

## ITIL WHAT IS A SERVICE



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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 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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### **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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### **ITIL Official Site**

ITIL is a widely accepted approach to IT Service Management (ITSM), which has been adopted by individuals and organizations across the world. ITIL provides a cohesive set of best practice, drawn from the public and private sectors internationally.

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### **What is ITIL ITIL Processes Best Practices Freshservice**

Information Technology Infrastructure Library, ITIL is defined as a framework with a set of best practices for delivering efficient IT support services. It enables organizations and individuals to deliver cost-effective IT Service Management, ITSM aligned with business vision, strategy and growth and acts as a single point of contact between service provider and end users.

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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 ITSM IT Service Management Definition from**

ITIL . The ITIL framework provides best practices for aligning IT with business needs. The most widely used framework for IT process management is ITIL v3, which has five parts: Strategy, Design, Transition, Operations and Continual Service Improvement.

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