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ITIL - Wikipedia

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Liz Gallacher has implemented improvement programs based on the ITIL framework for many different organizations. Liz holds the ITIL Manager and ITIL Expert certifications and was a member of the ISEB Managers Certificate Examiners panel. Helen Morris has implemented improvement programs for a wide variety of organizations, based on IT Service Management best practice.

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Information Technology Infrastructure Library – Wikipedia

Information Technology Infrastructure Library, meestal afgekort tot ITIL, is ontwikkeld als een referentiekader voor het inrichten van de beheerprocessen binnen een ICT-organisatie. ITIL is geen methode of model, maar eerder een reeks van best practices (de beste praktijkoplossingen) en concepten. Het resultaat van procesimplementatie met behulp van ITIL is vergelijkbaar met de ISO 9000 ...

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