



## IT Service Management Based on ITIL: Volume 3: A Pocket Guide (Paperback)

By Jan van Bon, Arjen de Jong, Axel Kolthof

Van Haren Publishing, Netherlands, 2010. Paperback. Condition: New. Impr.. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.This Pocket Guide is a concise summary of ITIL(r) V 3. A quick, portable reference tool to this leading standard within the Service Management community. What are the key service management processes? What is the lifecycle approach? Foreword Acknowledgements Introduction Introduction to the Service Lifecycle Lifecycle Phase: Service Strategy Lifecycle Phase: Service Design Lifecycle Phase: Service Transition Lifecycle Phase: Service Operation Lifecycle Phase: Continual Service Improvement Introduction to Functions and Processes Functions and Processes in Service Strategy Functions and Processes in Service Design Functions and Processes in Service Transition Functions and Processes in Service Operation Functions and Processes in Continual Service Improvement.



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