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## **ITIL - Wikipedia**

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right attitude will allow every candidate to comfortably pass their tests. Here are some of Amazon's top-rated books that one can choose from: The Pocket Guide for ITIL 4 by Van Haren.

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(This article is part of our ITIL 4 Guide.

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The ITIL (Information Technology Infrastructure Library) is a framework designed to standardize the selection, planning, delivery, maintenance, and

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overall lifecycle of IT (information technology) services within a business. The goal is to improve efficiency and achieve predictable service delivery.

## **What is ITIL (Information Technology Infrastructure Library)?**

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dimensions of service management, the ITIL service value system and ITIL management practices.

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The primary objective of ITIL service desk function is to support the IT Organization by ensuring the accessibility and availability of the IT Services and by performing various supporting activities. It also aims to act as a single point of contact (SPOC) for reporting all the incidents, problems, and service requests. Some other

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important objectives of service desk include:

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Every business faces this challenge of

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differentiating Incident management from Problem management as these two ITIL processes are closely aligned with each other. ITIL Problem management is one step ahead of Incident management which performs Root Cause Analysis (RCA) to identify, track and resolve recurring incidents permanently.

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## **Four Techniques for ITIL Problem Management | Freshservice ...**

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study—separate areas that a feasibility study examines, described ...

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