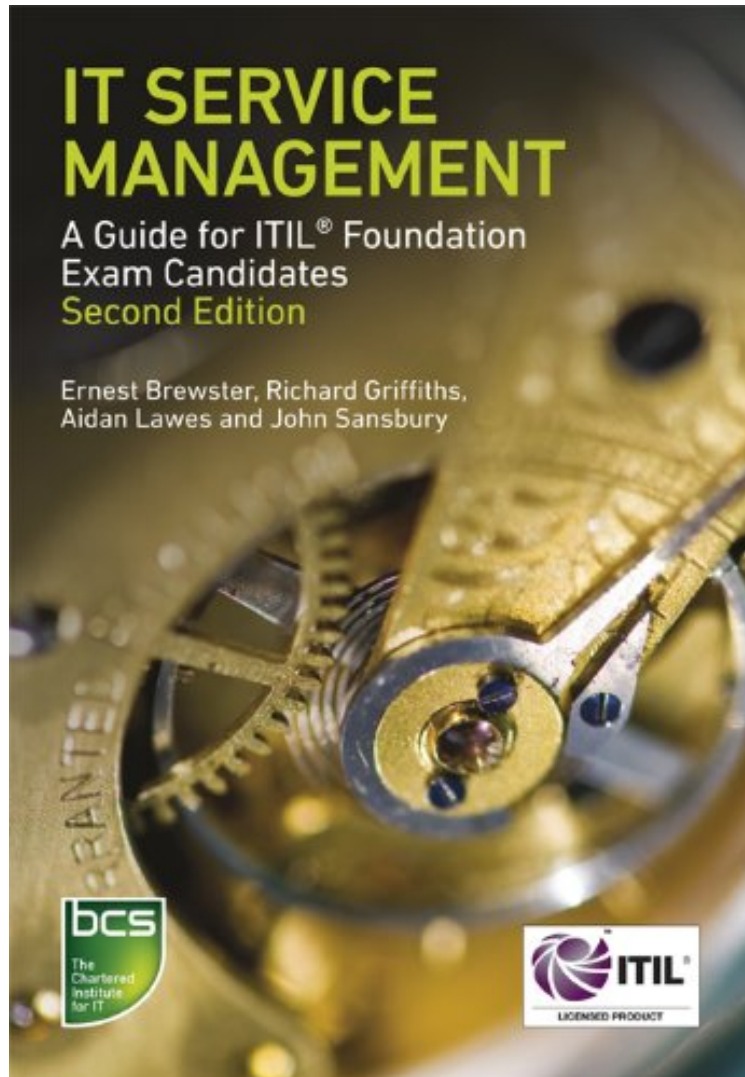


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IT Service Management: A guide for ITIL Foundation Exam candidates

Ernest Brewster, Richard Griffiths, Aidan Lawes, John Sansbury
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About the AuthorDr Ernest Brewster is a champion of ITIL Service Management. Richard Griffiths is an ITIL trainer. Aidan Lawes is an authority on service management and co-authored ISO/IEC 20000. John Sansbury is a principal consultant and head of practice for service management.