

## Foundations Of It Service Management The Unofficial Itil V3 Foundations Course In A Book

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### **Foundations Of It Service Management**

The book fully covers the official syllabus of the ITIL Foundations exam, as it is set by the ITIL Certification Management Board. It contains the same chapters on Service Support, Service Delivery and Security Management as the official Introduction to ITIL, plus a case description with

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questions, and an additional chapter on exam preparation, making it even more useful as a study guide for the ITIL Foundation exam.

### **Amazon.com: Foundations of IT Service Management: based on ...**

Written by an ITIL trainer who has taught thousands of students at hundreds of organizations, Foundations of IT Service Management - The Unofficial ITIL v3 Foundations Course in a Book, provides the reader with the introduction to this approach to IT services without the expense of a formal classroom course.

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Used by universities and company training programs around the world, "Foundations of IT Service Management - the ITIL Course in a Book" is the book to help you achieve your ITIL® Foundation certification. Presented in an easy-to-understand format, the concepts of ITIL and the processes are laid out in a logical sequence.

### **Foundations of IT Service Management with ITIL 2011: ITIL ...**

There is a lot to learn about the foundations of contemporary IT service management. In this course, IT Service Management Foundations, you will start working with ITSM based on an agile mindset, laying the foundation for advanced ITSM approaches for the digital age. First, you will explore essential concepts relating to IT Services, such as what an IT Service is, and the definition of IT Service Management.

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## **IT Service Management Foundations**

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.

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ITIL defines IT service management as: "The implementation and management of quality IT services that meet the needs of the business. IT service management is performed by IT service providers through an appropriate mix of people, process and information technology."

## **What is IT service management? | ITIL | AXELOS**

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...

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## **Foundations of IT Service Management: With ITIL 2011 ...**

There are 5 stages of ITIL lifecycle: Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement. These stages are interlinked and are briefly covered in the Free ITIL Foundation Overview course. They form the perfect ITIL Service Management plan. Each stage covers different content and the ITIL process that needs to be in place for the operations ...

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