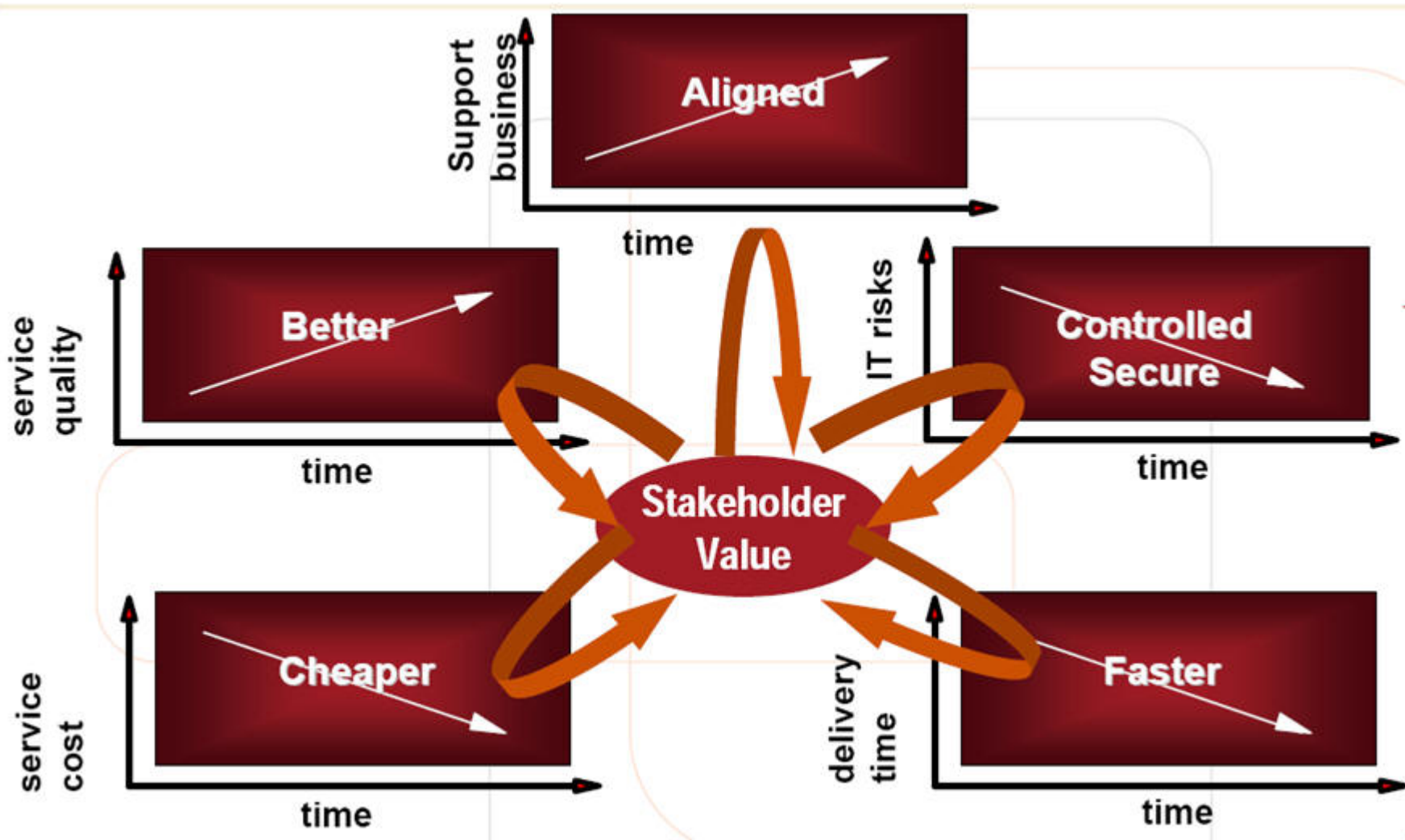
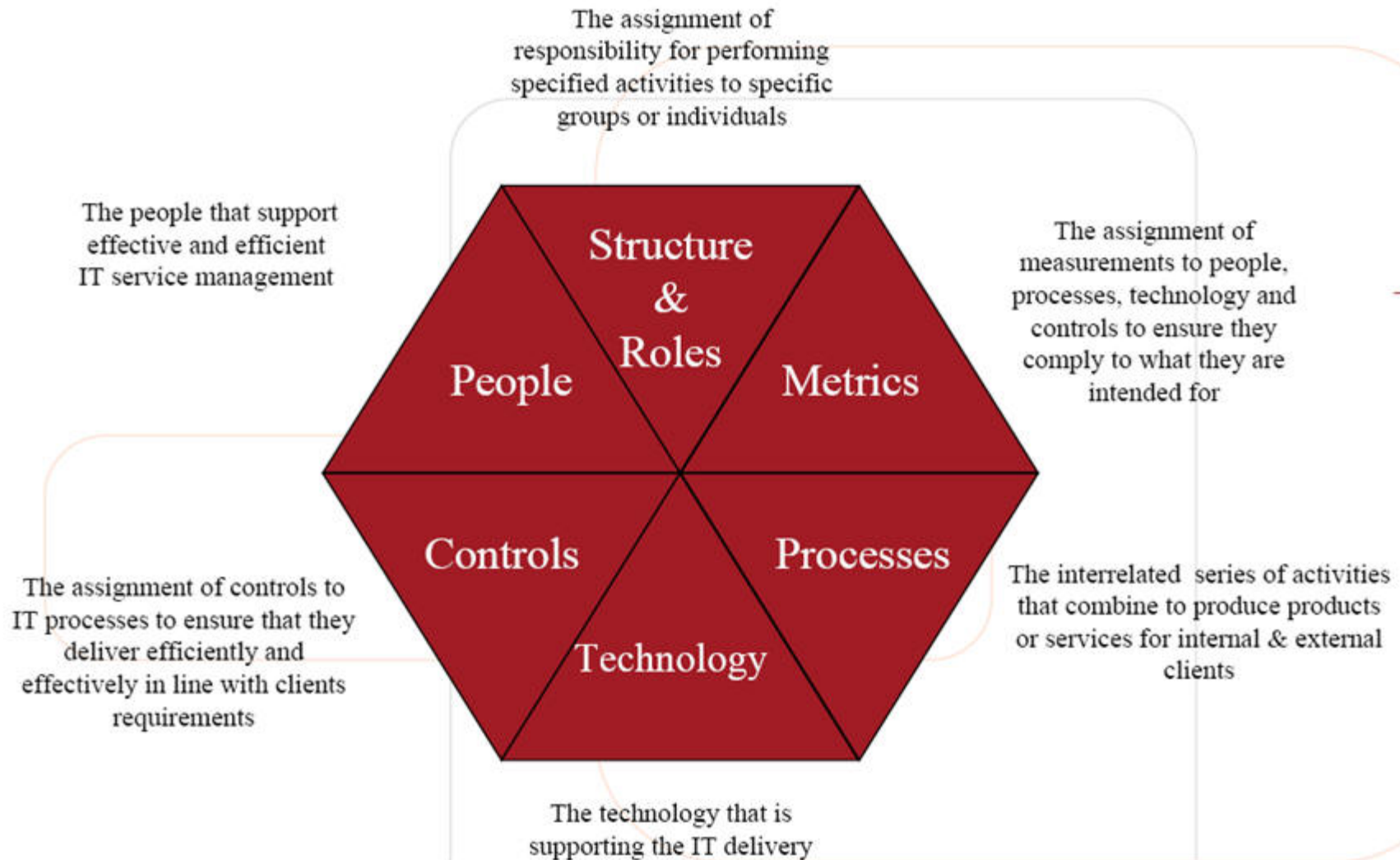


¿what do we want to achieve with IT services?



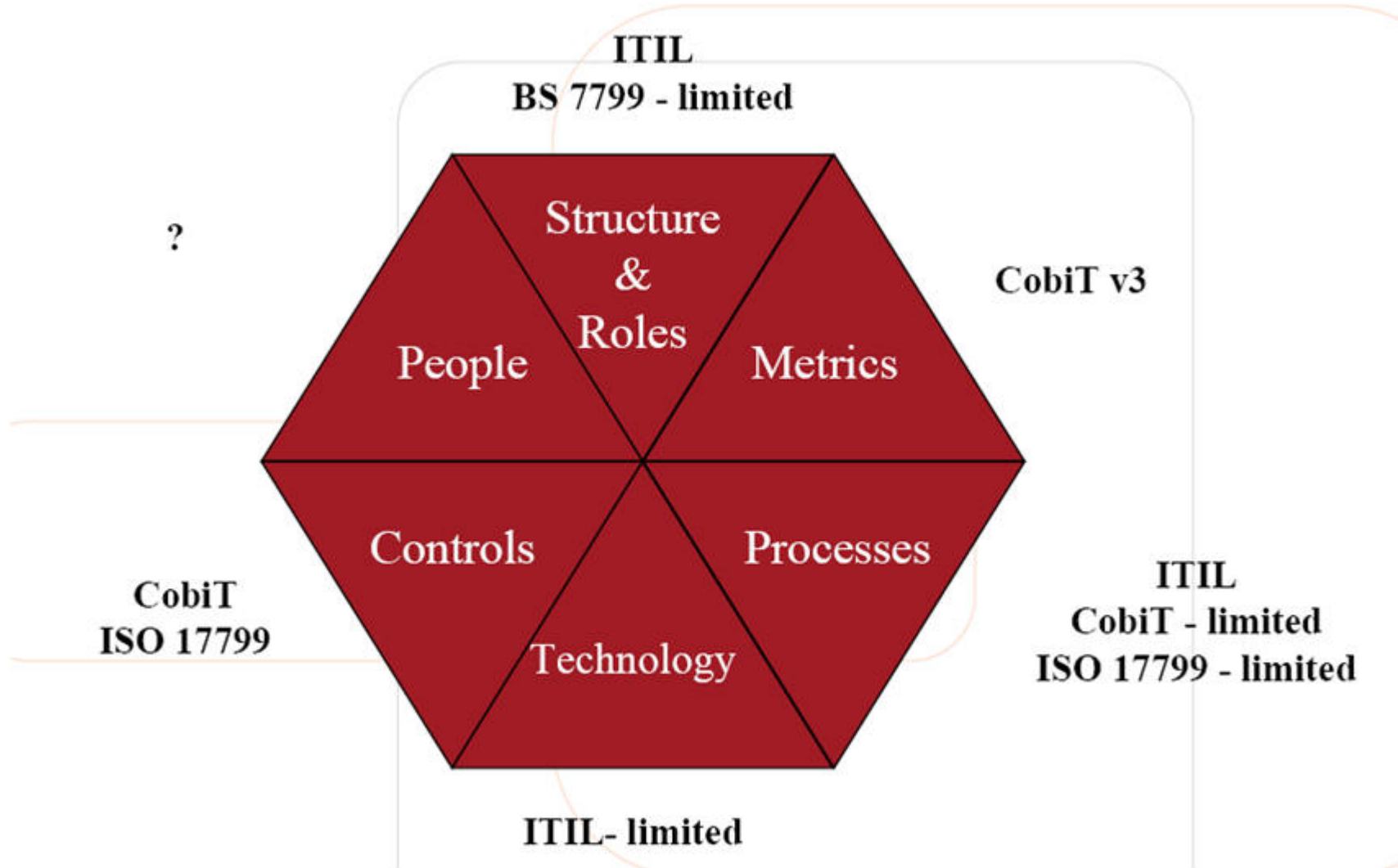
¿how can we achieve with IT goals?



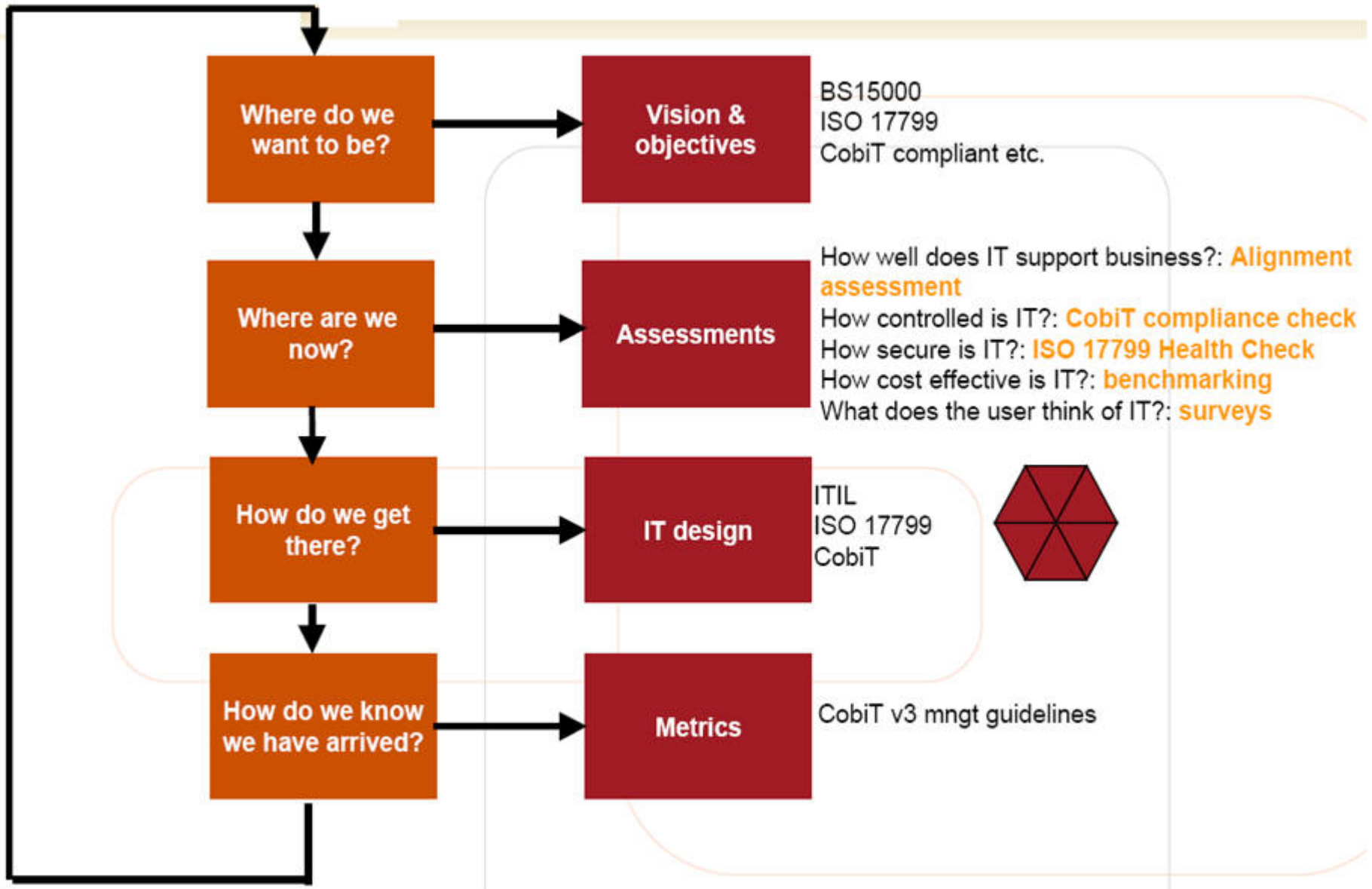
¿how can we achieve with IT goals?

- ITIL: the IT Infrastructure Library provides both direction and structure for 'best practice' Service Delivery (it also provides Service Support but we'll concentrate on the delivery).
- ISO17799: the former British Standard BS7799 is the recognized, international standard for managing information security.
- CobiT: Control Objectives for IT provides the complete framework for implementing Governance, incorporating both of the other tools.

¿how can we achieve with IT goals?



¿what do we want to achieve with IT services?



¿what do we want to achieve with IT services?

GARDNER'S REVIEW MODEL

