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Now updated in line with the new 2009 syllabus, this reference revision guide, 'ITIL V3 Foundation Handbook: Pocketbook from the Official Publisher of ITIL' has been designed to help students sitting the ITIL V3 Foundation Exam. The title provides a key reference aid for managers, practitioners, vendors and consultants in the workplace and while travelling. This publication provides an introduction to the ITIL V3 Service Lifecycle model and an overview of the ITIL V3 qualification structure. The guide contains a chapter on each of the components of the Lifecycle; Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement. These chapters contain an overview of each of the process and functions in the lifecycle including value, scope, activities and metrics.

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