



Eighth Annual Conference – Oct. 2nd, 2016

Presentation Title	Book Overview: ITIL Adoption Step by Step
Speaker	Ayman Essmat
Abstract	<p>This session is going to give audience an overview of the contents of the Arabic book authored by the speaker and published by the EAiTSM Inc. in our bookstore.</p> <p>The book provides a practical guidance of ITIL adoption, covering the whole ITIL journey from decision making to business as usual, providing some useful tools/templates to facilitate the adoption of ITIL considering the complementary best practice such as COBIT, PRINCE2, etc.</p>