

ITIL

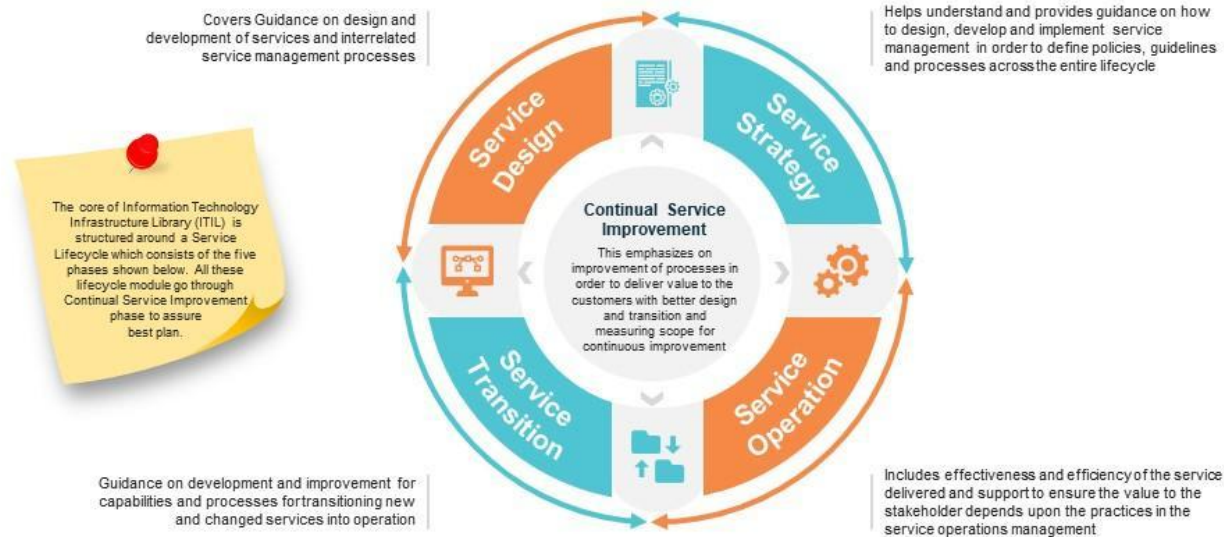
Information Technology Infrastructure Library

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What is it?

- ITIL (Information Technology infrastructure Library) is a set of best practices for IT service management. It uses a certain type of approach to help manage risk, improve customer satisfaction, as well as increase effectiveness and efficiency within the IT environment.

ITIL Framework



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Why use it?

- ITIL would be used in the cases of improved management of business plans.
- A greater view of IT costs and assets within the company or organization.
- Reduced costs through improved resources.
- A stronger alignment between Information Technology and the business sector or your organization.
- Improved service delivery and customer satisfaction.

ITIL Adoption Model



The model elaborates the various interrelated processes and function for basic ITIL adoption, assessing and improving the current processes and continuously planning for improvements based upon feedback and necessary business requirements. The adoption starts with Planning the service according to the business need then Building the service with defined processes which in turn helps in maintaining the balance of disruptions and the later Manage those services with proper Support & Monitoring with the help of better tools for improving the service.



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Where in the Organization would it be used?

- ITIL has no limit in any organization to where it could be used. From help desk all the way up to management.
- It would be used to help manage risk
- It can be used to help companies or organizations increase productivity.
- Build an agile environment for projects and customers relations between personnel and clients.

Benefits

- Improved resource usage resulted in lower expense.
- Costs and assets in IT are more visible.
- Better risk management and service distribution or failure.
- Support constant business transformation, a more reliable service environment is need.