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ITIL CONTINUAL SERVICE IMPROVEMENT (PAPERBACK)



TSO, United Kingdom, 2011. Paperback. Condition: New. 2nd ed., 2011. Language: English . Brand New Book. The ITIL 2011 Editions have been updated for clarity, consistency, correctness and completeness. Alongside the delivery of consistent, repeatable process activities as part of service quality, ITIL has always emphasized the importance of continual service improvement. Focusing on the process elements involved in identifying and introducing service management improvements, this publication also deals with issues surrounding service retirement. Key features: The updated ITIL publications...

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- Authored by Great Britain: Cabinet Office
- Released at 2011



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Reviews

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