



comprendre ITIL 2011 - normes et meilleures pratiques pour évoluer vers ISO 20000

By Quesnel, Jacques

ENI, 2012. Paperback. Book Condition: NEUF. L'objectif de ce livre sur ITIL est de fournir toutes les clefs aux lecteurs pour une bonne compréhension des processus ITIL 2011 et de leur organisation. Le livre est structuré sur la notion de "Cycle de vie des services". Il servira de fil rouge à ceux qui ont déjà suivi une formation ITIL Foundation (Version 3 ou 2011) et permettra à ceux qui n'ont encore aucune connaissance sur le sujet de découvrir et comprendre les apports d'ITIL dans la gestion des services, ainsi que la méthodologie pour réussir l'implantation d'ITIL dans l'entreprise quelle que soit sa taille. Tout au long du livre, l'auteur s'appuie sur son expérience métier d'Expert Consultant et Formateur ITIL et ISO 9001. Il présente les différentes normes permettant de mieux situer ITIL 2011 et d'envisager une éventuelle certification ISO 20000. Pour cela, un certain nombre de chapitres traitent également des normes, méthodes et outils qui facilitent la mise en oeuvre et la gestion d'un environnement ITIL. Dans chacune des sections traitant d'un processus ITIL, l'auteur met en évidence les principales relations entre les différents processus ITIL ainsi que les gains potentiels ou les difficultés qui peuvent être rencontrées. Ceci permet au lecteur...



READ ONLINE
[6.9 MB]

Reviews

This publication may be really worth a go through, and a lot better than other. It really is written in simple terms and never difficult to understand. Once you begin to read the book, it is extremely difficult to leave it before concluding.

-- **Natalie Abbott**

This book will not be simple to get going on reading but extremely exciting to read through. Yes, it can be play, still an interesting and amazing literature. I am very easily could possibly get a delight of reading a written book.

-- **Rene Olson**

Other Books



[A Dog of Flanders: Unabridged; In Easy-to-Read Type \(Dover Children's Thrift Classics\)](#)

Dover Publications, 2011. Paperback. Book Condition: New. No Jacket. New paperback book copy of A Dog of Flanders by Ouida (Marie Louise de la Ramee). Unabridged in easy to read type. Dover Children's Thrift Classic. Reprint of original edition. Green edition. Mineola...



[Harts Desire Book 2.5 La Fleur de Love](#)

Cajunflair Publishing. Paperback. Book Condition: New. Paperback. 112 pages. Dimensions: 8.0in. x 5.0in. x 0.3in.Its late 1974, and high school student, Melinda Dawson is in serious trouble. Within two hours of revealing her suspected pregnancy to her parents, shes whisked off against...



[The Secret That Shocked de Santis](#)

Harlequin, United States, 2016. Paperback. Book Condition: New. Not for Online.. 165 x 104 mm. Language: English . Brand New Book. How is she going to tell him? Army lieutenant Stella Zambrano had the surprise of her life when a routine medical...



[Six Steps to Inclusive Preschool Curriculum: A UDL-Based Framework for Children's School Success](#)

Brookes Publishing Co. Paperback. Book Condition: new. BRAND NEW, Six Steps to Inclusive Preschool Curriculum: A UDL-Based Framework for Children's School Success, Eva M. Horn, Susan B. Palmer, Gretchen D. Butera, Joan A. Lieber, How can inclusive early educators plan and deliver...



[Sarah's New World: The Mayflower Adventure 1620 \(Sisters in Time Series 1\)](#)

Barbour Publishing, Inc., 2004. Paperback. Book Condition: New. No Jacket. New paperback book copy of Sarah's New World: The Mayflower Adventure 1620 by Colleen L. Reece. Sisters in Time Series book 1. Christian stories for girls. Sisters in Time Series. Age 8-12,...



[Estrellas Peregrinas Cuentos de Magia y Poder Spanish Edition](#)

Pinata Books. Paperback. Book Condition: New. Paperback. 178 pages. Dimensions: 8.3in. x 5.4in. x 0.6in.First ever Spanish-language edition of the critically acclaimed collection of short stories for young adults by a master of Latino literature Were all walking stars, the eighty-four year...