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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.. ITIL describes processes, procedures, tasks, and checklists which are not organization-specific nor technology-specific, but can be applied by an organization for establishing integration ...

ITIL - Wikipedia

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On Pursuing the ITIL V3 Intermediate Certification | InformIT

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ITIL | IT Service Management | ITSM | AXELOS

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