



Contribution ID: 24

Type: **not specified**

## Serving IT up with ITIL

*Tuesday, 13 May 2008 14:15 (40 minutes)*

The Idaho National Laboratory has embarked on Service Management by hiring IT Business Representatives and following the ITIL framework for improving business processes. Come see what progress is being made and what has been done.

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**Session Classification:** Tuesday Breakout 4

**Track Classification:** ITIL and ISO20000 Experiences