



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

By Jan van Bon, Arjen de Jong, Axel Kolthof, Mike Pieper, Ruby Tjassing, Annelies van der Veen, Tienieke 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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Review

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About the Author

Jan van Bon is responsible for managing the content of the ITSM Library. Apart from managing large numbers of publications he also advises small and large organizations in quality improvement projects, and he is a respected and accredited trainer.

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