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I wrote a two-piece blog on the ISACA website entitled "IT Governance for Dummies" (Part 1, Part 2).This is my "ITIL 4 Dummies" follow up.It's not meant to be derogatory in any way but instead is an attempt to get us to think, and draw some sensible conclusions, about the way we adopt ITIL.

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Part of ITIL For Dummies Cheat Sheet (UK Edition) 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. Service: Something that provides value and is available to a customer from a provider.

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The ITIL templates (ITIL document templates) provided here can be used as checklists for the various documents and records created as outputs from the ITIL processes. Our ITIL-compliant Reference Process Model contains 102 officially licensed checklists, and the most popular ITIL templates are available for download here in our ITIL Wiki.

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The ITIL® framework offers a set of ITSM best practices aids organizations in aligning IT service delivery with business goals. ITIL, or Information Technology Infrastructure Library, is a well-known set of IT best practices designed to assist businesses in aligning their IT services with customer and business needs.

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