

## It Service Management Using Itil And Uml 2nd Edition

This guide contains 6 Core and 12 World-Class processes each of which is described in chapters that provide a logical view of the element itself and why it is important to the organization, along with a flexible process model that can be adapted to most businesses and how the process works in practice—plus proven and practical models and Tips for Success from high-performing organizations on implementing the process. The technical content takes a mid-level view to be useful to a broader group of readers and is complemented by other relevant chapters, including: •A Brief History of IT Service Management •Understanding ITIL, COBIT, and ISO •The Consumerization of IT •Making Sense of Cloud and On-Premise •Enterprise Service Management •A Culture of Excellence •An Approach to Leverage Technology •The Exploration of Service Automation The Practical Guide to World-Class IT Service Management also examines the future of IT service management and where this exciting journey is likely to lead.

SmartCloud Control Desk is a comprehensive IT Asset and Service Management solution that helps reduce cost and minimize service disruptions. It does so through automated service request handling, efficient change management, and optimized asset lifecycle management across IT and enterprise domains. SmartCloud Control Desk helps to reduce total cost of ownership by using one unified solution to license, install, and manage multiple ITIL processes under one price point. It can also help reduce business risk by using advanced impact analysis and defining automated change procedures that ensure integrity of existing infrastructure while supporting business agility. SmartCloud Control Desk improves efficiency and quality of service by unifying asset, change, and problem management. It lowers cost and mitigates license compliance risk by performing end to end software asset management. It also delivers an adaptive, role-based simplified UI that can be more intuitive for novice users, which reduces training costs, while allowing access from anywhere at anytime through mobile device support that includes BlackBerry, iOS, and Android. In addition, SmartCloud Control Desk supports both a profit center business model for internal IT organizations, and an external Service Provider model. It allows organizations to manage customers and customer agreements and bills for managed assets, usage, and work activities while improving utilization rates and reducing unnecessary purchases by managing the IT asset lifecycle. You can deploy SmartCloud Control Desk in a variety of ways; traditional on-premise, SaaS, VM image. This approach can make it more affordable to meet your current business needs, and seamlessly move between delivery models while keeping the same functionality. This IBM® Redbooks® publication covers IBM SmartCloud® Control Desk product configuration, customization, and implementation best practices.

This title is the sister book to the global best-seller Metrics for IT Service Management. Taking the basics steps described there, this new title describes the context within the ITIL 2011 Lifecycle approach. More than that it looks at the overall goal of metrics which is to achieve Value. The overall delivery of Business Value is driven by Corporate Strategy and Governance, from which Requirements are developed and Risks identified. These Requirements drive the design of Services, Processes and Metrics. Metrics are designed and metrics enable design as well as governing the delivery of value through the whole lifecycle. The book shows the reader how do achieve this Value objective by extending the ITIL Service Lifecycle approach to meet business requirements.

The Business-Focused, Best-Practice Guide to Succeeding with ITIL Change and Release Management ITIL® (Information Technology Infrastructure Library®) can help organizations streamline and integrate their operations, dramatically improving efficiency and delivering greater business value. For the first time, there's a comprehensive best-practice guide to succeeding with two of the most crucial and challenging parts of ITIL: change and release

management. Leading IBM® ITIL expert and author Larry Klosterboer shares solid expertise gained from real implementations across multiple industries. He helps you decide where to invest, avoid ITIL pitfalls, and build successful, long-term processes that deliver real return on investment. You'll find detailed guidance on each process, integrated into a comprehensive roadmap for planning, implementation, and operation—a roadmap available nowhere else. Klosterboer offers in-depth coverage of the crucial issues every implementer will face, including make-or-break challenges most consultants can't or won't talk about. For example, he demonstrates how to set a reasonable project scope, migrate data, execute successful pilot programs, and continually improve quality once ITIL practices are in place. This book's practical insights will be invaluable to every IT executive, professional, and user who wants to bring their current change and release practices in line with ITIL—and transform them from a source of frustration into a source of value. Coverage includes Discovering and managing your change and release management requirements Identifying the resources you'll need to succeed Building comprehensive schedules for executing change/release management projects Moving from planning to real-world implementation Choosing the right tools—or modifying the tools you've already invested in Using change/release management to facilitate auditing and ensure compliance Leveraging the full business benefits of mature change/release management processes Covers ITIL version 3

ITIL is a widely adopted body of knowledge and best practices for successful IT Service Management that links with training and certification. ITIL 4 has evolved from the current version by re-shaping much of the established ITSM practices in the wider context of customer experience; value streams and digital transformation; as well as embracing new ways of working, such as Lean, Agile, and DevOps. ITIL 4 provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology. It is designed to ensure a flexible, coordinated and integrated system for the effective governance and management of IT-enabled services. "ITIL Foundation" is the first ITIL 4 publication and the latest evolution of the most widely-adopted guidance for ITSM. Its audience ranges from IT and business students taking their first steps in service management to seasoned professionals familiar with earlier versions of ITIL and other sources of industry best practice. The guidance provided in this publication can be adopted and adapted for all types of organizations and services. To show how the concepts of ITIL can be practically applied to an organization's activities, ITIL Foundation follows the exploits of a fictional company on its ITIL journey.

ITIL was created by the UK government in the 1980s as an efficiency-improving initiative. This text gives an essential guide to the overall structure of ITIL and an outline of its principles. ITIL® is a framework for IT service management and provides best management practice to meet ISO/IEC 20k. The guide introduces ITIL to Foundation Examination candidates and offers a practical understanding of IT service management. This new edition is compatible with the 2011 update to ITIL®. It includes the following additional processes: business relationship management; design coordination; strategy management for IT services; transition planning and support. An ITIL® licensed product.

Foundations of ITIL and its predecessors have become the industry classic guide on the topic of ITIL. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This version has now been upgraded to reflect ITIL V3. Written in the same concise way and covering all the facts, readers will find that this title succinctly covers the key aspects of the ITIL V3 upgrade. The ITIL V3 approach covering the ITIL Lifecycle is fully covered. In addition those who are familiar with the Version 2 process approach will be delighted to discover that this new edition of

Foundations of ITIL has split out all the processes and describes them in detail. This means that it is easy for all readers to access and grasp the process concepts that are so pivotal to many service management day-to-day operations. This title covers the following:

The key to any successful IT Service Management solution are strong, clear processes that are fit for purpose. The continual cycle of service improvements must therefore look at the existing processes and assess how effective they are within changing business requirements. This innovative title not only looks at this fundamental process assessment, it does it using the key ISO/IEC standard in this area. In brief, this title explains the meeting between two standards: ITIL: the de facto standard in IT Service Management. ISO/IEC 15504 Information technology - Process assessment Readers can therefore be confident of a strong, well-thought out and solid approach which will help identify: The concepts of process assessment and process maturity How to plan and perform a process assessment How to use the approach How to launch an improvement process starting with an assessment project Because it focuses on 10 key processes the TIPA framework can be applied with equal success to ITILv2, ITIL v3 or to the ISO/IEC 20000. This manual will also convey valuable information for understanding the roles and differences between: process assessment, traditional conformity assessment, audit and self-assessment suite. Finally, it is illustrated with real-life case studies, which highlight what should be done and what should be avoided. The reader will thus learn process assessment based on genuine experiences.

This introduction to IT Service Management is intended to serve as: a thorough and convenient introduction to the field of IT Service Management and the core books in the IT Infrastructure Library (ITIL); and a self-study guide that contains all the material needed to prepare for the Foundation Certificate examination in IT Service Management. It contains a wealth of practical knowledge collected by the editorial board that makes and raises questions, to encourage discussions and the comparison of the best practices found in the book with the reader's own experience.

Who are our customers? What services do we offer our customers and are they willing to pay for these? Would our customers choose another provider? Do we measure our performance in terms of our customers' business performance? Does our governance model allow us to identify and make wise investments? Do we need to align ourselves and integrate with our customers? Where do we start? How can we achieve it while making business benefits transparent and keeping the sponsorship alive? Answering these questions and more, ITIL® Service Management: Implementation and Operation focuses on how to achieve the best return from your IT service management implementation investment, in the least possible time. It discusses the key challenges organizations experience as they leverage ITIL® Version 3 to achieve desired transformations—including the approaches adopted to address those challenges. It includes templates, checklists, implementation patterns, and detailed plans for each pattern to kick start your implementation efforts. Detailing the components needed to implement, operate, and optimize ITIL service management, the text explains the organizational architecture required to achieve Business-IT integration within ITIL. Complete with case studies, examples, problems, and access to additional resources on the author's website, the book illustrates how to achieve service management excellence with ITIL—in a way that's seamless to your customers and enables the

delivery of business value effectively, visibly, and efficiently.

The most authoritative guide to preparing for the ITIL® V3 Foundation Certificate in IT Service Management. It includes an extensive range of practice questions complete with explanations and key learning points and provides a wealth of background knowledge. This guide utilises the experience of three established independent service management consultants who are members of the ISEB examination panel and are experienced Service Management Lecturers. An ITIL® Licensed Product.

The Business-Focused, Best-Practice Guide to Succeeding with ITIL Capacity Management Using ITIL® capacity management processes, IT organizations can eliminate waste and overbuying, reduce both equipment and staffing costs, drive more value from existing investments, and consistently provide the right resources to meet the needs of the business. Now, in this comprehensive, best-practice guide, leading ITIL expert Larry Klosterboer systematically explains how to manage capacity using the ITIL framework and techniques. Drawing on his extensive ITIL experience, Klosterboer covers all facets of ITIL-based capacity management, and offers proven solutions to the challenges IT organizations encounter in implementation. He presents expert guidance on accurately projecting demand and growth, planning and staffing, tool selection, process implementation, and much more. This book's practical insights will be invaluable to every IT leader who wants to leverage ITIL's best practices for capacity management, and for every business and technical manager who wants IT to deliver greater value, efficiency, and effectiveness. Coverage includes Making the business case for capacity management Establishing specific goals for capacity management Mastering ITIL capacity management terminology Predicting capacity in dynamic, fast-changing organizations Implementing systems that help you anticipate trends Defining capacity plans, staffing capacity management teams, and implementing ongoing processes Linking capacity with performance management and with other ITIL processes Selecting the right capacity management tools for your environment Integrating capacity issues into your IT project management discipline Using "business capacity planning" to help the entire business become more agile

The first step on the ITIL 4 pathway provides IT professionals with an understanding of the ITIL 4 framework and its practical application to the modern digital world while serving as expert reference guidance for solving day-to-day problems. It is fully aligned with the ITIL 4 Foundation exam and is ideal guidance for IT professionals who require an understanding of the ITIL 4 framework and how to apply it to the modern digital world.

The publication of the IT Infrastructure Library® (ITIL®), published in July, 2011, introduces several new processes and concepts that are paramount to the success of IT Service Management within an organization. As IT evolves from a technology provider to a service provider to a true partner of the business, the concepts of Service Management become ever more important to allow the business to excel in a competitive environment. This book, "Foundations of IT Service Management with ITIL® 2011", provides the reader with foundations-level knowledge of the concepts of the IT Infrastructure Library® for both ITIL® v3 and ITIL® 2011 preparing the reader to achieve success on the ITIL® Foundations certification exam as well as gain new insight on how IT can truly

meet the needs of the business. These concepts help IT align to the needs of the business. The IT Infrastructure Library®, by focusing on the principle of providing services, empowers IT and the business with the tools they require to enable this alignment. Having become the de-facto standard in IT Service Management, ITIL® has rapidly gained popularity across the globe. Written by an ITIL® Expert trainer who has taught thousands of students and hundreds of organizations, "Foundations of IT Service Management with ITIL® 2011" provides a reader with the introduction to this approach to IT services without the expense of a formal classroom course. While the focus is primarily on providing information required to pass the ITIL® Foundations exam, this book goes beyond those basics to also provide a real understanding of ITIL® to further your knowledge and abilities as a valuable part of IT/business alignment. Using a case-study approach, real issues are discussed that represents challenges experienced by almost every IT organization. This book is supported with access to online sample exams that are constantly updated as new material is available. Based on reader input and the latest ITIL® Foundations syllabus, this book has been updated to provide readers with the most up-to-date exam preparation material possible.

**Annotation** An easy-to-understand introduction to using best practice techniques within IT service management, 'ITIL for Dummies' provides an easy-to-understand introduction to using best practice guidance within IT service management.

How do you implement ITIL? Finally, there is a book that shows you how! This is not a theoretical treatise, but a practical guide that shows you the activities and steps to show results quickly. In this book you will learn about: Defining and building a comprehensive implementation approach that incorporates process, technology, organization and governance activities; Practical tips and step-by-step approaches for defining your Service Management Vision, building your processes, developing a communications strategy, analyzing stakeholders, identifying technology requirements and building your implementation program; What areas should be addressed as part of a proper assessment approach and how to focus assessment efforts to gain the maximum results from 3rd party consultants; How to best organize your program work plans; What key Work Products need to be produced by each step in your program; Different options for transitioning your Service Management solutions and building an appropriate IT Service Management organization. In addition, this book is chock full of reference charts where you can easily find things such as Service Management Organizational Role descriptions, input and output dependencies for every ITIL process and function, work products that should be produced by each process, key tooling functions and more. This is a comprehensive guide for building your IT Service Management program with all the information you need in one place. "This is the book we've been waiting for! It definitely complements much of the available ITIL literature that describes the processes, but not how you actually get them implemented!" "We will use many of these concepts in our program

planning!" "Real, valuable, informative - Great!" "Some great tips for implementing ITIL!" "Very valuable information!"

Seminar paper from the year 2020 in the subject Computer Science - Commercial Information Technology, grade: 1,3, University of Constance, language: English, abstract: As IT products and services have become more and more firmly established in all areas over the last few years, there is the need to manage all aspects around these products and services. This ranges from conception and implementation to customer contact and maintenance. To manage these aspects, the framework ITIL offers guidelines and processes. The collection of best practices follows a lifecycle concept and suggests processes for the management of IT products and service in each lifecycle phase.

Describes ways to incorporate domain modeling into software development. A typical characterization of EuroSPI is reflected in a statement made by a company: ". . . the biggest value of EuroSPI lies in its function as a European knowledge and experience exchange mechanism for SPI and innovation. " Since its beginning in 1994 in Dublin, the EuroSPI initiative has outlined that there is not a single silver bullet to solve SPI issues, but that you need to understand a combination of different SPI methods and approaches to achieve concrete benefits. The- fore each proceedings volume covers a variety of different topics, and at the conf- ence we discuss potential synergies and the combined use of such methods and - proaches. These proceedings contain selected research papers for five topics: Section I: SPI Tools Section II: SPI Methods Section III: SPI in SMEs Section IV: Economic Aspects of SPI Section V: The Future of SPI Section I presents studies on SPI tools. The authors provide an insight into new tools which can be used for SPI. Willem Bekkers et al. present a new assessment method and tool for software product management. Ismael Edrei-Espinosa-Curiel et al. illustrate a graphical approach to support the teaching of SPI. Paul Clarke and coworkers deal with an analysis and a tool to help real adoption of standards like ISO 12207 and they focus on SPI implementation and practices. Esparanca Amengual et al. present a new team-based assessment method and tool. As business becomes more and more dependent on technology, there is considerable attention given to the concept of aligning IT to the business. Until ITIL version 3, this concept remained mostly conceptual. The IT Infrastructure Library, by focusing on the principle of providing services, empowers IT and the business with the tools they require to enable this alignment. Having become the de-facto standard in IT Service Management, ITIL is rapidly gaining popularity across the globe. Written by an ITIL trainer who has taught thousands of students at hundreds of organizations, Foundations of IT Service Management - The Unofficial ITIL v3 Foundations Course in a Book, provides the reader with the introduction to this approach to IT services without the expense of a formal classroom course. While the focus is primarily on providing the information required to pass the ITIL v3 Foundations exam, this book goes beyond those basics to also provide real understanding of ITIL to further your knowledge and

abilities as a valuable part of this IT/Business alignment. Using a case-study approach, real issues are discussed that represent challenges experienced in almost every IT organization. This book is supported with access to online sample exams that are constantly updated as new material is available.

Additionally, access to the author is provided to ask questions prior to taking your exam giving you the greatest opportunity to learn the material and successfully pass your ITIL Foundations exam. Based on the official ITIL v3 Foundations Syllabus from the APM Group, the Service Lifecycle is explored including the lifecycle stages of Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement. Within each of these lifecycle stages, the concepts within are explored as well as the underlying processes that enable this concept of IT Service Management.

Management, Computers, Computer networks, Information exchange, Data processing, IT and Information Management: IT Service Management

ITIL is a widely adopted body of knowledge and best practices for successful IT Service Management that links with training and certification.

Explains how to build an ITIL based Service Management Department. This title uses terminology consistent with the ITIL Service Management Practices and the ITIL glossary, acronymns and definitions. It embraces both ITIL Version 2 and ITIL Version 3.

This volume provides updated guidance on how to design, develop and implement service management both as an organisational capability and a strategic asset. It is a guide to a strategic review of ITIL-based service management capabilities, with the aim of improving their alignment with overall business needs. It is written primarily for senior managers who provide leadership and direction in the form of objectives, plans and policies. It is also benefits mangers at other levels, by explaining the logic of senior management decisions.

This Book may serve as a tutorial as well as a work of reference to ITIL V3 and IT service management in general. In order to illustrate processes, systems and relationships, the figures in this book are UML graphs, taken from a UML model. These UML graphs either interpret existing original diagrams or illustrate new aspects or examples. The advantage of UML over less formal diagram notations is its defined syntax and semantics that helps the reader to understand contexts more easily. In order to understand IT service management you have to get along with a pile of terms and abbreviations that are subject of this book's comprehensive glossary. This glossary combines each term with its abbreviation.

The ITIL pocket guides of Van Haren Publishing are since long recognized as the industry classic guide on the topic of ITIL, in many languages. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This pocket guide will provide readers with an understanding of the ITIL 4 service management framework, by:

- \* understanding the key concepts of service management
- \* understanding how the seven ITIL guiding principles can help an organization adopt and adapt service management
- \* understanding the four dimensions of service management
- \* understanding the purpose and components of the ITIL service value

system \* understanding the six activities of the service value chain, and how they interconnect \* knowing the purpose and key terms of 15 of the 34 ITIL practices \* understanding seven of these 15 ITIL practices in detail All exam requirements for the ITIL 4 Foundation exam are covered in this pocket guide. It also provides support for everyone who has knowledge of previous ITIL editions and is looking for a bridge to the new edition. ITIL 4 took a big leap into the modern world of IT service management, covering the latest principles and practices in a customer-focused, service-centric way, enabling Agile principles for maximum support of any business. Bron: Flaptekst, uitgeversinformatie.

The failure effectively to sustain IT systems and react to change - due to the huge investments that organisations make in these systems - is likely to impact on an organisation's bottom line. This means that an ad hoc approach to IT Service management is not an option. It is vital to focus on business value, good ROI, speed to market, and delivery of solutions in response to change. Agile approaches mean an incremental method to change, early delivery of business value, and collaborative work towards change. Understanding and employing ITIL, PRINCE2, and DSDM together can provide the potential for a well run infrastructure which is responsive to change and will not halt progress. This publication offers practical guidance on how to deliver an IT Service by employing ITIL, PRINCE2, and DSDM Atern together and provides an overview of all three approaches, and describes the benefits of each. It also describes the issues that arise from implementing ITIL, the structure and content of PRINCE2, the breadth of DSDM and how they fit together, where the common areas sit, and where the specialities for each exist.

Foundations of IT Service Management based on ITIL® V3 Foundations of IT Service Management based on ITIL has become the industry classic guide on the topic of ITIL. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This 2007 version has now been upgraded to reflect ITIL V3. Written in the same concise way and covering all the facts, readers will find that this title succinctly covers the key aspects of the ITIL V3 upgrade. The new ITIL V3 approach covering the ITIL Lifecycle is fully covered. In addition those who are familiar with the Version 2 process approach will be delighted to discover that this new edition of Foundations of IT Service Management based on ITIL V3 has split out all the processes and describes them in detail. This means that it is easy for all readers to access and grasp the process concepts that are so pivotal to many service management day-to-day operations. This title covers the following: PART 1: THE ITIL SERVICE LIFECYCLE Lifecycle phase: Service strategy Lifecycle phase: Service design Lifecycle phase: Service transition Lifecycle phase: Service operation Lifecycle phase: Continual service improvement PART 2: FUNCTIONS AND PROCESSES Introduction to Functions and Processes Functions and Processes in Service Strategy Functions and Processes in Service Design Functions and Processes in Service Transition Functions and Processes in Service Operation Functions and Processes in Continual Service Improvement and much more!

Once an organisation adopts cloud computing, it quickly becomes apparent that the traditional approaches to IT Service Management processes will need to undergo drastic changes to integrate and run Bi-Modal IT Service Operations. This book is an alleyway to manage enterprise cloud services with a framework that consists of progressive Service Management practices to ensure practical, strategic, and modular methodology for the positive transformation of ITSM for cloud delivery models is followed. It illustrates how to optimise your

current IT Service Management processes using modern service management frameworks, including ITIL 4, IT4IT - from conceptual service blueprint to the most efficient service operations. It has very easy to understand process workflows with grand synthesis with enterprise service management and cloud operations management using Agile, DevOps, Robotic Process Automation, with a value-based approach. It gives facile explanations to the cloud service management reference architecture, IT value streams and service models. Comprehensive features include: - Cloud Service Management Framework.- Transformation and Transition Planning actions for ITSM processes.- Value stream workflows with detail explanations for the incident, problem, change management and other processes.- Detail KPIs for performance monitoring and continuous improvements.- A full setup manual of smart cloud governance for the better decision-making process.- Complete guide on setting up your Cloud Centre Of Excellence with defined roles and responsibilities.- And many more never seen cloud capability related facets for making your cloud service management successful and measurable.

ITIL Practitioner Guidance is the essential reference text which accompanies the ITIL Practitioner qualification. Fully integrated with the ITIL Practitioner syllabus, this publication is also a practical guide that helps IT service management (ITSM) professionals turn ITIL theory into practice through case studies, worksheets, templates and scenarios. The book assumes knowledge of ITIL and ITSM up to ITIL Foundation level, and begins with a discussion of the guiding principles of ITSM. It goes on to explain how these guiding principles are essential for ITSM and how they relate to philosophies, frameworks and methodologies such as DevOps, Lean, Agile etc. The publication shows how following the CSI (continual service improvement) approach, and how the core skills of organizational change management, communication, metrics and measurement, can underpin successful ITSM improvement initiatives.

For trainers free additional material of this book is available. This can be found under the "Training Material" tab. Log in with your trainer account to access the material. In the world of international IT Service Management the previous editions of this book have acquired an excellent reputation as guidance on the topic of ITIL. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This revised edition is based on ITIL 2011 Edition. It is written in the same concise way as the previous editions and covering all the facts. Readers will find that this title succinctly covers the key aspects of ITIL 2011 Edition. It is endorsed by AXELOS, the official ITIL Accreditor. The ITIL Lifecycle is fully covered. In addition there is much attention to the 26 IT Service Management processes and 4 Functions. These are described in detail. This means that it is easy for all readers to access and grasp the concepts of processes and functions that are so pivotal to many service management day-to-day operations. This title covers the following: Introduction to the Service Lifecycle Lifecycle phase: Service Strategy Lifecycle phase: Service Design Lifecycle phase: Service Transition Lifecycle phase: Service Operation Lifecycle phase: Continual Service Improvement New, compared with the previous edition on ITIL V3, are the processes for Strategy Management and Business Relationship Management. Also the other new and revised concepts of ITIL are covered in this book. Well written and presented, this publication provides a useful addition to the core ITIL publications for anyone wanting to understand IT service management. Kevin Holland, Service Management Specialist, NHS Pierre has produced an extremely useful summary of the current version of ITIL. This will be an invaluable day to day reference for all practitioners. Claire Agutter, ITIL Training Zone

ITIL For Dummies provides an easy-to-understand introduction to using best practice guidance within IT service management. It breaks down the 5 stages of the service lifecycle into digestible chunks, helping you to ensure that customers receive the best possible IT experience. Whether readers need to identify their customers' needs, design and implement a

new IT service, or monitor and improve an existing service, this official guide provides a support framework for IT-related activities and the interactions of IT technical personnel with business customers and users. Understanding how ITIL can help you Getting to grips with ITIL processes and the service lifecycle Implementing ITIL into your day to day work Learn key skills in planning and carrying out design and implementation projects

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