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The only future for managing IT Services is ITIL

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# **Wise Words**

"Intellectuals try not to drown, while the whole purpose of love is drowning."

- The Illuminated Rumi

# **ITIL Overview**

The ITIL abbreviation stands for **IT Infrastructure Library**. Originally, ITIL was developed by the Central Computer and Telecommunications Agency (CCTA) as a set of comprehensive and iter-related codes of practice. In IT community such code of good practice was / is very useful in terms of achieving the efficient support and delivery of high quality, cost effective IT services. CCTA, renamed the **Office of Government Commerce (OGC)** maintains the library and releases all updated related to ITIL.

The OGC is an office of HM Treasury (UK). It acts as an independent of any commercial intersts organization involved in ITIL (independent from software companies, software vendors, integrators, training protocols). This is why the ITIL is so widely used - its main asset is independency.

ITIL is accredited by **Information Systems Examinations Board (ISEB).** ISEB is an organization which prepares delegates for the ITIL Foundation Certificate in IT Service Management. The ISEB was formed in 1967 and currently functions under the auspieces of the **British Computer Society (BCS).** The ISEB aims to provide industry-recognized qualification thet measure comptence, ability and performance in many areas of information systems, whit the aim of raising industry standards, promoting career development and providing competitive edge for employrs.

Aother organization which provides ITIL examination is **EXIN**. The EXIN is an independent organization, Dutch-based IT examination provider. The EXIN esablishes educational requirements, develops and organize examinations in the field of Information Technology. The main goal of EXIN is to promote the quality of the **Information Communication Technology (ICT)** sector and the ICT professionals working in this sector by means of independent testing and certification.

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