Foundations of IT Service Management: basato su ITIL (Italian version)

By Various

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This introduction to IT Service Management, published by ITSMF-NL, is based on the latest edition of the ITIL books on Service Support and Service Delivery and is intended to serve as: a thorough and convenient introduction to the field of IT Service Management and a selection of the core books in the IT Infrastructure Library (ITIL); and a self-study guide that contains all the material needed to prepare for the Foundation Certificate examination in IT Service Management. This new edition contains only those topics relevant for Foundations exams. While this book may serve as a textbook, it is not a theoretical book. Instead, it contains a wealth of practical knowledge collected by the editorial board. This practical knowledge and the introduction to the field of IT service management make the book useful even for those not preparing for the examination. Since no single publication can have the answers to all the questions that arise in a field so multifaceted as IT Service Management, the aim of the book is to raise key questions, to encourage discussions and the comparison of the best practices found in the book with the reader's own experience. We expect that this book will fulfil a clear need, and it deserves not just to be read and studied, but also to be used wisely in practice.

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Chief Editor Jan van Bon is responsible for managing the content of most of the ITSMF-NL publications and represents ITSMF-NL on ITSMF-International s Publication Committee. During the last 8 years he produced around 40 books on IT Service Management apart from managing large numbers of publications he also advizes small and large organizations in quality improvement projects, and he is a respected and accredited trainer.

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