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ITIL V3 Foundation Handbook : ITILNews.com

The ITIL Foundation Handbook reads like a personal summary of someone studying the slides from the ITIL Foundation training. It is a subset of such slides. It can be used as a small list of topics that are discussed during an ITIL Foundation training or in ITIL study books. It is not by itself a book that can be read or used as a useful reference.

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general awareness of the key elements, concepts and terminology used in the ITIL Service Lifecycle, including the linkages

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ITIL Foundation Handbook by , itSMF UK (ebook)

The ITIL Heroes Handbook gives you a quick background on ITIL basics and dives deep into ITIL Service Support with examples drawn from customers. It packs some action; you get to implement a Service Desk to understand how easy it is. Oh, I almost forgot the comic approach keeps you awake while you are trying to read all the stuff.

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ITIL V1 • first publication - HelpDesk (1998) • 34 volumes ITIL V2 • process approach • Service Delivery • Service Support ITIL V3 (30 may 2007) • ITIL Refresh project (11.2004 - 05.2007) • ITIL Refresh Development Programme Board • Extensive cooperation on a global scale: itSMF ...

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