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The IT Service Management

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Index *Itil* Jason Dion,2018-08-31 In this book you will receive a crash course that will introduce you to everything you need to know in order to pass the ITIL Foundation certification exam This book covers just the essentials with no fluff filler or extra material so you can learn the material quickly and conquer the certification exam with ease This book assumes that you have no previous experience with the ITIL framework and will teach you the bare minimum you need to know in order to take and pass the ITIL Foundation certification exam on your first attempt This book will NOT teach you everything you need to know to be efficient or effective in implementing the ITIL Framework in your organization This text is designed to get you to pass the certification exam not to make you an expert in ITIL Due to the design of this text we will move at a very quick pace through the material If you read this entire book and take the practice exams located at the end of the text scoring at least an 85% or higher you will be ready to take and pass the ITIL Foundation exam on your first attempt Please register your book at www.DionTraining.com to gain access to the accompanying online video course as a free bonus Dion Training is an Authorized Training Organization ATO for the ITIL Foundations exam Discount exam vouchers are available through our website for students ITIL Lifecycle Essentials Claire Agutter,2013-03-28 Gives ITIL Foundation candidates a comprehensive overview of the key elements concepts and terminology used in the ITIL service lifecycle **Establishing SRE Foundations** Vladyslav Ukis,2022-09-29 Improve Your Service Scalability and Reliability with SRE Pioneered by Google to create more scalable and reliable large scale systems Site Reliability Engineering SRE has become one of today s most valuable software innovation opportunities Establishing SRE Foundations is a concise practical guide that shows how to drive successful SRE adoption in your own organization Dr Vladyslav Ukis presents a step by step approach to establishing the right cultural organizational and technical process foundations quickly achieving a minimum viable SRE and continually improving from there Dr Ukis draws extensively on his own experiences leading an SRE transformation journey at a major healthcare company Throughout he answers specific questions that organizations ask about SRE identifies pitfalls and shows how to avoid or overcome them Whatever your role in software development engineering or operations this guide will help you apply SRE to improve what matters most user and customer experience Understand how SRE works its role in software operations and the challenges of SRE transformation Assess your organization s current operations and readiness for SRE transformation Achieve organizational buy in and initiate foundational activities including SLO definitions alerting on call rotations incident response and error budget based decision making Align organizational structures to support a full SRE transformation Measure the progress and success of your SRE initiative Sustain and advance your SRE transformation beyond the foundations The techniques and principles of SRE are not only clearly defined here but also the rationale behind them is explained in a way that will stick This is not some dry definition this is practical usable understanding I can whole heartedly recommend this book without any reservation This is a very good book on an important topic that helps to move the game forward for our discipline From the Foreword by David Farley Founder and CEO of Continuous Delivery Ltd Register

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ITIL Foundation Complete Certification Kit - Fourth Edition Ivanka Menken, Gerard Blokdijs, 2011 The only resource you will need to learn about IT Service Management and pass the ITIL Foundation Certificate in IT Service Management exam including designed in accordance with the ITIL 2011 syllabus narrated presentation of content iPad iPhone friendly exam preparation modules including sample exams support from accredited ITIL trainers and online forum to interact with other students Cover

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Mastering Microsoft Exchange Server 2016 Clifton Leonard, Brian Svidergol, Byron Wright, Vladimir Meloski, 2016-09-23 A bestselling Exchange Server guide updated for the 2016 release Mastering Microsoft Exchange Server 2016 is the gold standard reference for system administrators and first time users alike Fully updated to align with the latest release this expert led guide provides comprehensive coverage and easy to follow tutorials for all aspects of Exchange Server installation configuration and management Whether you re migrating from an earlier version or installing Exchange Server for the first time this book gives you quick access to the answers you need Step by step instructions walk you through planning and design installation administration and management maintenance and more so you can get up to speed quickly and get back to work With a focus on the hands on details the Microsoft Certified Masters author team provides practical insight and invaluable guidance on every aspect of Exchange Server 2016 from mastering the basics to leveraging new features Microsoft Exchange allows access to e mail voicemail and calendars at any time from almost any device The 2016 release is designed specifically to appeal to enterprises if you ve been tasked with the implementation this guide has the information you need Get up to speed with the latest changes and features Understand server configurations requirements installation and migration Manage mailboxes groups connectivity and the client access server Troubleshoot common issues efficiently and effectively Exchange Server 2016 shifts even more control to the user

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ITIL Foundation Essentials Claire Agutter, 2012-09-06 ITIL Foundation Essentials is a distillation of the critical information you need to understand the key facts for a successful exam

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