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ITIL - Wikipedia

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- Hi, I'm Mark Thomas. Welcome to the ITIL Foundation course, ITIL 2011 version, Foundation courses. As many of you guys out there may have heard, that the ITIL infrastructure library has become the de facto framework in our IT service industry around IT service management. The course that you are about to look at, we have broken out into several modules, eight modules to be precise, and each ...

Cert Prep: ITIL Foundations - lynda.com

Event Management, as defined by ITIL, is the process that monitors all events that occur through the IT infrastructure. It allows for normal operation and also detects and escalates exception conditions. An event can be defined as any detectable or discernible occurrence that has significance for the management of the IT Infrastructure or the delivery of IT service and evaluation of the impact ...

Event Management (ITIL) - Wikipedia

(ITIL Service Design) A database or structured Document with information about all Live IT Services, including those available for Deployment. The Service Catalogue is the only part of the ITIL Service Portfolio published to Customers, and is used to support the sale and delivery of IT Services. The Service Catalogue includes information about deliverables, prices, contact points, ordering and ...

ITIL Service Catalogue: Service Catalogue : ITILNews.com

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CMDB Federated or non-Federated. Interesting point of view on the Remedy CMDB comparing it to how ITIL talks about it. The biggest rock in the road that I have found is; should it be federated, or not?

ITIL™s dead elephant: CMDB can't be done | The IT Skeptic

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