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Thu, 08 Nov 2018 04:03:00 GMT

The ITIL 2011 Editions have been updated for clarity, consistency, correctness and completeness. ITIL is based upon a lifecycle approach and the core guidance consists of five publications: ITIL Service Strategy, ITIL Service Design, ITIL Service Transition, ITIL Service Operation, ITIL Continual Service Improvement.

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It's not often that I admit to being excited by a new ITIL publication – the popular IT service management (ITSM) best practice framework. Having passed the ITIL v2 incarnations of the ITIL Foundation and Manager's courses over 10 years ago, I have since read up on the ITIL v3 changes in 2007 (although a little bit later than that if I am honest) and poked around in ITIL 2011 on its release.

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