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ITIL For Beginners: The Complete Beginner's Guide To ITIL



THE
COMPLETE
BEGINNER'S
GUIDE
TO ITIL



ClydeBank
TECHNOLOGY



Synopsis

The Information Technology Infrastructure Library (ITIL®) is a framework with the goal of closing the gap between IT departments and the needs of a business. The application of the developed guidelines within the framework of ITIL® allows IT departments to improve their overall efficiency; from the way IT infrastructure is created and managed to how individual service interactions within the business are conducted. Through the use of Key Performance Indicators (KPIs), ITIL® measures the effectiveness of an IT organization by analyzing data related to performance, issues, process improvement, and progress. Given its framework structure, one of the key strengths of ITIL® is its ability to be adapted and modified to fit the unique structure and needs of an organization. By not prescribing a specific set of rules, the dynamic nature of ITIL® affords the ability to be scalable and flexible within an organization.

Book Information

Audible Audio Edition

Listening Length: 2 hours and 15 minutes

Program Type: Audiobook

Version: Unabridged

Publisher: ClydeBank Media LLC

Audible.com Release Date: September 24, 2015

Whispersync for Voice: Ready

Language: English

ASIN: B015S1B3YW

Best Sellers Rank: #80 in Books > Audible Audiobooks > Nonfiction > Computers #114

in Books > Business & Money > Management & Leadership > Information Management #1229

in Books > Audible Audiobooks > Business & Investing

Customer Reviews

ITIL For Beginners is exactly that, a book that will take you from no background knowledge to a basic understanding of the subject. ITIL is an acronym for Information Technology Infrastructure Library. The goal being to more directly link the IT of a company to the needs of the people in the company and the customers of that company. ITIL focuses on service, the current five volumes are ITIL Service Strategy, ITIL Service Design, ITIL Service Transition, ITIL Service Operation and ITIL Continual Service Improvement. I myself work in IT, for those that already do, this gives some background of how things should work but you won't pick up anything earth shattering here. If you

pick this up with the intent of breezing through it and getting certified, well good luck to you, I'd say that your chances of that are slim without any other experience or study/reference sources. Not impossible, just a stretch. Be aware that this is no light read, you had better be invested in the subject matter or you won't make it past the first onslaught of acronyms (and there's a small army of those to commit to memory). It is very comprehensive in covering all the topics (training, testing, monitoring, reporting, risk management, etc) , some more indepth than others, but enough on all fronts to give you a clear understanding. If you come into this book with some basic IT knowledge and experience then you shouldn't have any trouble with this book and it would provide an excellent resource for certification review. If you come in with no experience and hope to just cram the information from this book into you head and take the exam, think again. It would be a very tough slog. I have received this product at a discounted rate in exchange for my fair and honest review.

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