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Autore	Morris Helen
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Nota di contenuto	<p>""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""</p>

""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""

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
