

## Unit 27 — The Concise Guide to ITIL



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### at the core of

central to

"At the core of the problem was a broken router."

### AXELOS

developer of project management frameworks and methodologies including ITIL, PRINCE2, and MSP

"AXELOS is a joint venture by the UK government and a private company called 'Capita'."

### bugging

to repeatedly ask for something in an annoying way

"The sysadmin yelled at the junior developer who was constantly bugging him to upgrade his server without starting a trouble ticket."

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