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**(Taylor Gleason)**

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TSO. Paperback. Book Condition: new. BRAND NEW, ITIL V3 Foundation Handbook: Pocketbook from the Official Publisher of ITIL, This reference revision guide has been translated into Japanese and is designed to help students sitting the Foundation Exam. It provides a key reference aid for managers, practitioners, vendors and consultants in the workplace and while travelling. "The ITIL V3 Foundation Handbook (Japanese Translation): Pocketbook from the Official Publisher of ITIL" provides an introduction to the ITIL V3 Service Lifecycle model and an overview of the ITIL V3 qualification structure. The guide contains a chapter on each of the components of the Lifecycle: Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement. These chapters contain an overview of each of the process and functions in the lifecycle including value, scope, activities and metrics. Translated into Japanese and quality assured by itsMF Japan, this title provides a concise summary of ITIL V3. It follows the 2009 ITIL V3 Foundation syllabus. It contains a glossary of syllabus definitions. 'Very useful for both the ITIL Foundation student attending training as well as the instructor. Could be used as part of handouts during or even better, before training' - Michael Imhoff Nielsen, IBM Denmark. Related resources include: "Core Study Material for ITIL V3 Qualifications Diagram" (PDF - 88Kb); "Everything You Wanted to Know About ITIL in Less than One Thousand Words' White Paper" by Jane Clark, Management Consultant from Connect Sphere Limited (PDF - 556Kb); and, "An Introductory Overview of ITIL V3 Pocketbook" (PDF - 647Kb).



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