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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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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.

~~Foundations of IT Service Management Based on ITIL® V3~~

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.

~~IT Service Management Foundations | Pluralsight~~

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...

~~Foundations of IT Service Management: With ITIL 2011 ...~~

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.

~~Foundations of It Service Management 11 edition ...~~

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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 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.

~~Foundations of IT Service Management with ITIL 2011: ITIL ...~~

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