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IT service management (ITSM) is what you do to manage the services you deliver to your customers, even if you don't actually use that term. ITIL is a best practice framework for ITSM, and you should think about adopting some ideas from ITIL to help you work more effectively.

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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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ITSM IT Service Management Information General Information

ITSM employs ITIL documented best practices and in most cases extends beyond into additional areas such as enhanced processes and implementation to provide additional value-added functionality. At present, ITSM methods have evolved to include specific ways to enable and optimize assessment, planning, and implementation of ITIL best practices.

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What is ITIL A Simple Primer for Understanding ITSM and

ITIL is a set of best practices and a framework for ITSM that focuses on aligning IT services with the needs of business. The Meaning of ITSM IT Service Management (ITSM) refers to all the activities, policies, procedures, and processes an organization uses for planning, deploying, managing, and improving the delivery of IT services to its customers.

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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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ITIL ITSM tools

The Current State and Future of ITSM and ITIL in North America Troy DuMoulin 10th July 2018 In this article ITSM authority Troy DuMoulin of Pink Elephant discusses good and poor ITIL behaviors in North America and what the world can learn from them; in addition to how he sees the new version of ITIL helping people in the future.

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