



What is ITIL?

IT Infrastructure Library (ITIL) is the only consistent and comprehensive documentation of best practice for IT Service Management. Used by many hundreds of organisations around the world, a whole ITIL philosophy has grown up around the guidance contained within the ITIL books.

ITIL consists of a series of books giving guidance on the provision of quality IT services, and on the accommodation and environmental facilities needed to support IT. ITIL has been developed in recognition of organisations' growing dependency on IT and embodies best practices for IT Service Management.

The ethos behind the development of ITIL is the recognition that organisations are becoming increasingly dependent on IT in order to satisfy their corporate aims and meet their business needs, this leads to an increased requirement for high quality IT services.

Each module is intended to facilitate the quality management of IT services and infrastructure in the organisation (by IT infrastructure, we mean organisations' computer and networks - hardware, software and computer-related telecommunications, upon which the systems and IT services are built and run). The codes of practice are intended to assist organisations to provide quality IT service in the face of challenges such as budgetary constraints, skill shortages, system complexity, rapid change, current and future user requirements and increased user expectations.

ITIL provides the foundation for quality IT Service Management. The widespread adoption of the ITIL guidance has encouraged organisations worldwide, both commercial and non-proprietary, to develop supporting products as part of a shared 'ITIL Philosophy'.

The ITIL story - http://www.pinkelephant.com/pdf/The_ITIL_Story.pdf

Why is ITIL Important?

Every day, business increasingly relies on technology. While becoming more dependent upon technology, the continuous advancement of technology is becoming increasingly difficult to manage. Delivering efficient and effective management of technology creates a stable foundation to run your core businesses. Ultimately, optimized technology management can create a powerful competitive advantage, allowing a business to achieve customer service excellence. Adhering to industry best practices allows businesses to benefit from the experience of others, without the trials and tribulations. ITIL provides a proven best practice methodology to optimize management of technology and the processes surrounding them.

Additional Information

Other Reading material may be found on the following Web-Sites -

www.itsmf.com
www.pinkelephant.com
www.itil.co.uk

Glossary of terms
http://www.itil.co.uk/online_ordering/itil_glossary.htm