

Download Itil Pocket Guide 2011 Best Practice

For those who are new to ITIL, let me introduce ITIL to them. The Information Technology Infrastructure Library (ITIL) is a set of best practice guidelines for IT service management (ITSM) that aligns the IT services with the business needs. About Van Haren Publishing. Van Haren Publishing was founded in 2001 and has become the world's leading publisher in best practice, frameworks, methods and standards within IT & IT Management, Project Management, Enterprise Architecture and Business Management. Welcome. The new version of ITIL (Information Technology Infrastructure Library) was launched in June 2007. ITIL V3 primarily describes the Service Lifecycle of IT Service Management. Update since publication: The latest version of ITIL – ITIL 4 – was released on Monday 18th February. To find out what is covered in the latest version, along with what has changed, please read this blog also by Stuart Rance., Itil Pocket Guide 2011 Best Practice.

Other Files :