



# ITIL Framework

Your Company name

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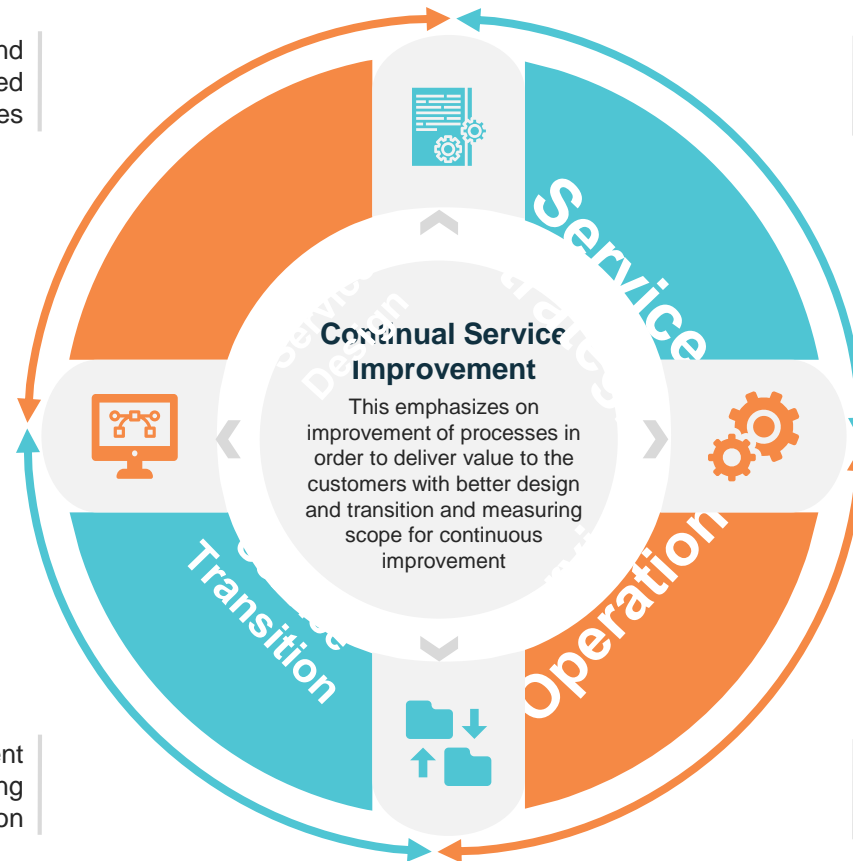
## ITIL Framework

The Information Technology Infrastructure Library (ITIL) framework is a collection of best-practice IT and digital service management procedures and processes. It is a framework that many organisations use to ensure that IT services are fully aligned with the organization's key goals. It is an essential tool in today's digital workplace, providing a clear structure for achieving digital transformation. It ensures that the framework addresses the realities of today's IT service industry.

Covers Guidance on design and development of services and interrelated service management processes

The core of Information Technology Infrastructure Library (ITIL) is structured around a Service Lifecycle which consists of the five phases shown below. All these lifecycle module go through Continual Service Improvement phase to assure best plan.

Guidance on development and improvement for capabilities and processes for transitioning new and changed services into operation



Helps understand and provides guidance on how to design, develop and implement service management in order to define policies, guidelines and processes across the entire lifecycle

Includes effectiveness and efficiency of the service delivered and support to ensure the value to the stakeholder depends upon the practices in the service operations management

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Improvement programs fail due to some or the other internal barriers or resistance to change in the organization. These failures have caused monetary loss and increased business risks. Below are some of the barriers to ITIL adoption in organization.



## Lack of Business Case

- › Successful adoption requires a carefully thought out and articulated roadmap to ITIL success with the costs and benefits clear to all
- › Add text here



## Inappropriate ITIL Vision

- › Need to define the short, medium- & long-term goals as well as processes for a successful adoption
- › Add text here



## Misjudging the timeframe for change

- › ITIL adoption timeline must take into consideration the range of people, process, and technological change you're dealing with
- › Add text here



## Inability to understand people elements

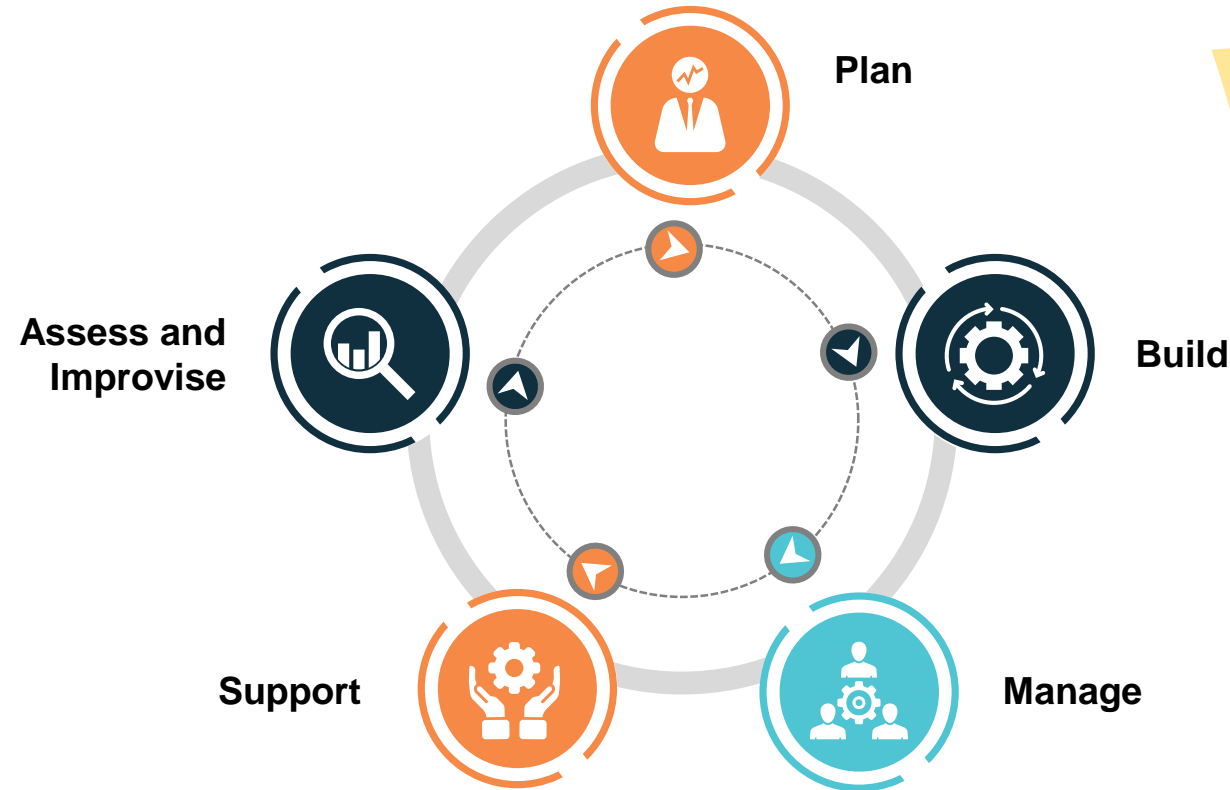
- › Insufficient focus on people and organizational change management could cause failure
- › Add text here



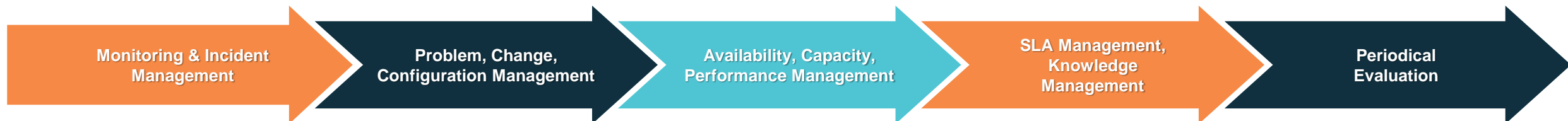
## Planning in a Vacuum

- › This includes forgetting to plan for linkages and dependencies between various IT management processes
- › Add text here

# 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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# Preparing adaptable environment for ITIL



## Business Support

- › Top management support is required for training, infrastructure build and tools availability
- › Has to be done with respect to the compliance policies



## Training & Building Knowledge Database

- › For smoother implementation training all the stakeholders involved and make them understand the ITIL processes is a mandate
- › Must be done with proper documentation of every process with understandable guidelines for each function and processes



## Process Implementation & Technology

- › Carry out Initial analysis of the existing processes, implemented policies, impacting issues
- › Prioritize the activities upon their criticality and urgency and define service levels and their dependencies



## Change Management

- › Existing change management practices have to be reevaluated and made effective enablers for smooth transition



# Benefits of ITIL Framework

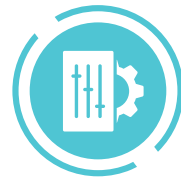
Every framework has less or more benefits for the organisation. ITIL has the following:



**Improved Resource Utilization**



**Unified Management tools, Technology and People**



**Improved Control and Transparency**



**Better Understanding and improved Ability to Manage Change**



**Add your Company Specific text here**

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## Timeline

A timeline assists you in highlighting all the achievements and milestones since the time you started, till the present day. This not only gives a professional outlook, but also makes it easy for the customers to know your company better.



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# •FAQs For ITIL Framework

## 1- What Are ITIL's Guiding Principles?

The following are the seven ITIL guiding principles:

1. Emphasize Value And Customer Experience
2. Begin Where You Are
3. Iteratively Progress with Feedback
4. Collaborate and Increase Visibility
5. Consider and Work Holistically
6. Keep It Simple and Functional
7. Automate and Optimise

## 2- What are the categories of ITIL Framework?

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement



### **3- What are the four pillars of ITIL?**

- \* Operational support and analysis.
- \* Planning, Protection, and Optimisation.
- \* Release, Control, and Validation.
- \* Service offerings, and Agreements.

### **4- How can ITIL improve businesses?**

ITIL's worth can be difficult to quantify. The goal of ITIL, or any ITSM framework, is not only to improve IT capabilities, but also to find ways to create business value and solve business problems with IT. ITIL provides a comprehensive framework for businesses to organise their resources and processes in order to create new capabilities that provide business value.

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