



BULGARIAN ACADEMY OF SCIENCES
INSTITUTE OF INFORMATION AND COMMUNICATION TECHNOLOGIES

Seminar: Information Processes & Decision Support Systems

On 09 January 2013 at 14:00 in room 507 at the IICT-BAS,
Acad. G. Bonchev St., bl. 2

Yasen Mitev will give a presentation on:

**Information Technology Infrastructure Library (ITIL) – essence development,
open problems**

Abstract: This article aims to give an overview over the ITIL framework objective. It is going to explain the rapidly growing IT business needs which had caused the development of this library. We are also going to follow the ITIL evolution history and find the circumstances which had drove this framework to develop and extend. There are a couple of reasons summarized why ITIL is most often used guideline platform for managing the IT environment.

As there is growing focus over the ITIL implementation in wide range of industries, currently there is constant need of developing and enhancing the framework, in order to respond the current business needs and IT technology innovations. We are focusing over the current revision of ITIL and we are identifying subjects which are going to be optimized in future. At the last part we are giving a look into the future ITIL revisions trough the perspective of the current industry challenges.