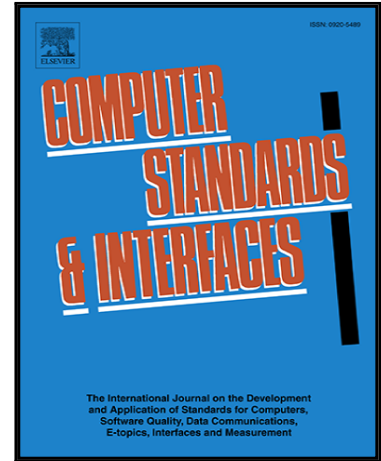


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Met4ITIL: A Process Management and Simulation-based Method for Implementing ITIL

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## Highlights

- A novel method for implementing ITIL is proposed.
- The method is based on business process management and simulation modelling.
- An application case for the Incident Management process implementation is introduced.
- The method is evaluated from the process stakeholders perspective.

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