

Abstract

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IT Service Management Implementation Based on ITIL V3

Traditionally, world-class organizations have set themselves apart from ordinary businesses through effective IT Service management. However, in today's hyper competitive markets, effective IT Service management is becoming a fundamental requirement for baseline corporate success. It is clear nowadays that the size of any corporate that use computing & IT to handle their day to day business is increasing in a very fast way. These corporate are depending more & more every day on IT services & computing processing, that is why they must consider building & implementing a clear ITSM which can control all the IT services issues. But when we look around us in almost every corporate now we can find them have more than one team of professional guys who try to do their best in solving the day to day discovered problems & building new services & solutions too without any governing body like a formal written policy which define roles & responsibilities of each one.