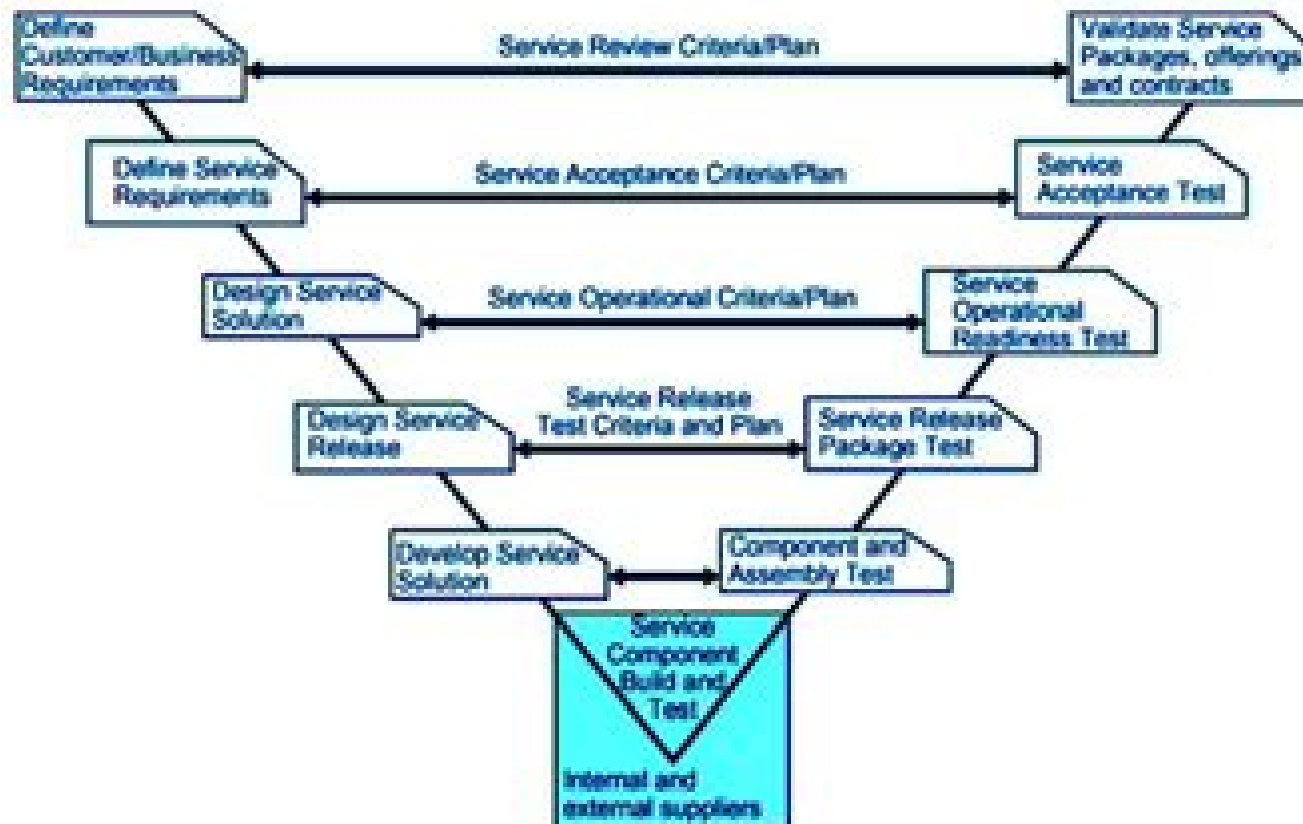


- The Service V-Model defines progressive levels activity and corresponding levels of testing/valid toward a define objective such as a release or major change.
- Testing at each level prior to moving to the next level helps progressively reduce risk.

Service V-Model



Itil Service Transition Study Guide

Stephen D. Gantz



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The IT Service Management Foundation Exam Guide Michael Scarborough, 2010-12-10 The IT Service Management Foundation Exam Guide is a practically oriented guide to passing the ITIL v3 Foundation exam It is designed to work as a supplement to an instructor led training class or as a tool for self study

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