Service

- Means of delivering value to customers by facilitating the outcomes customers want to achieve without the ownership of specific costs and risk

IT Service Management (ITSM)

- Complete set of activities required to provide value to a customer through services, including policies and strategies to:
    - Plan
    - Design
    - Deliver
    - Operate
    - Control

IT Infrastructure Library (ITIL)

- Developed as a framework for organizations to use in order to perform ITSM

- *There are other IT frameworks, but only ITILv3 is covered on the exam…*

- The ITIL framework is made up of best practices…

Best Practices

- Proven activities or processes that have been successfully used by many different organizations in a specific industry

The Sources of Best Practices

- Standards
- Industry Practices
- Academic Research
- Training and Education
- Internal Experience