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Using ITIL-verified software builds a strong connection between business needs and the processes necessary to deliver business services. When these services and needs are aligned, customer satisfaction increases, productivity and efficiency increase, costs decrease, and service and process scalability are improved.

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Unlike ITIL V3, IT Service Management according to ITIL version 2 was not organized around the service lifecycle.ITIL V2 included two "disciplines": Service Support The ITIL discipline Service Support provides all operative Processes necessary for the handling of Service interruptions and for the implementation of Changes; the availability of the IT Services is thereby guaranteed.

ITIL Processes | IT Process Wiki

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