



It-servicemanagement op basis van Itil® 2011 Editie (Dutch Edition)

Pierre Bernard

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De vorige drukken van dit boek zijn al jaren de meest toonaangevende publicatie op het gebied van Itil. Vanaf de eerste druk in 1999 is dit oorspronkelijk in het Nederlands verschenen boek in opeenvolgende versies telkens verbeterd en vervolgens in vele talen vertaald. Door de input van vele Itsm-experts van over de hele wereld heeft dit boek zijn gezaghebbende positie verworven. Aanvankelijk bij de vele Itsm-experts en daarna vooral bij iedereen die behoefte had aan een betrouwbaar en helder geschreven leerboek ten behoeve van Itil-trainingen en bij It-opleidingen in Hbo, Mbo (België: secundair en hoger onderwijs), enz. De veranderingen die Itil heeft ondergaan in de 2011-Editie zijn volledig verwerkt in deze uitgave. Lezers zullen ontdekken dat deze uitgave niet alleen alle belangrijke aspecten van Itil 2011 editie behandelt, maar dat het vooral ook een zeer onmisbaar leerboek is voor iedereen die zich wil voorbereiden op het Itil Foundation-examen, vanwege de duidelijke structuur en heldere schrijfwijze. Daarnaast is het boek ook geschikt als leerboek ter voorbereiding op het Itil Intermediate examen. Vanzelfsprekend wordt een heldere uitleg gegeven over de Itil levenscyclus (life cycle): * Levenscyclus fase: Servicestrategie * Levenscyclus fase: Serviceontwerp * Levenscyclus fase: Servicetransitie * Levenscyclus fase: Serviceproductie * Levenscyclus fase: Continue Serviceverbetering Nieuw ten opzichte van de vorige druk van Itil (op basis van Itil versie 3) zijn de processen voor strategiemangement en klantrelatiebeheer. Ook de andere nieuwe en gewijzigde concepten van Itil 2011 Editie komen in dit boek aan bod. Dit betekent dat lezers daardoor toegang hebben tot al die begrippen en concepten, die een spilfunctie vervullen in de dagelijkse activiteiten op het gebied van It-servicemanagement. In een aparte bijlage worden de verschillen tussen Itilv3 en Itil 2011 Editie toegelicht.

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