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Autore	Morris Helen
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Service Management"; "IT Service Provider Types"; "Understanding Processes and Functions"
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"Utility and Warranty in Value Creation"; "Assets, Resources, and Capabilities"; "Governance and Its Place in the Lifecycle";
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"Four Key Elements of Service Design"

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
