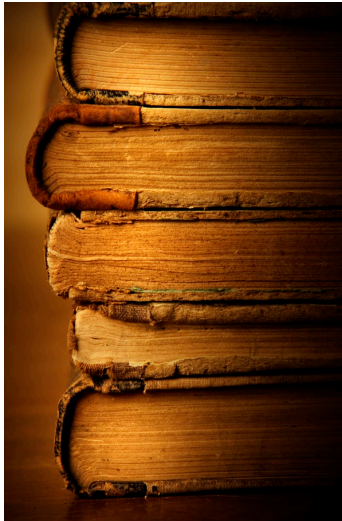


IT Infrastructure Library (ITIL) Fast Facts

ITIL PROVIDES BUSINESSES WITH A CUSTOMIZABLE
FRAMEWORK OF BEST PRACTICES TO ACHIEVE
QUALITY OF SERVICE



Where did ITIL come from?

The United Kingdom's Central Computer and Telecommunications Agency in Norwich, which at different times has been an agency of HM Treasury and the Cabinet Office, created the Government IT Infrastructure Management Method in the mid-1980s. The objective of this agency was to create a consistent, reliable model for IT service management that would promote operational efficiency.

The intent then -- as it is today -- was to distill best practices from many sources in order to build a proven model and avoid "re-inventing the wheel." When the public sector began to take interest in this work, a name change was necessary. The result was "IT Infrastructure Library" -- or ITIL.

Why should companies consider implementing ITIL?

ITIL proposes that in order to improve service quality, IT must organize activities around standardized process and perform these activities repeatedly. By implementing ITIL, organizations can not only improve the level of service delivered to the business, but they can also realize cost savings through increased productivity and efficiency. Additionally, process standardization helps reduce the risk of errors. Even greater cost savings, efficiencies and risk

reduction can be realized when ITIL processes are automated.

Where do I start with an ITIL implementation?

You can start implementing ITIL anywhere your IT operations could use improvement. You don't have to start with any one process in particular. Many organizations start with incident management, while others start with change management. Some focus on the relationship between existing processes, such as incident management and problem management.

But ITIL doesn't dictate exactly where your implementation should begin. That's why it's a good idea to assess the current state of affairs in your IT organization and determine where your organization is experiencing the most pain.

Is ITIL the only best practice I need in IT?

No. ITIL is a very adaptable framework for designing and managing key IT processes in order to optimize the quality and efficiency of service delivery. But it is not a panacea. For example, if you need a better approach to project management, you should look at PRINCE2 or the Project Management Institute. If your organization has governance and audit issues, you should consider CobIT.



27 N. Wacker Drive
Suite 517
Chicago, IL 60606

www.sscorporation.com
1.800.975.9413

ITIL adoption is all about embracing change -- which means cultural change is a common prerequisite for success

While technology certainly helps automate ITIL processes, it can't ensure a successful and sustained ITIL implementation.

A shift in organizational culture is necessary so that stake holders and employees modify their behaviors and actions as appropriate to implement the best practices described by ITIL and make them an intrinsic aspect of day-to-day operations

You may also want to try the capability maturity model and application services library for software quality and maintenance, respectively. In fact, there are best practice frameworks for all aspects of IT. ITIL is just one.

How much money will I save by implementing ITIL?

The savings achieved by implementing ITIL can come in many forms. Much of it often comes from the automation of inefficient manual processes. Some of it can come from making better use of existing IT assets. Additional gains can be achieved by eliminating downtime and/or providing a competitive advantage to the business. Ultimately, the only way to measure return on investments in ITIL implementation is to capture baseline metrics from your current operations. How many person-hours does it currently take to resolve a given problem? How much downtime are you experiencing and what does it cost your company? By comparing your pre-ITIL baseline to your post-implementation results, you should be able to financially quantify benefits in a variety of areas.

How Will ITIL version 3 differ from ITIL Version 2?

According to the Office of Government Commerce (OGC), the version 3 books will deliver ITIL with an emphasis on IT service strategies, design, transition and continuous service improvement. In the next version, five books will replace the current nine books, and the focus will be positioning ITIL processes at appropriate, multiple points in the development of IT

services and their subsequent release to customers. The OGC has also stated that guidance for currently implemented ITIL processes will be part of the new volumes.

How will I be able to migrate from one strategic approach (process-led, as in version 2) to another (service design-led, which is the focus of version 3)?

The scoping documents and the new books will address how to best migrate from a process approach to a service approach. However, the real question is why should you have to migrate to the new design if the current process-led approach already meets your goals for IT/business alignment. ITIL is not a rule book or instruction manual.

Should I wait for the templates and process models that will be published in version 3?

The short answer is no, don't wait. Generic templates are like ITIL books -- guidance. They still require the organization to define its business and IT requirements. If those requirements are not defined, no template or version of ITIL -- whether it's one, two or three -- will help.

Process models are best derived from modeling your own 'as is' processes and analyzing them for improvement. Thus, a useful member of the brainstorm team would be an analyst with modeling skills. Above all, remember that using the ITIL guidance and processes sensibly depends on the IT organization itself -- not the ITIL authors, publishers, educators or other third parties.



International Headquarters - Scenario Systems International, Inc. 27 N. Wacker Drive, Suite 517, Chicago, IL 60606

Canada - Winnipeg Toronto

United States - Austin Chicago Dallas Las Vegas Los Angeles Philadelphia Phoenix Tampa

800.975.9413 www.sscorporation.com

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