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Foundations of ITIL® 2011 Edition Van Haren For trainers free additional material of this book is available. This can be found under the "Training Material" tab. Log in with your trainer account to access the material. This book and its predecessors have become the industry classic guide on the topic of ITIL. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This version has now been upgraded to reflect ITIL 2011 Edition. Written in the same concise way and covering all the facts, readers will find that this title succinctly covers the key aspects of the ITIL 2011 Edition upgrade. The ITIL 2011 Edition approach covering the ITIL Lifecycle is fully covered. The new and re-written processes in ITIL 2011 Edition for strategy management and business relationship management are included, as well as the other new and improved concepts in ITIL 2011 Edition. This means that it is easy for all readers to access and grasp the process concepts that are so pivotal to many service management day-to-day operations. This title covers the following: Lifecycle phase: Service strategy Lifecycle phase: Service design Lifecycle phase: Service transition Lifecycle phase: Service operation Lifecycle phase: Continual service improvement **Foundations of IT Service Management With ITIL 2011 Createspace Independent Pub** The publication of the IT Infrastructure Library® (ITIL®), published in July, 2011, introduces several new processes and concepts that are paramount to the success of IT Service Management within an organization. As IT evolves from a technology provider to a service provider to a true partner of the business, the concepts of Service Management become ever more important to allow the business to excel in a competitive environment. This book, "Foundations of IT Service Management with ITIL® 2011", provides the reader with foundations-level knowledge of the concepts of the IT Infrastructure Library® for both ITIL® v3 and ITIL® 2011 preparing the reader to achieve success on the ITIL® Foundations certification exam as well as gain new insight on how IT can truly meet the needs of the business. These concepts help IT align to the needs of the business. The IT Infrastructure Library®, by focusing on the principle of providing services, empowers IT and the business with the tools they require to enable this alignment. Having become the de-facto standard in IT Service Management, ITIL® has rapidly gained popularity across the globe. Written by an ITIL® Expert trainer who has taught thousands of students and hundreds of organizations, "Foundations of IT Service Management with ITIL® 2011" provides a reader with the introduction to this approach to IT services without the expense of a formal classroom course. While the focus is primarily on providing information required to pass the ITIL® Foundations exam, this book goes beyond those basics to also provide a real understanding of ITIL® to further your knowledge and abilities as a valuable part of IT/business alignment. Using a case-study approach, real issues are discussed that represents challenges experienced by almost every IT organization. This book is supported with access to online sample exams that are constantly updated as new material is available. Based on reader input and the latest ITIL® Foundations syllabus, this book has been updated to provide readers with the most up-to-date exam preparation material possible. **Foundations of ITIL Van Haren Publishing** This book and its predecessors have become the industry classic guide on the topic of ITIL. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This version has now been upgraded to reflect ITIL 2011 Edition. Written in the same concise way and covering all the facts, readers will find that this title succinctly covers the key aspects of the ITIL 2011 Edition upgrade. The ITIL 2011 Edition approach covering the ITIL Lifecycle is fully covered. The new and re-written processes in ITIL 2011 Edition for strategy management and business relationship management are included, as well as the other new and improved concepts in ITIL 2011 Edition. This means that it is easy for all readers to access and grasp the process concepts that are so pivotal to many service management day-to-day operations. This title covers the following: Lifecycle phase: Service strategy Lifecycle phase: Service design Lifecycle phase: Service transition Lifecycle phase: Service operation Lifecycle phase: Continual service improvement By this book is a separate file (free, via internet) available: • All images in the book, in Powerpoint format. Click on the button Training Material by the book on our website. **ITIL Foundation Handbook [pack of 10 Copies - Chinese Edition]** This quick-reference revision guide has been designed to help students prepare for their foundation exam. It is also a key reference aid for managers, practitioners, vendors and consultants in the workplace and while travelling. This handbook provides an introduction to the ITIL service lifecycle model and an overview of the ITIL qualification structure. It contains a chapter on each of the components of the lifecycle: service strategy, service design, service transition, service operation and continual service improvement. **Foundations of ITIL® Van Haren** Foundations of ITIL and its predecessors have become the industry classic guide on the topic of ITIL. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This version has now been upgraded to reflect ITIL V3. Written in the same concise way and covering all the facts, readers will find that this title succinctly covers the key aspects of the ITIL V3 upgrade. The ITIL V3 approach covering the ITIL Lifecycle is fully covered. In addition those who are familiar with the Version 2 process approach will be delighted to discover that this new edition of Foundations of ITIL

has split out all the processes and describes them in detail. This means that it is easy for all readers to access and grasp the process concepts that are so pivotal to many service management day-to-day operations. This title covers the following: **ITIL Foundation Exam Study Guide John Wiley & Sons** 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 introduction to IT service management and ITIL V3 service strategy Highlights the topics of service design and development and the service management processes Reviews the building, testing, authorizing, documenting, and implementation of new and changed services into operation Addresses creating and maintaining value for customers through monitoring and improving services, processes, and technology Download valuable study tools including practice exams, flashcards, a glossary of key terms and more. If you prefer self-study over the more expensive training course, but you don't want to skimp on information or preparation, then this study guide is for you. **Foundations of Itil 2011 Ed ITIL Foundation Essentials The exam facts you need IT Governance Publishing** ITIL® Foundation Essentials is a distillation of the critical information you need to understand the key facts for a successful exam. **ITIL For Dummies John Wiley & Sons** Annotation An easy-to-understand introduction to using best practice techniques within IT service management, 'ITIL for Dummies' provides an easy-to-understand introduction to using best practice guidance within IT service management. **100 ITIL Foundation Exam Questions Brady Orand** Ensure your success on the ITIL Foundation exam with these 100 exam questions with detailed rationale and BONUS sample exam. Each and every question closely resemble the types and format of questions you will experience on your exam. This representative sample of questions covers definitions and terms, process activities and relationships, key concepts and questions from other topics that you will see on your exam. **Passing Your ITIL Foundation Exam Stationery Office/Tso** Endorsed by the Official ITIL Accreditor and updated in line with the 2011 syllabus, the bestselling study aid Passing your ITIL Foundation Exam - 2011 Edition is the ideal companion for students preparing for their ITIL Foundation Exam. The publication presents the Foundation content in an easy-to-follow structure, which is ideal for learning, and developing an understanding of the basic concepts, principles and terminology associated with IT service management. The publication provides an overview of the ITIL Foundation learning requirements. It contains chapters on service management, each of the five lifecycle stages, and service management technology - plus information on the qualification scheme and the exam itself. Key features: Topics are presented in a logical easy-to-absorb structure. A fictional case study helps to bring service management to life. Mind maps summarize content at the end of chapters **ITIL® 2011 At a Glance Springer Science & Business Media** "ITIL® 2011 At a Glance" is an important update to the internationally-recognized ITIL® best practices for IT Service Management. "ITIL® 2011 At a Glance" provides graphical and textual memory joggers for the primary concepts of those best practices. IT organizations worldwide are implementing ITIL® as a vehicle for improving IT service quality and improve return on investment for IT services. This book is an update based on the ITIL 2011 Update. The desk reference's unique graphical approach will take otherwise complex textual descriptions and make the information accessible in a series of consistent, simple diagrams. "ITIL® 2011 At a Glance" will be of interest to organizations looking to train their staffs in a consistent and cost-effective way. Further, this book is ideal for anyone involved in planning consulting, implementing, or testing an ITIL® implementation. **ITIL Foundation Essentials ITIL 4 Edition - The ultimate revision guide, second edition IT Governance Publishing Ltd** ITIL® Foundation Essentials ITIL 4 Edition is the ultimate revision guide for candidates preparing for the ITIL 4 Foundation exam. It is fully aligned with the Foundation course syllabus and gives a clear and concise overview of the facts. This second edition has been updated to align with amendments to the ITIL® 4 Foundation syllabus. **Become ITIL Foundation Certified in 7 Days Learning ITIL Made Simple with Real-life Examples Apress** 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. **The Official Introduction to the ITIL Service Lifecycle The Stationery Office** ITIL was created by the UK government in the 1980s as an efficiency-improving initiative. This text gives an essential guide to the overall structure of ITIL and an outline of its principles. **ITIL Foundation Stationery Office Books (TSO)** ITIL is a widely adopted body of knowledge and best practices for successful IT Service Management that links with training and certification. ITIL 4 has evolved from the current version by re-shaping much of the established ITSM practices in the wider context of customer experience; value streams and digital transformation; as well as embracing new ways of working, such as Lean, Agile, and DevOps. ITIL 4 provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology. It is designed to ensure a flexible, coordinated and integrated system for the effective governance and management of IT-enabled services. "ITIL Foundation" is the first ITIL 4 publication and the latest evolution of the most widely-adopted guidance for ITSM. Its audience ranges from IT and business students taking their first steps in service management to seasoned professionals familiar with earlier versions of ITIL and other sources of industry best practice. The guidance provided in this publication can be adopted and adapted for all types of organizations and services. To show how the concepts of ITIL can be practically applied to an organization's activities, ITIL Foundation follows the exploits of a fictional company on its ITIL journey. **Passing the ITIL® Foundation Exam Van Haren** This book helps people prepare for the ITIL® 2011 Edition Foundation qualification exam. It contains direct links to the full syllabus and specifies the terms and definitions required. In addition it gives sample questions for practice both within the text and also a number of the official exams questions in the back. The content of this book is based on the ITIL® 2011 Edition core guidance and APMG's ITIL Foundation Certificate syllabus edition 2011. Written by globally

experienced trainers and reviewed by other professionals this unique work provides clear and concise guidance for all those seeking to achieve success at the ITIL Foundation Level. Covering: A clear and concise explanation of the exam structure; Key text for the exams; Sample exam questions and sample answers and Hints and Tips and practical examples this book will highlight for readers the key items they need for the ITIL Foundation Exam that will increase chances of success. By this book is a separate file (free, via internet) available: • All images in the book, in Powerpoint format. Click on the button Training Material by the book on our website. **ITIL 4 Essentials Your Essential Guide for the ITIL 4 Foundation Exam and Beyond** All the facts you need to pass your ITIL 4 Foundation exam This is the ultimate revision guide for candidates preparing for the ITIL 4 Foundation exam. It is fully aligned with the Foundation course and gives a clear and concise overview of the facts you need to pass the exam. **Passing the ITIL Foundation Exam, 2011 Edition Get Certified - Itil 2011 Foundation Accredited Course Based on Official Syllabus CreateSpace** This is not another book for self-study, it is an accredited course for ITIL(r) 2011 Foundation adapted for self-study. It is based on our proven live classroom course with the required content to understand the fundamentals of ITIL and pass the associated exam. The content is structured for easy review so that the reader can remember the key aspects of ITIL Foundations and reach a clear understanding of service management. It also contains over 150 exam sample questions with answers and rationale, very similar to real exam that will help the reader to prepare for the certification. Readers will have access to our online exam simulation. **IT Service Management A Guide for ITIL Foundation Exam Candidates BCS, The Chartered Institute for IT** ITIL® is a framework for IT service management and provides best management practice to meet ISO/IEC 20k. The guide introduces ITIL to Foundation Examination candidates and offers a practical understanding of IT service management. This new edition is compatible with the 2011 update to ITIL®. It includes the following additional processes: business relationship management; design coordination; strategy management for IT services; transition planning and support. An ITIL® licensed product. **ITIL® 4 A Pocket Guide Van Haren** The ITIL pocket guides of Van Haren Publishing are since long recognized as the industry classic guide on the topic of ITIL, in many languages. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This pocket guide will provide readers with an understanding of the ITIL 4 service management framework, by: * understanding the key concepts of service management * understanding how the seven ITIL guiding principles can help an organization adopt and adapt service management * understanding the four dimensions of service management * understanding the purpose and components of the ITIL service value system * understanding the six activities of the service value chain, and how they interconnect * knowing the purpose and key terms of 15 of the 34 ITIL practices * understanding seven of these 15 ITIL practices in detail All exam requirements for the ITIL 4 Foundation exam are covered in this pocket guide. It also provides support for everyone who has knowledge of previous ITIL editions and is looking for a bridge to the new edition. ITIL 4 took a big leap into the modern world of IT service management, covering the latest principles and practices in a customer-focused, service-centric way, enabling Agile principles for maximum support of any business. Bron: Flaptekst, uitgeversinformatie. **ITIL® 2011 Edition - A Pocket Guide Van Haren** Note: This pocket book is available in several languages: English, German, Dutch. Since 2001 the Van Haren Publishing ITIL Pocket Guides have helped readers all over the world to understand the essentials of ITIL (IT Infrastructure Library), the leading framework for IT service management. This pocket guide does exactly the same as previous editions: offering a concise summary of ITIL, based on ITIL® 2011 Edition. We have condensed the full ITIL framework, found in 2000 pages, into just 200 pocket-sized pages! It means that this book is an essential time-saving and cost-effective guide to ITIL 2011 Edition -- for both industry experts and students alike. Primarily it is a quick, portable reference tool to ITIL for all professionals in the service management community. What is the 'lifecycle' approach? What are the key service management processes and functions? Secondly the ITIL pocket guide can be used as part of the training material for everyone who wants to certify for the ITIL Foundation exam. The guide contents cover all of the specifications of APMG's ITIL Foundation Certificate syllabus. By this book is a separate file (free, via internet) available: • All images in the book, in Powerpoint format. Click on the button Training Material by the book on our website. **ITIL Service Strategy Stationery Office/Tso** This volume provides updated guidance on how to design, develop and implement service management both as an organisational capability and a strategic asset. It is a guide to a strategic review of ITIL-based service management capabilities, with the aim of improving their alignment with overall business needs. It is written primarily for senior managers who provide leadership and direction in the form of objectives, plans and policies. It is also benefits managers at other levels, by explaining the logic of senior management decisions. **ITIL Practitioner Guidance (Japanese Edition)** 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. **ITIL Foundation Essentials The Ultimate Revision Guide Itgp** ITIL 4 is the latest evolution of the leading best-practice framework for ITSM (IT service management). **ITIL Foundation Complete Certification Kit - Fourth Edition Study Guide Book and Online Course Emereo Publishing** "The only resource you will need to learn about IT Service Management and pass the ITIL Foundation Certificate in IT Service Management exam, including: designed in accordance with the ITIL 2011 syllabus; narrated presentation of content - iPad/iPhone friendly; exam preparation modules including sample exams; support from accredited ITIL trainers; and online forum to interact with other students."--Cover. **ITIL® Foundation Essentials ITIL 4 Edition The Ultimate Revision Guide Itgp** ITIL(R) Foundation Essentials ITIL 4 Edition is the ultimate revision guide for candidates preparing for the ITIL 4 Foundation exam. It is fully aligned with the Foundation course syllabus and gives a clear and concise overview of the facts. This second edition has been updated to align with amendments to the ITIL(R) 4 Foundation syllabus. **ITIL Foundation All-in-One Exam Guide McGraw Hill Professional** Written by an Information Technology Infrastructure Library (ITIL) consulting and training expert, this all-new guide helps you pass the ITIL v3 Foundation certification exam and serves as an on-the-job reference. ITIL Foundation All-in-One Exam Guide takes you through

ITIL Foundation v3 (2011), explaining the fundamentals of IT Service Management, the five stages of the service lifecycle, ITIL processes, functions within them, and their crucial interactions, all while clearing up common misapprehensions about ITIL and adding valuable insights and examples. The ITIL is the best practice framework adopted worldwide for managing IT services, and the ITIL Foundation Certification can be considered a pre-requisite for success for all involved in IT services, as well as a stepping stone to IT Service Management certifications in ITIL. Exam Tips, accelerated reviews, and end-of-chapter practice exam questions ensure you're on track to pass the Foundation exam. Filled with practical exercises and examples that reinforce learning, the book and electronic content include more than 300 practice exam questions and exclusive, real-world examples of how an understanding of ITIL can be used to address common service management challenges. ITIL Licensed Product -- an official endorsement of the quality and accuracy of the book's content Electronic content includes practice exams in a customizable test engine, video training from the author on key concepts, worksheets, and a Quick Review Guide In-depth case studies analyze projects end-to-end through ITIL's framework, taken from the author's 40 years of experience as an ITIL consultant Jim Davies, ITSM UK's 2013 Trainer of the Year and ITIL Champion provides his "10 Commandments" of IT Service Management **Service strategy The Stationery Office** Management, Computers, Computer networks, Information exchange, Data processing, IT and Information Management: IT Service Management **Global Standards and Publications - Edition 2016/2017 Van Haren** Van Haren Publishing is the world's leading publisher in best practice, methods and standards within IT Management, Project Management, Enterprise Architecture and Business Management. We are the official publisher for some of the world's leading organizations and their frameworks including: The Open Group [TOGAF], IPMA-NL, ITSq [eSCM Models], GamingWorks [ABC of ICT], ASL BiSL Foundation, IAOP®, IACCM, CRP Henri Tudor and PMI NL. This catalog will provide you with an overview of our most popular and upcoming titles, but also gives you a quality summary on internationally relevant frameworks. Van Haren Publishing is an independent, worldwide recognized publisher, well known for our extensive professional network (authors, reviewers and accreditation bodies of standards), flexibility and years of experience. We make content available in hard copy and digital formats, designed to suit your personal preference (iPad, Kindle and online), available through over 50 distribution partners (Amazon, Google Play, Barnes & Noble, Managementboek and Bol.com, etc.) and over 700 outlets worldwide. Free whitepapers are available in our eKnowledge, with a licence for our eLibrary you can download all our eBooks within your area of expertise and in our eShop you can place your order in your favorite media format: hard copy or eBook. **IT Service Management Based on ITIL® 2011 Edition Van Haren** For trainers free additional material of this book is available. This can be found under the "Training Material" tab. Log in with your trainer account to access the material. In the world of international IT Service Management the previous editions of this book have acquired an excellent reputation as guidance on the topic of ITIL. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This revised edition is based on ITIL 2011 Edition. It is written in the same concise way as the previous editions and covering all the facts. Readers will find that this title succinctly covers the key aspects of ITIL 2011 Edition. It is endorsed by AXELOS, the official ITIL Accreditor. The ITIL Lifecycle is fully covered. In addition there is much attention to the 26 IT Service Management processes and 4 Functions. These are described in detail. This means that it is easy for all readers to access and grasp the concepts of processes and functions that are so pivotal to many service management day-to-day operations. This title covers the following: 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 New, compared with the previous edition on ITIL V3, are the processes for Strategy Management and Business Relationship Management. Also the other new and revised concepts of ITIL are covered in this book. Well written and presented, this publication provides a useful addition to the core ITIL publications for anyone wanting to understand IT service management. Kevin Holland, Service Management Specialist, NHS Pierre has produced an extremely useful summary of the current version of ITIL. This will be an invaluable day to day reference for all practitioners. Claire Agutter, ITIL Training Zone **Servicing ITSM Trafford Publishing** What services does the IT organization really deliver? Rather than discuss the theory around what a service catalog or service portfolio is, this book gives you the actual IT service descriptions for running, operating, and managing an entire IT infrastructure. It's all here--complete service descriptions, catalog and portfolio templates, service implementation plans, service governance processes, and much more all packed into this one handbook! Just about every IT support service is described in this book. Take the service descriptions you need, mix, match and customize them to quickly create the content needed for your own service catalogs and portfolios. "Many books talk about how to build a service catalog--this book is a service catalog!" "We really struggled to identify and pull our IT services together until we saw this material--it saved us months!" "With this material, we can finally tell the business what IT actually delivers to them!" "A valuable reference resource for ITSM practitioners, service managers, CIOs, procurement managers, and anyone else sourcing the services needed to run an entire IT infrastructure operation!" "One can put together an entire IT service management operation just from the service descriptions in this book!" **Foundations of Information Security Based on ISO27001 and ISO27002 - 3rd revised edition Van Haren** This book is intended for everyone in an organization who wishes to have a basic understanding of information security. Knowledge about information security is important to all employees. It makes no difference if you work in a profit- or non-profit organization because the risks that organizations face are similar for all organizations. It clearly explains the approaches that most organizations can consider and implement which helps turn Information Security management into an approachable, effective and well-understood tool. It covers: The quality requirements an organization may have for information; The risks associated with these quality requirements; The countermeasures that are necessary to mitigate these risks; Ensuring business continuity in the event of a disaster; When and whether to report incidents outside the organization. The information security concepts in this revised edition are based on the ISO/IEC27001:2013 and ISO/IEC27002:2013 standards. But the text also refers to the other relevant international standards for information security. The text is structured as follows: Fundamental Principles of Security and Information security and Risk management. Architecture, processes and information, needed for basic understanding of what information security is about. Business Assets are discussed. Measures that can be taken to protect information assets. (Physical measures, technical measures and finally the organizational measures.) The primary objective of this book is to achieve awareness by students who want to apply for a basic information security examination. It is a source of information for the lecturer

who wants to question information security students about their knowledge. Each chapter ends with a case study. In order to help with the understanding and coherence of each subject, these case studies include questions relating to the areas covered in the relevant chapters. Examples of recent events that illustrate the vulnerability of information are also included. This book is primarily developed as a study book for anyone who wants to pass the ISFS (Information Security Foundation) exam of EXIN. In an appendix an ISFS model exam is given, with feedback to all multiple choice options, so that it can be used as a training for the real ISFS exam. **IT Service Management Foundation Practice Questions For ITIL® V3 Foundation Exam Candidates BCS, The Chartered Institute** The most authoritative guide to preparing for the ITIL® V3 Foundation Certificate in IT Service Management. It includes an extensive range of practice questions complete with explanations and key learning points and provides a wealth of background knowledge. This guide utilises the experience of three established independent service management consultants who are members of the ISEB examination panel and are experienced Service Management Lecturers. An ITIL® Licensed Product. **Global Standards and Publications Van Haren** Van Haren Publishing is the world's leading publisher in best practice, methods and standards within IT Management, Project Management, Enterprise Architecture and Business Management. We are the official publisher for some of the world's leading organizations and their frameworks including: The Open Group [TOGAF], IPMA-NL, ITSqc [eSCM Models], GamingWorks [ABC of ICT], ASL BiSL Foundation, IAOP®, IACCM, CRP Henri Tudor and PMI NL. This catalog will provide you with an overview of our most popular and upcoming titles, but also gives you a quality summary on internationally relevant frameworks. Van Haren Publishing is an independent, worldwide recognized publisher, well known for our extensive professional network (authors, reviewers and accreditation bodies of standards), flexibility and years of experience. We make content available in hard copy and digital formats, designed to suit your personal preference (iPad, Kindle and online), available through over 50 distribution partners (Amazon, Google Play, Barnes & Noble, Managementboek and Bol.com, etc.) and over 700 outlets worldwide. Free whitepapers are available in our eKnowledge, with a licence for our eLibrary you can download all our eBooks within your area of expertise and in our eShop you can place your order in your favorite media format: hard copy or eBook. **Become ITIL® 4 Foundation Certified in 7 Days Understand and Prepare for the ITIL Foundation Exam with Real-life Examples Apress** Use this guide book in its fully updated second edition to study for the ITIL 4 Foundation certification exam. Know the latest ITIL framework and DevOps concepts. The book will take you through the new ITIL framework and nuances of the DevOps methodology. The book follows the topics included in the foundation certification exam syllabus and includes new sections on ITIL's guiding principles, service value chain, and the four dimensions of service management. Also included are the concepts, processes, and philosophies used in DevOps programs and projects. ITIL and DevOps concepts are explained with relevant examples. By the time you finish this book, you will have a complete understanding of ITIL 4 and will be ready to take the ITIL 4 Foundation certification exam. You will know the DevOps methodology and how ITIL reinforces the philosophy of shared responsibility and collaboration. Over the course of a week, even while working your day job, you will be prepared to take the exam. **What You Will Learn** Know the basics of ITIL as you prepare for the ITIL Foundation certification exam Understand ITIL through examples Be aware of ITIL's relevance to DevOps and DevOps concepts Who This Book Is For Professionals from the IT services industry **Measuring ITSM Trafford Publishing** How do you measure and report your IT services and processes? Which metrics matter the most to senior executives? Finally, here is a book that shows you how! Not theory, but a practical guide that shows you the operational metrics to use and how these can be calculated into key performance indicators (KPIs) and critical success factors (CSFs) that resonate with senior management. In this book, you will learn about the following: Defining and building a comprehensive metrics program Metrics that are the most important and how to calculate them How to measure your IT services Tips and suggestions for what to do if inadequate tools and reporting exist Suggested approach for how to build your metrics program step-by-step In addition, this book directs you to free sources for IT service management process and service metrics and reporting dashboards that you can use yourself. Simply enter your key operational metrics and the KPIs and CSFs get automatically calculated! "A comprehensive guide for building any service management metrics program with all the information you need in one place!" "No theory here . . . this gives us real metrics we can easily go after." "A fantastic addition to our IT service management solution set!" **ITIL® 4 Essentials: Your essential guide for the ITIL 4 Foundation exam and beyond, second edition IT Governance Ltd** ITIL® 4 Essentials contains everything you need to know to pass the ITIL 4 Foundation Certificate, plus more. It covers practices and concepts that are not addressed as part of the Foundation syllabus, making it ideal for newly qualified practitioners. This second edition has been updated to align with amendments to the ITIL® 4 Foundation syllabus. **ITIL® 4 Foundation Courseware - English Van Haren** ITIL® 4 is on its way! We are pleased that we can deliver you courseware which could help you to give excellent classes and deepen your own understanding of ITIL® 4. The new version of ITIL launches on February the 28th, 2019 and we are going to be ready soon to deliver accredited courseware and exams. Our material is currently pending accreditation and will be available for training once the release date for training is made available. Translations to Dutch, German and Spanish will follow very soon ! If you are interested in this please do let us know also via the link above Are you interested in this material ? Please mail to: Sales@vanharen.net What will be included in the official accredited courseware • High-quality courseware supplemented with additional reference materials • Presentations in PPT (always free for partners) • Sample questions • Sample exam and rationale • Syllabus and Glossary • Pre-course reading material • Free branding functionalities