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IT service management (ITSM) is a concept that enables an organization to maximize business value from the use of information technology. ITSM positions IT services as the key means of delivering and obtaining value, where an internal or external IT service provider works with business customers, at the same time taking responsibility for the associated costs and risks.

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NOTE: This book has been updated with "Foundations of IT Service Management with ITIL 2011". This new book covers the ITIL exam topics with the latest, up-to-date-information. As business becomes more and more dependent on technology, there is considerable attention given to the concept of aligning IT to the business.

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bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This 2007 version has now been upgraded to reflect ITIL V3. Written in the same concise way and covering all the facts, readers will find that this title succinctly covers the key aspects of the ITIL V3 upgrade. The new ITIL V3 approach covering the ITIL Lifecycle is fully covered. In addition those who are familiar with the Version 2 process approach will be delighted to discover that this new edition of Foundations of IT Service Management based on ITIL V3 has split out all the processes and describes them in detail. This means that it is easy for all readers to access and grasp the process concepts that are so pivotal to many service management day-to-day operations. This title covers the following: PART 1: THE ITIL SERVICE

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Further your knowledge and abilities as a valuable part of this IT/Business alignment. Using a case-study approach, real issues are discussed that represent challenges experienced in almost every IT organization. This book is supported with access to online sample exams that are constantly updated as new material is available. Additionally, access to the author is provided to ask questions prior to taking your exam giving you the greatest opportunity to learn the material and successfully pass your ITIL Foundations exam. Based on reader input and the latest ITIL(r) v3 Foundations syllabus, this book has been updated to provide readers with the most up-to-date exam preparation material possible.

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Foundations Course by A Book published in July, 2011, introduces several new processes and concepts that are paramount to the success of IT Service Management within an organization. As IT evolves from a technology provider to a service provider to a true partner of the business, the concepts of Service Management become ever more important to allow the business to excel in a competitive environment. This book, "Foundations of IT Service Management with ITIL® 2011", provides the reader with foundations-level knowledge of the concepts of the IT Infrastructure Library® for both ITIL® v3 and ITIL® 2011 preparing the reader to achieve success on the ITIL® Foundations certification exam as well as gain new insight on how IT can truly meet the needs of the business. These concepts help IT align to the needs of the business. The IT

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Infrastructure Library®, by focusing on the principle of providing services, empowers IT and the business with the tools they require to enable this alignment. Having become the de-facto standard in IT Service Management, ITIL® has rapidly gained popularity across the globe. Written by an ITIL® Expert trainer who has taught thousands of students and hundreds of organizations, "Foundations of IT Service Management with ITIL® 2011" provides a reader with the introduction to this approach to IT services without the expense of a formal classroom course. While the focus is primarily on providing information required to pass the ITIL® Foundations exam, this book goes beyond those basics to also provide a real understanding of ITIL® to further your knowledge and abilities as a valuable part of IT/business

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alignment. Using a case-study approach, real issues are discussed that represents challenges experienced by almost every IT organization. This book is supported with access to online sample exams that are constantly updated as new material is available. Based on reader input and the latest ITIL® Foundations syllabus, this book has been updated to provide readers with the most up-to-date exam preparation material possible.

Foundations of ITIL and its predecessors have become the industry classic guide on the topic of ITIL. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This version has now

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This introduction to IT Service Management is intended to serve as: a thorough and convenient introduction to the field

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of IT Service Management and the core books in the IT Infrastructure Library (ITIL); and a self-study guide that contains all the material needed to prepare for the Foundation Certificate examination in IT Service Management. It contains a wealth of practical knowledge collected by the editorial board that makes and raises questions, to encourage discussions and the comparison of the best practices found in the book with the reader's own experience.

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ITIL was created by the UK government in the 1980s as an efficiency-improving initiative. This text gives an essential

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(chapter 10). A new section in chapter 14 that recognises the importance of maintaining accountability in contract and networked systems of governance. Significantly rewritten chapters to add emphasis on the relevance of the chapter material to nonprofit organisations. A significantly revised bibliography which incorporates new bodies of research that have appeared since the first edition.

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