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2011 EDITION



Itil A Pocket Guide 2011

**Jan van Bon, Arjen de Jong, Axel
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ITIL® V3 Jan van Bon,Arjen de Jong,Axel Kolthof,Mike Pieper,Ruby Tjassing,Annelies van der Veen,Tieneke Verheijen,2010-06-06 Note This pocket book is available in several languages English German French Dutch This Pocket Guide is a concise summary of ITIL 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

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IT Service Management Based on ITIL® 2011 Edition Pierre Bernard,2014-10-23 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

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Global Business Organizations i e sales presales delivery support and consulting etc during his professional career of more than 2 decades His Linkedin linkedin com in drpratulsharmaHis Website vedangsoftware com vedangjyotish com

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