

ITIL framework

As you have heard in this module, **Information Technology Infrastructure Library (ITIL)** describes processes, procedures, tasks, and checklists which are not organization-specific nor technology-specific.

You can learn more about the ITIL processes on Wikipedia: https://en.wikipedia.org/wiki/ITIL#ITIL_4_Edition .

You also can view the certification's that only individuals can achieve on the Axelos' website: <https://www.axelos.com/welcome-to-itil-4>

Spend some time understanding what is included as part of the framework.