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As you use ITIL for your day-to-day IT service management, you regularly come across key terms which you need to understand. This list covers the basic and most frequently used ones. Service: Something that provides value and is available to a customer from a provider. For example, take travel agents.

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dummy (noun) - a stupid or silly person. silly (adjective) - showing

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little thought or judgment. judgment (noun) - the ability to make considered decisions or come to sensible conclusions. With the massive amount of time, effort, and money spent on ITIL in the past, it hasn't always delivered on the hoped-for benefits.

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1. Start with ITIL. ITIL is by far the most popular and commonly adopted ITSM framework. (Check here for A Simple Explanation of ITIL). ITIL is a great place to start because it is structured as best-practices, not a heavy-handed must-do structure. Start by taking an ITIL Foundation course.

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you to ensure that customers receive the best possible IT experience.

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The ITIL for Dummies book is an extremely pleasant and highly detailed and informative read. I can't recommend it enough, a definite recommendation if you're new to ITIL or just want to fill in a few gaps without being bored to death. One person found this helpful

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ITIL for Dummies provides a solid foundation on the essentials and basics of ITIL. Like other Dummies books, the author seeks to take a dry process or set of guidelines and fleshes them out. That doesn't

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necessarily mean stories and fabricated examples (although this book has a few of those); that means offering some outside-the-box thoughts on what something means and how you might do something about it.

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Zustand: Sehr Gut. Nur noch 4.

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