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This is a very effective introductory guide to ITIL / ITSM principles and processes that provides a summary of the most relevant aspects of the methodology including an affective outline the KPIs to be adopted for each sub-process.

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Understanding ITSM & ITIL. Before we go any further, let's take a quick peek at ITSM and ITIL, and the differences will become apparent. IT Service Management (ITSM) ITSM refers to the way you manage the information systems that deliver value to your customers. It is a generic term: you don't have to choose a methodology of ITSM, though you can.

ITSM vs ITIL: What's the Difference? - BMC Blogs

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The Information Technology Infrastructure Library (ITIL) is a set of best practices for running an IT department. It emphasizes on the accountability, the repeatability of actions, the integration of IT across the organization, and workflow management. That likely sound very familiar, because that's fundamentally the description of IT service management (ITSM).

ITSM vs ITIL: What's the Difference Between ITIL and ITSM?

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The listener is treated to a comparative analysis of several ITSM philosophies and systematic components. From the core facets of ITIL (Information Technology Infrastructure Library) to more specialized ITSM frameworks such as ISO/IEC 20000 and eTOM, ITSM for Beginners offers listeners a comprehensive look at the various theories and metrics that define ITSM.

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