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| 1. Record Nr.           | UNINA9910465433303321  |
| Autore                  | Morris Helen   |
| Titolo                  | ITIL foundation exam study guide [[electronic resource] /] / Helen Morris, Liz Gallacher   |
| Pubbl/distr/stampa      | Chichester, U.K., : Wiley, 2012  |
| ISBN                    | 1-119-94364-7<br>1-283-57136-6<br>9786613883810<br>1-119-94363-9   |
| Edizione                | [1st edition]  |
| Descrizione fisica      | 1 online resource (410 p.)   |
| Altri autori (Persone)  | GallacherLiz   |
| Disciplina              | 004.068<br>658.05  |
| Soggetti                | Information technology - Management - Examinations<br>Information technology projects - Management - Examinations<br>Electronic data processing personnel - Certification<br>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""<br>""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.           | UNINA9911004820703321  |
| Titolo                  | Sequence-specific DNA binding agents // edited by Michael Waring   |
| Pubbl/distr/stampa      | Cambridge, : RSC Pub., c2006   |
| ISBN                    | 9781628701395<br>1628701390<br>9781847555304<br>1847555306   |
| Edizione                | [1st ed.]  |
| Descrizione fisica      | 1 online resource (271 p.)   |
| Collana                 | RSC biomolecular sciences  |
| Altri autori (Persone)  | WaringMichael J  |
| Disciplina              | 616.994061   |
| Soggetti                | DNA-drug interactions<br>DNA-binding proteins<br>Gene targeting<br>Drug targeting<br>Chemotherapy  |
| 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       | Sequence-specific DNA Binding Agents; i_iv; v_vi; vii_xii; 001_028;<br>029_043; 044_068; 069_095; 096_108; 109_129; 130_151; 152_189;<br>190_206; 207_232; 233_252; 253_258  |
| Sommario/riassunto      | The binding of antibiotics and drugs to DNA is a fast developing area of research with important applications in medicine, particularly the treatment of cancer. Sequence-specific DNA Binding Agents uniquely discusses key aspects of this topic, providing a novel perspective on the subject. Written by experts in the field, this book discusses diverse modes of binding of antibiotics and drugs to DNA, emphasising matters that are important or promising for cancer treatment. Chapters discuss established agents like actinomycin D but also look at novel drugs with strong potential in chemotherapy suc |