



## **ITIL® v3 MANAGEMENT GUIDES**

ITIL receives more and more attention on a global scale, with many companies adopting its principles. In that respect, ITIL version 2 has done a good job. The update of ITIL in version 3, released in June 2007, has caused some concern for many of these companies, since it built on the idea that companies had already achieved results with version 2-based content. In practice however, most companies are still working their way through the basic principles of ITIL. For that reason, the “Foundations of IT Service Management – based on ITIL v3” was developed, offering a comprehensive but easy-to-understand source of information on ITIL. This title is now widely used as the authoritative guide on ITIL v3 in training situations and in implementations.

Apart from offering the market a summarized, easy-to-understand source on ITIL v3 that can be used for a step-by-step approach, many companies focus on a subset of the ITIL best practices. That is why this series of ITIL Management Guides was developed, focusing on the processes, procedures, and functions, from each phase of the ITIL v3 Lifecycle. This enables companies to focus on those phases that are of primary concern to them.

Each of the five ITIL v3 Management Guides is structured the same way as the successful Foundations book: it separates the Lifecycle information from the single process, procedure and function components, enabling organizations to take their own approach and still adopt ITIL best practices.

The content of each guide was derived from the Foundation book, which ensures that you'll find the same high quality as usual. This means that all content has been peer-reviewed in a rigorous way, making sure that it completely aligns with ITIL v3, but also that it was the best, concise and comprehensive summary of ITIL v3 core content that could be achieved.

These management guides provide an excellent reference tool for practitioners, students and others who want to have a practical guide on the key ITIL v3 concepts.

### Titles of the five Management Guides

- Service Strategy based on ITIL v3 (165 pages)
- Service Design based on ITIL v3 (165 pages)
- Service Transition based on ITIL v3 (171 pages)
- Service Operation based on ITIL v3 (173 Pages)
- Continual Service Improvement based on ITIL v3 (145 pages)