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1 Introduction This pocket guide provides the reader with an overview of the basic concepts of ITIL (ITIL 2011 Edition). Readers can use the publication “Foundations of ITIL” or the ITIL core volumes (Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement) for more detailed understanding and guidance.

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This pocket guide will provide readers with an understanding of the ITIL 4 service management

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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
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This pocket guide offers a concise summary of Itil® 2011 Edition. The full Itil framework, found in 2000

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About this guide Note that the information contained in this pocket guide refers to ITIL® 2011 v3. For information relating to ITIL 4, see <https://www.axelos.com/best-practice-solutions/itil>. ITIL provides a framework of best-practice guidance

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for IT service management, and since its creation, ITIL has grown to become the

An Introductory Overview of ITIL 2011 - TSO Shop

For trainers free additional material of this book is available. This can be found under the "Training Material" tab. Log in with your trainer account to access the material. Note: This pocket book is available in several languages: English, German, Du

ITIL® 2011 Edition - A Pocket Guide - Van Haren Publishing

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Now updated in line with the 2011 syllabus, the 'ITIL Foundation Handbook: Pocketbook from the Official Publisher of ITIL' is a quick-reference revision guide designed to help students prepare for their foundation exam. It is also a key reference aid for managers, practitioners, vendors and consultants in the workplace and while travelling.

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The ITIL Foundation Handbook: 2011 Edition provides

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relevant information, and enough detail and breadth of coverage to enable students to study for their Foundation exam. It references relevant sections of the ITIL 2011 core manuals, which makes it easier for delegates to cross-reference this pocket guide with the five ITIL manuals and speed up the learning process, boosting the candidates' chances of passing the exam at the first attempt.

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Jan van Bon captures the framework's first major update in eight years with ITIL 4 -- A Pocket Guide, the newest addition to Van Haren Publishing's

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extensive Pocket Guide list, which covers topics from Agile to a variety of coding languages.

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