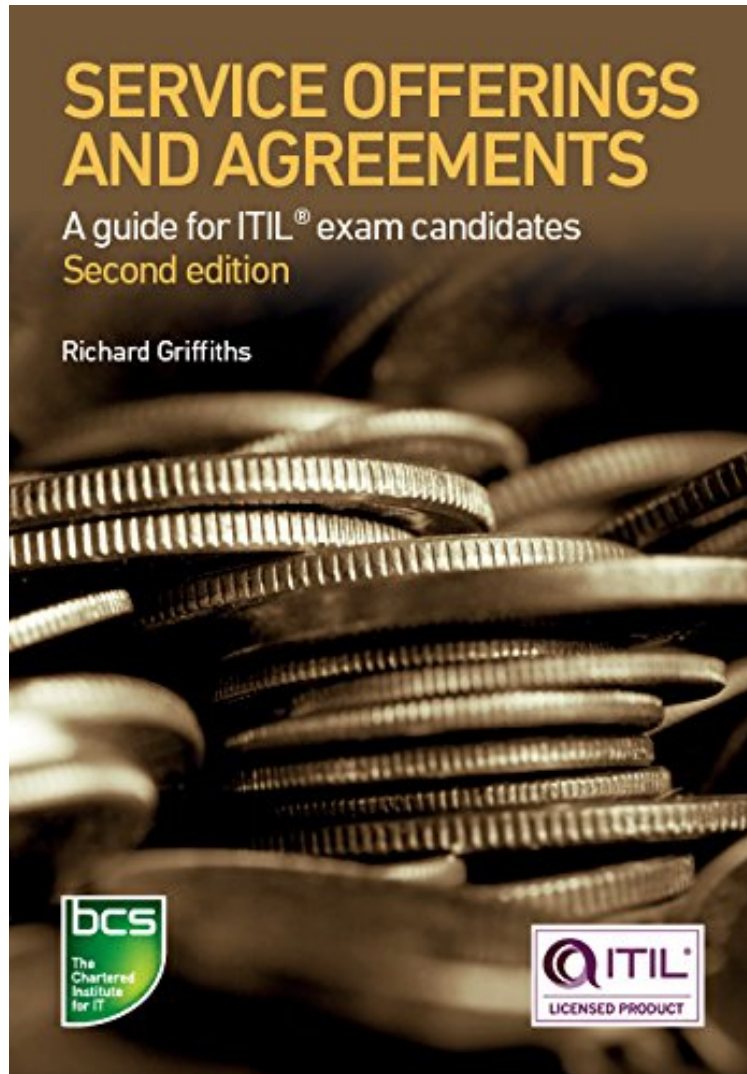


## Service Offerings and Agreements: A guide for ITILreg; exam candidates

*Richard Griffiths*

*ePub | \*DOC | audiobook | ebooks | Download PDF*



DOWNLOAD



READ ONLINE

#1946552 in eBooks 2014-05-01 2014-05-01 File Name: B00K6BVP2K | File size: 24.Mb

**Richard Griffiths : Service Offerings and Agreements: A guide for ITILreg; exam candidates** before purchasing it in order to gage whether or not it would be worth my time, and all praised Service Offerings and Agreements: A guide for ITILreg; exam candidates:

0 of 0 people found the following review helpful. A great compendium for ITIL Practitioner.By AlcatrezAn excellent compendium to ITIL Service Design and Service Strategy. A well laid-out format of chapters and references to the original ITIL Publications. I recommend this book for any ITIL Practitioner.0 of 0 people found the following review helpful. Helped add a little "everyday language", compliments what you get out of the core books.By FrankI looked all

over the net trying to find a ITIL SOA book. Some of the online material picked this one over "How to Pass on Your First Try Certification Study Guide" titles. Pro- cost, condensed Con- seemed some process areas were sold short, I noted this on the exam I would not rely on this as a sole title, the financial management chapter was a little short and some other areas in the another chapter were either "oversight" or not properly addressed against the 2011 Syllabus. I was hoping the practical exam would have been more than what I already had received from the ATO.

By implementing good practice in service offerings and agreements, IT departments can achieve high levels of customer satisfaction. An intermediate level guide for exam candidates and IT departments, this book provides clarification and expansion of the core ITILreg; texts. This new edition reflects the current thinking from ITIL and is aligned to the latest syllabus for the Intermediate Certificate in Service Offerings and Agreements. An ITIL licensed product.

About the Author Richard has worked as practitioner, trainer and consultant in all aspects of ITIL for a number of large and small organisations worldwide. He has been a question compiler and examiner at all levels for 14 years and uses the knowledge gained through training many courses to tailor his writing to the audience of potential candidates. Richard specialises in helping organisations adopt and adapt ITIL, enabling them to standardise processes and become more business-aligned