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The publication of the IT Infrastructure Library® (ITIL®), published in July 2011, introduces several new processes and concepts that are critical to the success of IT services management in the organization. As IT technologies evolve from technology provider to service provider and become a true business partner, service management concepts are becoming increasingly important to enable businesses to thrive in a competitive environment. This book, IT SERVICES Management Fundamentals with ITIL® 2011, provides the reader with fund-level knowledge about the concepts of the IT Infrastructure Library® both for ITIL® v3, and for ITIL® 2011, preparing the reader for success on ITIL certification® Foundations, and getting a new insight into how IT can really meet business needs. These concepts help IT align with business needs. The IT Infrastructure Library® focuses on the principle of service delivery, provides IT and business with the tools they need to do so. Becoming the de facto standard in IT service management, ITIL® is rapidly gaining popularity around the world. Author ITIL® an expert trainer who has taught thousands of students and hundreds of organizations, Basics management IT Services with ITIL® 2011 provides the reader with an introduction to this approach to IT services without compromising the formal classroom course. While the focus is on providing the information needed to pass the ITIL exam® Foundations, this book goes beyond these foundations to also provide a real insight into ITIL® to further your knowledge and abilities as a valuable part of IT/business alignment. Using an approach to the study of examples, the real problems faced by almost all IT organizations are discussed. This book is supported by access to online sample exams that are constantly updated as new material is available. Based on reader input and the latest ITIL curriculum® Foundations, this book has been updated to provide readers with the latest exam preparation materials. © 1996-2014, Amazon.com, Inc. or its affiliates used by universities and training programs of companies around the world, the Basics of IT Service Management - the ITIL course in the book - is a book that will help you get certification from the ITIL Foundation (r). Presented in an understandable format, ITIL concepts and processes are outlined in a logical sequence. Each lesson is followed by a list of key concepts and approximate questions to help you learn the ITIL (r) Foundation certification exam. Chapter review questions, modeled after real exam questions, enhance your learning for each unit. Author ITIL (r) Expert Coach who taught thousands of students and hundreds of organizations, Basics management OF IT services with ITIL (r) 2011 with the introduction of this approach to IT services without the cost of a formal classroom course. While the focus is on providing the information needed to pass the ITIL (r) Foundations exam, this book goes beyond these basics to also provide a real insight into ITIL (r) to further your knowledge and abilities as a valuable part of IT/business alignment. Using an approach to the study of examples, the real problems faced by almost all IT organizations are discussed. Each is prepared differently for the ITIL.r Foundation certification exam. Accompanying the book are numerous tutorials to support learning preparation on the auxiliary website. Whether you are new to IT or an experienced professional, this book is one you need to help in your search for certification. Your purchase includes access to online research resources including: - Exercise Guide - Audio Learn While Driving Reviews - Sample Exams - Exam Curriculum - PDF Version 100 ITIL Exam Issues Books Companies in all industries require the ITIL (r) Foundation as a minimum requirement for its employees. Whether you're joining IT for the first time or changing jobs, it's a step towards the right career. This item does not belong on this page. Thank you, we'll see about that. Start your review of the basics of IT Services Management: ITIL V3 Funds Course in your book Start your review of the basics of IT Services Management with ITIL 2011: ITIL Funds Course in the book This book has really helped me pass my ITIL V3 Foundation exam. It's a course in the book, really. The only topic I found missing was the Service-V model from The Service Transition. However, if you are preparing for the Foundation exam, this book will do well. Sample tests are recommended though. I really enjoyed reading the book. However, this is not as detailed as it should be. The book is more academic giving some scripts and a great explanation. The book is good for those who are preparing for the ITIL exam. This book provided a good overview of ITIL, including some things I never thought of. For example, the point of incident management is not to fix the problem, but to restore the service. Fixing a problem is the focus of managing problems that can be solved later when one has the luxury of time. This only insight has been helpful at work several times in the last few weeks, and that in itself makes this book worth reading. I would advise you to avoid the Kindle version as this book provided a good ITIL review, including some things I never thought of. For example, the point of incident management is not to fix the problem, but to restore the service. Fixing the problem is the focus of problem management that may be solved later when one has the luxury of time. This only insight was helpful in several times over the past few weeks and this in itself makes this book worth reading. I would advise you to avoid the Kindle option as there are alignment problems between illustration signatures and book text that made deciphering some sections difficult. ... more this is the first time I read about ITIL, so I did some research about the book for people without previous ITIL knowledge. This book was highly appreciated for beginners and advanced readers, so I bought it. After reading the book I can say that the book is very well written and analogies are a great way to explain the situation, sometimes it is easier to understand it in a restaurant than in an IT project. I really liked this book as my first approach to ITIL. It is interesting to see general ideas about service models and lifespan, as it relates to a product or business organized in a brief manner. Very useful, if taken to heart and applied to systems you need to manage or sell. Not the best certification exam training links, but the style of research cases writing drives home the importance, ideology and methodology of the ITIL basic reading and reference standard for those working in the field. I got this book as part of a class. I used it to prepare for the certification exam. I feel like because of this book, I'm going to pass without a problem. Great for my IT management course Is a Good Book in general, but a little skewed in perspective to this methodology. good enough for me to pass the basics exam. You read free preview pages from 10 to 12 do not appear in this preview. You read free preview pages from 19 to 25 do not appear in this preview. You read free preview pages from 29 to 33 do not appear in this preview. You read free preview pages from 37 to 53 do not appear in this preview. You read free preview pages from 63 to 70 do not appear in this preview. You read free preview pages from 74 to 78 do not appear in this preview. 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