

Benefits of adopting ITIL

By applying ITIL and Best Practice to your IT operations, you can manage better cost control and cost reduction. A lower total cost of IT ownership will be achieved through increased efficiency and productivity, lower incident volumes, faster incident resolution and less business disruption because of service failures.

It is no longer enough to maintain the IT infrastructure by adjusting and upgrading it after the need has arisen - IT managers are expected to support the success of the entire business by planning ahead and pro-actively shaping the business IT environment.

Many products claim ITIL compliance, although there are no formal universal means of accrediting or clarifying this.

ITIL aligns IT services to present and future needs of the business and its customers providing:

- Reduced volume of incidents
- Higher user's productivity due to reduced down times
- Improved first line resolution rates
- Enhanced customer care and higher customer satisfaction results
- Improved control and performance of SLAs
- Strengthened IT infrastructure
- Faster customer enquiries and complaints responses
- Better and more favourable perception of services provided
- Better information for optimal management and decision-making
- Better accessibility to services for users through a single point of contact
- Improved company wide team-work and communication
- Stronger focus on business areas for improvement
- A more pro-active culture to service provision
- Better management and control over the IT system's infrastructure
- Discovery and implementation of permanent solutions
- Systematic and consistent approach to all processes