Name: ITIL (Information Technology Infrastructure Library)

Short Description: ITIL is a globally recognized framework of best practices for aligning IT services with business strategy to maximize value.

Full Description: ITIL (Information Technology Infrastructure Library) is a comprehensive framework designed to help organizations manage IT services effectively. Originating in the 1980s, ITIL has evolved through several versions, with the latest being ITIL 4, released in 2019. ITIL provides a structured approach to IT service management (ITSM), emphasizing the alignment of IT services with business objectives. It promotes a holistic and adaptable approach to ITSM, encouraging organizations to focus on value creation, continuous improvement, and collaboration. ITIL 4 incorporates modern methodologies like Lean, Agile, and DevOps, guiding IT teams towards a customer-centric approach that delivers value. While ITSM is a methodology for delivering IT services, ITIL provides a framework of practices to implement ITSM, similar to how Scrum is a framework for the Agile methodology.

Application Area: ITIL is applicable to any organization that provides IT services, including:

- IT departments in businesses of all sizes
- Government agencies
- Non-profit organizations

Key Components and Principles: ITIL 4 is structured around several key components, including:

- **Guiding Principles**: A set of recommendations that can guide an organization in all circumstances, regardless of changes in its goals, strategy, type of work, or management structure. The ITIL 4 guiding principles are:
    - Focus on value
    - Start where you are
    - Progress iteratively with feedback
    - Collaborate and promote visibility
    - Think and work holistically
    - Keep it simple and practical
    - Optimize and automate
- **Governance**
- **Service Value Chain**
- **Practices**
- **Continual Improvement**

How ITIL Helps Businesses: ITIL helps businesses by:

- Aligning IT goals with business objectives

- Tracking and optimizing IT costs

- Streamlining service delivery

- Fostering flexibility and collaboration within IT teams

Link: https://www.atlassian.com/itsm/itil