

Unit 27 — The Concise Guide to ITIL

Reading: The Concise Guide to ITIL



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ITIL is an IT Service Management Framework that is known for its comprehensive volumes. The books associated with the framework comprise thousands of pages of text. Just understanding the basics can take whole books. This guide is a concise and simplified overview of the framework.

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Discussion Questions

Have you ever used ITIL or another project management philosophy such as Agile or Prince? What were the positives and negatives? Do you think it helped or hindered your project?

Research some praise and criticism of ITIL on the Internet. Which ones do you agree with? Which ones do you disagree with? How could these problems be solved?