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Reviews

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(Miss Dakota Zulauf)

INTRODUCTION TO ITIL

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Van Haren Publishing, 2005. Broschiert. Book Condition: Neu. Gebraucht - Sehr gut Deutsche Ausgabe, ungelesen, sehr guter Zustand; Rechnung mit MwSt.; unused/unread, very good condition; Bestellungen bis 15 Uhr werden am gleichen Werktag verschickt. ; - In recent years, IT Service Management has developed into a field in its own right. Organizations are now so dependent on the automation of large parts of their business processes that the quality of IT services and the synchronization of these services with the needs of the organization are now essential to their survival. This introduction to IT Service Management, published by TSO, is based on a previous product that was published by Van Haren Publishing on behalf of itSMF Netherlands. This latest edition is intended to serve as a thorough and convenient introduction to the field of IT Service Management and the books in the IT Infrastructure Library (ITIL). This new edition contains additional chapters on recently published ITIL books: ICT Infrastructure Management, Application Management, Planning to Implement Service Management and The Business Perspective. While this book may serve as a textbook, it is not a theoretical book. Instead, it contains a wealth of practical knowledge collected by the editorial board. This practical knowledge and the introduction to the field of IT service management make the book useful even for those not preparing for the examination. Since no single publication can have the answers to all the questions that arise in a field so multifaceted as IT Service Management, the aim of the book is to raise key questions, to encourage discussions and the comparison of the best practices found in the book with the reader's own experience. We expect that this book will fulfil a clear need, and it deserves not just to be read and studied, but also to be used...

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