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Autore	Morris Helen
Titolo	ITIL foundation exam study guide [[electronic resource] /] / Helen Morris, Liz Gallacher
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Descrizione fisica	1 online resource (410 p.)
Altri autori (Persone)	GallacherLiz
Disciplina	004.068 658.05
Soggetti	Information technology - Management - Examinations Information technology projects - Management - Examinations Electronic data processing personnel - Certification Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
Nota di contenuto	""ITILA® Foundation Exam Study Guide""; ""Copyright""; ""Acknowledgments""; ""About the Authors""; ""Contents""; ""Introduction""; ""How to Contact the Authors""; ""ITIL Foundation Exam Objectives""; ""Unit 1: Service Management as a Practice""; ""Unit 2: The ITIL Service Lifecycle""; ""Unit 3: Generic Concepts and Definitions""; ""Unit 4: Key Principles and Models""; ""Unit 5: Processes""; ""Unit 6: Functions""; ""Unit 7: Roles""; ""Unit 8: Technology and Architecture""; ""Unit 9: Competence and Training""; ""Unit 10: Mock Exam""; ""Assessment Test""; ""Answers to Assessment Test"" ""Chapter 1: Service Management as a Practice""""Best-Practice Approaches and ITIL""; ""Why Is ITIL So Successful?""; ""Services, Customers, and Stakeholders""; ""Identifying Types of Service""; ""Understanding the Customer, Internal and External""; ""Differentiating Between Internal and External Services""; ""Who Are the Stakeholders in Service Management?""; ""Understanding the Concepts of Service Management and IT Service Management""; ""Service Management""; ""IT

Service Management"; "IT Service Provider Types"; "Understanding Processes and Functions"  
"Processes in the Service Lifecycle"; "The Process Model"; "Process Characteristics"; "Organizing for Service Management"; "Introducing the Service Lifecycle"; "Summary"; "Exam Essentials"; "Review Questions"; "Chapter 2: Understanding Service Strategy"; "Understanding the Service Strategy Stage"; "Purpose and Objectives of Service Strategy"; "Setting the Scope for Service Strategy"; "What Value Does Service Strategy Provide to the Business?"; "Demonstrating the Value of Services"; "Understanding Key Concepts of Service Strategy"  
"Utility and Warranty in Value Creation"; "Assets, Resources, and Capabilities"; "Governance and Its Place in the Lifecycle";  
"Management of Risk in Service Management"; "Understanding Patterns of Business Activity"; "Summary"; "Exam Essentials";  
"Review Questions"; "Chapter 3: Service Strategy Processes";  
"Understanding Service Portfolio Management"; "Purpose of SPM";  
"Objectives of SPM"; "Scope of SPM"; "The Service Portfolio";  
"Understanding the Financial Management Process"; "Purpose of Financial Management"; "Objectives of Financial Management"  
"Scope of Financial Management"; "Preparing and Using a Business Case"; "Understanding the Business Relationship Management Process"; "Purpose of the BPM Process"; "Objectives of the BPM Process"; "Scope of the BPM Process"; "Summary"; "Exam Essentials"; "Review Questions"; "Chapter 4: Understanding Service Design"; "Understanding the Purpose, Objectives, and Scope for Service Design"; "The Purpose of Service Design"; "The Objectives of Service Design"; "The Scope of Service Design"; "The Value Service Design Provides to the Business"; "Describing the Service"  
"Four Key Elements of Service Design"

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#### Sommario/riassunto

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 intro

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2. Record Nr.	UNINA9910462234703321
Autore	Barrett David M. <1951->
Titolo	Blind over Cuba [[electronic resource]] : the photo gap and the missile crisis / / David M. Barrett & Max Holland
Pubbl/distr/stampa	College Station [Tex.], : Texas A&M University Press, c2012
ISBN	1-283-58424-7 9786613896698 1-60344-772-5
Edizione	[1st ed.]
Descrizione fisica	1 online resource (226 p.)
Collana	Foreign relations and the presidency ; ; no. 11
Altri autori (Persone)	HollandMax
Disciplina	973.922
Soggetti	Cuban Missile Crisis, 1962 Intelligence service - Political aspects - United States Executive-legislative relations - United States National security - Political aspects - United States Electronic books. United States Politics and government 1961-1963
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	The making of a "photo gap": August 29 to October 14, 1962 -- Obscuring the photo gap -- The struggle over the postmortems -- Stonewalling the House -- The Senate steps in -- Tensions within the Kennedy administration: fashioning a unified story -- End of the trail: the "interim" report -- The costs of managed history -- Appendix: a historiography of the photo gap, 1963-2011.
Sommario/riassunto	In the aftermath of the Cuban Missile Crisis, questions persisted about how the potential cataclysm had been allowed to develop. A subsequent congressional investigation focused on what came to be known as the "photo gap": five weeks during which intelligence-gathering flights over Cuba had been attenuated. In <i>Blind over Cuba</i> , David M. Barrett and Max Holland challenge the popular perception of the Kennedy administration's handling of the Soviet Union's surreptitious deployment of missiles in the Western Hemisphere. Rather than epitomizing it as a masterpiece of crisis man

