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## ITIL - A Pocket Guide 2011 Edition (Best Practice)

Von Jan van Bon

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**Von Jan van Bon : ITIL - A Pocket Guide 2011 Edition (Best Practice)** before purchasing it in order to gage whether or not it would be worth my time, and all praised ITIL - A Pocket Guide 2011 Edition (Best Practice):

KundenrezensionenHilfreichste Kundenrezensionen0 von 0 Kunden fanden die folgende Rezension hilfreich. Sehr guter berblick ber ITILVon WoodstockDas kleine Taschenbuch gibt einen sehr guten berblick ber ITIL 2011 und ist bestens als Nachschlagewerk fr dieses Thema zu gebrauchen. Fr eine Vorbereitung auf eine Prfung ist es fr sich alleine nicht ausreichend. Doch lsst sich hiermit bereits angeeignetes Wissen wieder ins Gedchtnis zurckholen.0 von 0 Kunden fanden die folgende Rezension hilfreich. Gute, "handliche" ZusammenfassungVon ThomasZDas Buch ist nichts fr "Fanatiker".. eher fr "Einsteiger" Fasst alle Themenbereiche sehr gut zusammen, aber geht halt nirgends

wirklich ins Detail, also in dem Bereich nicht zu viel erwarten!

Kurzbeschreibung 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. 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 AXELOS ITIL Foundation Certificate syllabus.

Pressestimmen This book provides a very readable and different perspective on ITIL V3, and is ideal for people who want more than an overview but less than the full detail' (Kevin Holland, Programme Head, NHS Connecting for Health) '...this text is a gem: it contains all I need to know about the 5 process groups, the new processes, and how I should go about introducing v3. I would heartily recommend it' (Gerry B, ) 'I now use it before the meetings to prepare my list of questions and of course, its so small in size that I have it in my pocket most of the time at work. Buy it.....and you will not regret your purchase' (Amit Kumar, ) 'Every ITIL Consultant/Manager MUST own this pocket book' (Amit Kumar, ) 'I heartily recommend this book... Excellent value for money and a genuinely useful book' (M Harfield, ) (Kevin Holland 20120124)

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