

Itil Practitioner Guidance

Dit boek behandelt alle belangrijke frameworks en standaarden die van belang zijn voor IT managers. Ondanks het pocket-formaat bestrijkt deze titel een groot aantal onderwerpen. The first edition of this book is regarded as a classic in its field. Now, in an expanded and updated version of The Art of Service's 2008 book, the authors once again present a step-by-step guide to IPRC Processes and Certification. Fully revised for the latest exam release, this authoritative volume offers thorough coverage of all the material on the IPRC exam. Written by a renowned IT Service Management expert and ITIL Manager, this guide features complete details on all exam domains. Inside, you'll find learning objectives at the beginning of each chapter, exam tips, practice questions, and in-depth explanations. IPRC All-in-One Exam Guide, will not only help you pass the test, but also be your essential on-the-job reference. IT Service Management Practitioner: CMDB, Release & Control IT Service Management Practitioner: Release & Control (based on ITIL) covers the essential planning, monitoring and optimizing skills required to qualify as a professional who specializes in the Release and Control processes. It covers CMDB, the Change Management, Release Management and Configuration Management processes. IT Service Management Practitioner: Release & Control (based on ITIL) is aimed at professionals who will participate in managing, organizing and optimizing processes in an IT service organization which has implemented, or started to implement, ITIL-based Release and Control processes. This comprehensive resource is a "must read" for those aspiring to be IPRC certified. Considering the increasing number of IT Professionals who want to be actively involved in ITIL, this book, should do at least as well as the first edition, which is a bestseller.

Note: This book is available in several languages: Dutch, English, French, Spanish. Het best verkochte handboek over ITIL Dit boek is, met zijn voorgaande edities, al jaren het toonaangevende boek over ITIL. Het boek heeft zijn plaats verdiend bij de vele experts die zich bezighouden met de implementatie van best practices op het gebied van IT-servicemanagement, bij ITIL-trainingen, in het MBO en HBO, enz. Deze versie van sluit aan op ITIL V3. Het boek is net als de vorige edities bondig geschreven, maar dit neemt niet weg dat alle aspecten van ITIL V3 aan bod komen: de levenscyclusbenadering van ITIL V3 wordt uitvoerig behandeld. En allen die bekend zijn met ITIL V2, zullen blij zijn dat in deze editie de processen apart worden behandeld. De lezer kan hierdoor gemakkelijk de processen eruit lichten die voor hem of haar belangrijk zijn, in zijn dagelijks werk of in een opleiding of training. Hoofddeling van dit boek: DEEL 1: De ITIL Servicelevenscyclus De servicelevenscyclus: concept en overzicht Levenscyclusfase: Servicestrategie Levenscyclusfase: Service-ontwerp Levenscyclusfase: Servicetransitie Levenscyclusfase: Serviceproductie Levenscyclusfase: Continue serviceverbetering DEEL 2: Functies en processen Inleiding functies en processen Functies en processen in Servicestrategie Functies en processen in Service-ontwerp Functies en processen in Servicetransitie Functie en processen in Serviceproductie Functies en processen in Continue serviceverbetering Reacties op vorige edities van dit boek: .als je op zoek bent naar het beste ITIL-introductieboek op de markt, zoek dan niet verder. .dit boek zou door alle IT-professionals gelezen moeten worden. .geen enkel boek heb ik meer aanbevolen dan dit boek. Het versterkt het begrip van de core ITIL-boeken .leest gemakkelijk weg .geen poespas . dit is zonder enige twijfel het beste IT-servicemanagementboek. .. complimenten voor de heldere tekst, prima leesbaar met goede figuren - het maakt ITIL een stuk toegankelijker.

Dit is een eenvoudige, gemakkelijk te begrijpen gids voor iedereen die het Agility concept en het Scrum framework wil leren. Het behandelt de onderliggende concepten en principes, samen met Scrum rollen en verantwoordelijkheden, gebeurtenissen, artifacts en schalingsbenaderingen. Ook komen algemene praktijken en technieken aan de orde.? In plaats van lof te uiten voor Agility, concentreert het boek zich op het begrijpen van de ware betekenis ervan op een eenvoudige en consistente manier en bekijkt het de soorten projecten waarvoor het werkt en waarvoor mogelijk niet. Dit fundament helpt je de weg te vinden in dagelijkse problemen in de echte wereld. ? Het boek is een complete gids voor de kern van het Scrum framework, gebaseerd op de Scrum Guide (editie november 2017). Het behandelt alle rollen en verantwoordelijkheden, events en artifacts. Met een korte sectie over het schalen van Scrum.? Er is een hoofdstuk over eXtreme Programming, dat is gebruikt als excuus om een aantal van de belangrijkste Agile werkwijzen en technieken, zoals Test Driven Development en Pair Programming, op een geïntegreerde manier te verkennen.? Het vierde hoofdstuk is een overzicht van de DSDM® methodiek, dat voornamelijk gericht is op de aanpak en het beheer van scope en fixed-price contracten op een gestructureerde manier.? In het laatste hoofdstuk staat een overzicht van Kanban en ScrumBan. Dit boek is in lijn met het certificeringsprogramma van EXIN Agile Scrum Foundation.

Note: This book is available in several languages: Chinese, English. This book provides a more thorough approach to service agreements than available so far. It takes the material from ITIL best practices one step further, by providing a more comprehensive and holistic approach to service agreements.

Assessing the most valuable technology for an organization is becoming a growing challenge for business professionals confronted with an expanding array of options. This 2007 book is an A-Z compendium of technological terms written for the non-technical executive, allowing quick identification of what the term is and why it is significant. This is more than a dictionary - it is a concise review of the most important aspects of information technology from a business perspective: the major advantages, disadvantages and business value propositions of each term are discussed, as well as sources for further reading, and cross-referencing with other terms where applicable. The essential elements of each concept are covered in a succinct manner so the reader can quickly obtain the required knowledge without wading through exhaustive descriptions. With over 200 terms, this is a valuable reference for non- and semi-technical managers, executives and graduate students in business and technology management.

In het deel Afronden wordt de vierde en laatste fase van de methode A4 Projectmanagement beschreven. Afronden gaat om de vraag: hoe breng je het project netjes tot een einde? In Afronden worden de volgende activiteiten verricht: draag het projectresultaat over; stel een dechargedocument op; voer een evaluatie uit; specificieer de financiën, en organiseer een afsluitende bijeenkomst.

Fully revised for the latest exam release, this authoritative volume offers thorough coverage of all the material on the IPRC exam. Written by a renowned IT Service Management expert and ITIL Manager, this guide features complete details on all exam domains. Inside, you'll find learning objectives at the beginning of each chapter, exam tips, practice questions, and in-depth explanations. IPRC All-in-One Exam Guide, will not only help you pass the test, but also be your essential on-the-job reference. IT Service Management

Practitioner: CMDB, Release & Control IT Service Management Practitioner: Release & Control (based on ITIL®) covers the essential planning, monitoring and optimizing skills required to qualify as a professional who specializes in the Release and Control processes. It covers CMDB, the Change Management, Release Management and Configuration Management processes. IT Service Management Practitioner: Release & Control (based on ITIL®) is aimed at professionals who will participate in managing, organizing and optimizing processes in an IT service organization which has implemented, or started to implement, ITIL®-based Release and Control processes. This comprehensive resource is a "must read" for those aspiring to be IPRC certified.

De ITIL pocketguides van Van Haren Publishing worden al lange tijd beschouwd als een betrouwbare gids op het gebied van ITIL, in vele taalversies. Deze publicaties hebben een vaste plaats verworven als naslagwerk voor professionals en als hulpmiddel bij het toepassen van best practices in een organisatie. Deze pocketgids maakt lezers bekend met het ITIL 4 framework door:

- inzicht te verkrijgen in de belangrijkste concepten van servicemanagement
- te begrijpen hoe de zeven ITIL-basisprincipes een organisatie kunnen helpen bij het adopteren en toepassen van servicemanagement
- inzicht te verkrijgen in de vier dimensies van servicemanagement
- inzicht te verkrijgen in het doel en de componenten van het ITIL-servicewaardesysteem
- inzicht te verkrijgen in de zes activiteiten van de servicewaardeketen en hoe deze onderling verbonden zijn
- het doel en de belangrijkste begrippen van 15 van de 34 ITIL-practices te leren kennen
- zeven van die 15 ITIL-practices in detail te leren begrijpen

Deze pocketgids geeft uitleg over alle exameneisen voor het ITIL 4 Foundation examen en biedt tevens ondersteuning voor iedereen die eerdere ITIL-edities kent en op zoek is naar een brug naar deze nieuwe editie. ITIL 4 heeft een grote sprong gemaakt in de moderne wereld van IT-servicemanagement, waarbij de nieuwste principes en practices worden behandeld op een klantgerichte en servicegerichte manier.

Voor trainers is er gratis extra materiaal bij dit boek beschikbaar. Dit is te vinden onder het tabblad Training Material . Log in met uw trainersaccount om het materiaal te raadplegen. Dit boek is geschreven naar aanleiding van een duidelijke vraag uit de Nederlandse markt om meer en laagdrempelige informatie te verstrekken op het gebied van de DSDM methodiek. DSDM (Dynamic Systems Development Methodology) is een projectmanagementmethode die midden jaren 90 is ontstaan in de UK als het professionele antwoord en alternatief op de toen veel gebruikte watervalmethodes zoals de System Development Methodology (SDM). DSDM is daarmee ook koploper geworden in een nieuwe denkwijze die we nu kennen als Agile .Het feit dat DSDM is ontstaan als alternatief voor de oude bekende waterval methode geeft direct ook de structuur aan waarop de methodiek gebaseerd is. De methode is namelijk in eerste instantie geschreven op de doelgroep van ervaren systeemontwikkelaars en veronderstelt de watervalcomponenten als bekend. Dit bracht met zich mee dat DSDM moeilijk te gebruiken was voor een nieuwe generatie ontwikkelaars, onbekend met watervalmethodieken. En mede daardoor is voor deze nieuwe generatie de officiële DSDM manual moeilijk te doorgronden. In dit boek is de vertaalslag gemaakt van theorie naar praktijk. Niet alleen wordt de theorie verwoord in begrijpbare componenten, en bovendien wordt het geheel zeer tastbaar gemaakt aan de hand van een case waarin alle stadia van het ontwikkelingsproject worden beschreven. Hierdoor wordt het boek aangenaam om te lezen en ondersteunt het de lezer op zeer effectieve wijze bij het doorgronden van de DSDM-methodiek. Bovendien biedt dit boek een goede basis om Atern te leren kennen, de opvolger van DSDM. Veel elementen uit DSDM 4.2 komen terug in Atern, maar Atern biedt daarnaast ook vele nieuwe inzichten.

A humorous approach to a universally adopted standard.

"The ITIL Practitioner is a highly practical course and designed in such a way that enables the candidates to implement service improvements based on the ITIL philosophy of "adopt and adapt." In this comprehensive course, the students will learn the guiding principles of service improvement, the service improvement approach, communication, metrics and measurement, and organizational change management (OCM). The ITIL Practitioner training course prepares the candidates for the AXELOS ITIL Practitioner exam which is required to achieve the ITIL Practitioner certificate. The ITIL Practitioner certification offers practical guidance on how to adopt and adapt the ITIL framework to support your business' objectives. The ITIL Practitioner exam training course requires the students to have undertaken the ITIL foundation training before enrolling in this training course."--Resource description page.

This user-friendly book aims to assist candidates pass the ITIL® OSA Intermediate examination. It not only references the source material from the core ITIL texts, but crucially also gives practical guidance based on real-life experiences. This new edition reflects the latest ITIL guidance, definitions, terminology and diagrams, as well as many additional insights from the author's own experience of developing effective solutions and practices. An ITIL® licensed product.

Een handzame gids in de wereld van IT (out)sourcing, met lijst van begrippen en definities, opgesteld door Platform Outsourcing Nederland.

Note: This book is available in several languages: Dutch, English. Een handzame introductie in de wereld van IT (out)sourcing, met lijst van begrippen en definities, opgesteld door Platform Outsourcing Nederland.

Fully revised for the latest exam release, this authoritative volume offers thorough coverage of all the material on the IPAD exam. Written by a renowned IT Service Management expert and ITIL Manager, this guide features complete details on all exam domains. Inside, you'll find learning objectives at the beginning of each chapter, exam tips, practice questions, and in-depth explanations. IPAD All-in-One Exam Guide, will not only help you pass the test, but also be your essential on-the-job reference. IT Service Management Practitioner: SLA, Agree and Define (based on ITIL®) covers the essential planning, monitoring and optimizing skills required to qualify as a professional who specializes in the Agree and Define processes. It covers SLA, Service

Level Management and Financial Management processes. IT Service Management Practitioner: Agree and Define (based on ITIL®) is aimed at professionals who will participate in managing, organizing and optimizing processes in an IT service organization which has implemented, or started to implement, ITIL®-based Agree and Define processes. This comprehensive resource is a "must read" for those aspiring to be IPAD certified.

For many years ITIL(r) has provided a non-proprietary Best Practice framework for IT professionals to use to tackle IT service management. ITIL, from the AXELOS(r) stable, combines the experiences of a wide range of IT professionals and experts. ITIL Practitioner sits alongside the existing qualification levels of Foundation, Intermediate, Expert and Master. ITIL Practitioner puts the emphasis on providing practical guidance as to how individuals can leverage CSI, a fundamental lifecycle stage in ITIL, to maximize the benefits of its adoption and adaptation. This publication, aligned with ITIL Practitioner qualification, supplies a unique toolkit that guides IT professionals when they are tasked with driving organizational change management. Exercises are case-study based in which concepts will be applied and situations will be analyzed in the context of the fictitious company: FEETWALK. This publication provides the content on which the ITIL Practitioner exam is based. It also contains additional information from other sources to reinforce the key concepts of Lean IT.

The ITIL(R) (Information Technology Infrastructure Library) Foundation Study Guide and eLearning Program is the most complete guide for anyone involved in IT Service Management and who are aiming to take the ITIL Foundation exam, whether they be first-time ITIL learners or seasoned IT professionals. Our accredited program contains a revised study guide and online learning program with up to date content from the ITIL V3 2011 Syllabus. Combined with interactive content and exam preparation materials the course will assist you in passing your ITIL Foundation exam on the first attempt. With examples, instructions, and cautionary advice, the ITIL Foundation Course is, to quote numerous satisfied ITIL certified clients, the Gold Standard of ITIL Certification. We've earned this moniker by assisting thousands of students over 15 years by being at the forefront of the ITIL education community. This study guide contains both the workbook and access to our online program that together provides everything you need to prepare for the ITIL Foundation certification exam, including: Real-world scenarios that describe what you've learned in the context of service solutions. Section reviews for each chapter to help you zero in on what you need to know and includes practice exam questions. Key information and real world examples organized around the actual day-to-day tasks and challenges you'll face in the field of IT Service Management. Ability to assess what you've learned with challenging ITIL Foundation exam style questions. Presentations that you can view and replay as many times as required in your access period, facilitated by certified ITIL trainers who explain each of the topics and concepts of ITIL. Materials developed on the specific syllabus and exam criteria so that you can be confident in achieving exam success on your first attempt. This new updated edition includes: A section on the new ITIL Practitioner qualification and the important information you need to know. Up to date and interactive content via the eLearning program to facilitate the learning experience. Educational content that strengthens your grasp on the key information you require for the tasks and challenges you will face in the IT sector. The book and course made me confident in sitting the exam, and is the best such book that I've come across. Worth it especially since you have access to the online learning component as well. Highly recommended, I passed in one go! ITIL(R) is a registered trade mark of AXELOS Limited

ITIL Practitioner Guidance Stationery Office Books (TSO)

ITIL Practitioner Guidance is the essential reference text which accompanies the ITIL Practitioner qualification. Fully integrated with the ITIL Practitioner syllabus, this publication is also a practical guide that helps IT service management (ITSM) professionals turn ITIL theory into practice through case studies, worksheets templates and scenarios. The book assumes knowledge of ITIL and ITSM up to ITIL Foundation level, and begins with a discussion of the guiding principles of ITSM. Focus on value; Start where you are; Progress iteratively; Be transparent; Keep it simple; Design for experience; Work holistically; Observe directly; Collaborate. It goes on to explain how these guiding principles are essential for ITSM and how they relate to philosophies, frameworks and methodologies such as DevOps, Lean, Agile etc. The publication shows how following the CSI (continual service improvement) approach, and how the core skills of organizational change management, communication, metrics and measurement, can underpin successful ITSM improvement initiatives. Assembled by the Practitioner Architect Team of Kevin Behr, Karen Ferris, Lou Hunnebeck, Stuart Rance, Barclay Rae and Paul Wilkinson, a team of renowned ITSM experts under the guidance of AXELOS' Kaimar Karu, ITIL Practitioner Guidance concludes with a practical toolkit containing templates, worksheets and assessments that will help ITSM professionals to improve the value of the service they provide to their customers.

Capacity Management is described in most key ITSM frameworks: ITIL, ISO 20000 Microsoft Operations Framework (MOF) and the Application Service Library (ASL) all note the importance of Capacity Management. This major title meets the need for an in-depth practical guide to this critical process. Written and reviewed by some of the world's most respected experts in this field it shows how Capacity Management best practice can support provision of a consistent, acceptable service level at a known and controlled cost. Practical advice covers the essential control of two balances: Supply versus demand and resources versus cost. In times of mean, frugal economic measures, it is essential to focus on those practices that are effective and yield practical results. In enlightened times of sustainability, it is also a requirement to find solutions that satisfy the criteria for 'greenness'. This excellent title shows how Capacity Management works not only within an IT environment but also why it is pivotal in meeting high profile business demands. Aligns with ISO/IEC 20000 and ITIL® ISO/IEC lists a set of required capacity management deliverables ITIL outlines what should be done in capacity management this book starts to describe how to do it Covers details of what capacity management is all about: what is capacity management why do it – benefits and cost-benefit analysis how to do it – data-flows and activities who does it – roles and perspectives implementation, maintenance, improvement, tools Provides comprehensive templates and checklists: objectives, interfaces and data-flows, sub-practices and activities metrics, application sizing parameters, data for modelling - deliverables, reports, CMMI levels, KPIs, risk matrix sample capacity plan

Effective management of business information is critically important for modern organizations. The Business Information Systems Library (BiSL) is a generic framework which provides an effective solution for business information management. BiSL is a public domain standard which is consistent with ITIL and ASL. This management guide is an easy to use guide about the how and why of the Framework BiSL, Business Information Service Library, that is governed by the ASL BiSL Foundation. It describes the best way to

manage and execute business information management in day-to-day practice, and how BiSL can be of use with this. To illustrate the implementation of BiSL, a separate case history is being evolved throughout the text. Supports EXIN BiSL Exams

Fully revised for the latest exam release, this authoritative volume offers thorough coverage of all the material on the IPPI exam. Written by a renowned IT Service Management expert and ITIL Manager, this guide features complete details on all exam domains. Inside, you'll find learning objectives at the beginning of each chapter, exam tips, practice questions, and in-depth explanations. IPPI All-in-One Exam Guide, will not only help you pass the test, but also be your essential on-the-job reference. ITIL Practitioner Plan and Improve (IPPI) (based on ITIL®) covers the essential planning, monitoring and optimizing skills required to qualify as a professional who specializes in the Plan and Improve processes. It covers the Availability Management, Capacity Management and Disaster Recovery, IT Service Continuity Management processes. IT Service Management Practitioner: Plan and Improve (based on ITIL®) is aimed at professionals who will participate in managing, organizing and optimizing processes in an IT service organization which has implemented, or started to implement, ITIL®-based Plan and Improve processes. This comprehensive resource is a "must read" for those aspiring to be IPPI certified. Complete, detailed preparation for the Intermediate ITIL Service Lifecycle exams ITIL Intermediate Certification Companion Study Guide is the ultimate supporting guide to the ITIL Service Lifecycle syllabus, with full coverage of all Intermediate ITIL Service Lifecycle exam objectives for Service Operation, Service Design, Service Transition, Continual Service Improvement, and Service Strategy. Using clear and concise language, this useful companion guides you through each Lifecycle module and each of the process areas, helping you understand the concepts that underlie each skill required for certification. Illustrative examples demonstrate how these skills are applied in real-life scenarios, helping you realize the importance of what you're learning each step of the way. Additional coverage includes service strategy principles and processes, governance, organization, implementation, and technology considerations, plus guidance toward common challenges and risks. ITIL is the most widely adopted approach for IT Service Management in the world, providing a practical, no-nonsense framework for identifying, planning, delivering, and supporting IT services to businesses. This study guide is the ultimate companion for certification candidates, giving you everything you need to know in a single informative volume. Review the information needed for all five Lifecycle exams Examine real-life examples of how these concepts are applied Gain a deeper understanding of each of the process areas Learn more about governance, organization, implementation, and more The Intermediate ITIL Service Lifecycle exams expect you to demonstrate thorough knowledge of the concepts, processes, and functions related to the modules. The certification is recognized around the world as the de facto standard for IT Service Management, and the skills it requires increase your value to any business. For complete, detailed exam preparation, ITIL Certification Companion Study Guide for the Intermediate ITIL Service Lifecycle Exams is an invaluable effective tool.

Fully revised for the latest exam release, this authoritative volume offers thorough coverage of all the material on the IPSR exam. Written by a renowned IT Service Management expert and ITIL Manager, this guide features complete details on all exam domains. Inside, you'll find learning objectives at the beginning of each chapter, exam tips, practice questions, and in-depth explanations. IPSR All-in-One Exam Guide, will not only help you pass the test, but also be your essential on-the-job reference. IT Service Management Practitioner: Support and Restore (based on ITIL®) covers the essential planning, monitoring and optimizing skills required to qualify as a professional who specializes in the Support and Restore processes. It covers the Service Desk and Incident Management and Problem Management processes. IT Service Management Practitioner: Support and Restore (based on ITIL®) is aimed at professionals who will participate in managing, organizing and optimizing processes in an IT service organization which has implemented, or started to implement, ITIL®-based Support and Restore processes. This comprehensive resource is a "must read" for those aspiring to be IPSR certified.

Cybersecurity is vital for all businesses, regardless of sector. With constant threats and potential online dangers, businesses must remain aware of the current research and information available to them in order to protect themselves and their employees. Maintaining tight cybersecurity can be difficult for businesses as there are so many moving parts to contend with, but remaining vigilant and having protective measures and training in place is essential for a successful company. The Research Anthology on Business Aspects of Cybersecurity considers all emerging aspects of cybersecurity in the business sector including frameworks, models, best practices, and emerging areas of interest. This comprehensive reference source is split into three sections with the first discussing audits and risk assessments that businesses can conduct to ensure the security of their systems. The second section covers training and awareness initiatives for staff that promotes a security culture. The final section discusses software and systems that can be used to secure and manage cybersecurity threats. Covering topics such as audit models, security behavior, and insider threats, it is ideal for businesses, business professionals, managers, security analysts, IT specialists, executives, academicians, researchers, computer engineers, graduate students, and practitioners.

With the continued progression of technologies such as mobile computing and the internet of things (IoT), cybersecurity has swiftly risen to a prominent field of global interest. This has led to cyberattacks and cybercrime becoming much more sophisticated to a point where cybersecurity can no longer be the exclusive responsibility of an organization's information technology (IT) unit. Cyber warfare is becoming a national issue and causing various governments to reevaluate the current defense strategies they have in place.

Cyber Security Auditing, Assurance, and Awareness Through CSAM and CATRAM provides emerging research exploring the practical aspects of reassessing current

cybersecurity measures within organizations and international governments and improving upon them using audit and awareness training models, specifically the Cybersecurity Audit Model (CSAM) and the Cybersecurity Awareness Training Model (CATRAM). The book presents multi-case studies on the development and validation of these models and frameworks and analyzes their implementation and ability to sustain and audit national cybersecurity strategies. Featuring coverage on a broad range of topics such as forensic analysis, digital evidence, and incident management, this book is ideally designed for researchers, developers, policymakers, government officials, strategists, security professionals, educators, security analysts, auditors, and students seeking current research on developing training models within cybersecurity management and awareness.

Modern day IT Services and its subsequent businesses are going through a vast range of changes. These are changes in either demand or the way technology is evolved in the day to day life. IT Industry has been through the phases from business-oriented units to end-user-oriented services. If we look into the history of the IT industry, then we do not need not go beyond the 20th century. It was a UK government initiative that started one of the first frameworks to enhance capacities delivered by IT industry. ITIL® should be given credit for how the IT development work is conducted in today's scenario. When the UK government implemented this framework in general IT practices, the IT work was done for the end users but with a focus towards the businesses. The enhancements in industry ensured that innovations are part of the industry but now the focus is moved from a phase to other. Today, a consumer holds the maximum power to influence biggest business decisions. Until a few years ago, the IT industry had a life that focussed on what requirements clients are looking to fulfill with. Now clients have to sustain that trend and add a separate set that talks about their product's end users. Infrastructure as a Service (IaaS), Software as a Service (SaaS), Platform as a Service (PaaS) etc came to existence as these gave an idea to address end-users expectations directly even when serving the client. There are other project management frameworks that assist organisations developing their processes but ITIL has a unique advantage as it guides on not only setting up the process but to add a flavor of the service industry. I am trying to put all my professional experiences and knowledge earned through the trainings in this book. Wish you all a Happy Learning time!

Pass the ITIL Foundation examination by learning the basics of ITIL and working through real-life examples. This book breaks the course down for studying in 7 days with 3 hours a day, which means at the end of a week you are ready to pass the exam. You'll also see tips and an array of sample questions, as well as FAQs on ITIL. All this will prepare you for the examination and give you the knowledge required to pass with flying colors. After using Become ITIL Foundation Certified in 7 Days and earning the ITIL Foundation certification, you'll be well placed to get the career you always wanted. What You Will Learn Gain ITIL basics – the entire syllabus designed of the ITIL Foundation certification Obtain a deep-rooted understanding of ITIL topics and not textbook knowledge Prepare for the ITIL Foundation examination Sort out career-related queries and decide whether ITIL will aid your career Who This Book Is For IT professionals from the IT services industry are the primary audience.

Naast de ITIL® 4 Foundation Courseware – Nederlands (978 940 180 460 8) raden wij u aan om de overweging te maken de volgende publicatie aan te schaffen: ITIL®4 – Pocket Guide (ISBN: 978 940 180 442 4). ITIL®4 – Pocket Guide sluit aan op ITIL® 4 Foundation Courseware – Nederlands. Deze cursus is ontwikkeld om uw ITIL® 4 basisvaardigheid te ontwikkelen waardoor u een nieuwe kijk krijgt op IT Service Management through a Service Value System (SVS). ITIL® 4 leert u wat het betekent om een toevoeging te leveren aan de bedrijfswaarde evenals modellen zoals Lean IT, Agile en DevOps. De cursus is bedoelt voor ieder die werkt in de IT service branche of (meer) kennis nodig heeft van IT Service Management. Kandidaten van deze cursus moeten binnen 60 minuten 40 vragen beantwoorden. Deze vragen zijn multiple choice en het gebruik van het boek tijdens het examen is niet is toegestaan. Bij een score van 65% heeft u het examen behaald en krijgt u het certificaat. U kunt uw examinering starten nadat u de cursus heeft afgerond. De examinering kunt waar en wanneer u maar wilt starten. Het examen wordt online gemaakt met onder andere het gebruik van een webcam. Kandidaten die deze cursus willen volgen wordt geadviseerd om een basiskennis te hebben van IT en kennis van het eigen bedrijf. U gaat tijdens de ITIL® 4 cursus: • Inzicht verkrijgen in de sleutelbegrippen van Service Management • Inzicht verkrijgen hoe ITIL u kan helpen Service Management te implementeren in uw bedrijf • Inzicht verkrijgen van de 4 Service Management dimensies • Inzicht verkrijgen van het doel en de componenten van het ITIL Service Value System • Inzicht verkrijgen van Service Value Chain activiteiten en hoe deze aan elkaar relateren • Inzicht verkrijgen van het doel en de kernbegrippen van 25 ITIL praktijkvormen

This book provides a universally applicable project management method - the principles, processes and techniques that enable individuals and organisations successfully to deliver their projects within time, cost and quality constraints. This new edition has been designed to place more emphasis on the principles that underpin successful project management and to provide clear guidance on how to apply these principles to the organisational context within which projects are operating.

ITIL Practitioner Guidance is the essential reference text which accompanies the ITIL Practitioner qualification. Fully integrated with the ITIL Practitioner syllabus, this publication is also a practical guide that helps IT service management (ITSM) professionals turn ITIL theory into practice through case studies, worksheets, templates and scenarios. The book assumes knowledge of ITIL and ITSM up to ITIL Foundation level, and begins with a discussion of the guiding principles of ITSM. It goes on to explain how these guiding principles are essential for ITSM and how they relate to philosophies, frameworks and methodologies such as DevOps, Lean, Agile etc. The publication shows how following the CSI (continual service improvement) approach, and how the core skills of organizational change management, communication, metrics and measurement, can underpin successful ITSM improvement initiatives.

[Copyright: 187888c790472f3997a29748c990ae5e](https://www.itilpractitioner.com/)