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The Stationery Office Books (Agencies), United Kingdom, 2011. Paperback. Condition: New. 2011 ed.. Language: English . Brand New Book. The ITIL 2011 Editions have been updated for clarity, consistency, correctness and completeness. ITIL Service Transition focuses on the broader, long-term change management role and release practices so that risks, benefits, delivery mechanisms and the ease of ongoing operations of services are considered. This publication provides guidance and process activities for the transition of services into the business environment. Key features: The updated ITIL publications share a similar standard structure (including generic content in Chapters 1, 2 and 6) to improve consistency and aid navigation. Some content has been reorganized to improve flow and readability, and ensure alignment across the suite - including clarification around interfaces, and inputs and outputs across the service lifecycle. Terminology has been clarified and made consistent across the publications and the ITIL glossary.



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