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demystify all your burning ITIL-related questions and make your ITIL v4 journey seamless To that effect, I will provide quarterly updates on ITIL going forward so you can expect to receive the next update early January 2019 I would like to hear from you on your ITIL journey (ITIL v1, v2, v3 or v3 2011 edition),

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Introduction to the ITIL Service Management Framework

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An Introductory Overview of ITIL V3

ITIL is a public framework that describes Best Practice in IT service management It provides a framework for the governance of IT, the 'service wrap', and focuses on the continual measurement and improvement of the quality of IT service delivered, from both a business and a customer

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ITIL was created in the 1980s by the UK government's TA (central computer and Telecommunications Agency) with the objective of ensuring better use of IT services and resources ITIL is now owned by Axelos: the current version is ITIL 2011 Edition (published July 2011), which updates ITIL v3 ITIL advocates that IT services must be

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