

What's ITIL?

ITIL stands for the IT Infrastructure Library. It emerged during the 1980's in the UK as a set of high level processes for providing consistent, low risk IT services to an organisation. The copyright is owned by the Office of Government Commerce [OGC (formerly known as CCTA)] and is covered in several publications from the British Standards Institution (BSI).

The core ITIL components are contained within two main publications - Service Support & Service Delivery. Over the years, updating has occurred and the current set of publications is:

Planning to Implement Service Management

Service Support

Service Delivery

The Business Perspective

Applications Management

ICT Infrastructure Management

Security Management

All the above material is available as a set of books and on CD. The latter may be purchased for stand alone or networked use. To purchase these books or CD sets, go to <http://www.itsmf.co.uk> (the IT Service Management Forum).

BSI published the Code of Practice for IT Service Management in 1998 (PD0005) and subsequently the British Standard (BS15000) was launched in November 2000. Both publications were based entirely on the refreshed ITIL guidelines, particularly focusing on Service Support & Delivery.

Publications from both the BSI and OGC are complementary sets.

ITIL Service Support focuses on:

- The Service Desk
- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release Management

ITIL Service Delivery focuses on:

- Service Level Management
- Financial Management for IT Services
- Capacity Management
- IT Service Continuity Management
- Availability Management

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