

ITIL SERVICE MANAGEMENT DEFINITION



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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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IT service management Wikipedia

IT service management (ITSM) refers to the entirety of activities directed by policies, organized and structured in processes and supporting procedures that are performed by an organization to design, plan, deliver, operate and control information technology (IT) services offered to customers.

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ITIL Service Level Management ITIL Tutorial ITSM

Service Level Management (SLM) is one of the well-defined main processes under Service Design process group of the ITIL best practice framework. According to ITIL V3 definition, it is the process responsible for the continual identification, monitoring, and review of the IT Service benchmarks specified in the service-level agreements (SLAs).

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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.

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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 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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