



ITIL Version 3 at a Glance: Information Quick Reference

By John O. Long

Springer. No binding. Condition: New. 82 pages. Dimensions: 8.9in. x 6.3in. x 0.5in. ITIL Version 3 At a Glance takes a graphical approach to consolidating the information of ITIL version 3. ITIL is an internationally-recognized set of best practices for providing IT service management. IT organizations worldwide are implementing ITIL as a vehicle for improving IT service quality and improve return on investment for IT services. The desk references unique graphical approach takes otherwise complex textual descriptions and makes the information accessible in a series of consistent, simple diagrams. ITIL Version 3 At a Glance will be of interest to organizations looking to train their staffs in a consistent and cost-effective way. Further, this book is ideal for anyone involved in planning consulting, implementing, or testing an ITIL Version 3 implementation. This item ships from multiple locations. Your book may arrive from Roseburg,OR, La Vergne,TN. Spiral-bound.



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