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 BUSINESS



WITH
SANJOG AUL

CIO Talk Network
Wednesday at 7 AM Pacific
October 4th 2006: ITIL Refresh: What does it buy us?

While organizations are still grappling with adoption of ITIL we are now looking at ITIL Refresh i.e. Version 3. The current version of ITIL (Version 2) defines the HOWs related to managing, measuring, and improving service management but does not provide the actionable steps. The claim is that ITIL Refresh will fill the gaps. Will ITIL Refresh really be a dream come true?



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