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IT silos often occur when an existing strategy fails to account for unforeseen or unexpected circumstances in the way IT organizations operate. The effectiveness of the appropriate organizational strategies, IT process workflows, collaboration tools and team building should therefore be measured and evaluated frequently.

IT Silos: How To Dismantle IT Silos Effectively - BMC Blogs
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6 articles on silo-breaking with Enterprise Service Management
To break down IT silos, senior management must have the appropriate tone from the top. Process and data architectures must be developed to guide efforts from a cohesive systemic perspective. With the architectures taken into account, processes need to be designed and purposefully implemented with integration factored in.

Breaking Down Silos - An ITIL Imperative - www.itsmwatch.com
Implementing ITIL® 4 Introduction This document has been composed through my own personal knowledge and experience as an ITIL trainer on behalf of Axelos®/PeopleCert® combined with real-life experience.

Implementing ITIL® 4
IT Service Management (ITSM) is a process-based IT management framework intended to align the delivery of IT services with the needs of our customers. ITSM involves a paradigm shift from managing IT as stacks of individual components to focusing on the delivery of end-to-end services using best practice process models.. source: UC Berkeley

IT Service Management (ITSM) - CIO WIKI
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Many of us have used ITSM to break down the functional silos in IT, only to find that the organization is nothing more than a large collection of silos across the enterprise. Bringing service management to the enterprise can go a long way toward breaking down these silos and enabling service providers to align and integrate their services, delivering a far better result to the organization.

Enterprise Service Management: Taking the IT Out of ITSM
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