ISO 20000 vs ITIL: What’s the Difference and How Are They Related?

ITIL is an acronym that stands for Information Technology Infrastructure Library and is the common term used to describe the catalog of best practices that it represents. It refers to the gold standard framework for managers looking to transition from a basic IT infrastructure to an IT-services oriented company.

ITIL provides guidance on how to operate in a way that meets the specific IT needs of your organization across all departments. Individuals within an organization can maximize their knowledge of ITIL practices through a number of certifications.