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This book and its predecessors have become the industry classic guide on the topic of Itil. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This version has now been upgraded to reflect Itil 2011 Edition. Written in the same concise way and covering all the facts, readers will find that this title succinctly covers the key aspects of the Itil 2011 Edition upgrade. The Itil 2011 Edition approach covering the Itil Lifecycle is fully covered. The new and re-written processes in Itil 2011 Edition for strategy management and business relationship management are included, as well as the other new and improved concepts in Itil 2011 Edition . This means that it is easy for all readers to access and grasp the process concepts that are so pivotal to many service management day-to-day operations. This title covers the following: Lifecycle phase: Service strategy Lifecycle phase: Service design Lifecycle phase: Service transition Lifecycle phase: Service operation Lifecycle phase: Continual service improvement

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