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ITIL Lifecycle Suite, 2011 Edition (5 Volume Set)

By Randy A. Steinberg, David Cannon, Vernon Lloyd, Lou Hunnebeck, Stuart Rance
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1 of 1 review helpful High Quality Publishing and Content By John Huls This is the source for all of the ITIL Framework The topics are covered in detail Since each volume is specific to a particular Lifecycle of the Framework

Service Strategy Service Design Service Transition Service Operations Continuous Service Improvement A topic may appear in more than one volume but only as related to that Lifecycle phase The ITIL 2011 Editions have been updated for clarity consistency correctness and completeness ITIL is based upon a lifecycle approach and the core guidance consists of five publications ITIL Service Strategy ITIL Service Design ITIL Service Transition ITIL Service Operation ITIL Continual Service Improvement Each of the five publications represents a stage in the ITIL service lifecycle With each stage influencing and relying upon the others the lifecycle moves The update has added clarity and consistency amongst the five books and it has improved the ease of readability and understanding for users Christiane Chung Ah Pong NCS PTE LTD Singapore Best Management Practice Most of the inconsistencies made i

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