

ISO/IEC 20000 Certification and Implementation Guide - Standard Introduction, Tips for Successful ISO/IEC 20000 Certification, FAQs, Mapping Responsibilities, Terms, Definitions and ISO 20000 Acronyms, 2008, 84 pages, Claire Engle, Gerard Blokdijk, Jackie Brewster, 1921523034, 9781921523038, Emereo Pty Limited, 2008

The Art of Service has collected the experiences of organizations, quality managers and auditors who have actually worked with the present version of the ISO 20000 standard. This hard-won experience is presented here in this leading guide to understanding and satisfying the requirements of ISO/IEC 20000, and to applying the principles that underpin this internationally recognized family of standards for managing and communicating quality of IT Service Management Processes. The best-selling ISO/IEC 20000 quality management handbook from one of the world's leading experts on the ISO 20000 family of standards. Fully updated with the latest experiences of successfully working with the standard from industry and the service sector, plus quality auditors. Analyses each section, clause and requirement in detail, with practical implementation guidance. Whether establishing an ISO/IEC 20000 quality management system for the first time, or upgrading an existing system, this handbook is ideal for students, practitioners, managers, instructors and auditors. It is supported by a wide range of solutions, FAQs, tips for implementers, and a glossary of terms that will be invaluable in any sector, industry, business or organization.

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Risk Management 100 Success Secrets , Gerard Blokdijk, 2007, Business & Economics, 180 pages. There has never been a Risk Management manual like this. 100 Success Secrets is not about the ins and outs of the Risk Management. Instead, it answers the top 100 questions.

ISO/IEC 20000 Foundation Complete Certification Kit - Study Guide Book and Online Course , Ivanka Menken, Gerard Blokdijk, 2008, Business & Economics, 136 pages. As the industry standard in terms of Process, Service and Lifecycle Management for IT, the ISO/IEC 20000 Foundation exam is the most popular entry-level certification.

IT Service Continuity Management and Disaster Recovery Best Practice Handbook Building, Running and Managing Effective IT Service Continuity Management and Disaster Recovery - Ready to Use Supporting Documents Bringing ITIL Theory Into Practice, Gerard Blokdijk, Ivanka Menken, Oct 1, 2008, Computers, 184 pages. IT Service Continuity is a specific form of business continuity planning. It is the process of assessing and managing risks associated with information technology (IT).

MCSE 100 Success Secrets - Microsoft Certified System Engineer; The Missing Exam Study, Certification Preparation and MCSE Application Guide , Gerard Blokdijk, 2008, Computers, 144 pages. This book answers the top 100 questions that asked and those in forums, consultancy and education programs..

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