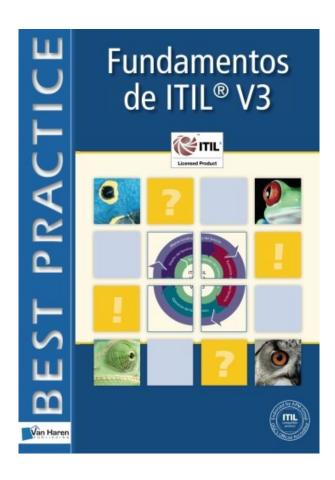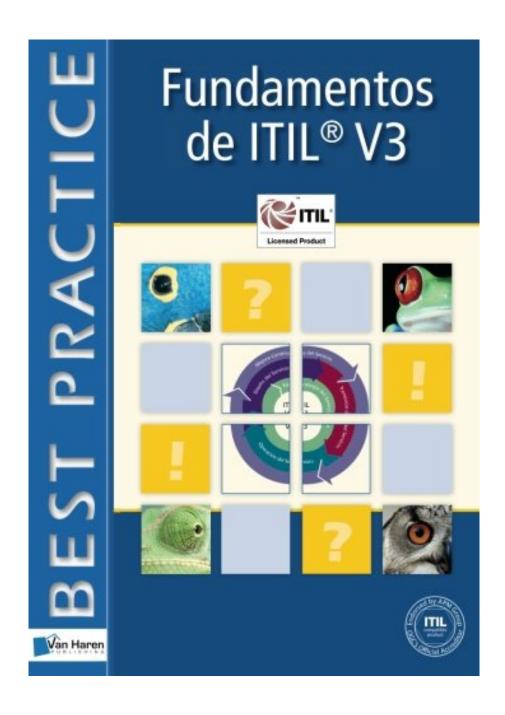# FOUNDATIONS OF IT SERVICE MANAGEMENT BASED ON ITIL V3 (SPANISH MANAGEMENT) (ITSM LIBRARY) FROM VAN HAREN PUBLISHING

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Foundations of IT Service Management Based on ITIL V3 is a good meaty clear practical useful book that I am glad to have in my library. And for what you get the price is remarkably cheap. --IT Skeptic

ITIL v3 is defined in 5 new volumes, whereas the summary from Van Haren is squeezed into a single 320 page text. Of course, you are not going to get the level of detail that you'd have if you purchase all 5 books, but if you want someone to have picked out the "best bits" then consider getting this book. Perhaps the best attribute for the book is that it strips away a lot of the superfluous text that surround some of the new concepts. That in itself is a worthwhile reason to consider getting it. I would have liked to have seen more original diagrams, most of the pictures are taken directly from the original ITIL v3 volumes. There is a full 30 page glossary at the back of the book that is based on the official ITIL v3 Glossary. --Roger Purdie, Quintica, Australia

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