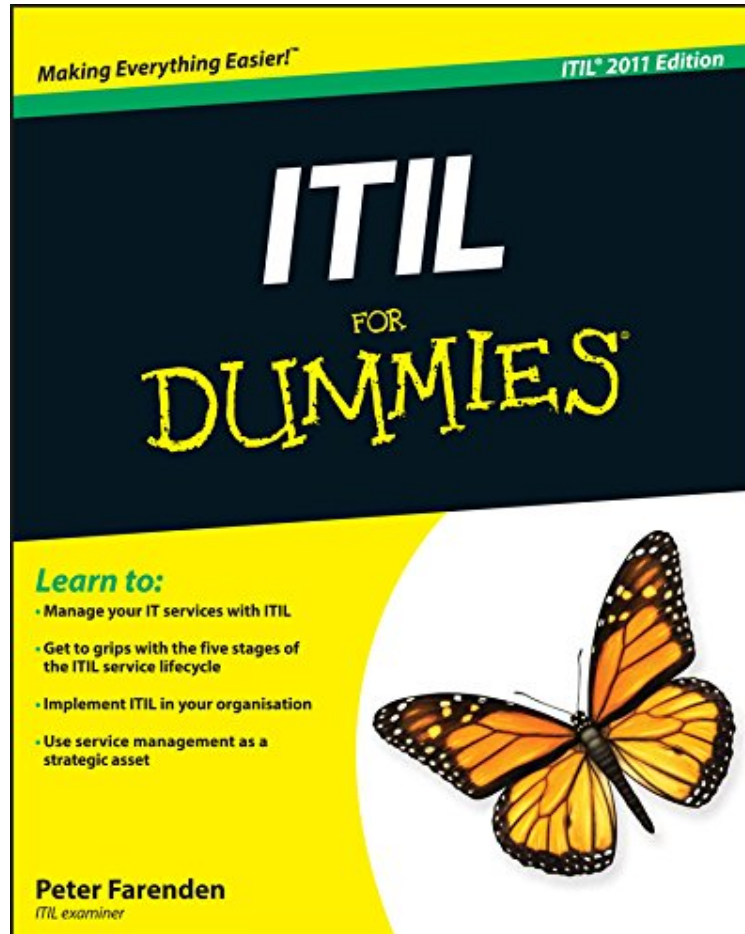


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ITIL For Dummies

Peter Farenden

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ITIL For Dummies provides an easy-to-understand introduction to using best practice guidance within IT service management. It breaks down the 5 stages of the service lifecycle into digestible chunks, helping you to ensure that

customers receive the best possible IT experience. Whether readers need to identify their customers' needs, design and implement a new IT service, or monitor and improve an existing service, this official guide provides a support framework for IT-related activities and the interactions of IT technical personnel with business customers and users. Understanding how ITIL can help you Getting to grips with ITIL processes and the service lifecycle Implementing ITIL into your day to day work Learn key skills in planning and carrying out design and implementation projects

From the Back Cover Learn to: Manage your IT services with ITIL Get to grips with the five stages of the ITIL service lifecycle Implement ITIL in your organisation Use service management as a strategic asset The quick, easy way to get a handle on the international best-practice guidance for IT service management Whether you're preparing to sit the ITIL Foundation exam, or you're an IT manager looking to expand your skill set and adopt the international best-practice guidance for IT service management used by NASA, the NHS, HBSC bank and Disney, this book is for you. ITIL examiner Peter Farenden explains ITIL principles and concepts in plain English, using many real-world examples that help you to see how they apply in an everyday context. He breaks down the five stages of the ITIL service lifecycle into easy-to-digest servings, and offers expert guidance on how to implement ITIL in any organisation. Get the lowdown on ITIL ndash; find out exactly what ITIL is and, more importantly, how it can help you and your organisation Understand the fundamentals ndash; learn about core ITIL concepts, principles and terminology and familiarise yourself with the service lifecycle ndash; the backbone of ITIL Get the lie of the land ndash; explore each stage of the ITIL service lifecycle, including service strategy, service design, service transition, service operation and continual service improvement Get practical ndash; discover how to implement and use ITIL service management processes and practices in your organisation ndash; with tips on which ITIL elements to try out first for quick results Get certified! ndash; get the lowdown on how to prepare for the ITIL Foundation exam Open the book and find: How ITIL can help you and your organisation ITIL core concepts and principles made easy The ITIL service lifecycle How to integrate ITIL into your day-to-day work Tips for planning and carrying out design and implementation projects The lowdown on service transition projects Guidance on getting your ITIL qualification A glossary of key ITIL terms About the Author Peter Farenden is an IT service management consultant trainer and an ITIL examiner, with over 30 years of experience spanning IT management, business analysis and project management. Peter has been specialising in service management training and consultancy for the last 10 years.