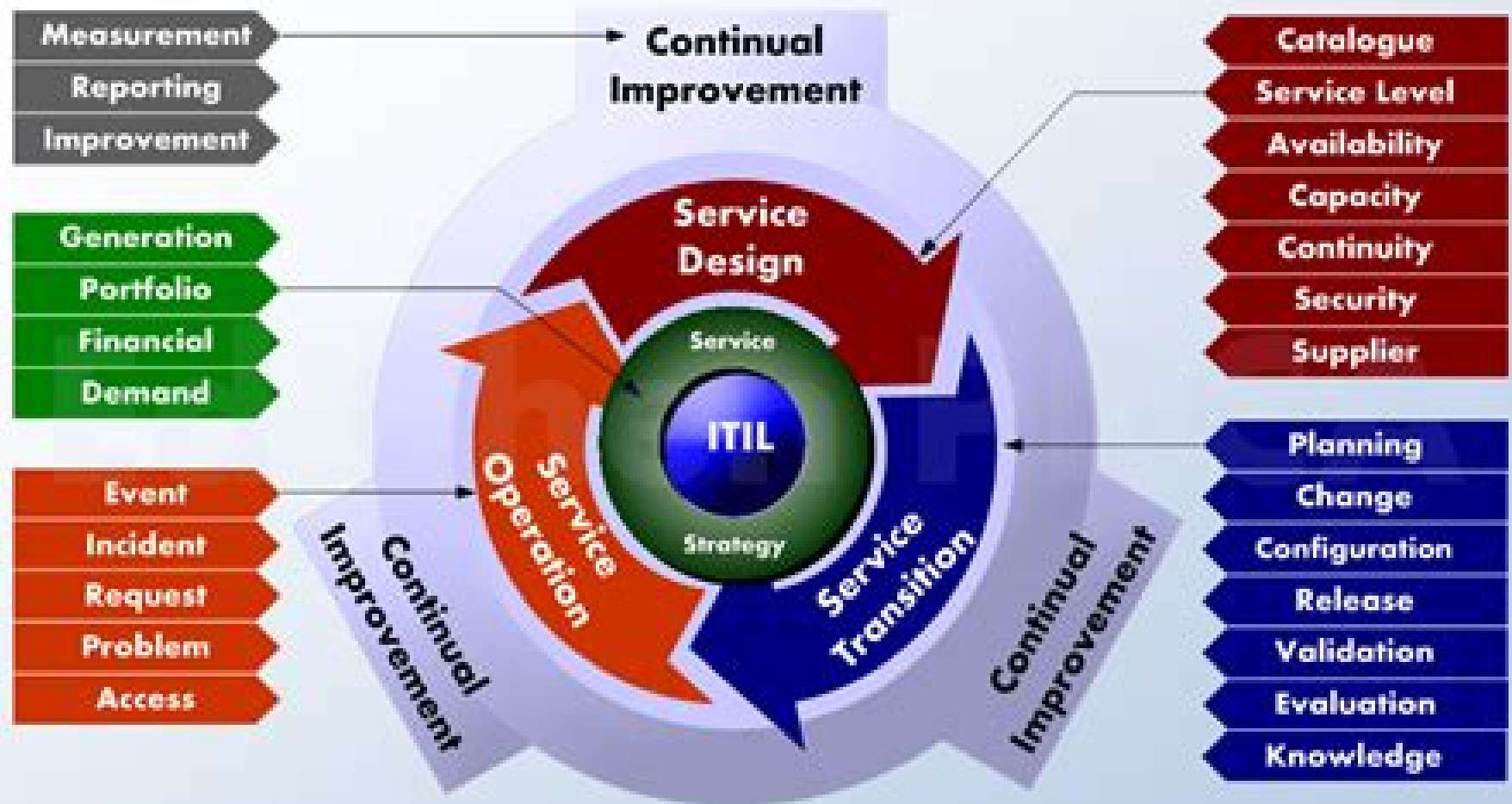


ITIL V3.0 Framework



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Jan Van Bon, Arjen de Jong, Axel Kolthof

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IT Service Management Ernest Brewster, Richard Griffiths, Aidan Lawes, John Sansbury, 2010-02-24 ITIL R is a framework for IT service management and provides best management practice to meet ISO IEC 20k This guide introduces ITIL both to Foundation Exam candidates and to people who require a practical understanding of IT service management An ITIL R Licensed Product

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