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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.

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2 A propos A propos du document Ce document de référence sur le référentiel ITIL V3 a été réalisé en se basant directement sur les 5 livres ITIL de la version 3 : Service Strategy, Service Design, Service Transition, Service Operation et Continual Service Improvement parus en 2007. Il est mis à la disposition de la communauté francophone ITIL pour diffuser les

Introduction à ITIL V3 et au cycle de vie des services

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Introduction. For many companies, the Information Technology Infrastructure Library (ITIL) framework has been deployed as a major methodology component for managing the operational side of information technology.

Integrating Project Management and Service Management

The industry of Information Technology has emerged as a very promising and uprising industry in the recent times. With IT, come the IT certifications and in the modern age the IT certifications are gaining more importance since they are the universal acceptance of one's IT skills.

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