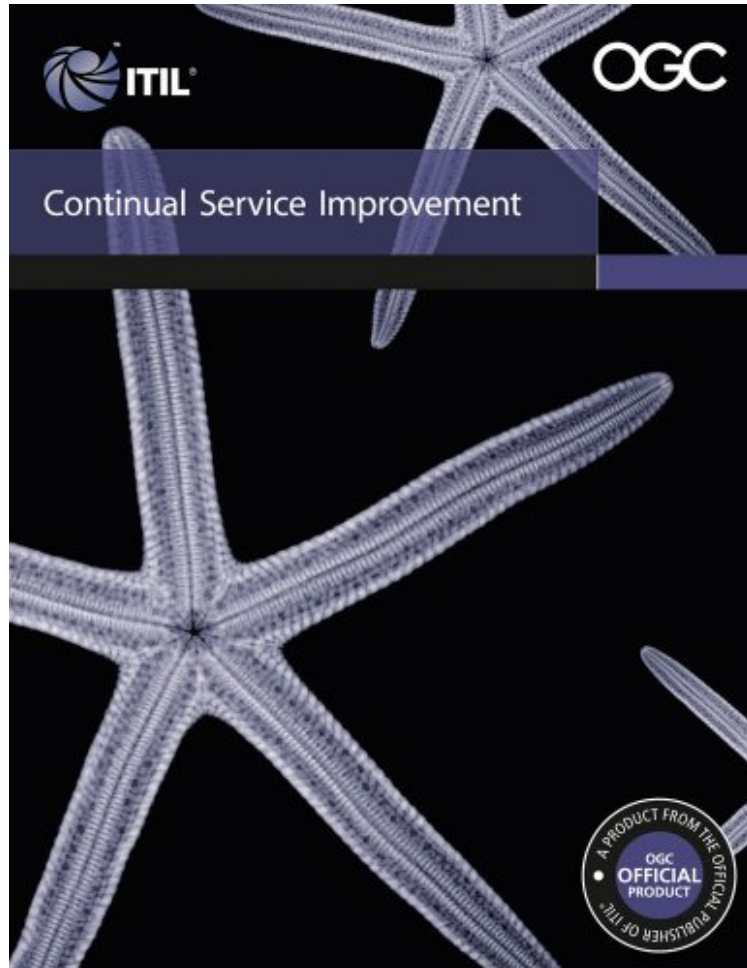


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Continual Service Improvement Book (Itil)

George Spalding

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ITIL Version 3's (V3) service lifecycle-based practice incorporates the best of V1 and V2 and tests current best practice for ITSM. Alongside the delivery of consistent, repeatable process activities as part of service quality, ITIL has always emphasised the importance of continual improvements. Focusing on the process elements involved in identifying and introducing service management improvements, this publication also deals with issues surrounding service retirement.