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ITIL For Beginners: The Complete Beginner's Guide To ITIL



Synopsis

The Information Technology Infrastructure Library (ITIL®) is a framework with the goal of closing the gap between IT departments and the needs of a business. The application of the developed guidelines within the framework of ITIL® allows IT departments to improve their overall efficiency; from the way IT infrastructure is created and managed to how individual service interactions within the business are conducted. Through the use of Key Performance Indicators (KPIs), ITIL® measures the effectiveness of an IT organization by analyzing data related to performance, issues, process improvement, and progress. Given its framework structure, one of the key strengths of ITIL® is its ability to be adapted and modified to fit the unique structure and needs of an organization. By not prescribing a specific set of rules, the dynamic nature of ITIL® affords the ability to be scalable and flexible within an organization.

Book Information

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Customer Reviews

This is a very practical, real-world guide for ITIL. Frankly, it could easily be a companion guide for almost any ITIL Training class, particularly in preparation for the exam.

The booklet gives the reader a quick overview of the different parts of ITIL and it does it quite well. It won't make you an expert but help you get a grip of what it's all about. For my own part I know now what part to focus on as well as understand what others are talking about.

Outstanding....

I'd give this 4.5 stars but that isn't possiblePrice is perfectBook is a great overviewWould have liked just a little more useful content ... but hey it works

A good beginners guide.

good book

46 Pages in, pretty good so far.

Good read if your interested in ITIL

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