

# IT Service Management Book Order Form – ITIL V3



The **IT Infrastructure Library (ITIL)** is the most comprehensive, structured approach to managing your IT organisation and providing IT Services publicly available in print.

Created as a result of an intensive world-wide study on best-practice management models of IT, the IT Infrastructure Library is recognized as the defacto standard for IT best practice.

## IT Service Management based on ITIL V3: A Pocket Guide

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The ITIL Pocket Guide is the perfect examination companion as it covers each of the ITIL processes in point form. One of the most popular ITIL books, it is a quick portable reference tool designed for managers, to provide an overall picture of the ITIL V3 upgrade. It covers the ITIL V3 Service Lifecycle approach and also describes the ITIL V3 functions and processes.

## The Introduction to the ITIL Service Lifecycle Book

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This publication is your gateway to ITIL explaining the basic concept of IT Service Management and the place of ITIL. Introduces the new lifecycle model, and puts into context all the familiar ITIL processes from the earlier books.

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