Service Management - ITIL®

ITIL is the most widely accepted approach to IT service management in the world. Providing a cohesive set of best practice guidance drawn from the public and private sectors across the world, it has recently undergone a major and important refresh project.

IT Service Management (ITSM) derives enormous benefits from a best practice approach. Because ITSM is driven both by technology and the huge range of organisational environments in which it operates, it is in a state of constant evolution. Best practice, based on expert advice and input from ITIL users is both current and practical, combining the latest thinking with sound, common sense guidance.

ITIL: Overview and Benefits
ITIL provides a systematic and professional approach to the management of IT service provision. Adopting its guidance offers users a huge range of benefits that include:

- reduced costs;
- improved IT services through the use of proven best practice processes;
- improved customer satisfaction through a more professional approach to service delivery;
- standards and guidance;
- improved productivity;
- improved use of skills and experience; and
- improved delivery of third party services through the specification of ITIL or ISO 20000 as the standard for service delivery in services procurements.

ITIL Users
ITIL has been adopted by hundreds of organisations worldwide. These include:

- Microsoft
- IBM
- Barclays Bank
- HSBC
- Guinness
- Procter & Gamble
- British Airways
- Ministry of Defence
- Hewlett Packard