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ITIL - Wikipedia

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ITIL V3 Foundation Handbook - Pocketbook from the Official

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Information Technology Infrastructure Library (ITIL) Ã un insieme di linee guida nella gestione dei servizi IT (IT Service Management) e consiste in una serie di pubblicazioni che forniscono indicazioni sull'erogazione di servizi IT di qualitÃ e sui processi e mezzi necessari a supportarli da parte di un'organizzazione.

ITIL - Wikipedia

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Die Information Technology Infrastructure Library (ITIL) ist eine Sammlung vordefinierter Prozesse, Funktionen und Rollen, wie sie typischerweise in jeder IT-Infrastruktur mittlerer und groÃYer Unternehmen vorkommen.

IT Infrastructure Library â€ Wikipedia

IT service management (ITSM) refers to the entirety of activities â€ directed by policies, organized and structured in processes and supporting procedures â€ that are performed by an organization to design, plan, deliver, operate and control information technology (IT) services offered to customers.

IT service management - Wikipedia

International business, strategy, marketing and project management. ... Important note: As of the fall of 2015, PMI has changed the requirements for the maximum and minimum number of PDUs that may be earned in the various PDU categories.

An overview of PMIâ€™s new PDU category structure - Entangled

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Note: this is the original "dead elephant" post from back in 2006. My thinking about CMDB has matured since then. Please see the articles (and book) in the sidebar of this article for a more complete picture of how I now see CMDB, and a much wider range of ideas why CMDB or CMS is - for most organisations - a bad idea.

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