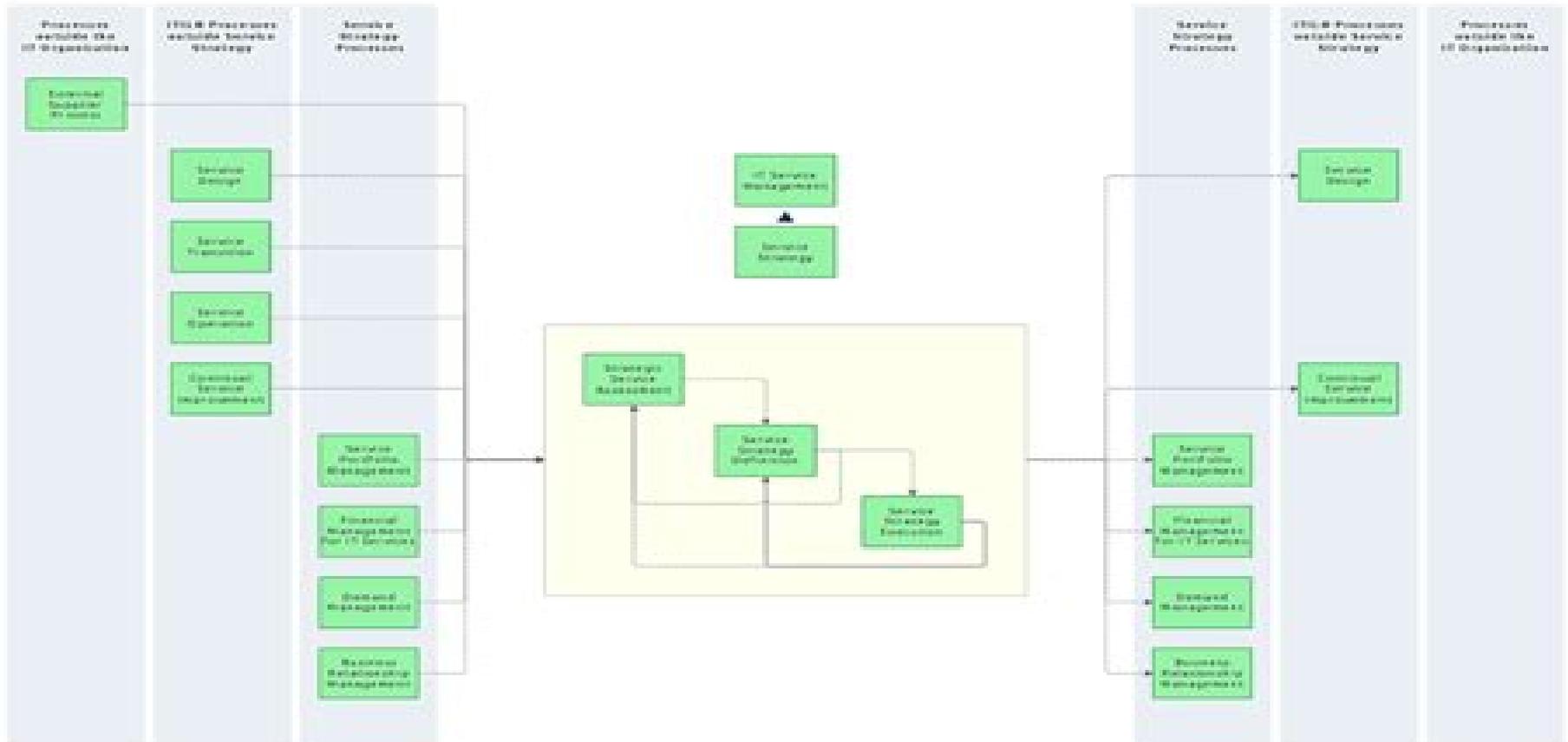


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Key Element Guide ITIL Service Strategy David Cannon (IT service manager), 2012

Service offerings and agreements ITIL V3 intermediate capability handbook Alison Cartlidge, Stationery Office, Janaki Chakravarthy, ITSMF UK, 2010-11-08 This guide provides a quick reference to the processes covered by the ITIL V3 SOA syllabus It is designed as a study aid for students taking the ITIL Capability qualification for SOA and as a handy portable reference source for practitioners who work with these processes

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This title has been designed to be a role-specific handbook for senior managers and project board members which describes how to oversee projects being managed using PRINCE2. The guide sets PRINCE2 in the wider context of project management but is still non-specific for industry sector and describes or cross-references techniques which support the PRINCE2 method. The title contains chapters on the duties and behaviour of the Project Board, the Project Board's activities covering starting up a project, authorising initiation, authorising a project, authorising a stage, giving ad hoc direction, authorising closure, reviewing benefits, tailoring PRINCE2. [Directing Successful Projects with PRINCE2](#) forms part of a pair of publications that are the result of the PRINCE2 2009 Project to update the PRINCE2 guidance. Its companion is [Managing Successful Projects with PRINCE2](#) ISBN 9780113310593

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