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EGEE ITIL Group first works - ITIL evaluation for ENOC

Tuesday 2 October 2007 15:10 (20 minutes)

The presentation will describe a first study conduced within the EGEE ITIL group to evaluate the way to reach consistency between the work of the ENOC and the ITIL way of work.
ENOC is the EGEE Network Operation Center, part of EGEE SA2 (Network activity).
The presentation will raise which issues for the ENOC to reach ITIL?

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Session Classification: ETICS/EGEE: Quality assurance workshop