

## Master World-Class IT Management Techniques with ITIL Version 3.

Today's IT arena is more dynamic than ever before, and IT managers and developers are constantly challenged to deliver more powerful, flexible and efficient systems and processes to keep pace with evolving business requirements and regulations. Savvy managers and developers rely on the Information Technology Infrastructure Library (ITIL) to help them design and implement best practices and procedures for building world-class IT systems and supporting superlative service.

Safari Books Online is the only online library vendor licensed to provide the full set of ITIL Version 3 core books and all of the newest supplemental volumes. And, Safari Books Online offers the complete suite of ITIL Version 3 titles in one convenient, fully searchable, easy-to-use digital library where all of the information you need is available at your fingertips—anytime, anywhere.

### What is the Information Technology Infrastructure Library?

Written by the UK Office of Government Commerce and published by The Stationery Office, the ITIL collection has been used by IT professionals for more than 20 years and is considered the authoritative body of work focusing on exceptional and innovative technology solutions and services. For many IT experts there is no substitute for the methodologies covered in the five core titles and the training guides in the supplemental books.

Version 3, published in 2007, has been completely overhauled to reflect today's trends toward innovation and best-in-class service with a life-cycle approach to service management and emphasis on IT business integration. **The five core titles are:**

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

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### Why Safari Books Online ITIL?

Safari Books Online is the only digital library authorized to distribute all thirteen of the official ITIL Version 3 titles. Included in the library are the five Key Element Guides which correspond to the five core publications as well as these three supplemental books:

- The Official Introduction to the Service Lifecycle
- Passing Your ITIL Foundation Exam
- Building a Service Management (ITIL-Based) Department

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