

ITIL Service Strategy 2011 Edition By David Cannon

By David Cannon

ITIL Service Strategy Introduction to the ITIL Service Lifecycle, Publication Review by David Norfolk

formerly known as the Information Technology Infrastructure Library, (known as ITIL 2011 edition), ITIL Information and Certification Chris Salerno.

He is the coauthor of the ITIL 2007 service operation book and author of the ITIL 2011 service strategy David has degrees Clients who work with David Cannon

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Acknowledgements 2011 edition Authors and David Cannon, Emily Thanks are still due to those who contributed to the 2007 edition of Service Strategy,

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Service strategy, , London: * David Cannon, ITIL Service Strategy 2011 Edition Paperback, 2nd edition, The Stationery Office, , 2011, ,

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