations to support business processes An Outstanding Quick Reference Guide this ITIL Service Management Awareness Pocket Guide is for those people who wish to gain a concise fundamental understanding of the IT Infrastructure Library ITIL **Foundations of ITIL® V3** Arjen de Jong, Axel Kolthof, Jan van Bon, 2007-09-09 Note This book is available in several languages Dutch English French Spanish Foundations of ITIL and its predecessors have become the industry classic guide 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 version has now been upgraded to reflect ITIL V3 Written in the same concise way and covering all the facts readers will find that this title succinctly covers the key aspects of the ITIL V3 upgrade The ITIL V3 approach covering the ITIL Lifecycle is fully covered In addition those who are familiar with the Version 2 process approach will be delighted to discover that this new edition of Foundations of ITIL has split out all the processes and describes them in detail This means that it is easy for all readers to access and grasp the process concepts that are so pivotal to many service management day to day operations This title covers the following *IT Service Management* Ernest Brewster, 2010 **ITIL V3 foundation handbook** Office of Government Commerce, Simon Adams, 2009-06-16 A quick reference revision guide which has been designed to help students sitting the Foundation Exam This edition is updated to the 2009 syllabus The title also acts as a key reference aid for managers practitioners vendors and consultants in the workplace and while travelling This publication provides an introduction to the ITIL V3 Service Lifecycle model and an overview of the ITIL V3 qualification structure The guide contains a chapter on each of the components of the Lifecycle Service Strategy Service Design Service Transition Service Operation and Continual Service Improvement These chapters contain an overview of each of the processes and functions in the lifecycle including value scope activities and metrics

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