



Key Element Guide Service Operation

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Key Element Guide Itil Service Operation

Steven Hernandez CISSP



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Key Element Guide Sharon Taylor,David Cannon,Ashley Hanna,Stuart Rance,David Wheeldon,2008 This publication is intended to provide a synopsis of the basic concepts and practice elements of Service operation which forms part of the core ITIL service management practices This book introduces explains and details delivery and control activities to achieve operational excellence on a day to day basis Readers will find many of the familiar processes from the former service support and service delivery books which have been updated where necessary

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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

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