

Itil® V3: Guide de poche (Best Practice Library) (French Edition) PDF



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Itil® V3: Guide de poche (Best Practice Library) (French Edition) by Jan Van Bon ISBN 9087531036

Ce guide présente de manière simple et concise le contenu des cinq ouvrages de la bibliothèque ITIL V3. Il explique la structure du nouveau cycle de vie des services. En outre, en présentant les informations sur les processus et les fonctions dans une partie séparée, il fournit également un support pour tous les utilisateurs de la version 2 qui recherchent une transition vers la nouvelle édition. Cet ouvrage couvre les sujets suivants

Partie 1 Le cycle de vie des services ITIL

Phase du cycle de vie : la stratégie des services

Phase du cycle de vie : la conception des services

Phase du cycle de vie : la transition des services

Phase du cycle de vie : l'exploitation des services

Phase du cycle de vie : l'amélioration continue des services

Partie 2 Fonctions et processus

Fonctions et Processus dans la stratégie des services

Fonctions et Processus dans la conception des services

Fonctions et Processus dans la transition des services Fonctions et Processus dans l'exploitation des services Fonctions et Processus dans l'amélioration continue des services Key Features Our Yearly Top 1 Bestseller Endorsed by APMG - the official accreditor of OGC Key Content great for Foundation Exam preparation Portable Reference Guide and contains all the fundamentals The ITIL Service Lifecycle and the ITIL processes and functions are listed separately for a better practical approach ITIL V3 Lifecycle includes Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement. The body of this pocket guide is set up in two parts: Part 1 deals with the ITIL V3 Service Lifecycle, Part 2 deals with the individual functions and processes that are described in ITIL V3.

Itil® V3: Guide de poche (Best Practice Library) (French Edition) Review

This Itil® V3: Guide de poche (Best Practice Library) (French Edition) book is not really ordinary book, you have it then the world is in your hands. The benefit you get by reading this book is actually information inside this reserve incredible fresh, you will get information which is getting deeper an individual read a lot of information you will get. This kind of Itil® V3: Guide de poche (Best Practice Library) (French Edition) without we recognize teach the one who looking at it become critical in imagining and analyzing. Don't be worry Itil® V3: Guide de poche (Best Practice Library) (French Edition) can bring any time you are and not make your tote space or bookshelves' grow to be full because you can have it inside your lovely laptop even cell phone. This Itil® V3: Guide de poche (Best Practice Library) (French Edition) having great arrangement in word and layout, so you will not really feel uninterested in reading.