



ITIL Service Operation (Best Management Practices)

Randy A. Steinberg

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By focusing on delivery and control process activities, ITIL Service Operation describes how a highly desirable steady state of managing services can be achieved on a day-to-day basis. **Key Features** The updated ITIL publications share a similar standard structure (including generic content in Chapters 1, 2 and 6) to improve consistency and aid navigation. Some content has been reorganized to improve flow and readability, and ensure alignment across the suite including clarification around interfaces, and inputs and outputs across the service lifecycle. Terminology has been clarified and made consistent across the publications and the ITIL glossary. **Summary of Updates from the Author** Process flows have been updated or added for all processes including request fulfilment, access management and event management. Key principles including guidance around service requests and request models, and proactive problem management have been clarified. The publication has been updated to explain how basic events flow into filters and rule engines to produce meaningful event information. The relationship between application management activities versus application development activities is also clarified. Other clarifications include an expanded section on problem analysis techniques, procedure flow for incident matching and further guidance for escalating incidents to problem management. In addition, the guidance for managing physical facilities has been expanded.

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