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ITIL (formerly an acronym for Information Technology Infrastructure Library) is a set of detailed practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business. In its current form (known as ITIL 2011), ITIL is published as a series of five core volumes, each of which covers a different ITSM lifecycle stage.

ITIL - Wikipedia

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Jim Davies is an ITIL Expert, ISO/IEC 20000 Consultant, the Director of ServiceSense LTD, and a member of the British Computer Society, itSMF UK, and the Institute of Management (UK). As an ITIL-certified trainer with more than 40 years of experience, he has helped over 1,200 candidates attain their ITIL Foundation certification, with a 98% pass rate.

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