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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

Lars dibbern (author of it service management

Lars Dibbern is the author of IT Service Management using ITIL and UML (5.00 avg rating, 1 rating, 0 reviews, published 2014) Lars Dibbern s Followers.

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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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IT service management is often equated with the Information Technology Infrastructure Library (ITIL),

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