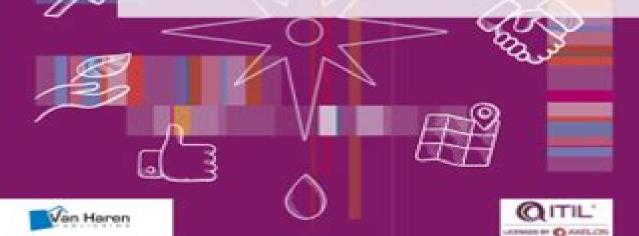
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activiteiten op het gebied van IT servicemanagement In een aparte bijlage worden de verschillen tussen ITILv3 en ITIL 2011 Editie toegelicht Implementing IT Processes Lionel Pilorget, 2015-02-11 Information Technology plays a major role in our society Due to system integration and process automation a company has to rely on performant information systems To achieve this objective it is important to have relevant IT processes in place on the one hand to ensure current operation and on the other hand to enable the successful introduction of new technologies Once IT processes are defined and described interrelations become visible which allow to gain an appropriate level of maturity Agile Testing John Watkins, 2009-07-27 In an IT world in which there are differently sized projects with different applications differently skilled practitioners and on site off site and off shored development teams it is impossible for there to be a one size fits all agile development and testing approach This book provides practical quidance for professionals practitioners and researchers faced with creating and rolling out their own agile testing processes In addition to descriptions of the prominent agile methods the book provides twenty real world case studies of practitioners using agile methods and draws upon their experiences to propose your own agile method whether yours is a small medium large off site or even off shore project this book provides personalized guidance on the agile best practices from which to choose to create your own effective and efficient agile method **ITIL®** 4 - A Pocket Guide Jan van Bon, 2019-04-30 The ITIL pocket guides of Van Haren Publishing are since long recognized as the industry classic guide on the topic of ITIL in many languages Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations This pocket guide will provide readers with an understanding of the ITIL 4 service management framework by understanding the key concepts of service management understanding how the seven ITIL guiding principles can help an organization adopt and adapt service management understanding the four dimensions of service management understanding the purpose and components of the ITIL service value system understanding the six activities of the service value chain and how they interconnect knowing the purpose and key terms of 15 of the 34 ITIL practices understanding seven of these 15 ITIL practices in detail All exam requirements for the ITIL 4 Foundation exam are covered in this pocket guide It also provides support for everyone who has knowledge of previous ITIL editions and is looking for a bridge to the new edition ITIL 4 took a big leap into the modern world of IT service management covering the latest principles and practices in a customer focused service centric way enabling Agile principles for maximum support of any business

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