Itil® V3: Guide de poche (Best Practice Library) (French Edition)

Jan Van Bon

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Ce guide présente de manière simple et concise le contenu des cinq ouvrages de la bibliothèque ITIL V3. Il explique la structure du nouveau cycle de vie des services. En outre, en présentant les informations sur les processus et les fonctions dans une partie séparée, il fournit également un support pour tous les utilisateurs de la version 2 qui recherchent une transition vers la nouvelle édition. Cet ouvrage couvre les sujets suivants Partie 1 Le cycle de vie des services ITIL Phase du cycle de vie : la stratégie des services Phase du cycle de vie : la conception des services Phase du cycle de vie : la transition des services Phase du cycle de vie : l'exploitation des services Phase du cycle de vie : l'amélioration continue des services Partie 2 Fonctions et processus Fonctions et Processus dans la stratégie des services Fonctions et Processus dans la conception des services Fonctions et Processus dans la transition des services Fonctions et Processus dans l'exploitation des services Fonctions et Processus dans l'amélioration continue des services Key Features Our Yearly Top 1 Bestseller Endorsed by APMG - the official accreditor of OGC Key Content great for Foundation Exam preparation Portable Reference Guide and contains all the fundamentals The ITIL Service Lifecycle and the ITIL processes and functions are listed separately for a better practical approach ITIL V3 Lifecycle includes Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement. The body of this pocket guide is set up in two parts: Part 1 deals with the ITIL V3 Service Lifecycle, Part 2 deals with the individual functions and processes that are described in ITIL V3.

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