

■ ITIL Quick Revision Notes

■ ITIL Definition

ITIL (Information Technology Infrastructure Library) is a framework of best practices for delivering high-quality IT services. It aligns IT services with business needs and improves efficiency. Example: support.epam.com

■ Key Processes

- 1 ■■■ Incident Management – Restore normal service quickly and reduce business impact.
- 2 ■■■ Problem Management – Find the root cause of incidents and prevent recurrence.
- 3 ■■■ Change Management – Control changes with minimal service disruption.
- 4 ■■■ SLA Management – Define, agree, and monitor service levels.
- 5 ■■■ Service Desk – Single contact point between users and IT.
- 6 ■■■ Configuration Management – Maintain info on configuration items & their relationships.

■ SLA (Service Level Agreement)

A legal agreement between customer and provider defining service expectations (e.g., uptime, response time). Helps set clear accountability and avoid conflicts.

- Example: Hospital IT team must fix critical issues within 2 hours.
- Analogy: Domino's 30-min pizza delivery = SLA promise.

■ ITIL Versions Timeline

- ITIL v1 (1989): 30+ books for govt IT standardization.
- ITIL v2 (2001): Simplified to 7 books; focus on Service Support & Delivery.
- ITIL v3 (2007): Introduced 5 lifecycle stages – Strategy, Design, Transition, Operation, CSI.
- ITIL 2011: Refinement of processes; minor cleanup.
- ITIL 4 (2019): Introduced Service Value System, 4 Dimensions, aligned with Agile/DevOps.

■ ITIL Lifecycle Stages (v3)

- 1 ■■■ Service Strategy – Define goals & customer value.
- 2 ■■■ Service Design – Plan new/changed services.
- 3 ■■■ Service Transition – Build & deploy safely.
- 4 ■■■ Service Operation – Manage live services.
- 5 ■■■ Continual Service Improvement (CSI) – Optimize services over time.

■■■ NOTE ■■■

All ITIL processes aim to ensure IT services run smoothly, align with business goals, and minimize downtime.

Version	Year	Key Focus	Highlights
ITIL v1	1989	Govt IT Standard	30+ books, large & detailed
ITIL v2	2001	Simplified	7 core books, Service Support & Delivery
ITIL v3	2007	Lifecycle Mgmt	5 lifecycle stages introduced
ITIL 2011	2011	Refined v3	Improved clarity & consistency
ITIL 4	2019	Modern IT	Agile, DevOps, Value co-creation

■ Quick Tip: Focus on Incident, Problem, Change, and SLA Management for interviews.