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~~Foundations of IT Service Management: The ITIL Foundations ... 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 questions, and an additional chapter on exam preparation, making it even more useful as a study guide for ...~~

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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.

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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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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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This book, "Foundations of IT Service Management with ITIL(r) 2011", provides the reader with foundations-level knowledge of the concepts of the IT Infrastructure Library(r) for both ITIL(r) v3 and ITIL(r) 2011 preparing the reader to achieve success on the ITIL(r) Foundations certification exam as well as gain new insight on how IT can truly meet the needs of the business.

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IT service management (ITSM) is a concept that enables an organization to maximize business value from the use of information technology. ITSM positions IT services as the key means of delivering and obtaining value, where an internal or external IT service provider works with business customers, at the same time taking responsibility for the associated costs and risks.

~~What is IT service management? | ITIL | AXELOS~~

The ITIL 4 Foundation certification is designed as an introduction to ITIL 4 and enables candidates to look at IT service management through an end-to-end operating model for the creation, delivery and continual improvement of tech-enabled products and services.

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NOTE: This book has been updated with "Foundations of IT Service Management with ITIL 2011". This new book covers the ITIL exam topics with the latest, up-to-date-information. As

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business becomes more and more dependent on technology, there is considerable attention given to the concept of aligning IT to the business.

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Foundations of IT Service Management based on ITIL has become the industry classic guide on the topic of ITIL. Over the years this authoritative itSMF guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This 2007 version has now been upgraded to ...

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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.

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The journal Foundations of Management deals with topics from the following subject areas: Business and Economics, Business Management, Management Accounting, Financial Controlling, Cost Calculation, Investment, Computer Sciences, Business Computing.

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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

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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.

Note: This book is available in several languages: Italian, German. Foundations of IT Service Management based on ITIL® V3 Foundations of IT Service Management based on ITIL has 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 2007 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 new 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 IT Service Management based on ITIL V3 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:

PART 1: THE ITIL SERVICE LIFECYCLE
Lifecycle phase: Service strategy
Lifecycle phase: Service design
Lifecycle phase: Service transition
Lifecycle phase: Service operation
Lifecycle phase: Continual service improvement

PART 2: FUNCTIONS AND PROCESSES
Introduction to Functions and Processes
Functions and Processes in Service Strategy
Functions and Processes in Service Design
Functions and Processes in Service Transition
Functions and Processes in Service Operation
Functions and Processes in Continual Service Improvement and much more!

Foundations of ITIL and its predecessors have become the industry classic guide on the topic of ITIL. Over the years this authoritative

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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:

This introduction to IT Service Management is intended to serve as: a thorough and convenient introduction to the field of IT Service Management and the core books in the IT Infrastructure Library (ITIL); and a self-study guide that contains all the material needed to prepare for the Foundation Certificate examination in IT Service Management. It contains a wealth of practical knowledge collected by the editorial board that makes and raises questions, to encourage discussions and the comparison of the best practices found in the book with the reader's own experience.

Discusses the theories and realities of service level management, covering service level agreements, products, monitoring tools, reports, implementation, and potential architectures and technologies.

Features coverage of the service systems lifecycle, including service marketing, engineering, delivery, quality control, management, and sustainment Featuring an innovative and holistic approach, ServiceScience: The Foundations of Service Engineering and Management provides a new perspective of service research and

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practice. The book presents a practical approach to the service systems lifecycle framework, which aids in understanding and capturing market trends; analyzing the design and engineering of service products and delivery networks; executing service operations; and controlling and managing the service lifecycles for competitive advantage. Utilizing a combined theoretical and practical approach to discuss service science, *Service Science: The Foundations of Service Engineering and Management* also features: Case studies to illustrate how the presented theories and design principles are applied in practice to the definitions of fundamental service laws, including service interaction and socio-technical natures Computational thinking and system modeling such as abstraction, digitalization, holistic perspectives, and analytics Plentiful examples of service organizations such as automobile after-sale services, global project management networks, and express delivery services An interdisciplinary emphasis that includes integrated approaches from the fields of mathematics, engineering, industrial engineering, business, operations research, and management science A detailed analysis of the key concepts and body of knowledge for readers to master the foundations of service management *Service Science: The Foundations of Service Engineering and Management* is an ideal reference for practitioners in the contemporary service engineering and management field as well as researchers in applied mathematics, statistics, business/management science, operations research, industrial engineering, and economics. The book is also appropriate as a text for upper-undergraduate and graduate-level courses in industrial engineering, operations research, and management science as well as MBA students studying 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

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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.

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.

ITIL was created by the UK government in the 1980s as an efficiency-improving initiative. This text gives an essential guide to the overall structure of ITIL and an outline of its principles.

In recent years, IT Service Management has developed into a field

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in its own right. Organizations are now so dependent on the automation of large parts of their business processes that the quality of IT services and the synchronization of these services with the needs of the organization are now essential to their survival. This introduction to IT Service Management, published by ITSMF-NL, is based on the latest edition of the ITIL books on Service Support, Service Delivery and Security Management, and is intended to serve as: A thorough and convenient introduction to the field of IT Service Management and the core books in the IT Infrastructure Library (ITIL) A self-study guide that contains all the material needed to prepare for the Foundation Certificate examination in 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 questions, and an additional chapter on exam preparation, making it even more useful as a study guide for the ITIL Foundation exam While this book may serve as a textbook, it is not a theoretical book. Instead, it contains a wealth of practical knowledge collected by the editorial board. This practical knowledge and the introduction to the field of IT service management make the book useful even for those not preparing for the examination Since no single publication can have the answers to all the questions that arise in a field so multifaceted as IT Service Management, the aim of the book is to raise key questions, to encourage discussions and the comparison of the best practices found in the book with the reader's own experience. Bron: Flaptekst, uitgeversinformatie.

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