



## Itil for Beginners: The Complete Beginners Guide to Itil (Paperback)

By Clydebank Technology

Clydebank Media LLC, 2017. Paperback. Condition: New. Language: English . This book usually ship within 10-15 business days and we will endeavor to dispatch orders quicker than this where possible. Brand New Book. ITIL, Made Simple! A comprehensive yet nicely abbreviated alternative to the five multi-thousand page volumes comprising the Information Technology Infrastructure Library (ITIL(R)). Welcome to ITIL(R) simplified! For over two decades ITIL(R) has informed the way in which IT delivers services to customers while remaining methodically in-synch with the needs of business. ITIL(R) best practices have helped business better manage IT assets, cut costs, provide better customer service, improve internal communications and much more. A cottage industry has emerged offering formal ITIL(R) trainings and certifications. IT professionals with ITIL(R) know-how enjoy a preferred status among hiring managers and executives. Meanwhile, ITIL(R) consultants regularly show up at the doorsteps of business across the globe committed to revamping underperforming, uncommunicative and non-service oriented IT departments. ITIL(R) For Beginners breaks this robust IT framework down into its five core lifecycle phases and reviews the processes, sub-processes, and evaluation metrics (KPIs) associated with each phase. This beginner-friendly text is easy-to-read and fully accessible to ITIL(R) newcomers. For IT professionals already familiar with...

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