Information Technology Infrastructure Library (ITIL)

Information Technology Infrastructure Library (ITIL®) consists of best practices for implementing a IT Service Management (ITSM) framework.

Some resources to learn more:

Courses

Lynda

- https://www.lynda.com/IT-Network-Administration-tutorials/ISO20000/184460-2.html
- https://www.lynda.com/Network-Administration-tutorials/ITIL-Foundations/184459-2.html

ITIL certification Class Pink Elephant (http://www.pinkelephant.com/en-US/Course/ITIL-Foundation)

- I'm told that if you buy an ITIL Intermediate level course (that includes the certification test) you get the ITIL Foundation (& certification test) FREE.

Online Articles and Text:

- http://www.bmc.com/blogs/itsm-or-itil-that-isnt-the-question/

Safari Proqest Books:

- http://proquest.safaribooksonline.com/book/library-and-information-science/9781491938737
- http://proquest.safaribooksonline.com/book/operating-systems-and-server-administration/virtualization/9781491907832/2dot-operational-transformation/itilbased_operational_process?query=((itil))#snippet

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