

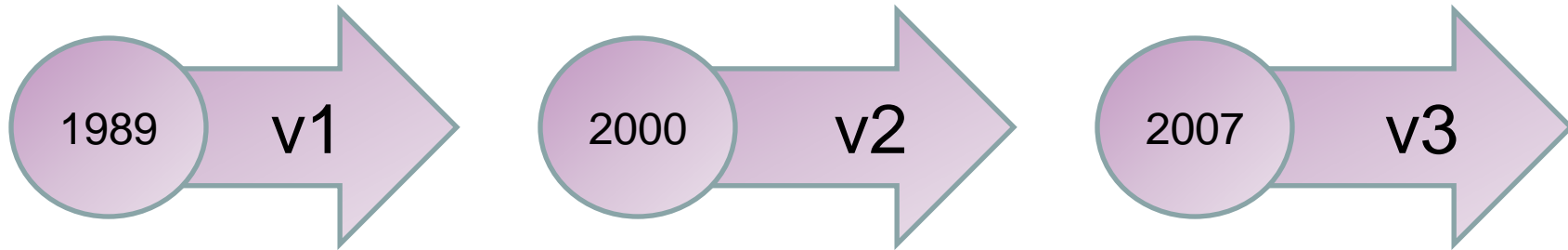


**Using ITIL to improve efficiency,  
performance and reduce costs.**

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# A Brief Introduction to ITIL

- “ITIL® (the IT Infrastructure Library) is the most widely accepted approach to IT service management in the world. ITIL® provides a cohesive set of best practice, drawn from the public and private sectors internationally. It is supported by a comprehensive qualifications scheme, accredited training organisations, and implementation and assessment tools. The best practice processes promoted in ITIL® support and are supported by the Standards Institution's standard for IT service Management (BS15000).”
- Estimated that by 2010, 30% of SME's & 60% of large enterprise will have adopted the ITIL Framework
  - Approx 56% adoption in Europe currently
  - Operational Efficiency Through Tactical Awareness
  - ITIL is now in its 3<sup>rd</sup> generation – ITIL v3
- Source: <http://www.itil.co.uk/index.htm>



## Main Focus:

- IT Product Quality
- Used Mainly by Government agencies

## Main Focus:

- IT Processes
- Wider Adoption
- 2 Core Focus Areas
  - Service Delivery
  - Service Support

## Main Focus:

- IT Lifecycle
- IT & Business Alignment
- Business catalysts vs IT Strategies
- Business Drivers
- Standards
- New Resources

## ITIL IS FOR ALL



Sarbanes Oxley Act 2002 (Sox)

Basel II  
HIPPA – Health insurance Portability  
and Accountability Act

ISO 20000

## Main Benefits to IT Department

- Efficient provision of IT Services
- Consistency in service levels across IT
- Clearly documented processes and procedures
- Cost Savings
- Improved resource utilisation

## Main Benefits to the Company

- Productivity
- Improved Quality of Service
- Cost savings through consistency
- Services that meet the demands of users
- Reduced Total Cost of Ownership of the IT Infrastructure

## Top 5 Challenges faced during implementation

- Changes not visible to Users
- Keeping up momentum
- Resistance to Change in IT department
- Implementing too many processes at once
- Maintaining & Improving Service during Implementation

## Top 5 Reasons Implementation Fails

- Lack of continued Management sponsorship
- Being too Ambitious – Too Much too Soon
- Unrealistic Expectations in IT
- Organisational resistance to change
- Assigning Process responsibility & owners

## Milestones to Success

- Establish Baseline
- SMART Goals
- Buy-in/Sponsorship
- Resources
- Delivery of 1<sup>st</sup> Phase – Quick Wins

## What's Next?

- Management Buy-In
- Training
- Benchmark of Current Processes
- Good Project Plan
- External Support



**Thank You**