



*ITIL is a widely adopted body of knowledge and best practices for successful IT Service Management that links with training and certification. ITIL 4 has evolved from the current version by re-shaping much of the established ITSM practices in the wider context of customer experience; value streams and digital transformation; as well as embracing new ways of working, such as Lean, Agile, and DevOps. ITIL 4 provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology. It is designed to ensure a flexible, coordinated and integrated system for the effective governance and management of IT-enabled services. "ITIL Foundation" is the first ITIL 4 publication and the latest evolution of the most widely-adopted guidance for ITSM. Its audience ranges from IT and business students taking their first steps in service management to seasoned professionals familiar with earlier versions of ITIL and other sources of industry best practice. The guidance provided in this publication can be adopted and adapted for all types of organizations and services. To show how the concepts of ITIL can be practically applied to an organization's activities, ITIL Foundation follows the exploits of a fictional company on its ITIL journey.*

*Annotation An easy-to-understand introduction to using best practice techniques within IT service management, 'ITIL for Dummies' provides an easy-to-understand introduction to using best practice guidance within IT service management.*

*This book presents the latest syllabus content and expert examination guidance, making it the definitive study aid for the IT service management intermediate examinations. Containing practical advice for candidates on how to prepare for and answer examination questions on the service lifecycle and service capability streams, the book also covers the syllabus topics which are common across most of the modules. Chapters are organised with references to the core publications, and self-assessment questions help students prioritise those topics they need to revise. The book contains sample exam questions, advice on how to dissect questions and scenarios, and exam answers that are thoroughly explained to aid the learning process.*

*This self-study exam preparation guide for the ITIL V3 Service Capability RCV certification exam contains everything you need to test yourself and pass the Exam, including all the processes, and inputs and outputs. Exam topics are covered and insider secrets, complete explanations of all ITIL V3 subjects, test tricks and tips, numerous highly realistic sample questions, and exercises designed to strengthen understanding of ITIL V3 concepts and prepare you for exam success on the first attempt are provided. Can you imagine valuing a book so much that you send the author a "Thank You" letter? Tens of thousands of people understand why the material by The Art of Service is a worldwide best-seller. Is it their years of ITIL experience? The endless hours of ongoing research? The interviews with those who failed the exam, to identify gaps in their knowledge? Or is it the razor-sharp focus on making sure you don't waste a single minute of your time studying any more than you absolutely have to? Actually, it's all of the above. This book includes new exercises and sample questions never before in print. Offering numerous sample questions, critical time-saving tips plus information available nowhere else, this book will help you pass the ITIL V3 Service Capability RCV exam on your FIRST try. Done the ITIL V3 Service Capability RCV course, up to speed with the theory? Buy this. Read it. And Pass the ITIL V3 Service Capability RCV Exam.*

*Become ITIL Foundation Certified in 7 Days*

*ITIL Intermediate Operational Support and Analysis*

*Effective Cybersecurity*

*Introduction to Internal Combustion Engines*

*Regge Poles in Particle Physics*

*Cyber Resilience Best Practice*

*ITIL Practitioner Guidance is the essential reference text which accompanies the ITIL Practitioner qualification. Fully integrated with the ITIL Practitioner syllabus, this publication is also a practical guide that helps IT service management (ITSM) professionals turn ITIL theory into practice through case studies, worksheets, templates and scenarios. The book assumes knowledge of ITIL and ITSM up to ITIL Foundation level, and begins with a discussion of the guiding principles of ITSM. It goes on to explain how these guiding principles are essential for ITSM and how they relate to philosophies, frameworks and methodologies such as DevOps, Lean, Agile etc. The publication shows how following the CSI (continual service improvement) approach, and how the core skills of organizational change management, communication, metrics and measurement, can underpin successful ITSM improvement initiatives.*

*This book is a concise one-stop desk reference and synopsis of basic knowledge and skills for Cisco certification prep. For beginning and experienced network engineers tasked with building LAN, WAN, and data center connections, this book lays out clear directions for installing, configuring, and troubleshooting networks with Cisco devices. The full range of certification topics is covered, including all aspects of IOS, NX-OS, and ASA software. The emphasis throughout is on solving the real-world challenges engineers face in configuring network devices, rather than on exhaustive descriptions of hardware features. This practical desk companion doubles as a comprehensive overview of the basic knowledge and skills needed by CCENT, CCNA, and CCNP exam takers. It distills a comprehensive library of cheat sheets, lab configurations, and advanced commands that the authors assembled as senior network engineers for the benefit of junior engineers they train, mentor on the job, and prepare for Cisco certification exams. Prior familiarity with Cisco routing and switching is desirable but not necessary, as Chris Carthern, Dr. Will Wilson, Noel Rivera, and Richard Bedwell start their book with a review of the basics of configuring routers and switches. All the more advanced chapters have labs and exercises to reinforce the concepts learned. This book differentiates itself from other Cisco books on the market by approaching network security from a hacker's perspective. Not only does it provide network security recommendations but it teaches you how to use black-hat tools such as ocllhashcat, Loki, Burp Suite, Scapy, Metasploit, and Kali to actually test the security concepts learned. Readers of Cisco Networks will learn How to configure Cisco switches, routers, and data center devices in typical corporate network architectures The skills and knowledge needed to pass Cisco CCENT, CCNA, and CCNP certification exams How to set up and configure at-home labs using virtual machines and lab exercises in the book to practice advanced Cisco commands How to implement networks of Cisco devices supporting WAN, LAN, and data center configurations How to implement secure network configurations and configure the Cisco ASA firewall How to use black-hat tools and network penetration techniques to test the security of your network*

*The expert-led, full-coverage supporting guide for all four ITIL exams ITIL Intermediate Certification Companion Study Guide is your ultimate support system for the Intermediate ITIL Service Capability exams. Written by Service Management and ITIL framework experts, this book gives you everything you need to pass, including full coverage of all objectives for all four exams. Clear, concise explanations walk you through the process areas, concepts, and terms you need to know, and real-life examples show you how they are applied by professionals in the field every day. Although this guide is designed for exam preparation, it doesn't stop there – you also get expert insight on major topics in the field. The discussion includes operational support and analysis; planning, protection and optimization; release, control and validation; and service offerings and agreements that you'll need to know for the job. ITIL is the most widely-adopted IT Service Management qualification in the world, providing a practical, no-nonsense framework for identifying, planning, delivering, and supporting IT services to businesses. This book is your ideal companion for exam preparation, with comprehensive coverage and detailed information. Learn service strategy principles, organization, and implementation Master the central technologies used in IT Service Management Be aware of inherent challenges, risks, and critical success factors Internalize the material covered on all four ITIL exams The ITIL qualification is recognized around the globe, and is seen as the de facto certification for those seeking IT Service Management positions. Passing these exams requires thorough preparation and rigorous self-study, but the reward is a qualification that can follow you anywhere. ITIL Intermediate Certification Companion*

*Study Guide for the ITIL Service Capability Exams leads you from Foundation to Master, giving you everything you need for exam success.*

*Botnets*

*Exam 39 Cert Guide*

*Particle Penetration and Radiation Effects*

*A Guide to Using Best Practices and Standards*

*The Guerrilla and how to Fight Him*

*Using DevOps to Drive Process Improvement*