

---

## File Type PDF Itil A Pocket Guide 2011 Edition

---

Eventually, you will entirely discover a additional experience and attainment by spending more cash. nevertheless when? realize you receive that you require to acquire those all needs similar to having significantly cash? Why dont you try to acquire something basic in the beginning? Thats something that will lead you to understand even more in relation to the globe, experience, some places, taking into account history, amusement, and a lot more?

It is your certainly own mature to con reviewing habit. accompanied by guides you could enjoy now is **Itil A Pocket Guide 2011 Edition** below.

---

### I7A5ZM - DASHAWN DAISY

---

Van Haren Publishing is the world's leading publisher in best practice, methods and standards within IT Management, Project Management, Enterprise Architecture and Business Management. We are the official publisher for some of the world's leading organizations and their frameworks including: The Open Group [TOGAF], IPMA-NL, ITSqc [eSCM Models], GamingWorks [ABC of ICT], ASL BiSL Foundation, IAOP®, IACCM, CRP Henri Tudor and PMI NL. This catalog will provide you with an overview of our most popular and upcoming titles, but also gives you a quality summary on internationally relevant frameworks. Van Haren Publishing is an independent, worldwide recognized publisher, well known for our extensive professional network (authors, reviewers and accreditation bodies of standards), flexibility and years of experience. We make content available in hard copy and digital formats, designed to suit your personal preference (iPad, Kindle and online), available through over 50 distribution partners (Amazon, Google Play, Barnes & Noble, Managementboek and Bol.com, etc.) and over 700 outlets worldwide. Free whitepapers are available in our eKnowledge, with a licence for our eLibrary you can download all our eBooks within your area of expertise and in our eShop you can place your order in your favorite media format: hard copy or eBook.

The issues, opportunities and challenges of aligning information technology more closely with an organization and effectively governing an organization's Information Technology (IT) investments, resources, major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management in enterprises on a global basis. An integrated and comprehensive approach to the alignment, planning, execution and governance of IT and its resources has become critical to more effectively align, integrate, invest, measure, deploy, service and sustain the strategic and tactical direction and value proposition of IT in support of organizations. Much has been written and documented about the individual components of IT Governance such as strategic planning, demand (portfolio investment) management, program and project management, IT service management and delivery, strategic sourcing and outsourcing, performance management and metrics, like the balanced scorecard, compliance and others. Much less has been written about a comprehensive and integrated IT/Business Alignment, Planning, Execution and Governance approach. This new title fills that need in the marketplace and gives readers a structured and practical solutions using the best of the best principles available today. The book is divided into nine chapters, which cover the three critical pillars necessary to develop, execute and sustain a robust and effective IT governance environment - leadership and proactive people and change agents, flexible and scalable processes and enabling technology. Each of the chapters also covers one or more of the following action oriented topics: demand management and alignment (the why and what of IT strategic planning, portfolio investment management, decision authority, etc.); execution management (includes the how - Program/Project Management, IT Ser-

vice Management and Delivery with IT Infrastructure Library [ITIL] and Strategic Sourcing and outsourcing); performance, risk and contingency management (e.g. includes COBIT, the balanced scorecard and other metrics and controls); and leadership, teams and people skills. Endorsements 'Selig has brought together his years of practical experience and his academic training to produce a valuable resource on how to successfully manage IT. He uses IT governance as the focal point for executing best practices to create alignment between IT and the business. In today's marketplace, where no organization can compete effectively without alignment, this book can become the executive handbook for IT management' Christine V. Bullen, Senior Lecturer, Howe School of Technology Management, Stevens Institute of Technology 'Dr. Selig has written an extremely comprehensive book on IT Governance. It is so comprehensive that today's IT leader need look at few other sources to ensure that they have nailed what it takes to lead a world-class IT organization. It provides details, yet serves as a easily reference-able road-map for today's busy IT executives it's a great desktop companion!' Stu Werner, Executive Vice President and CIO, Li & Fong, U.S.A. 'Dr. Selig's book on this topic is a great resource for all IT practitioners and brings together every critical aspect relating to IT governance. This book lays out a roadmap to executing within a solid governance model. It looks at all aspects of establishing, maintaining, growing and sustaining an IT ecosystem. The combination of case studies and disciplined approaches to building well structured processes, committed leaders and change agents will help the board, executive management and most of all, CIO's and IT professionals think through what has worked, what can work and how to deploy IT governance successfully. I very much enjoyed reading the chapters. I think you have a great book and I look forward to reading it when it comes out' Dick LeFave, CIO, Sprint Nextel 'In an era when strong IT governance is an increasingly critical component of visionary business and technology leadership, Dr Selig's book provides a welcome compendium of successful practices. Experienced leaders will find it a valuable reference, while early-career managers will appreciate the clear, actionable framework for developing high-quality, sustainable governance models of their own' Hank Zupnick, CIO, GE Real Estate 'Dr Selig's book is a well thought out and comprehensive reference guide on the successful governance of IT in context of the larger business. It successfully combines practical check lists and governance models with real world insights in an easy to read format. The book is organized into logical sections that make it easy to find topics of relevance. This book will be useful when setting up a new governance model or challenging and improving what is in place today. It is written in a format that allows the reader to stand back from the detail and look at the bigger picture, recognizing that an integrated approach to IT governance is critical to the overall health of a successful business. Dr Selig has captured this complex topic in a way that will prove a valuable reference for all levels of Executives and managers that are involved in IT governance' Nicholas Willcox, Director IT, Unilever Americas 'Dr. Selig's blend of executive IT and senior level business experience in major companies

combined with many years of teaching experience and research effort have enabled him to create a unique book that blends many different components and perspectives on IT Governance into a single framework. Written for senior and aspiring IT and business leaders, his book draws upon practical experience, research, and best practices as well as the collective wisdom of the many senior IT leaders he has interacted with in teaching IT Governance. A five star rating! James R. Shea, Director, Syracuse University, Center for Business Information Technologies 'Dr. Selig has created a veritable IT Governance Encyclopedia for the 21st century IT executive. If something isn't covered here, you probably don't need to know it' Peter Schay, Executive VP, The Advisory Council

Note: This pocket book is available in several languages: English, German, Dutch. Vanaf 2001 hebben de ITIL pocketguides van Van Haren Publishing lezers over de gehele wereld ingeleid in de wereld van ITIL (IT Infrastructure Library), het belangrijkste framework voor IT-servicemanagement. Deze pocketguide voorziet weer in dezelfde behoefte als de vorige edities: het bieden van een nauwgezette samenvatting van ITIL, gebaseerd op ITIL 2011 Editie. De essentie van 2000 pagina's van de officiële ITIL manuals, samengevat op circa 160 pagina's in pocketguide-formaat. Dit is in de eerste plaats een handzame gids over ITIL voor iedereen die werkzaam is in de wereld van IT-servicemanagement. Wat zijn de essentiële servicemanagement-processen en -functies? Wat is de lifecycle approach? Kortom, deze pocketguide is een uitkomst voor IT-servicemanagers en alle anderen die moeten of willen werken met de nieuwste ITIL-versie, maar te weinig tijd hebben om de officiële manuals te bestuderen. In de tweede plaats kan de ITIL pocketguide worden gebruikt als onderdeel van het studiemateriaal voor iedereen die zich wil certificeren voor het ITIL Foundation-examen. De inhoud dekt alle specificaties van de ITIL Foundation Certificate Syllabus van APMG.

In all enterprises around the world, the issues, opportunities and challenges of aligning IT more closely with the organization and effectively governing an organization's IT investments, resources, major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management. An integrated and comprehensive approach to the alignment, planning, execution and governance of IT and its resources has become critical to more effectively align, integrate, invest, measure, deploy, service and sustain the strategic and tactical direction and value proposition of IT in support of organizations. Much has been written and documented about the individual components of IT Governance such as strategic planning, demand management, program and project management, IT service management, strategic sourcing and outsourcing, performance management, metrics, compliance and others. Much less has been written about a comprehensive and integrated approach

The ITIL pocket guides of Van Haren Publishing are since long recognized as the industry classic guide on the topic of ITIL, in many languages. 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 pocket guide will provide readers with an understanding of the ITIL 4 service management framework, by:

- \* understanding the key concepts of service management
- \* understanding how the seven ITIL guiding principles can help an organization adopt and adapt service management
- \* understanding the four dimensions of service management
- \* understanding the purpose and components of the ITIL service value system
- \* understanding the six activities of the service value chain, and how they interconnect
- \* knowing the purpose and key terms of 15 of the 34 ITIL

practices \* understanding seven of these 15 ITIL practices in detail All exam requirements for the ITIL 4 Foundation exam are covered in this pocket guide. It also provides support for everyone who has knowledge of previous ITIL editions and is looking for a bridge to the new edition. ITIL 4 took a big leap into the modern world of IT service management, covering the latest principles and practices in a customer-focused, service-centric way, enabling Agile principles for maximum support of any business. Bron: Flaptekst, uitgeverijinformatie.

This quick-reference revision guide has been designed to help students prepare for their foundation exam. It is also a key reference aid for managers, practitioners, vendors and consultants in the workplace and while travelling. This handbook provides an introduction to the ITIL service lifecycle model and an overview of the ITIL qualification structure. It contains a chapter on each of the components of the lifecycle: service strategy, service design, service transition, service operation and continual service improvement.

ITIL For Dummies provides an easy-to-understand introduction to using best practice guidance within IT service management. It breaks down the 5 stages of the service lifecycle into digestible chunks, helping you to ensure that customers receive the best possible IT experience. Whether readers need to identify their customers' needs, design and implement a new IT service, or monitor and improve an existing service, this official guide provides a support framework for IT-related activities and the interactions of IT technical personnel with business customers and users. Understanding how ITIL can help you Getting to grips with ITIL processes and the service lifecycle Implementing ITIL into your day to day work Learn key skills in planning and carrying out design and implementation projects

This Pocket Guide provides a concise explanation of the nature, content and aim of ISO/IEC 20000-1: 2011 and a short summary of ISO/IEC 20000-2:2012. It brings ISO/IEC 20000 Part 1 and Part 2 within reach of a vast international audience by providing the key elements of this important standard in a short, easy to read format:

- it promotes the awareness and the acceptability of ISO/IEC 20000 Part 1 and Part 2 as a valid standard for IT Services organizations;
- it supports ISO/IEC 20000 training and certification and
- it is a quick reference for practitioners to the core content of ISO/IEC 20000.

A comprehensive yet nicely abbreviated alternative to the five multi-thousand page volumes comprising the Information Technology Infrastructure Library (ITIL(R)) ITIL(R) For Beginners was reviewed and licensed by Axelos, the government-sponsored publisher of ITIL. This beginner-friendly text is easy-to-read and fully accessible to ITIL(R) newcomers.

Note: This pocket book is available in several languages: English, German, Dutch. Since 2001 the Van Haren Publishing ITIL Pocket Guides have helped readers all over the world to understand the essentials of ITIL (IT Infrastructure Library), the leading framework for IT service management. This pocket guide does exactly the same as previous editions: offering a concise summary of ITIL, based on ITIL® 2011 Edition. We have condensed the full ITIL framework, found in 2000 pages, into just 200 pocket-sized pages! It means that this book is an essential time-saving and cost-effective guide to ITIL 2011 Edition -- for both industry experts and students alike. Primarily it is a quick, portable reference tool to ITIL for all professionals in the service management community. What is the 'lifecycle' approach? What are the key service management processes and functions? Secondly the ITIL pocket guide can be used as part of the training material for everyone who wants to certify for the ITIL Foundation exam. The guide contents cover all of the specifications of APMG's ITIL Foun-

dation Certificate syllabus. By this book is a separate file (free, via internet) available: • All images in the book, in Powerpoint format. Click on the button Training Material by the book on our website.

This pocket guide is the one book to read for everyone who wants to learn about Scrum. The book covers all roles, rules and the main principles underpinning Scrum, and is based on the Scrum Guide Edition 2013. A broader context to this fundamental description of Scrum is given by describing the past and the future of Scrum. The author, Gunther Verheyen, has created a concise, yet complete and passionate reference about Scrum. The book demonstrates his core view that Scrum is about a journey, a journey of discovery and fun. He designed the book to be a helpful guide on that journey. Ken Schwaber, Scrum co-creator says that this book currently is the best available description of Scrum around. The book combines some rare characteristics: • It describes Scrum in its entirety, yet places it in a broader context (of past and future). • The author focuses on the subject, Scrum, in a way that it truly supports the reader. The book has a language and style in line with the philosophy of Scrum. • The book shows the playfulness of Scrum. David Starr and Ralph Jocham, Professional Scrum trainers and early agile adopters, say that this is the ultimate book to be advised as follow-up book to the students they teach Scrum to and to teams and managers of organizations that they coach Scrum to.

Service Management is the potent idea that could change your business. This useful little book is a pocket guide on how to operate any enterprise, described from the point of view of the services it delivers. After all, delivery is what success is all about. It describes the basics, in realistic pragmatic terms. And it is brief - we limited ourselves to 50 pages. Whether you are in manufacturing, trades, retail, IT, not-for-profit...; whether you provide service internally to the rest of your organisation or externally to paying customers; whether you work anywhere from a small business to a government department; this book introduces you to service management. It will get you started, get you up and running, and it will set you on the path to the advanced concepts if that is where you need to be.

The publication of the IT Infrastructure Library® (ITIL®), published in July, 2011, introduces several new processes and concepts that are paramount to the success of IT Service Management within an organization. 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 competitive environment. 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. These concepts help IT align to the needs of the business. The IT Infrastructure Library®, by focusing on the principle of providing services, empowers IT and the business with the tools they require to enable this alignment. Having become the de-facto standard in IT Service Management, ITIL® has rapidly gained popularity across the globe. Written by an ITIL® Expert trainer who has taught thousands of students and hundreds of organizations, "Foundations of IT Service Management with ITIL® 2011" provides a reader with the introduction to this approach to IT services without the expense of a formal classroom course. While the focus is primarily on providing information required to pass the ITIL® Foundations exam, this book goes beyond those basics to also provide a real understanding of ITIL® to further your knowledge and abilities as

a valuable part of IT/business alignment. Using a case-study approach, real issues are discussed that represents challenges experienced by almost every IT organization. This book is supported with access to online sample exams that are constantly updated as new material is available. Based on reader input and the latest ITIL® Foundations syllabus, this book has been updated to provide readers with the most up-to-date exam preparation material possible.

Six Sigma provides a quantitative methodology of continuous (process) improvement and cost reduction, by reducing the amount of variation in process outcomes. The production of a product, be it a tangible product like a car or a more abstract product like a service, consists of a series of processes. All processes consist of a series of steps, events, or activities. Six Sigma measures every step of the process by breaking apart the elements within each process, identifying the critical characteristics, defining and mapping the related processes, understanding the capability of each process, discovering the weak links, and then upgrading the capability of the process. It is only by taking these steps that a business can raise the high-water mark of its performance. IT is now a fundamental part of business and business processes; this book demonstrates how IT can be made to work as an enabler to better business processes, and how the Six Sigma approach can be used to provide a consistent framework for measuring process outcomes. ITIL defines the what of Service Management; Six Sigma defines the how of process improvement; together they are a perfect fit of improving the quality of IT service delivery and support. The Six Sigma approach also provides measures of process outcomes, and prescribes a consistent approach in how to use these metrics. This Pocket guide, provides a coherent view and guidance for using the Six Sigma approach successfully in IT service organisations. It particularly aims to merge ITIL and Six Sigma into a single approach for continuous improvement of IT service organizations.

Note: This pocket book is available in several languages: English, German, Dutch. Vanaf 2001 hebben de ITIL pocketguides van Van Haren Publishing lezers over de gehele wereld ingeleid in de wereld van ITIL (IT Infrastructure Library), het belangrijkste framework voor IT-servicemanagement. Deze pocketguide voorziet weer in dezelfde behoefte als de vorige edities: het bieden van een nauwgezette samenvatting van ITIL, gebaseerd op ITIL 2011 Editie. De essentie van 2000 pagina's van de officiële ITIL manuals, samengevat op circa 160 pagina's in pocketguide-formaat. Dit is in de eerste plaats een handzame gids over ITIL voor iedereen die werkzaam is in de wereld van IT-servicemanagement. Wat zijn de essentiële servicemanagement-processen en -functies? Wat is de 'lifecycle approach'? Kortom, deze pocketguide is een uitkomst voor IT-servicemanagers en alle anderen die moeten of willen werken met de nieuwste ITIL-versie, maar te weinig tijd hebben om de officiële manuals te bestuderen. In de tweede plaats kan de ITIL pocketguide worden gebruikt als onderdeel van het studiemateriaal voor iedereen die zich wil certificeren voor het ITIL Foundation-examen. De inhoud dekt alle specificaties van de ITIL Foundation Certificate Syllabus van AP-MG.

This guide provides a quick reference to the processes covered by the ITIL V3 SOA syllabus. It is designed as a study aid for students taking the ITIL Capability qualification for SOA, and as a handy portable reference source for practitioners who work with these processes.

Everything you need to prepare for the ITIL exam The ITIL (Information Technology Infrastructure Library) exam is the ultimate certification for IT service management. This essential resource is a complete guide to preparing for the ITIL Foundation exam and

includes everything you need for success.

"ITIL® 2011 At a Glance" is an important update to the internationally-recognized ITIL® best practices for IT Service Management. "ITIL® 2011 At a Glance" provides graphical and textual memory joggers for the primary concepts of those best practices. IT organizations worldwide are implementing ITIL® as a vehicle for improving IT service quality and improve return on investment for IT services. This book is an update based on the ITIL 2011 Update. The desk reference's unique graphical approach will take otherwise complex textual descriptions and make the information accessible in a series of consistent, simple diagrams. "ITIL® 2011 At a Glance" will be of interest to organizations looking to train their staffs in a consistent and cost-effective way. Further, this book is ideal for anyone involved in planning consulting, implementing, or testing an ITIL® implementation.

A GUIDE TO CUSTOMER SERVICE SKILLS FOR THE SERVICE DESK PROFESSIONAL, the definitive service desk text now available in a fully revised fourth edition, teaches technical professionals the skills and work habits needed to successfully interact with customers and achieve job satisfaction. Each chapter describes a specific business skill, soft skill, or self-management skill required to deliver effective technical customer support while providing proven, how-to techniques for mastering that skill. Research and references have been updated in each chapter, and the latest ITIL vocabulary and concepts are reflected throughout the text. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

The Complete Beginners' Guide to ITIL DESCRIPTION Dr Pratul Sharma's exposure to working Industry movers, good practices of IT Service Management and Project Management has enabled him to work closest to the minds of knowledge workers of today's Industry. This book is a collection of Dr. Pratul Sharma's real-life examples explaining the concepts of IT Service Management and ITIL which have proven to be the most important aspects of the learning journey of service industry professionals. The examples quoted herein are from the author own experience. The book also provides some entering questions which may be pondered during client discussions or job interviews. KEY FEATURES Explains ITIL service strategy and guiding principles Covers all ITIL processes, roles, and functions Describes the ITIL service lifecycle and standards for service design and development An explanation is given in untraditional Layman's language, with easy to follow examples Explores issues of creating and maintaining value for clients through monitoring WHAT WILL YOU LEARN Service Strategy & Design, Service Transition & Service Operation Continual Service Improvement Service Operation Functions ITIL® 2011 Update WHO THIS BOOK IS FOR This book is a humble attempt to support the endeavour, where an effort has been made to make the knowledge simple and easy to understand even to the professionals who are not IT literate. Even a banker could read the manuscript of the book and easily understand the good practices of IT Service Management described therein. This book will help the readers to understand the relatively new discipline called IT Service Management better. Table of Contents 1. The ITIL® Story 2. Concepts 3. The Story Continues -ITIL® V 3.0 4. Service Strategy 5. Service Design 6. Service Transition & Service Operation 7. Continual Service Improvement 8. Service Operation Functions 9. ITIL® 2011 Update 10. Few Important Questions to discuss 11. The ITIL® Story Summary 12. Abbreviations

Van Haren Publishing is the world's leading publisher in best practice, methods and standards within IT Management, Project Management, Enterprise Architecture and Business Management. We are the official publisher for some of the world's leading organiza-

tions and their frameworks including: The Open Group , IPMA, ASL BiSL Foundation, IAOP® and IACCM. This catalog will provide you with an overview of our most popular and upcoming titles (including courseware), but also gives you a quality summary on internationally relevant frameworks. Van Haren Publishing is an independent, worldwide recognized publisher, well known for our extensive professional network (authors, reviewers and accreditation bodies of standards), flexibility and years of experience. We make content available in hard copy and digital formats, designed to suit your personal preference (iPad, Kindle and online), available through over 50 distribution partners (Amazon, Google Play, Barnes & Noble, Managementboek and Bol.com, etc.) and over 700 outlets worldwide.

Essential reading for all decision makers (IT-literate or not) who are presented with an ITIL(r) proposal or asked to oversee or own an ITIL project. It explains, in lay-manager's terms, what ITIL is. It reveals what ITIL is good for, what it is bad at, what to expect. It describes how to ensure an ITIL project succeeds, what to require from the project, and how to measure the results. "Score: 10 out of 10... This is a wonderfully irreverent, but totally authoritative, book... It is a slim manual that seeks to debunk the language and meaning of ITIL and relate it to the practical implementation of IT service management... It's a gem of a book that offers a good perspective on what the ITIL v3 manuals take 5 volumes to cover." (British Computer Society)

Ensure your success on the ITIL Foundation exam with these 100 exam questions with detailed rationale and BONUS sample exam. Each and every question closely resemble the types and format of questions you will experience on your exam. This representative sample of questions covers definitions and terms, process activities and relationships, key concepts and questions from other topics that you will see on your exam.

A Guide to the Business Analysis Body of Knowledge® (BABOK® Guide) is the collection of knowledge within the profession of business analysis and reflects current generally accepted practices. As with other professions, the body of knowledge is defined and enhanced by the business analysis professionals who apply it in their daily work role. The purpose of this pocket guide to the BABOK® Guide is to help understand the key knowledge found within the BABOK Guide and how it can be applied to a particular situation. Primary target groups for this pocket guide are: • Individuals interested in how business analysis works or who may want to become Business Analysts; • Business Analysts as a quick reference during the course of their day-to-day work; • Team members working on projects or within normal organizational operations where business analysis is performed; • Managers and executives who need to understand how business analysis can help improve their organizations. This pocket guide is based upon the content found in Version 2 of the BABOK Guide. The BABOK Guide was first published by the International Institute of Business Analysis (IIBA) in 2005. Version 2.0 was released in March 2009. The BABOK® Guide describes business analysis areas of knowledge, their associated activities and the tasks and skills necessary to be effective in their execution. The BABOK® Guide is a reference for professional knowledge for business analysis and provides the basis for the Certified Business Analysis Professional™ (CBAP®) and the Certification of Competency in Business Analysis™ (CCBA®) certifications.

For trainers free additional material of this book is available. This can be found under the "Training Material" tab. Log in with your trainer account to access the material. In the world of international IT Service Management the previous editions of this book have acquired an excellent reputation as guidance 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 revised edition is based on ITIL 2011 Edition. It is written in the same concise way as the previous editions and covering all the facts. Readers will find that this title succinctly covers the key aspects of ITIL 2011 Edition. It is endorsed by AXELOS, the official ITIL Accreditor. The ITIL Lifecycle is fully covered. In addition there is much attention to the 26 IT Service Management processes and 4 Functions. These are described in detail. This means that it is easy for all readers to access and grasp the concepts of processes and functions that are so pivotal to many service management day-to-day operations. This title covers the following: Introduction to the Service Lifecycle Lifecycle phase: Service Strategy Lifecycle phase: Service Design Lifecycle phase: Service Transition Lifecycle phase: Service Operation Lifecycle phase: Continual Service Improvement. New, compared with the previous edition on ITIL V3, are the processes for Strategy Management and Business Relationship Management. Also the other new and revised concepts of ITIL are covered in this book. Well written and presented, this publication provides a useful addition to the core ITIL publications for anyone wanting to understand IT service management. Kevin Holland, Service Management Specialist, NHS Pierre has produced an extremely useful summary of the current version of ITIL. This will be an invaluable day to day reference for all practitioners. Claire Agutter, ITIL Training Zone

This guide provides a quick reference to the processes covered by the ITIL V3 PPO syllabus. It is designed as a study aid for students taking the ITIL Capability qualification for PPO, and as a handy portable reference source for practitioners who work with these processes.

This book describes a process framework for business information management, encompassing the best way to manage and execute business information management in day-to-day practice, and explaining how BiSL® can help. Effective management of business information is critically important for modern organizations. The Business Information Systems Library (BiSL) is a generic framework and a domain standard which is consistent with ITIL and ASL. As outsourcing of ICT activities increases, it is essential to maintain control of the services being delivered.

Demand Supply Governance is a skill in high demand because of the following: Ever faster technology advances, pressures on costs and service levels causes pressure on the IT departments to deliver. Outsourcing has made the market more competitive IT departments are poor at demonstrating and publicizing their added value. The Demand Supply Governance discipline addresses these issues by focusing on: Encouraging services, as required by and agreed upon with the business, which are actually delivered to the business: on time and in accordance with the agreed upon quality specifications, and at an acceptable level of costs. Increasing the added value of IT and making it manifest This title looks at the key frictions of encouraging IT Supply to meet Business Demand. By encouraging a pro-active approach this title suggests that IT departments can dramatically improve their profile and their services to the organization It describes an established framework with a key set of principles as well as practical issues such as roles, organization and implementation. This title supports the Sourcing Governance Foundation Qualification. SGF Qualification also qualifies an individual for COS-FP certification from IAOP®.

ITIL® Foundation Essentials is a distillation of the critical information you need to understand the key facts for a successful exam. This book helps people prepare for the ITIL® 2011 Edition Foundation qualification exam. It contains direct links to the full syllabus and specifies the terms and definitions required. In addition it

gives sample questions for practice both within the text and also a number of the official exams questions in the back. The content of this book is based on the ITIL® 2011 Edition core guidance and APMG's ITIL Foundation Certificate syllabus edition 2011. Written by globally experienced trainers and reviewed by other professionals this unique work provides clear and concise guidance for all those seeking to achieve success at the ITIL Foundation Level. Covering: A clear and concise explanation of the exam structure; Key text for the exams; Sample exam questions and sample answers and Hints and Tips and practical examples this book will highlight for readers the key items they need for the ITIL Foundation Exam that will increase chances of success. By this book is a separate file (free, via internet) available: • All images in the book, in Powerpoint format. Click on the button Training Material by the book on our website.

Translate technical expertise into an effective career in computer user support with the help of Knapp's A GUIDE TO SERVICE DESK CONCEPTS, 4E. This trusted, contemporary guide introduces the latest developments, research, resources and trends as they happen in computer user support. Readers explore the various types of service desks and gain a solid understanding of the diverse roles and skills required. This edition also reviews the processes and technologies that ensure the service desk is operating efficiently and examines how today's leading organizations measure service desk success. The author references the very latest ITIL 2011 best practices, leading quality and IT service management frameworks and standards to ensure this edition presents the most recent information regarding the role of outsourcing and certification in the service desk. New case studies and case projects provide on-the-job practice, while updated chapters highlight the evolving role of the service desk to relationship managers and how technology trends, such as cloud computing, virtualization, mobile technology and consumerization, are impacting the service desk. New material also examines the current emphasis on self-help and the effects of self-healing capabilities within newer generation technologies. A GUIDE TO SERVICE DESK CONCEPTS, 4E provides the overview needed for success in computer user support today. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

This ground-breaking title from the world's leading authority on contemporary contracting best practices, the IACCM (International Association for Contract and Commercial Management) delivers a lively and practical complete insight into the contracting process which is useful in both business and personal life. Contracts are the language of business, and this book gives readers the essentials that can make a difference to any deal, no matter how big or small. Designed for the non-contract business professional, this book takes project managers and other professionals through the basic process and gives them a road map to improved results, increased value, and successful outcomes In this book you'll find sensible guidance and approaches to ensure business success. Case studies showing you what can go wrong - and what can go right -- bring theory into the real world. Checklists give confidence and enable you to be certain that you have asked and answered the right questions as you go through any deal. This real-world approach demonstrates the value of effective contracting. This is not dry, academic prose. It is compelling and dynamic advice and tools to manage business relationships for both buyers and sellers.

The Application Services Library ASL is a public domain framework and the standard for application management. This pocket guide offers an introduction to the framework ASL 2, an evolutionary update of the ASL framework that was introduced in 2001

and is used by more and more organizations since then. This compact book offers a generic introduction and additional background information through a case study. This case study offers a historic perspective, with examples comparing the past situation for ASL and the present with ASL 2. ASL will offer support to anyone implementing application management. Additional support is given by best practices that are published on the website of the ASL BiSL Foundation. ASL aligns with other frameworks, e.g. BiSL for Business Information Management and ITIL for IT Service Management.

Everything you need to prepare for the ITIL exam - Accredited to 2011 syllabus The ITIL (Information Technology Infrastructure Library) exam is the ultimate certification for IT service management. This essential resource is a complete guide to preparing for the ITIL Foundation exam and includes everything you need for success. Organized around the ITIL Foundation (2011) syllabus, the study guide addresses the ITIL Service Lifecycles, the ITIL processes, roles, and functions, and also thoroughly explains how the Service Lifecycle provides effective and efficient IT services. Offers an introduction to IT service management and ITIL V3 service strategy Highlights the topics of service design and development and the service management processes Reviews the building, testing, authorizing, documenting, and implementation of new and changed services into operation Addresses creating and maintaining value for customers through monitoring and improving services, processes, and technology Download valuable study tools including practice exams, flashcards, a glossary of key terms and more. If you prefer self-study over the more expensive training course, but you don't want to skimp on information or preparation, then this study guide is for you.

For trainers free additional material of this book is available. This can be found under the "Training Material" tab. Log in with your trainer account to access the material. This book 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 2011 Edition. 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 2011 Edition upgrade. The ITIL 2011 Edition approach covering the ITIL Lifecycle is fully covered. The new and re-written processes in ITIL 2011 Edition for strategy management and business relationship management are included, as well as the other new and improved concepts in ITIL 2011 Edition. 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: Lifecycle phase: Service strategy Lifecycle phase: Service design Lifecycle phase: Service transition Lifecycle phase: Service operation Lifecycle phase: Continual service improvement

This title is the sister book to the global best-seller Metrics for IT Service Management. Taking the basics steps described there, this new title describes the context within the ITIL 2011 Lifecycle approach. More than that it looks at the overall goal of metrics which is to achieve Value. The overall delivery of Business Value is driven by Corporate Strategy and Governance, from which Requirements are developed and Risks identified. These Requirements drive the design of Services, Processes and Metrics. Metrics are designed and metrics enable design as well as governing the delivery of value through the whole lifecycle. The book shows the reader how do achieve this Value objective by extending the ITIL Service Lifecycle approach to meet business requirements.

This Pocket Guide provides a concise explanation of the nature,

content and aim of ISO/IEC 20000-1: 2011. It brings ISO/IEC 20000-1: 2011 within reach of a vast international audience by providing the key elements of this important standard in a short, easy to read Pocket Guide: - it promote the awareness and the acceptability of ISO/IEC 20000-1: 2011 as a valid standard for IT Services organisations; - it supports ISO/IEC 20000-1: 2011 training and certification; - it is a quick reference to the core content of ISO/IEC 20000-1: 2011, for practitioners. 'ISO/IEC 20000-1: 2011: A Pocket Guide' is ideal for a broad range of practitioners, trainers and students, who work in IT as well as in other environments, ranging from experienced experts in (IT) service organisations, to those who are looking for a suitable approach to quality improvement issues.

ITIL is a widely adopted body of knowledge and best practices for successful IT Service Management that links with training and certification. ITIL 4 has evolved from the current version by re-shaping much of the established ITSM practices in the wider context of customer experience; value streams and digital transformation; as well as embracing new ways of working, such as Lean, Agile, and DevOps. ITIL 4 provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology. It is designed to ensure a flexible, coordinated and integrated system for the effective governance and management of IT-enabled services. "ITIL Foundation" is the first ITIL 4 publication and the latest evolution of the most widely-adopted guidance for ITSM. Its audience ranges from IT and business students taking their first steps in service management to seasoned professionals familiar with earlier versions of ITIL and other sources of industry best practice. The guidance provided in this publication can be adopted and adapted for all types of organizations and services. To show how the concepts of ITIL can be practically applied to an organization's activities, ITIL Foundation follows the exploits of a fictional company on its ITIL journey. This book is a revised edition of the best selling title Implementing IT Governance (ISBN 978 90 8753 119 5). For trainers free additional material of this book is available. This can be found under the "Training Material" tab. Log in with your trainer account to access the material. In all enterprises around the world, the issues, opportunities and challenges of aligning IT more closely with the organization and effectively governing an organization's IT investments, resources, major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management. An integrated and comprehensive approach to the alignment, planning, execution and governance of IT and its resources has become critical to more effectively align, integrate, invest, measure, deploy, service and sustain the strategic and tactical direction and value proposition of IT in support of organizations. Much has been written and documented about the individual components of IT Governance such as strategic planning, demand management, program and project management, IT service management, strategic sourcing and outsourcing, performance management, metrics, compliance and others. Much less has been written about a comprehensive and integrated approach for IT/Business Alignment, Planning, Execution and Governance. This title fills that need in the marketplace and offers readers structured and practical solutions using the best of the best practices available today. The book is divided into two parts, which cover the three critical pillars necessary to develop, execute and sustain a robust and effective IT governance environment: - Leadership, people, organization and strategy, - IT governance, its major component processes and enabling technologies. Each of the chapters also covers one or more of the following action oriented topics: - the why and what of IT: strategic planning, portfolio investment management, decision authority, etc.; - the how of IT: Program/Project Management, IT Service Manage-

ment (including ITIL); Strategic Sourcing and outsourcing; performance, risk and contingency management (including COBIT, the Balanced Scorecard etc.) and leadership, team management and professional competences.