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Dummies

As you use ITIL for your day-to-day IT service management, you regularly come across key terms which you need to understand. This list covers the basic and most frequently used ones.

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Service: Something that provides value and is available to a customer from a provider. For example, take travel agents.

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dummy (noun) - a stupid or
silly person. silly
(adjective) - showing little
thought or judgment.
judgment (noun) - the
ability to make considered

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decisions or come to sensible conclusions. With the massive amount of time, effort, and money spent on ITIL in the past, it hasn't always delivered on the hoped-for benefits.

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1. Start with ITIL. ITIL is

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by far the most popular and commonly adopted ITSM framework. (Check here for A Simple Explanation of ITIL). ITIL is a great place to start because it is structured as best-practices, not a heavy-

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The ITIL for Dummies book is an extremely pleasant and

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highly detailed and informative read. I can't recommend it enough, a definite recommendation if you're new to ITIL or just want to fill in a few gaps without being bored to death. One person found this

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necessarily mean stories and fabricated examples (although this book has a few of those); that means offering some outside-the-box thoughts on what something means and how you might do something about it.

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Itil for Dummies, 2011

Edition by Peter Farenden

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