



ITIL® v3 FOUNDATION HANDBOOK

Introduction

This guide provides a quick reference to the ITIL framework for good practice in Service Management. It is designed as a study aid for students taking ITIL Foundation qualifications and as a handy portable reference source for managers, practitioners, vendors and consultants, in the workplace and on the move.

This guide is not intended to replace the more detailed ITIL publications, nor to be a substitute for a course provider's training materials.

This booklet has 169 pages.