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Beyond [Kindle Edition] By Lars Dibbern**

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ITIL: Understanding And Using It Service Management 'ITIL' is a term that is fast gaining currency around the IT world. It is often wrongly described as 'IT

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IT-Governance und IT-Management nachgegangen. Thematisiert wird weiter die Mittlerrolle der Unternehmensarchitektur zwischen diesen Themenbereichen.

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Itil - it service management

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Information technology infrastructure library - wikipedia

ITIL, formerly known as the Information Technology Infrastructure Library, is a set of practices for IT Service Management (ITSM) that focuses on aligning IT services

Itil processes | it process wiki

Unlike ITIL V3 2011 and 2007, IT Service Management according to ITIL version 2 was not organized around the service lifecycle. ITIL V2 contained the following

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