

## WHAT IS AN ITIL SERVICE



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ITIL certification has five tiers and ITIL foundation certification is the entry level and this covers basics of ITIL terminology, ITIL service lifecycle. Foundation level - It covers ITIL key concepts, basics elements and important terminologies used in ITIL service lifecycle and their contribution to service management practices.

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### **ITIL Wikipedia**

ITIL, formerly an acronym for Information Technology Infrastructure Library, is a set of detailed practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business. In its current form (known as ITIL 2011), ITIL is published as a series of five core volumes, each of which covers a different ITSM lifecycle stage.

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### **What is a Service in ITIL ITSMTransition**

Straight from the pages of ITIL itself, a Service is: A means of delivering value to customers by facilitating outcomes customers want to achieve, but without the ownership of specific costs and risks.

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### **What is ITIL Service Management Lifecycle ITSM Lifecycle**

The IT Service Management Lifecycle (ITSM Lifecycle) and the ITIL Processes are modeled upon a well-established management method for continual improvement. For example as the "Plan-Do-Check-Act" or "Deming cycle" that was made popular by Edwards Deming.

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### **What is ITIL Your guide to the IT Infrastructure Library**

ITIL is a framework of best practices for delivering IT services. ITIL's systematic approach to IT service management can help businesses manage risk, strengthen customer relations, establish

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### **What is a service The IT Skeptic**

The word service certainly gets some exercise. ITIL v3 says A service is a means of delivering value to customers by facilitating outcomes customers want to achieve, but without the ownership of specific costs and risks. This impenetrable bit of consultant-babble does not help those who are trying to grasp the fundamental concept.

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### **What is ITIL Service Delivery BMC Blogs**

ITIL service delivery occurs when an IT organization performs an IT service for a customer (business process, IT skills, application, or infrastructure service) that the customer values and desires and that the customer cannot or does not want to own and perform itself.

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### **ITSM vs ITIL What's the Difference Between ITIL and ITSM**

The Information Technology Infrastructure Library (ITIL) is a set of best practices for running an IT department. It emphasizes on the accountability, the repeatability of actions, the integration of IT across the organization, and workflow management.

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### **What is ITIL A complete look at the ITIL Story**

ITIL Service Strategy; ITIL Service Design; ITIL Service Transition; ITIL Service Operation; ITIL Continual Service Improvement; ITIL was designed such that the lifecycle stages together form a closed-loop process.

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