

Assignment - 1

Q.) What is your understanding of infrastructure management and how does ITIL help in the process?

Com: - IT infrastructure is similar to building infrastructure in that it consists of physical components that support the activities and services that are required by users to support business functions. There are applications that support key functions, servers that host applications and data centers that house these servers. The term IT infrastructure refers to all of the components and elements that support management & access functions for data & information along with other services.

ITIL stands for information technology infrastructure library. It is a set of best practices for delivering IT services.

It standardizes the selection, planning, delivery & support of IT services to maximise efficiency & maintain predictable levels of service.

It has several key principles that are realized through five core components. Some key concepts / principles of ITIL are -

- Delivering max. value to customers
- Optimizing resources & capabilities
- Offering resources/services that are useful & reliable
- Defining roles clearly for each role.