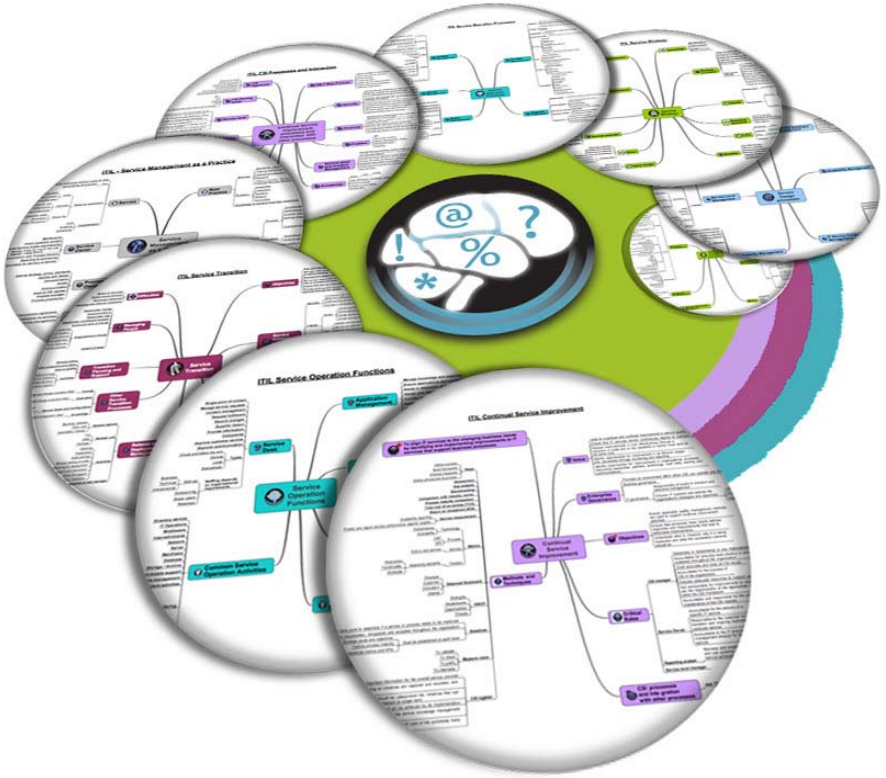
ITIL®

ACCREDITED BY Loyalist

ITIL® Training Zone™



## 13 ITIL Mind Maps:

- Service Management as a Practice
- ITIL Service Strategy
- ITIL Service Strategy Processes
- ITIL Service Design
- ITIL Service Design Processes
- ITIL Service Transition
- ITIL Service Transition (SACM)
- ITIL Service Transition (Change and Evaluation)
- ITIL Service Operation
- ITIL Service Operation Functions
- ITIL Service Operation Processes
- ITIL Continual Service Improvement
- ITIL CSI Improvement Processes

# ITIL® 2011 Mind Maps

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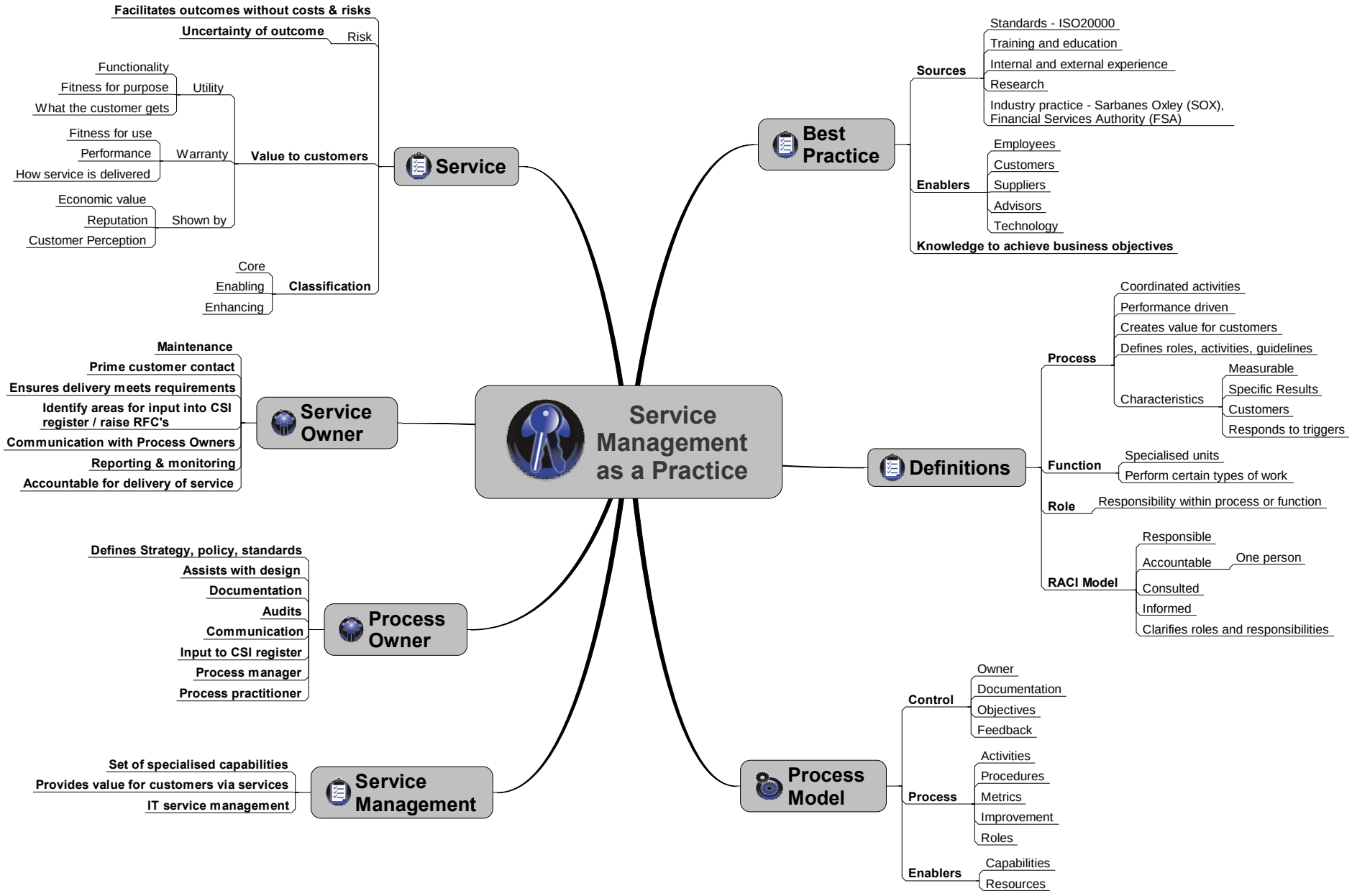
# ITIL - Service Management as a Practice

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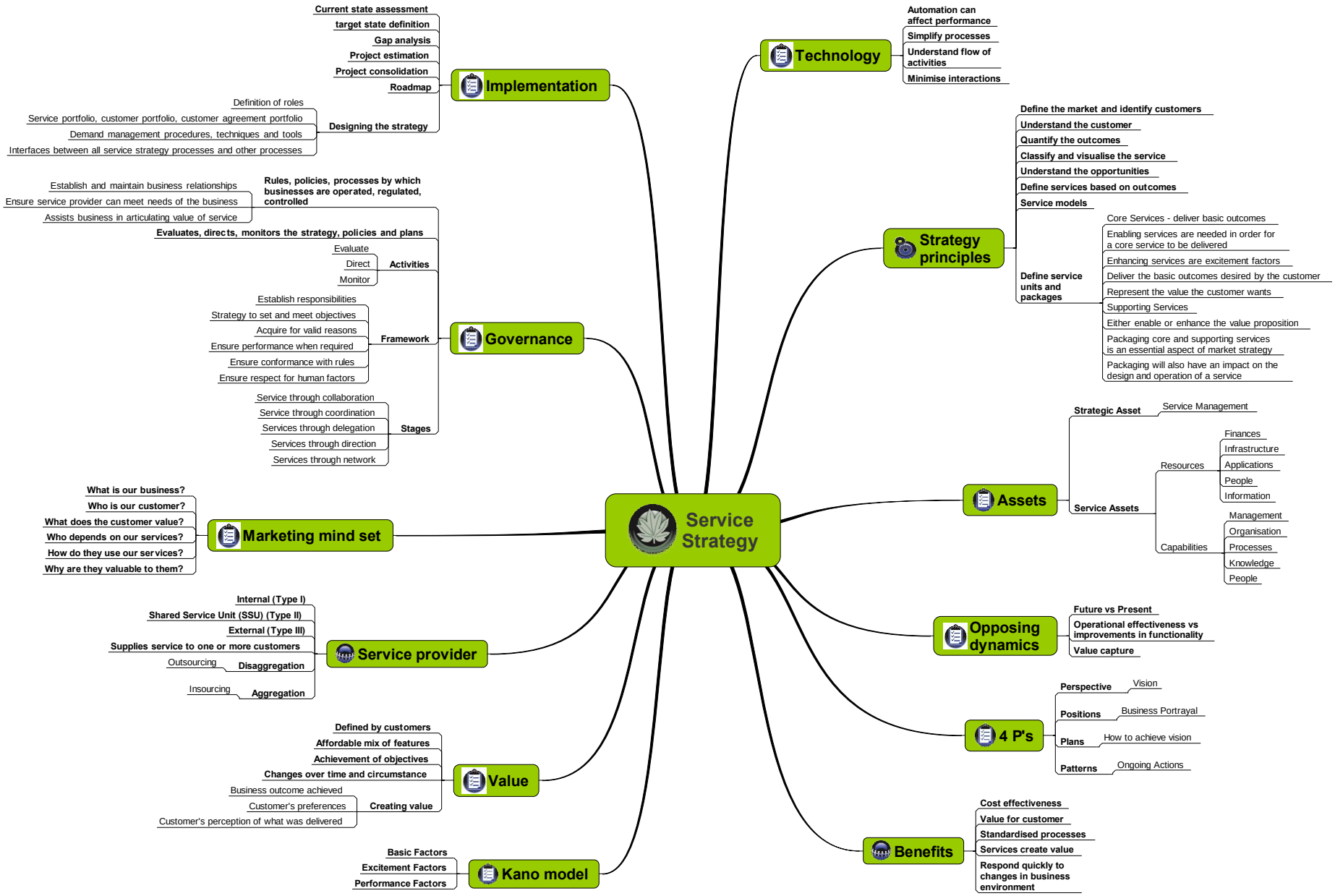
# ITIL Service Strategy

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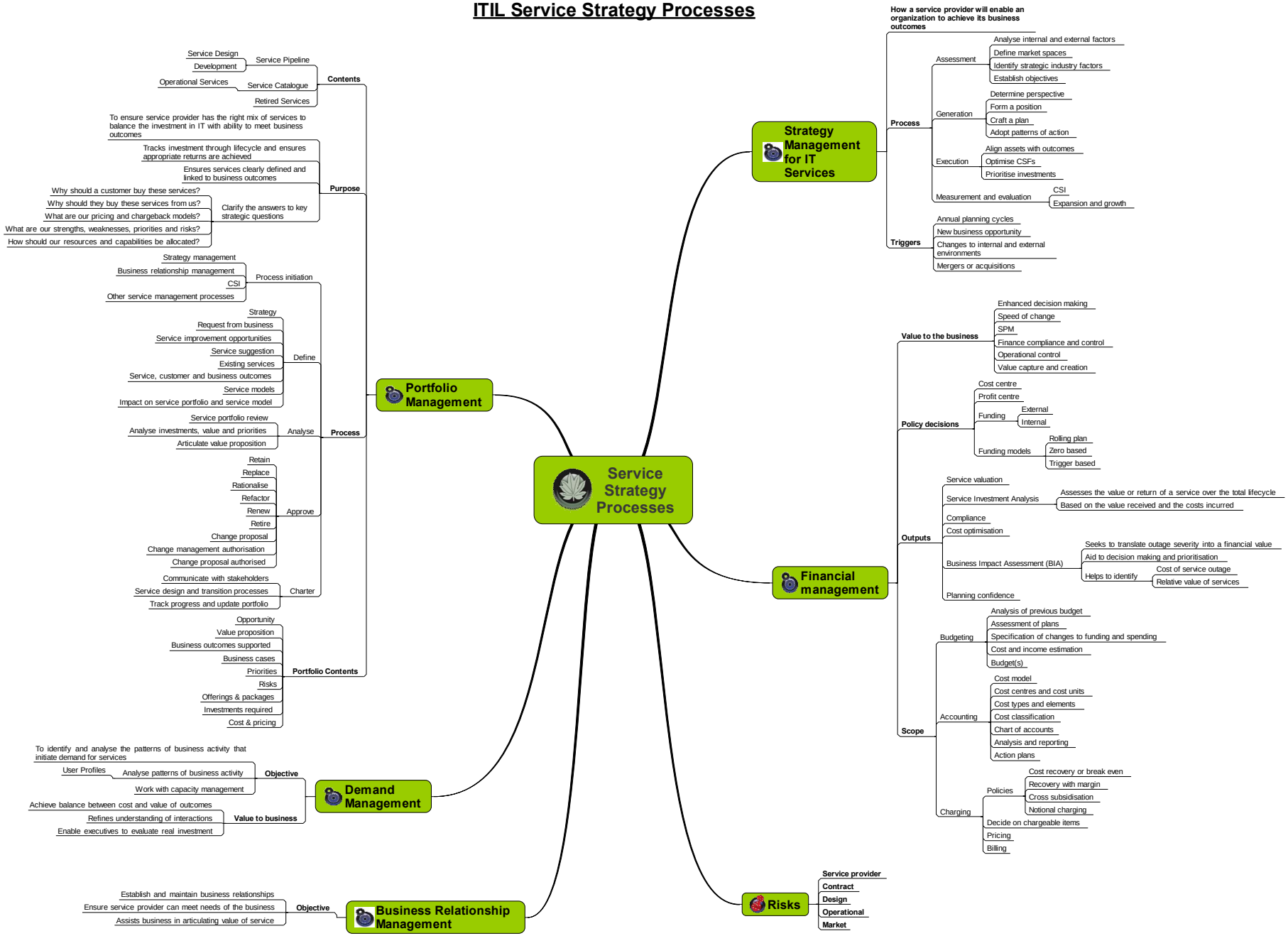
# ITIL Service Strategy Processes

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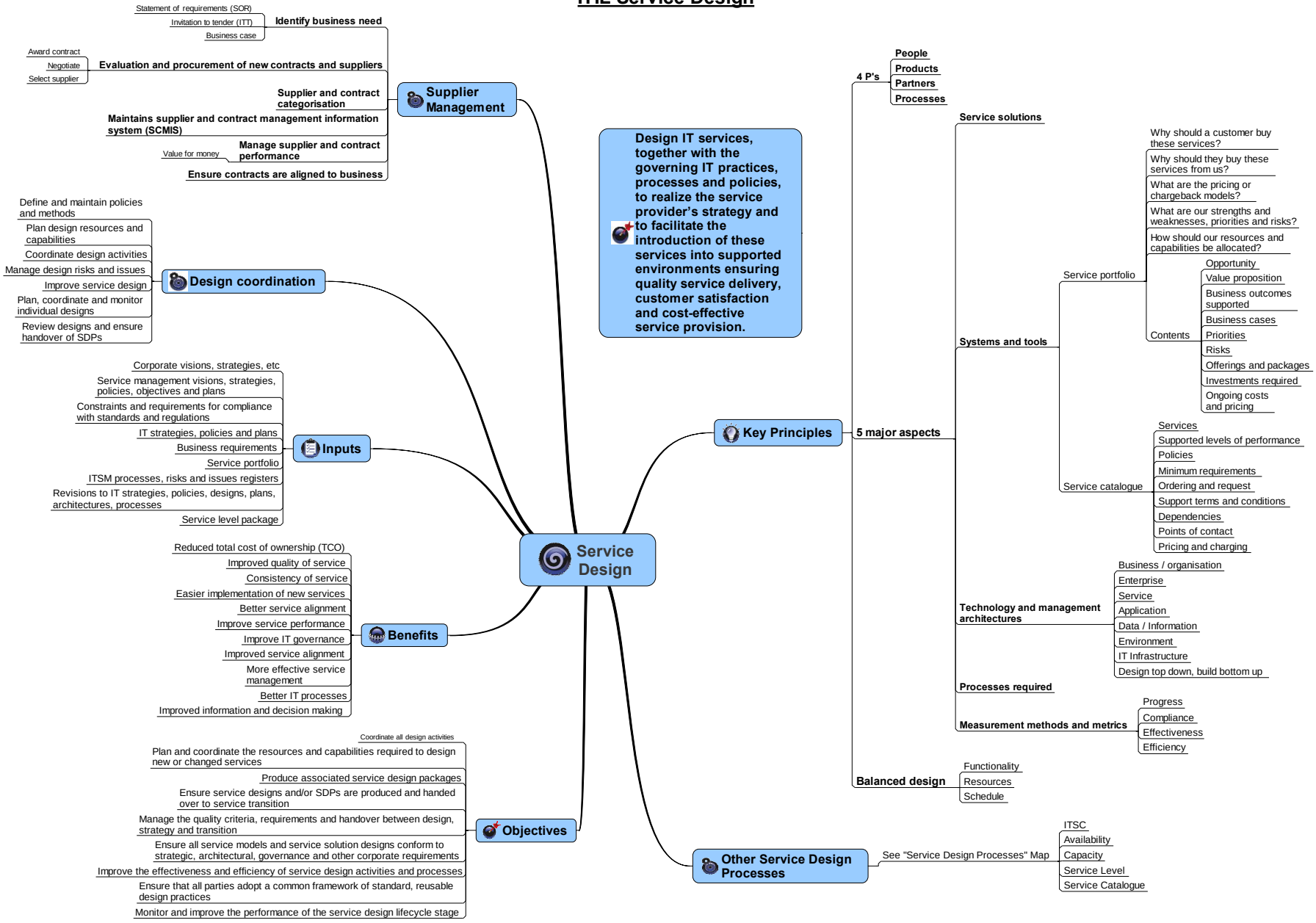
# ITIL Service Design

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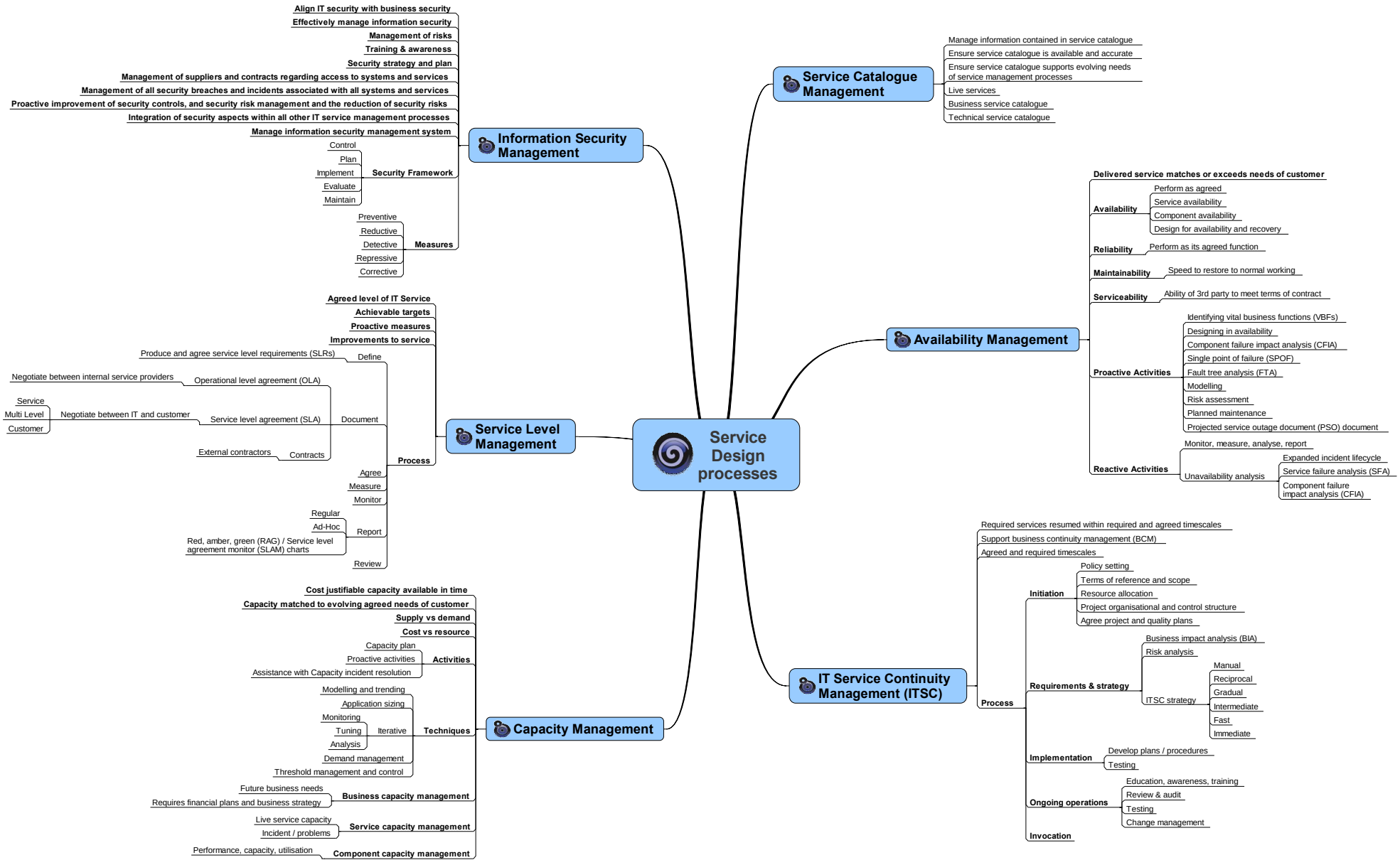
# ITIL Service Design Processes

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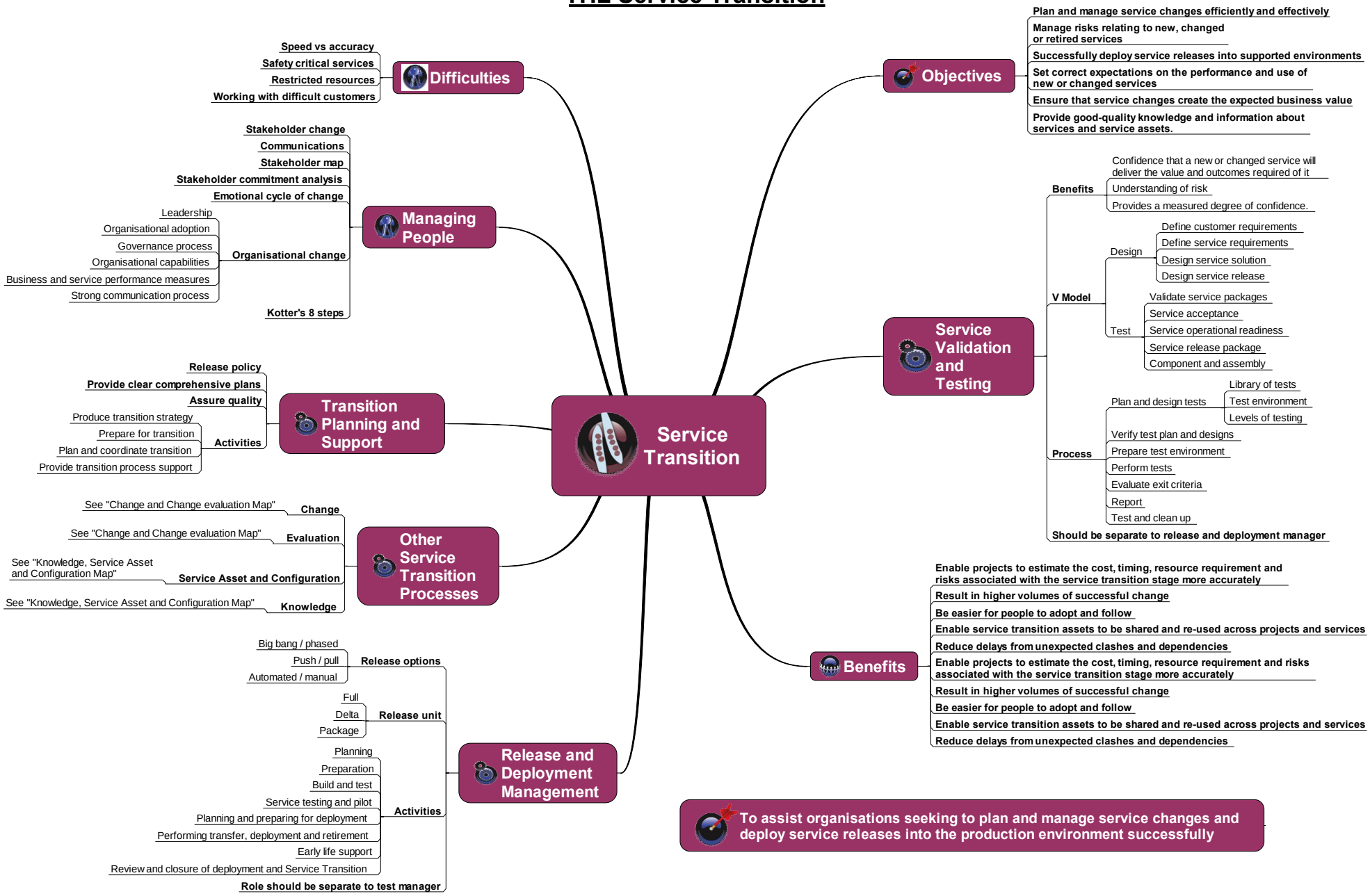
# ITIL Service Transition

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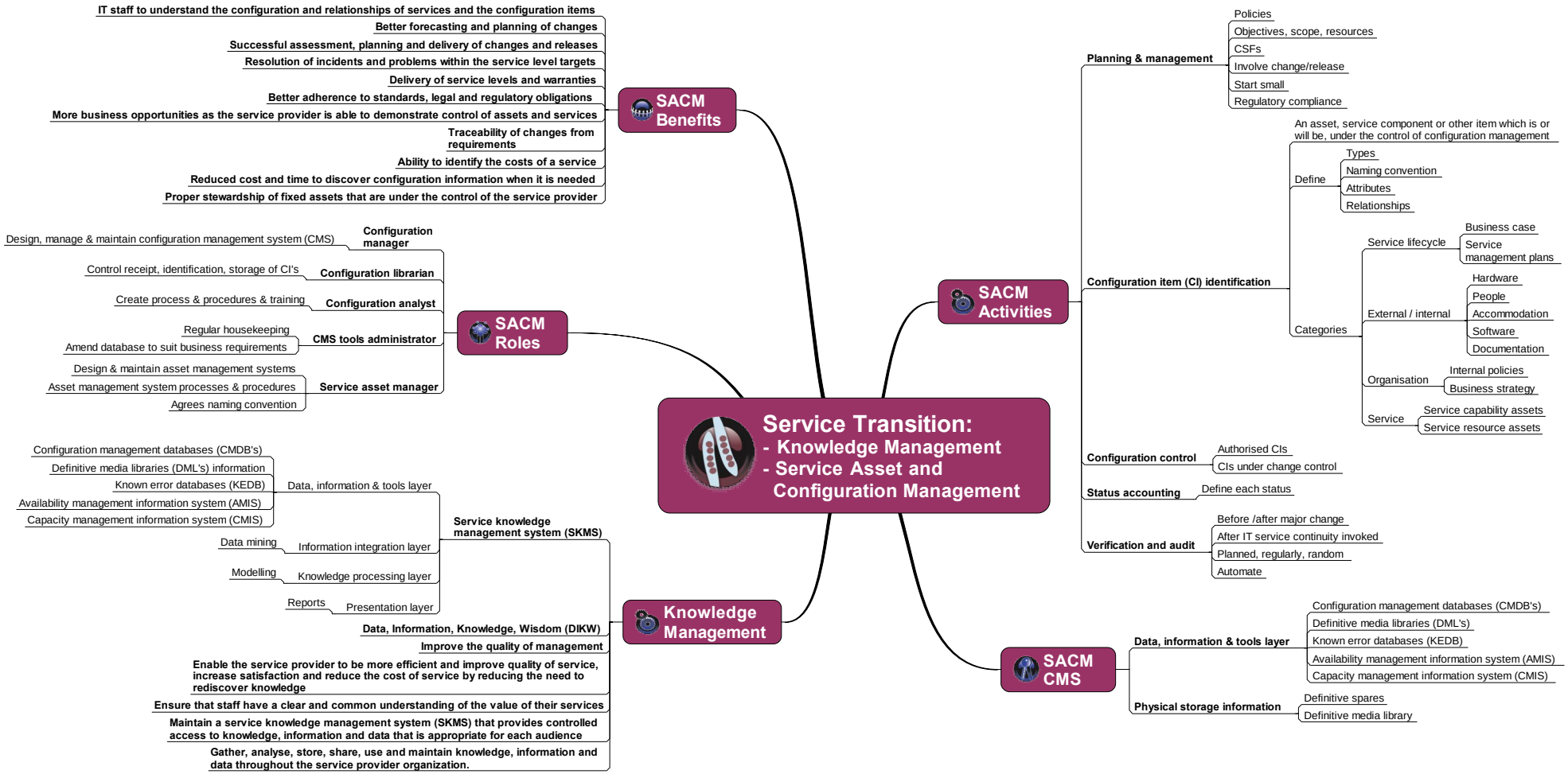
# ITIL Service Transition - SACM

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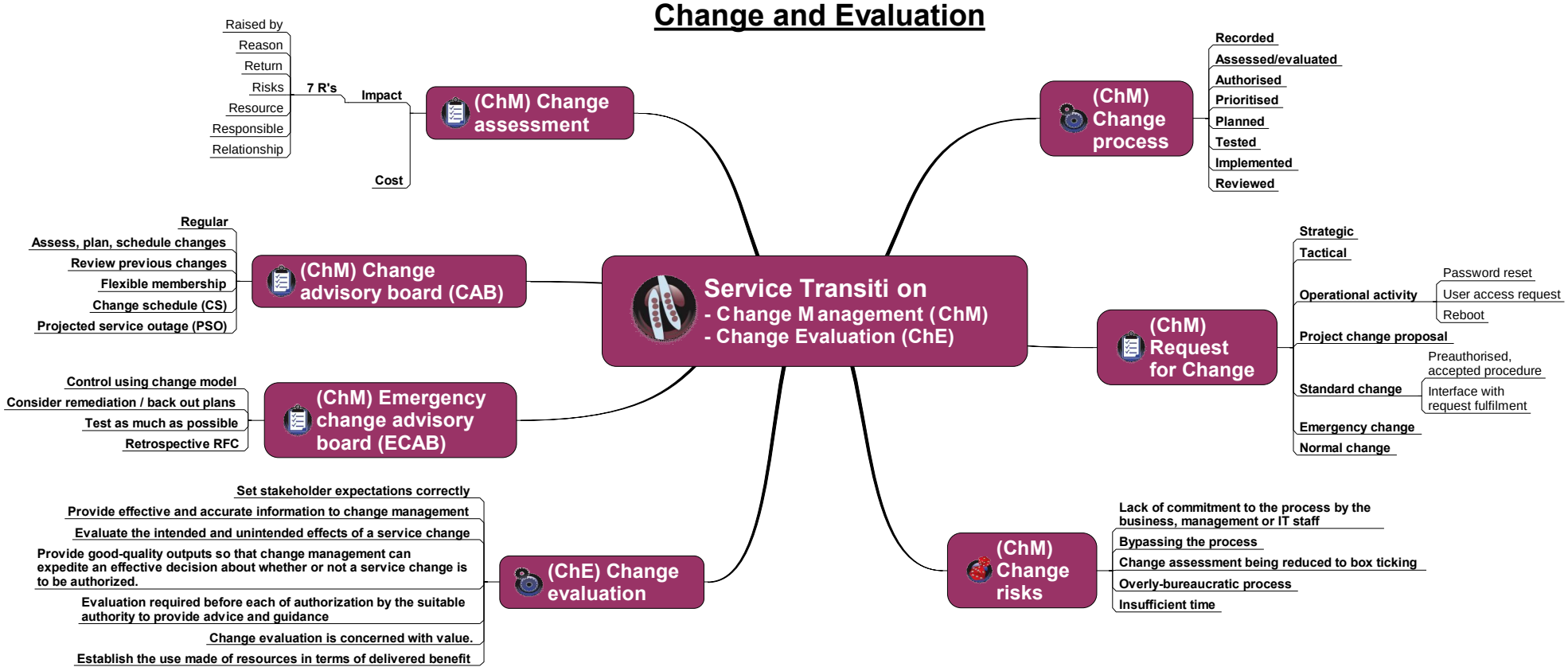
# Change and Evaluation

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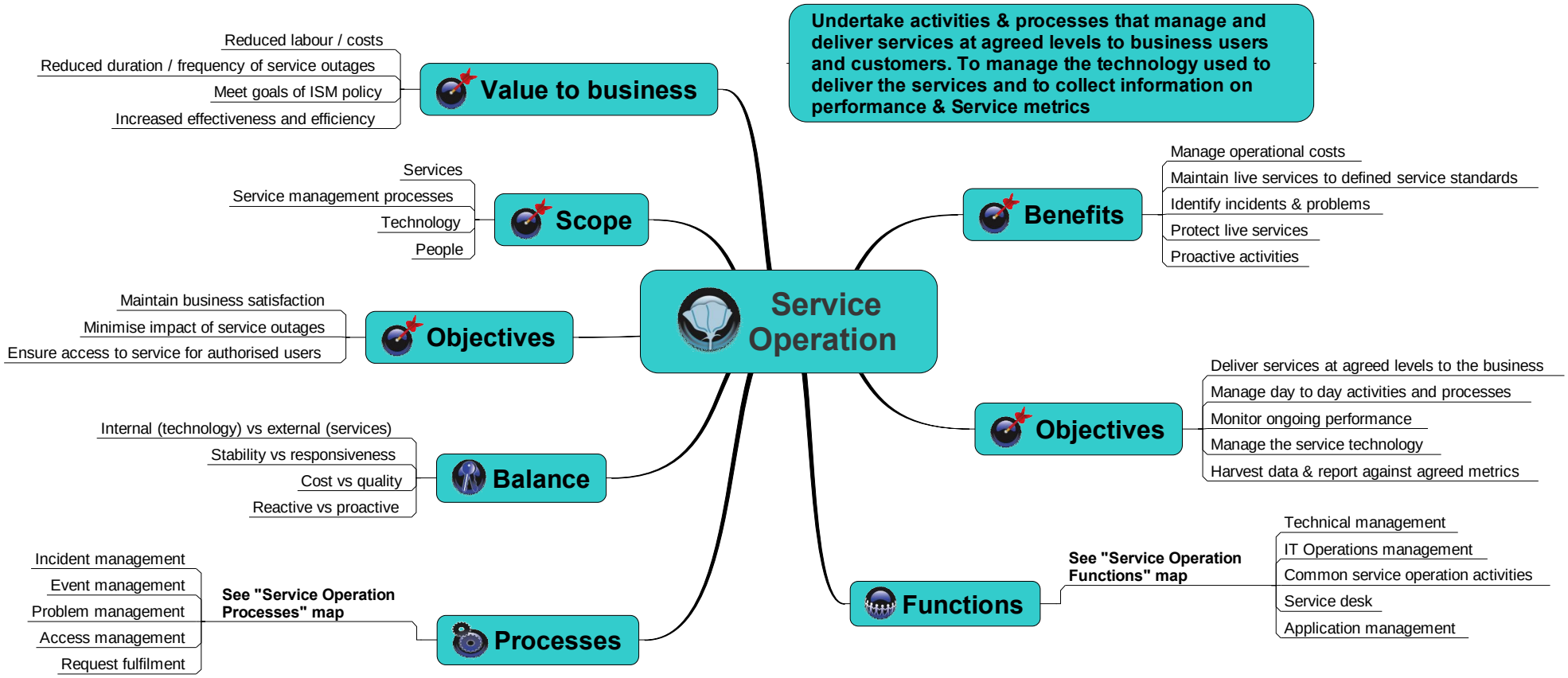
# ITIL Service Operation

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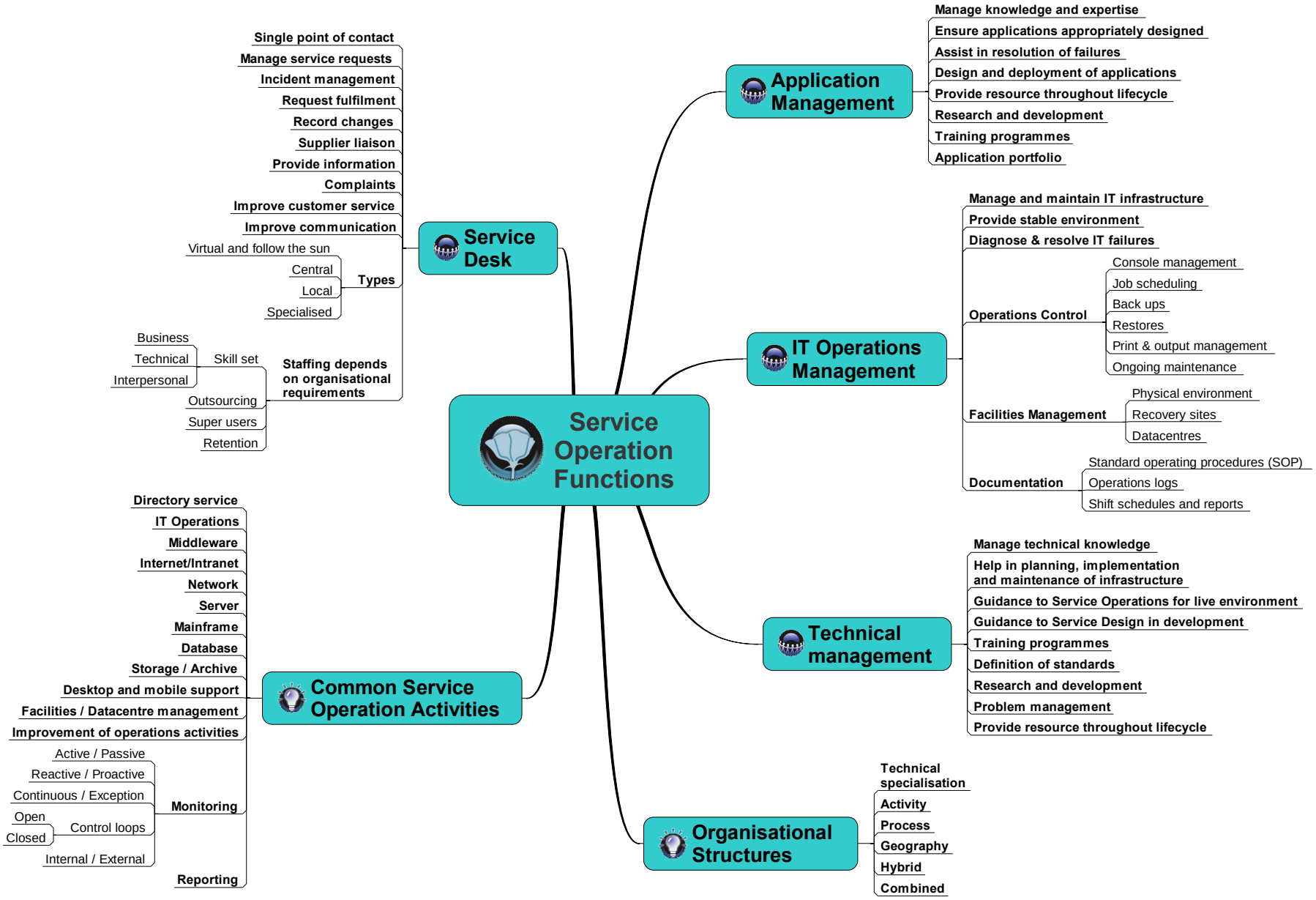
# ITIL Service Operation Functions

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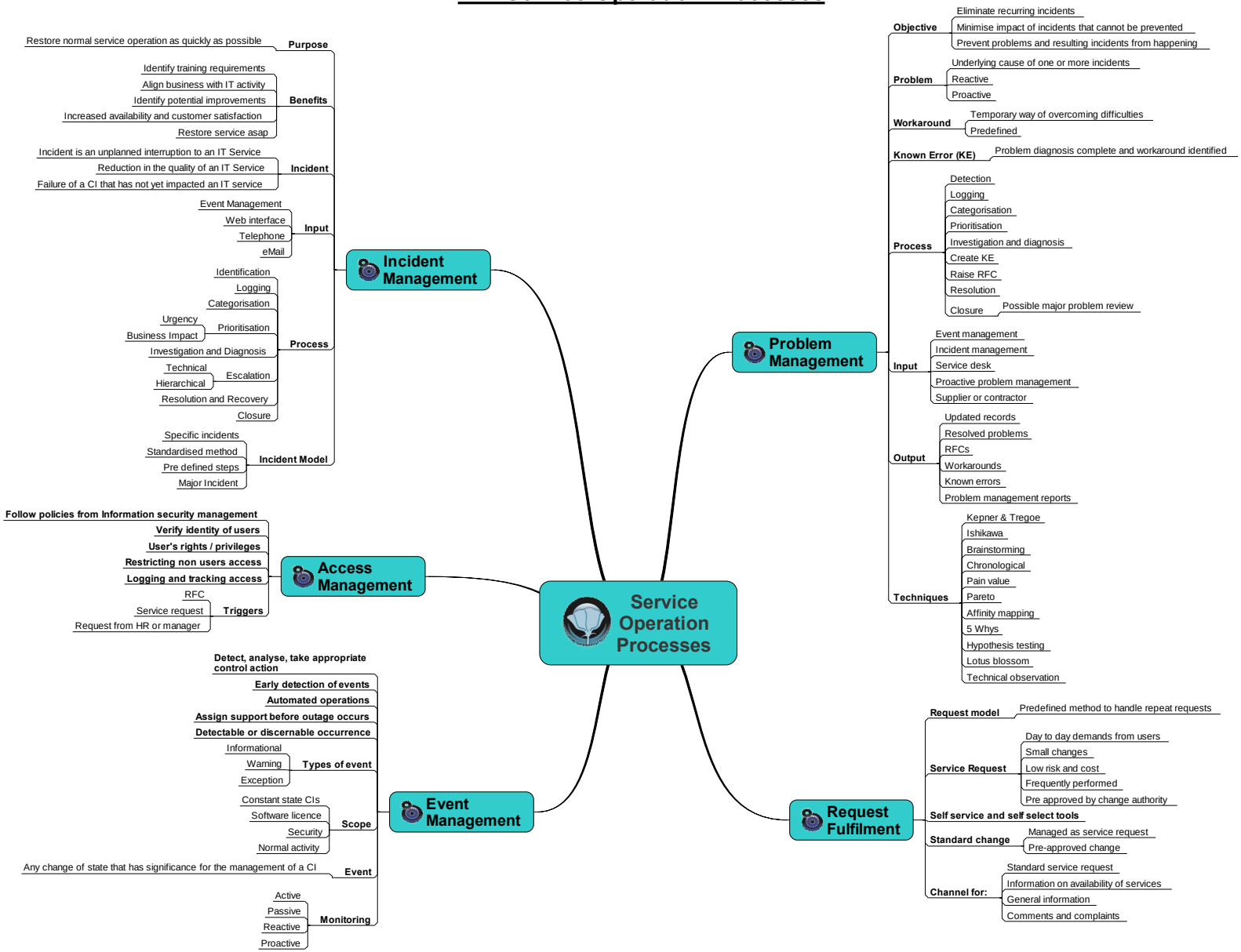
# ITIL Service Operation Processes

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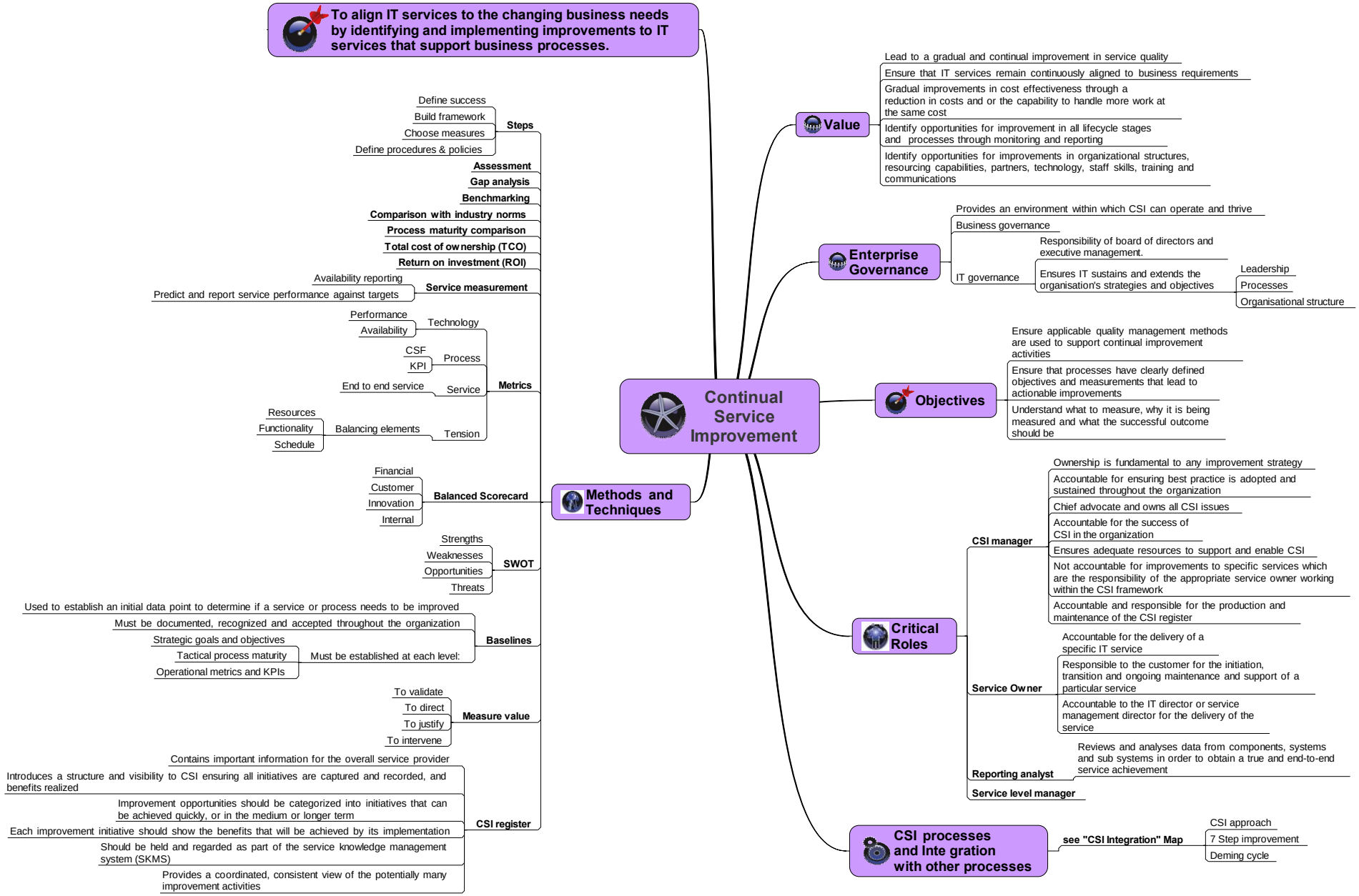
# ITIL Continual Service Improvement

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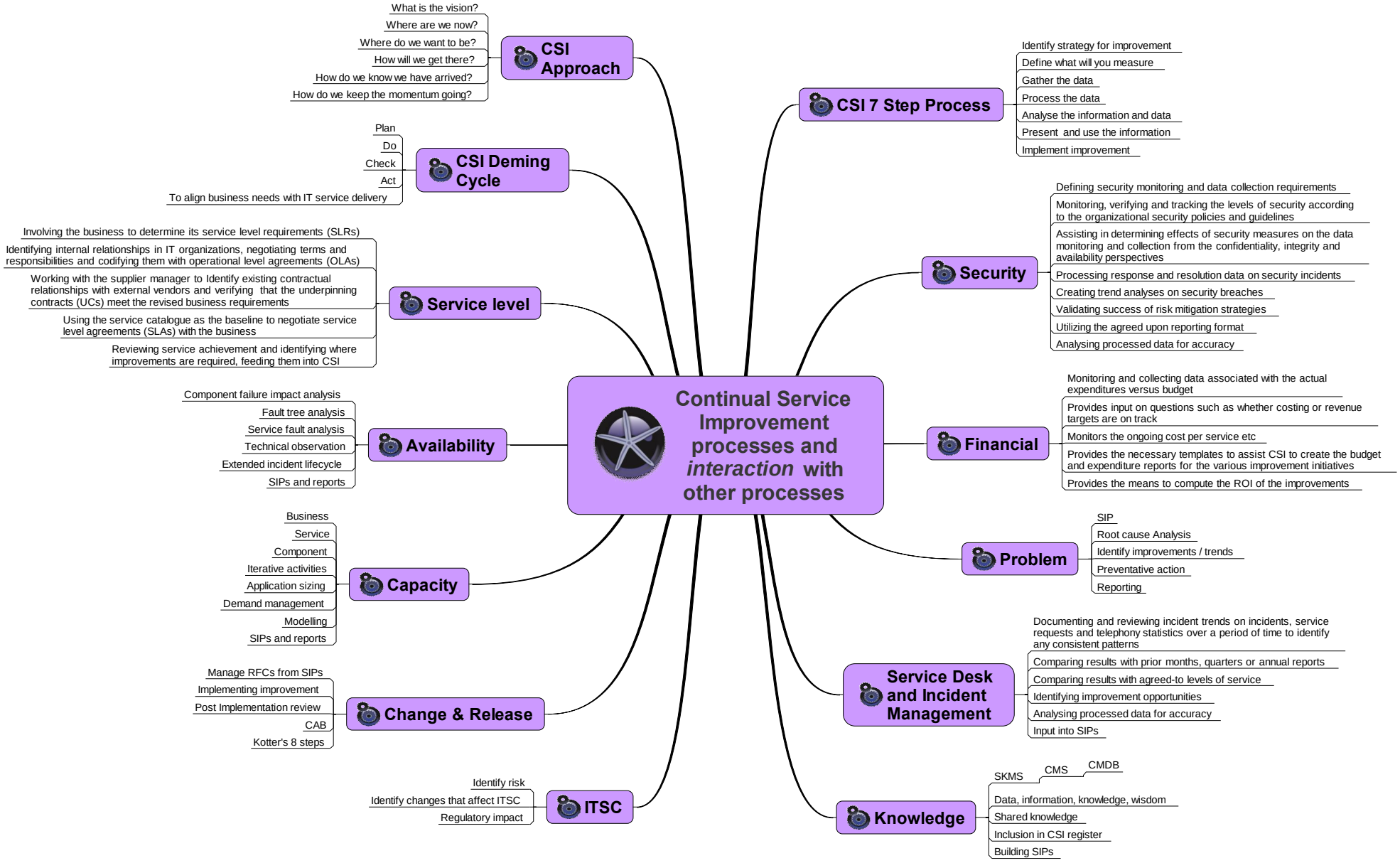
# ITIL CSI Processes and Interaction

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