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syllabus can be summarized as follows: 1

Understand the key service concepts 2

Understand how the ITIL guiding principles can help an organization adopt and adapt service management

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ITIL Practitioner Guidance is the essential reference text which accompanies the ITIL Practitioner qualification. Fully integrated



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with the ITIL Practitioner syllabus, this publication is also a practical guide that helps IT service management (ITSM) professionals turn ITIL theory into practice through case studies, worksheets, templates and scenarios. The book assumes knowledge of ITIL and ITSM up to ITIL Foundation level, and begins with a discussion of the guiding principles of ITSM. It goes on to explain how these guiding principles are essential for ITSM and how they relate to philosophies, frameworks and methodologies such as DevOps, Lean, Agile etc. The publication shows how following the CSI (continual service

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improvement) approach, and how the core skills of organizational change management, communication, metrics and measurement, can underpin successful ITSM improvement initiatives.

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the IT services industry are the primary audience.

Ideal guidance for IT professionals who are responsible for managing the direction and strategy of their IT team or organisation. This book helps you understand the Digital and IT Strategy module towards Strategic Leader, as well as provide daily expert reference guidance for day-to-day problems.

The ITIL pocket guides of Van Haren Publishing are since long recognized as the industry classic guide on the topic of ITIL,

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in many languages. 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 pocket guide will provide readers with an understanding of the ITIL 4 service management framework, by:

- \* understanding the key concepts of service management \*
- understanding how the seven ITIL guiding principles can help an organization adopt and adapt service management \*
- understanding the four dimensions of service management \*
- understanding the purpose and components of

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the ITIL service value system \* understanding the six activities of the service value chain, and how they interconnect \* knowing the purpose and key terms of 15 of the 34 ITIL practices \* understanding seven of these 15 ITIL practices in detail All exam requirements for the ITIL 4 Foundation exam are covered in this pocket guide. It also provides support for everyone who has knowledge of previous ITIL editions and is looking for a bridge to the new edition. ITIL 4 took a big leap into the modern world of IT service management, covering the latest principles and practices in a customer-

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focused, service-centric way, enabling Agile principles for maximum support of any business. Bron: Flaptekst, uitgeversinformatie.

Gives ITIL Foundation candidates a comprehensive overview of the key elements, concepts and terminology used in the ITIL service lifecycle.

This module covers the 'core' service management activities and expands the current scope of ITIL to include the 'creation' of services. It focuses on the integration of

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different value streams and activities to create, deliver and support IT-enabled products and services whilst also covering supporting practices, methods and tools. “Create, Deliver and Support” module provides IT practitioners with an understanding of service quality and improvement methods, enabling them to continue to deliver innovative yet reliable tech-enabled services to their customers in an increasingly competitive market. ITIL 4 Specialist Create, Deliver and Support is aimed at individuals who are continuing their journey in service management, ITSM managers and ITSM



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practitioners managing the operation of IT-enabled and digital products and services, and those responsible for their end-to-end delivery, as well as holders of existing ITIL qualifications who wish to update and develop their knowledge further. Accredited training for the ITIL Managing Professional modules is mandatory to enable full understanding of the core material. All modules have ITIL 4 Foundation as a pre-requisite.

ITIL 4 is the newly updated guidance for IT Service Management from AXELOS, ITIL is the world's most widely-adopted framework for

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service management. ITIL 4 introduced a number of changes, including practical guidelines on shaping IT management strategies in a way that satisfies both business and IT requirements. AXELOS has also identified DevOps, Agile and Lean as key points for integration with the new ITIL framework. Preparing for the Information Technology Infrastructure Library exam to become an ITIL Certified by Axelos? Here we've brought 300+ Exam Questions for you so that you can prepare well for this ITIL exam Unlike other online simulation practice tests, you get a Paperback version that is

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