



ITIL V3 - Een Pocketguide (Best Practice Library) (Dutch Edition)

Jan van Bon, Arjen de Jong, Axel Kolthof, Mike Pieper, Ruby Tjassing, Annelies van der Veen, Tienke Verheijen

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Deze Pocket Guide is een beknopte samenvatting van ITIL versie 3. Een slimme, compacte gids over deze toonaangevende standaard op het gebied van IT-Service management.

Wat zijn de essentiële servicemanagement processen? Wat is de 'lifecycle approach'?

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