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ITIL Lifecycle Essentials Claire Agutter, 2013-03-28 Gives ITIL Foundation candidates a comprehensive overview of the key elements concepts and terminology used in the ITIL service lifecycle

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ITIL Foundation Essentials ITIL 4 Edition - The ultimate revision guide, second edition Claire Agutter, 2020-04-14 ITIL Foundation Essentials ITIL 4 Edition is the ultimate revision guide for candidates preparing for the ITIL 4 Foundation exam It is fully aligned with the Foundation course syllabus and gives a clear and concise overview of the facts This second edition has been updated to align with amendments to the ITIL 4 Foundation syllabus

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