History of IT service management

ITIL  
 unambiguous terminology – uses clear wording, instead of PR catch phrases  
 terminology may appeat boring but helps convey meaning

non-prescriptive – never sey “You must!” merely describes best practice

vender-natural – never mentions specific terminology or vendor

It is not public domain!!!

ROLES AND FUNCTIONS  
 function  
 group of one or more people, or a dedicated tool  
 can perform specific tasks  
 role  
 collection of tasks, duties, responsibilities and powers

Waiting personnel (function) shift leader (role)

Process owner  
 ensures a process is for for purpose  
 initiates improvement measures

Process manager  
 manages day-to-day performance  
 overseas process practitioners  
 involved in decision making and quality controll