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ITIL (formerly an acronym for Information Technology Infrastructure Library) is a set of detailed practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business. In its current form (known as ITIL 2011), ITIL is published as a series of five core volumes, each of which covers a different ITSM lifecycle stage.

ITIL - Wikipedia

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- Hi, I'm Mark Thomas. Welcome to the ITIL Foundation course, ITIL 2011 version, Foundation courses. As many of you guys out there may have heard, that the ITIL infrastructure library has become the de facto

framework in our IT service industry around IT service management. The course that you are about to look at, we have broken out into several modules, eight modules to be precise, and each ...

Cert Prep: ITIL Foundations - lynda.com

Event Management, as defined by ITIL, is the process that monitors all events that occur through the IT infrastructure. It allows for normal operation and also detects and escalates exception conditions. An event can be defined as any detectable or discernible occurrence that has significance for the management of the IT Infrastructure or the delivery of IT service and evaluation of the impact ...

Event Management (ITIL) - Wikipedia

(ITIL Service Design) A database or structured Document with information about all Live IT Services, including those available for Deployment. The Service Catalogue is the only part of the ITIL Service Portfolio published to Customers, and is used to support the sale and delivery of IT Services. The Service Catalogue includes information about deliverables, prices, contact points, ordering and ...

ITIL Service Catalogue: Service Catalogue : ITILNews.com

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Note: this is the original "dead elephant" post from back in 2006. My thinking about CMDB has matured since then. Please see the articles (and book) in the sidebar of this article for a more complete picture of how I now see CMDB, and a much wider range of ideas why CMDB or CMS is - for most organisations - a bad idea.

ITIL™s dead elephant: CMDB can't be done | The IT Skeptic

Frederic L. Casagrande, PMP® Page 2 of 4 Work Experience PMO Manager Nawah Energy Company â€“ Abu Dhabi (UAE) â€“ Since May 2016 Nawah is the newly formed operating company of Emirates Nuclear Energy Corporation, the UAE government body that builds a

PMO Expert Frederic L. Casagrande, PMP®

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