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A quick reference revision guide, which has been designed to help students sitting the Foundation Exam. This edition is updated to the 2009 syllabus. The title also acts as a key reference aid for managers, practitioners, vendors and consultants in the workplace and while travelling. This publication 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

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chapters contain an overview of each of the processes and functions in the lifecycle including value, scope, activities and metrics.

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The ITIL pocket guides of Van Haren Publishing are since long recognized as the industry classic guide on the topic of ITIL, in many languages. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This pocket guide will provide readers with an understanding of the ITIL 4 service management framework, by: \* understanding the key concepts of service management \* understanding how the seven ITIL guiding principles can help an organization adopt and adapt service management \* understanding the four dimensions of service management \* understanding the purpose and components of the ITIL service value system \* understanding the six activities of the service value chain, and how they interconnect \* knowing the purpose and key terms of 15 of the 34 ITIL practices \* understanding seven of these 15 ITIL practices in detail All exam requirements for the ITIL 4 Foundation exam are covered in this pocket guide. It also provides support for everyone who has knowledge of previous ITIL editions and is looking for a bridge to the new edition. ITIL 4 took a big leap into the modern world of IT service management, covering the latest principles and practices in a customer-focused, service-

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centric way, enabling Agile principles for maximum support of any business. Bron: Flaptekst, uitgeversinformatie.

This guide provides a quick reference to the processes covered by the ITIL V3 PPO syllabus. It is designed as a study aid for students taking the ITIL Capability qualification for PPO, and as a handy portable reference source for practitioners who work with these processes.

For trainers free additional material of this book is available. This can be found under the "Training Material" tab. Log in with your trainer account to access the material. Note: This pocket book is available in several languages: English, German, Dutch. Since 2001 the Van Haren Publishing ITIL Pocket Guides have helped readers all over the world to understand the essentials of ITIL (IT Infrastructure Library), the leading framework for IT service management. This pocket guide does exactly the same as previous editions: offering a concise summary of ITIL, based on ITIL® 2011 Edition. We have condensed the full ITIL framework, found in 2000 pages, into just 200 pocket-sized pages! It means that this book is an essential time-saving and cost-effective guide to ITIL 2011 Edition -- for both industry experts and students alike. Primarily it is a quick, portable reference tool to ITIL for all professionals in the service management community. What is the 'lifecycle' approach? What are the key service management processes and functions? Secondly the ITIL pocket guide can be used as part of the training material for everyone who wants to certify for the ITIL Foundation exam. The guide contents cover all of the specifications of AXELOS' ITIL Foundation Certificate syllabus.

ITIL® 4 Essentials contains everything you need to know to pass the ITIL 4 Foundation Certificate, plus



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more. It covers practices and concepts that are not addressed as part of the Foundation syllabus, making it ideal for newly qualified practitioners. This second edition has been updated to align with amendments to the ITIL® 4 Foundation syllabus.

Modeling Enterprise Architecture with TOGAF explains everything you need to know to effectively model enterprise architecture with The Open Group Architecture Framework (TOGAF), the leading EA standard. This solution-focused reference presents key techniques and illustrative examples to help you model enterprise architecture. This book describes the TOGAF standard and its structure, from the architecture transformation method to governance, and presents enterprise architecture modeling practices with plenty of examples of TOGAF deliverables in the context of a case study. Although widespread and growing quickly, enterprise architecture is delicate to manage across all its dimensions. Focusing on the architecture transformation method, TOGAF provides a wide framework, which covers the repository, governance, and a set of recognized best practices. The examples featured in this book were realized using the open source Modelio tool, which includes extensions for TOGAF. Includes intuitive summaries of the complex TOGAF standard to let you effectively model enterprise architecture Uses practical examples to illustrate ways to adapt TOGAF to the needs of your enterprise Provides model examples with Modelio, a free modeling tool, letting you exercise TOGAF modeling immediately using a dedicated tool Combines existing modeling standards with TOGAF

ITIL was created by the UK government in the 1980s as an efficiency-improving initiative. This text gives an essential guide to the overall structure of ITIL and an outline of its principles.

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