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The IT Infrastructure Library (ITIL) is a library of volumes describing a framework of best practices for delivering IT services.

- <https://www.axelos.com/best-practice-solutions/itil>

The ITIL best practices are currently detailed within five core publications:

- [ITIL Service Strategy](#)
- [ITIL Service Design](#)
- [ITIL Service Transition](#)
- [ITIL Service Operation](#)
- [ITIL Continual Service Improvement](#)

What is ITIL?

ITIL (Information Technology Infrastructure Library) is a framework of best practices for managing IT services. It provides guidance on how to plan, design, deliver, and operate IT services in a way that aligns with the needs of the business and delivers value to customers. ITIL was originally developed by the UK government in the 1980s, and has since become a widely adopted framework in the IT industry. The ITIL framework consists of five core publications, each of which covers a different stage of the service lifecycle:

- **Service Strategy** - This publication covers the strategic planning and design of IT services, including how to identify customer needs, develop service portfolios, and create service-level agreements.
- **Service Design** - This publication covers the design of IT services, including how to design service architectures, service levels, and supplier management processes.
- **Service Transition** - This publication covers the transition of IT services from development to production, including how to manage changes, releases, and deployments.
- **Service Operation** - This publication covers the day-to-day operation of IT services, including how to manage incidents, problems, and service requests.
- **Continual Service Improvement** - This publication covers how to continuously improve IT services over time, including how to measure service performance and identify areas for improvement.

ITIL is a widely recognized framework in the IT industry, and many organizations use it as a basis for their IT service management practices. By adopting ITIL best practices, organizations can improve the quality of their IT services, increase customer satisfaction, and reduce costs.

Snippet from [Wikipedia](#): [ITIL](#)

The **Information Technology Infrastructure Library (ITIL)** is a set of practices and a framework for IT activities such as IT service management (ITSM) and IT asset management (ITAM) that focus on aligning IT services with the needs of the business.

ITIL describes processes, procedures, tasks, and checklists which are neither organization-specific nor technology-specific. It was designed to allow organizations to establish a baseline.

It is used to demonstrate compliance and to measure improvements. There is no formal independent third-party compliance assessment available to demonstrate ITIL compliance in an organization. Certification in ITIL is only available to individuals and not organizations. Since 2021, the ITIL trademark has been owned by PeopleCert.

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Source: [YouTube](#)

External links:

- http://wiki.en.it-processmaps.com/index.php/Main_Page
- <http://www.itlibrary.org/>

See also

- [ITSM](#)

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Last update: **2023/03/30 15:50**

