



## Guide Hermes 5 - Itil V3 (Paperback)

By Jean-Luc Robert-Charrue

Createspace Independent Publishing Platform, 2017. Paperback. Condition: New. Language: French . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*. Pour les entreprises d aujourd'hui, un Systeme d Information (SI) repondant aux exigences des metiers, donc aligne aux besoins des utilisateurs, est une priorite et un souci constant. Tant la methode HERMES (methode de gestion de projets) que le modele ITIL (la librairie des meilleures pratiques de gestion des services IT) permettent de repondre a cette preoccupation. HERMES par son approche structuree et consistante de la gestion de projets dans le domaine des Systemes d Information Informatises (SII), facilite la conduite de la creation de changements. ITIL pour la mise a disposition de ces changements, sous la forme de nouveaux services ou sous la forme de services modifies. Ces deux references doivent converger car elles sont complementaires. Toutefois, leur interconnexion est un Graal trop souvent difficile a atteindre car le monde du projet et celui de la gestion de services sont generalement geres dans des unites organisationnelles distinctes a l interieur des entreprises. Ce guide ne remplace ni la methode HERMES, ni les manuels du referentiel ITIL. La connaissance de ces deux references est une condition requise a la comprehension...



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