NLIT08 National Labs Information Summit 2008



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.

Primary author: PRICE, Thane (Idaho National Laboratory)

Presenter: PRICE, Thane (Idaho National Laboratory)

Session Classification: Tuesday Breakout 4

Track Classification: ITIL and ISO20000 Experiences