

Continual Service Improvement Based on ITIL V3: A Management Guide (Best Practice (Van Haren Publishing))

Jan Van Bon

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The Management Guides are a concise summary of the Foundations of IT Service Management based on ITIL V3. A quick, portable reference tool to the standards used within the Service Management community. Not only includes the Lifecycle Approach but in addition covers the processes in a separate section as well. What are the key service management processes? What is the lifecycle approach?



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