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# ITIL For Beginners: The Complete Beginner's Guide To ITIL



THE  
COMPLETE  
BEGINNER'S  
GUIDE  
TO ITIL



ClydeBank  
TECHNOLOGY



## Synopsis

The Information Technology Infrastructure Library (ITIL®) is a framework with the goal of closing the gap between IT departments and the needs of a business. The application of the developed guidelines within the framework of ITIL® allows IT departments to improve their overall efficiency; from the way IT infrastructure is created and managed to how individual service interactions within the business are conducted. Through the use of Key Performance Indicators (KPIs), ITIL® measures the effectiveness of an IT organization by analyzing data related to performance, issues, process improvement, and progress. Given its framework structure, one of the key strengths of ITIL® is its ability to be adapted and modified to fit the unique structure and needs of an organization. By not prescribing a specific set of rules, the dynamic nature of ITIL® affords the ability to be scalable and flexible within an organization.

## Book Information

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## Customer Reviews

This is a very practical, real-world guide for ITIL. Frankly, it could easily be a companion guide for almost any ITIL Training class, particularly in preparation for the exam.

The booklet gives the reader a quick overview of the different parts of ITIL and it does it quite well. It won't make you an expert but help you get a grip of what it's all about. For my own part I know now what part to focus on as well as understand what others are talking about.

Outstanding....

I'd give this 4.5 stars but that isn't possible Price is perfect Book is a great overview Would have liked just a little more useful content ... but hey it works

A good beginners guide.

good book

46 Pages in, pretty good so far.

Good read if your interested in ITIL

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