



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

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- The history and inspirations for ITIL®
- How ITIL® can directly improve the experiences of employees, managers, partners, and customers
- The mistakes commonly made by beginners when implementing ITIL
- All of the ITIL Life Cycle Phases, Processes, Sub-Processes, and formal KPIs
- ITIL®'s real-world application in IT and business
- Much More

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