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it service management itsm is a set of processes used to manage the design plan and delivery of services explore processes benefits and how tos learn about the overall process benefits and best practices learn the importance of it management within a company including functions responsibilities and best practices that s why it s important for teams and managers to recognize what an it process is and to understand how it processes enable their teams to achieve their goals in this post we ll define the purpose of an it process consider some examples and take a closer look at it process management it process management involves the systematic planning implementation monitoring and improvement of it processes within an organization it focuses on aligning technology initiatives with business objectives and ensuring the effective utilization of it resources the it infrastructure library itil is sometimes referred to as the itil foundation or the itil framework regardless of the language used to describe it itil refers to the set of guiding principles it service professionals use to standardize their processes it service management or itsm for short is a set of processes used by it management teams to manage the end to end delivery of it services to customers that means everything from all the processes and activities that are needed to design create deliver and support it services history objective it service providers implement itil processes to ensure their services are delivered in a customer focused quality driven and economical way contents 1 itil 4 processes 2 itil processes according to itil v3 3 itil processes according to itil version 2 itil v2 4 video and notes itil 4 processes services include it related assets accessibility and resources that deliver value and benefits to customers itil framework objectives include the delivery of valuable service offerings as well as meeting customer needs and achieving business goals of a given organization it service management itsm is the practice of planning implementing managing and optimizing information technology services to meet the needs of users and help organizations achieve their business goals it service management itsm is a process that ensures maximum business value with efficient use of information technology people and processes involved in the lifecycle of it services information technology operations more commonly referred to as it operations or itops is the process of implementing managing delivering and supporting it services to meet the business needs of internal and external users read on to learn about it infrastructure library processes concepts and use cases the information technology infrastructure library itil is sometimes referred to as the itil foundation or the itil framework what is the itil framework the it infrastructure library itil framework is a collection of defined and optimized processes an it organization or department uses to deliver it services to its customers clients employees and

stakeholders here s a collection of 12 it processes from server setup and security to dealing with an angry client over the phone proudly powering processes for 3000 companies including product itil information technology infrastructure library defines a set of processes that form the foundation of it service management itsm these processes encompass strategic planning service design transition operation and continual improvement what is itil itil is a set of it best practices its primary purpose is to provide a systematic approach to it service management itsm since its inception in 1989 the itil framework has undergone several revisions today these revisions span four versions and five books it management refers to the monitoring and administration of an organization s information technology systems hardware software and networks it management focuses on how to make information systems operate efficiently just as important it s about helping people work better an it process is a series of related activities or tasks that solve a specific problem or achieve a specific result this effect can be a product or service but also an effect within the company on the other hand a procedure is a set way of carrying out a process it business processes standardize all the activities of the company related to the information technology bringing them to an elevated state of quality and excellence with the it business processes the services can assure the delivery no matter who executes them

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