

1. Record Nr.	UNISALENTO991000151369707536
Autore	McGregor, Harvey
Titolo	McGregor on damages : fourth supplement to the sixteenth edition / by Harvey McGregor
Pubbl/distr/stampa	London : Sweet & Maxwell, c2002
ISBN	0421790202
Descrizione fisica	xxxiii, 228 p. ; 25 cm.
Collana	The common law library
Disciplina	346
Soggetti	Danni - Gran Bretagna
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
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2. Record Nr.	UNISA996339110103316
Autore	Rudd Colin
Titolo	The ITIL V3 manager's bridge certificate in IT service management [[electronic resource]] : a guide for exam candidates / / Colin Rudd
Pubbl/distr/stampa	Swindon, : British Informatics Society Limited, 2010
ISBN	1-906124-53-1
Descrizione fisica	1 online resource (713 p.)
Disciplina	658.4038
Soggetti	Information technology - Management Management information systems
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Sommario/riassunto	ITIL® is a framework for IT service management and provides best management practice to meet ISO 20k. The objective of the ITIL Service Management framework is to give guidance to all types of organisations that provide IT services to businesses. The Manager's Bridge Certificate is intended for those who have an ITIL (V1 or V2) Manager's Certificate in IT Service Management and wish to bridge the gap between their existing qualification and ITIL V3 Expert in IT Service Management. The main focus of the Managers Bridge will be the NEW content of ITIL V3 and the content that has changed. The