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Introduction to ITIL - Best Practices for IT Service Management

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ITIL has become the de facto standard for IT Service Management. The ITIL Framework defines Roles, Processes, Key Performance Indicators and outlines Critical Success Factors. These definitions helps every kind of IT organisation WHAT has to be implemented for IT service management in order to achieve better customer orientation, customer satisfaction and measurable service quality. In this talk one will be informed about the basics of the IT Infrastructure Library - which is since Version 3 now called - ITIL, Best Practices for IT Service Management.

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