

ITIL V3/2011

9. Tool di Service Management

Prodotti che aiutano a implementare ITIL

Esempi di Tool ITIL-compliant

1.  Service Desk Suite
<https://www.agiloft.com/itil.htm>

2.  freshservice
<https://freshservice.com>

3.  Service Desk Plus
<https://www.manageengine.com>

Esempi di Tool ITIL-compliant

4.  **iTop**

<https://www.combodo.com/itop-193>

5.  **bmc** Remedy IT Service Management

<http://www.bmc.com/it-solutions/remedyforce.html>

7.  **CMDBuild**[®]
Open Source configuration
and management database

<http://www.cmdbuild.org/>

Esempi di altri Tool utili



<https://mantisbt.org>



<https://www.otrs.com/>



<https://trello.com>



<https://www.atlassian.com/software/jira>

Esempi di altri Tool utili

5.  **asana**

<https://www.asana.com>

6.  **Wrike**

<https://www.wrike.com>