

### ITIL - A Crash Course in the Information **Technology Infrastructure Library: "A Must-**Read for IT Professionals!"

By Jeff VanMeter



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This book is written to give IT Managers an introduction to ITIL - the Information Technology Infrastructure Library. The book covers the basics of ITIL, including a brief history, the benefits and the strategies of implementation. Any IT Manager can use the information in this book to start an ITIL implementation and begin the process continuous improvement of services. The basics and strategies presented in this book are designed to save an organization money, increase efficiency and increase the quality of IT services, whether those services are provided to organization users, clients or paying customers.



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