

ABSTRACT

This publication provides best-practice advice and guidance on all aspects of managing the day-to-day operation of an organization's information technology (IT) services. It covers issues relating to the people, processes, infrastructure technology and relationships necessary to ensure the high-quality, cost-effective provision of IT Service necessary to meet business needs. ITIL gives a detailed description of a number of important IT practices, with comprehensive checklists, tasks, procedures and responsibilities which can be tailored to any IT organisation. Where possible these practices have been defined as processes covering the major activities of IT service organisations. By using a process approach. ITIL primarily describes what must be included in IT Service Management to provide IT services of the required quality. The author's methods in compiles this report are interviewing, observing, and using literature study.

Keywords : service, management, operation.

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