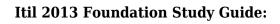
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 - The purpose of the FIIL. # Foundation publication is to introduce readers to the management of the modern IT-enabled services, provide them with an understanding of the common language and key concepts and show them how they can improve their work and the work of their organization with ITIL 4 guidance
- The Need for Service Management
 - O Technology is advancing faster today than ever before. Developments such as cloud computing, infrastructure as a service, machine learning, and blockchain, have opened fresh opportunities for value creation, and led to ΓΓ becoming an important business driver and source of competitive advantage.
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Itil 2013 Foundation Study Guide

Yijin Wang



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