

itil practitioner itil practitioner pdf

ITIL, formerly an acronym for Information Technology Infrastructure Library, is a set of detailed practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business.. ITIL describes processes, procedures, tasks, and checklists which are not organization-specific nor technology-specific, but can be applied by an organization for establishing integration ...

ITIL - Wikipedia

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Information Technology Infrastructure Library, meestal afgekort tot ITIL, is ontwikkeld als een referentiekader voor het inrichten van de beheerprocessen binnen een ICT-organisatie. ITIL is geen methode of model, maar eerder een reeks van best practices (de beste praktijkoplossingen) en concepten. Het resultaat van procesimplementatie met behulp van ITIL is vergelijkbaar met de ISO 9000 ...

Information Technology Infrastructure Library - Wikipedia

Die Information Technology Infrastructure Library (ITIL) ist eine Sammlung vordefinierter Prozesse, Funktionen und Rollen, wie sie typischerweise in jeder IT-Infrastruktur mittlerer und größerer Unternehmen vorkommen. ITIL beschreibt in fünf Kernbänden mit derzeit 26 Kernprozessen die Komponenten und Abläufe des Lebenszyklus von IT-Services (IT-Service-Managements (ITSM)).

IT Infrastructure Library – Wikipedia

Los particulares pueden conseguir varias certificaciones oficiales ITIL. Los estándares de certificación ITIL son gestionados por la ITIL Certification Management Board (ICMB) que agrupa a la OGC, a itSMF International y a los dos Institutos Examinadores existentes: EXIN (con sede en los Países Bajos) e ISEB (con sede en el Reino Unido).. Existen tres niveles de certificación ITIL v2 para ...

Information Technology Infrastructure Library - Wikipedia

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