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to understand the difference between itil and itsm let s start by defining itsm itsm or it service management is how it teams manage the end to end delivery of it services to customers this includes all the processes and activities to design create deliver and support it services

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we re pleased to provide this comprehensive guide to configuration management process best practices it s the perfect resource to help you define a new process or update an existing one navvia is excited to provide the fourth best practice guide in our series of the five foundational itsm processes every organization needs to have in place

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tracks all of the individual configuration items ci in an it system which may be as simple as a single server or as complex as the entire it department

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it service management or itsm refers to the strategy behind how an organization delivers it

services to their end users technologies processes and people are all important parts of itsm
itsm focuses on understanding and meeting end user needs

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the combination of great itam and configuration management makes onboarding and offboarding root cause analysis providing asset intelligence and traceability as well as planning for changes and understanding impact thus avoiding unnecessary risk in our environment much easier

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configuration management this process ensures that the assets required to deliver services are accurately recorded and updated and that the inventory of these assets is kept up to date it provides valuable information for other itsm processes such as incident and change management

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