

Introduction to ITIL for better IT management

What is IT Service Management and ITIL?

IT Infrastructure (ITIL) is a service management framework. The basic concept involves organising operations around the services you provide to your customers. ITIL means running IT as a service business where the services as perceived by the customer are the driving force within the service delivery group.

What are the key objectives of IT service Management?

IT service management has some key objectives

- Align IT services to the customer and business requirements
- Work closer with your customers to gain competitive advantages
- Reduce the cost of services
- Increase the quality of services
- Deliver existing services more efficiently

Why are organisations adopting ITIL?

Companies and organisations are looking to ITIL as a solution to pull them out of reactive postures. One of the major reasons business adopt ITIL is alignment of different processes across their organisation, such as change management, release control, service level management etc. ITIL acts as a catalyst to creating a universal proactive service culture across the organisation. It drives improvements; it consolidates after mergers or acquisitions where multiple operations co-exist.

In summary ITIL is adopted for many reasons such as those below:

1. Aligns organisations, suppliers, customers and technologies
2. Addresses specific processes and people issues
3. It takes cost out of the organisation
4. It increases efficiency, effectiveness and responsiveness
5. It supports mission critical services
6. It supports IT governance initiatives

What are organisations doing with ITIL?

Companies are using ITIL to accelerate implementation of core common sense processes that are quite often missing, fragmented or otherwise causing problems. ITIL provides a language and structure to professionally deal with service management with a focus on quality and standardisation, It is not proprietary. Organisations use it as a set of processes from which they can select ideas in order to rationalise or better control key issues.

How best to implement ITIL?

A few key basic steps:

- Determine how ITIL fits with defined IT objectives in your organisation
- Review the key ITIL performance indicators
- Develop a strategy and plan
- Implement IT service management disciplines
- Practice continuous improvement

ITIL is about having new, changed behaviours and mind sets – it is not simply buying a tool or latest process mapping methodology. The amount of time or money spent on implementation does not equate to the value added – how the implementation is performed and implanted within the organisation is the key.