

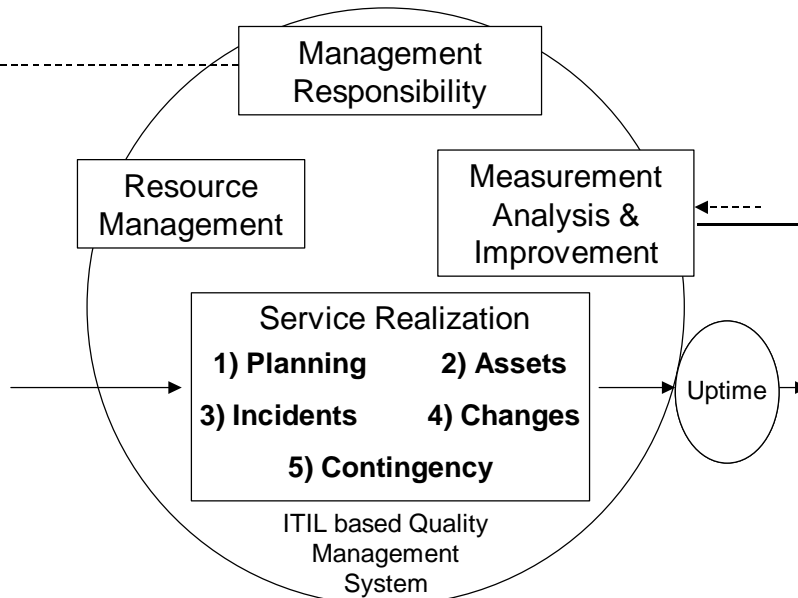


ITIL - IT Infrastructure Library Support

Implement State of the Art IT Information Library with Support Services from Lockhart Leadership:

Lockhart can supply the expertise and support you need to effectively implement the Information Technology Infrastructure (Information) Library within your organization.

Services Management Process



ISO 9001:2000 - ITIL

The newly evolving Information Technology Infrastructure (Information) Library (ITIL) guidelines for delivering Information and Communications Technology (ICT) defines the necessary processes for realizing best practices. These can then become part of your overall ISO 9000:2000 Quality Management System (QMS).

ITIL elements

1. Service Support
2. Service Delivery
3. Planning to Implement Services Management
4. ICT Infrastructure
5. Applications Management
6. Business Perspective

Benefits

- Implement effective IT planning
- Manage assets more efficiently
- Enhanced incident tracking and resolution
- Smoother change management
- Cost effective contingencies

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ITIL (IT Infrastructure Library) is the most widely accepted approach to IT Service Management in the world. ITIL provides a cohesive set of best practices, drawn from the public and private sectors internationally and is supported by the British Standards Institution's Standard for IT Service Management (BS15000).

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