



## ***IT SERVICE MANAGEMENT BASED ON ITIL v3 – A POCKET GUIDE***

This concise summary offers a very practical and valuable introduction to the content of the five new ITIL v3 core books. It explains the structure and way of thinking of the new Service Lifecycle. In addition, by presenting the information about processes and functions in a separate section, it also provides support for all the existing users of ITIL v2 that are looking for a bridge to the new edition. This second edition shows all the elements that were present in the Foundation-scope of ITIL v2, as well as all new processes, functions and main activities of v3.

The resulting pocket guide provides the reader with a quick reference of the basic concepts of ITIL v3. Readers can use the itSMF publication “Foundations of IT Service Management based on ITIL v3” or the ITIL core volumes (Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement) for more detailed understanding and guidance.

This pocket guide was produced in the same way as other publications of the ITSM Library; a broad team of expert editors, expert authors and expert reviewers contributes to a comprehensive text, and a great deal of effort was spent on the development and review of the manuscript.

This book will provide an excellent reference tool for all those practitioners, students and others who want a concise summary of the key ITIL v3 concepts.

This book counts 166 pages.