

Title:

ITIL: Understanding and Using IT Service Management

Word Count:

1050

Summary:

ITIL is often wrongly described as 'IT governance' ~ in fact, on its own, it certainly isn't t

Keywords:

ITIL, IT service management, IT governance, ISO 20000, ISO20000

Article Body:

'ITIL' is a term that is fast gaining currency around the IT world. It is often wrongly descri

What is IT Service Management?

Today's businesses are increasingly delivered or enabled using information technology. Busine

So what is ITIL?

Standing for 'IT Infrastructure Library', ITIL is a set of best practices that are at the hear

ITIL was originally developed during the 1980s by the UK's Central Computer and Technology Age

ITIL has since become widely adopted across the world in both public and private sectors and i

What makes up the ITIL Library?

ITIL documentation consists of seven 'sets' or 'volumes': Service Support, Service Delivery,

Of these, Service Support, Service Delivery and Security Management are considered the central

Learning about ITIL

The seven ITIL volumes are published by The Stationery Office, the official publisher of the U

Getting certified

Part of the reason for the recent growth in ITIL awareness is the publication in December 2005

BS15000 has become widely used around the world since it was published in 2003 and was adopted

Upon the publication of ISO 20000, BS15000 was withdrawn and individual standards and certifi

Practitioners can also pursue a structured programme of ITIL examination and certification, co

ITIL and IT Governance

When combined with certain other frameworks, ITIL makes a major contribution to the creation o

By drawing upon these three complementary frameworks as appropriate to its needs, an organisat

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