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Foundations of IT Service Management with ITIL 2011: ITIL

Liz Gallacher has implemented improvement programs based on the ITIL framework for many different organizations. Liz holds the ITIL Manager and ITIL Expert certifications and was a member of the ISEB Managers Certificate Examiners panel. Helen Morris has implemented improvement programs for a wide variety of organizations, based on IT Service Management best practice.

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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. In its current form (known as ITIL 2011), ITIL is published as a series of five core volumes, each of which covers a different ITSM lifecycle stage.

ITIL - Wikipedia

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Space - Wikipedia

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HP TouchPad Needs 6 to 8 Weeks for Additional Shipments

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