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defined by ITIL. The natural result of having made this decision is the question, where do I start? When developing a roadmap of where and how to start implementing the processes defined by ITIL, there are several considerations to take into account. The approach is typically expressed by the following questions: • Where are we now?

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Taking key points from Malcolm's book "ITIL Lite", this presentation provides a high level road map to partial v3 implementation. Who should watch this presentation: - Organizations that are adopting or are thinking of adopting ITIL v3.

Thought Rock Live - "ITIL Lite - A Road Map to Partial v3 ...

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