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There is a lot to learn about the foundations of contemporary IT service management. In this course, IT Service Management Foundations, you will start working with ITSM based on an agile mindset, laying the foundation for advanced ITSM approaches for the digital age. First, you will explore essential concepts relating to IT Services, such as what an IT Service is, and the definition of IT Service Management.

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IT service management (ITSM) is a concept that enables an organization to maximize business value from the use of information technology.

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ITSM positions IT services as the key means of delivering and obtaining value, where an internal or external IT service provider works with business customers, at the same time taking responsibility for the associated costs and risks.

~~What is IT service management? | ITIL | AXELOS~~

The ITIL 4 Foundation certification is designed as an introduction to ITIL 4 and enables candidates to look at IT service management through an end-to-end operating model for the creation, delivery and continual improvement of tech-enabled products and services.

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NOTE: This book has been updated with "Foundations of IT Service Management with ITIL 2011". This new book covers the ITIL exam topics with the latest, up-to-date-information. As business becomes more and more dependent on technology, there is considerable attention given to the concept of aligning IT to the business.

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