Unit 10 — The Concise Guide to ITIL



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At the core of

central to

"At the core of the problem was a broken router."

AXELOS

developer of project management frameworks and methodologies including ITIL, PRINCE2, and MSP

"AXELOS is a joint venture by the UK government and a private company called 'Capita'."

Bugging

to repeatedly ask for something in an annoying way

"The sysadmin yelled at the junior developer who was constantly bugging him to upgrade his server without starting a trouble ticket."

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