ITIL TUTORIAL

ITIL is a framework providing best practice guidelines on all aspects of end to end service management. It covers complete spectrum of people, processes, products and use of partners.

Now a day's ITIL is being practiced by almost every company providing IT services to the customers.

AUDIENCE

This tutorial has been prepared for the students as well as professionals to ramp up quickly. This tutorial is a stepping stone to ITIL certification.

PREREQUISITES

Before proceeding with this tutorial you should know the basic terms such as Information Technology, Infrastructure, Services, and Service Level Agreements etc. Hence it is strongly recommended to go through **ITIL Terminologies** chapter before proceeding further.