ITIL Challenges with Implementation
Presenters

• Steve Bajada
  – Senior Consultant
Agenda

- Definition of ITIL
- ITIL Benefits
- Why is ITIL Becoming Popular?
- Success and Failure Factors
- Best Practices
- Courses and Certifications Available
- Next Steps
What is ITIL?

• ITIL, Information Technology Infrastructure Library is the most widely accepted approach to IT service management in the world.

• ITIL is also supported by a comprehensive qualifications scheme, accredited training organizations, and implementations and assessment tools.
What are the Benefits of ITIL?

- Reduced Costs
- Improved IT Services through the use of Proven Best Practices
- Customer Service Satisfaction
- IT Value through Business, IT Operational, and Goal Alignment
- Improved Productivity, Skills, and Experience
- Improved delivery of third party services through the specification of ITIL
Who would benefit the most?

- Vice President of Information Technology, or CIO
- IT Directors and Managers
- Service Providers
- Service Desk Support
- IT Staff Members
- Project Managers
Why is ITIL so popular?

- Companies in both the U.S. and Canada ITIL Certification is required of their IT contractors
- Companies will have the ability to assess their performance at any point in time, with ITIL training
- Companies want to make IT Service Management more effective in today’s business world and are heavily reliant on IT services
Why is ITIL so popular? - Continued

• ITIL will create a common understanding between your IT staff, suppliers, contractors and users within the business by creating a common approach and language towards IT services.

• ITIL can deliver huge cost savings for an organization by promoting the optimum use of people, process, technology / products and partners / suppliers – Pro-active management and continuous service improvement will help to increase quality while reducing overall costs.
## Success & Failure Factors

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<th>Success</th>
<th>Failure</th>
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<td>Have dedicated process owner that dedicates time and focus to drive a particular process.</td>
<td>Process owner is non-existent. There is more than one process owner assigned to a particular process.</td>
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<td>Management Commitment to grow the staff’s knowledge and implement tasks and various job duties.</td>
<td>Managers are not involved with empowering their staff through training, and tools. Not appointing the right people in the right roles and managing them.</td>
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10 Reasons Why ITIL Frightens Managers

1. Change

- The fear of change is a common fear in all aspects of business. Many IT service providers fear ITIL will leave their IT shops unrecognizable and make their jobs irrelevant or obsolete.

  - Usually ITIL brings new positions or skill sets to many IT shops. For instance, IT organizations may designate staff as process owners or change managers.

Malcolm Fry, “Top 10 Reason’s Why ITIL Implementations Fail”, 
2. Measurement

- One of the reasons management wants to get ITIL in house is to be more efficient. And in order to prove improve efficiencies, IT shops must measure the effectiveness of processes before and after ITIL resulting in a fear of constantly being watched.

  – good way to prove to customers you are delivering IT services as expected
3. Process limitations

- Concerns on having rigid processes in place that will constrain IT to the point of being ineffective.
  - ITIL offers flexibility in processes

Malcolm Fry, “Top 10 Reason’s Why ITIL Implementations Fail”, 
10 Reasons Why ITIL Frightens Managers

4. Investment

- The need for time, people and money to get a process implementation under way.
- The investment is perceived as being too much for the potential payoff
  - Cost savings and improved services is the long term pay off once that investment is made

Malcolm Fry, “Top 10 Reason’s Why ITIL Implementations Fail”,

5. Process selection

- There are over 20 processes within the ITIL framework.
  - Which process do you start with first?
  - How much does each process implementation cost?
  - Once an organization has identified its most important IT services needs, then they can prioritize the associated processes. This will help in the decision process of what should be implemented first.
6. Complexity

- ITIL V3 contains about 50% more information and materials compared to the previous version. This fear of complexity around processes ties back to the base fear of change,

  - This fear is mostly shared by organizations who are in the midst of implementing ITIL V2.

  - A good process is and always be a good process. What was added with CSI and the better ITIL-defined roles resulted a framework centered around increased communication, collaboration and consistency

Malcolm Fry, “Top 10 Reason’s Why ITIL Implementations Fail”,
7. Executive expectations

- IT managers fear their ITIL efforts won't meet lofty goals executives have envisioned.
  - ITIL can’t solve or fix everything in IT so those expectations have to be carefully managed. Executives must be given realistic expectations based on valid data and good estimates.

Malcolm Fry, “Top 10 Reason’s Why ITIL Implementations Fail”,
10 Reasons Why ITIL Frightens Managers

8. Buzzword bandwagon

- ITIL is more than just a 4 letter word. The fear is that it’s just another acronym that will come and go.
  - ITIL is based on continual improvement. If the requirements of your organization appear to require an ITIL fit the serious consideration should be taken.

Malcolm Fry, “Top 10 Reason’s Why ITIL Implementations Fail”,
9. Organization size

- Smaller IT shops don’t believe that ITIL processes can work in their environment. They believe that the processes are of “VALUE” to fortune 500 companies only
  
  - ITIL is a flexible framework that can work in any environment

Malcolm Fry, “Top 10 Reasons Why ITIL Implementations Fail”
10 Reasons Why ITIL Frightens Managers

10. Stifled creativity

- Some organizations feel that due to the amount of processes they will lose their creativity with technology.
  - Once effective processes exist and followed, organizations are known to become more proactive/creative.

Malcolm Fry, “Top 10 Reason’s Why ITIL Implementations Fail”, 
5 Reasons Why ITIL Implementations Fail

1. Lack of management commitment
2. Spending too much time on complicated process diagrams
3. Concentrating too much on performance
4. Failing to maintain momentum
5. Not reviewing the entire ITIL framework

Malcolm Fry, “Top 10 Reason’s Why ITIL Implementations Fail”, 
Other Contributing Factors

1. Failure to blend technology with people and processes
2. Not selecting an integrated suite technology solution
3. Procrastination
4. Failure to understand strategic, tactical and operational processes
5. Failure to understand that ITIL is the beginning, not the ending

Malcolm Fry, “Top 10 Reason’s Why ITIL Implementations Fail”,
Why align with ITIL?

• Widespread adoption of ITIL best practices by internal IT departments will follow through to 2009, from around 13% of billion$+ companies in 2004, to around 40% in 2006 and 80% in 2009

• IT leaders need to measure the real way they and their departments are adding value to the business at every level; they must be fundamentally business thinking people

Malcolm Fry, “Top 10 Reason’s Why ITIL Implementations Fail”, 
“ITIL is absolutely the best framework available for IT operation. There are no competitors.”

- Ben Worthen, CIO Magazine

“We now have the ability to assess how we are performing at any point in time. We’ve identified where we had bottlenecks, and now the total number of problems is going down. And we have evidence to show people that we are improving.”

- Suresh Kumar, CIO, Pershing

“ITIL is common sense. It’s what many successful organizations already do...ITIL forges a bond between IT, management and external customers…”

- Bruce Boardman, 2005

“ITIL is like an elephant, you can eat the whole thing one bite at a time or in phases”

- Stephen Bajada, CIO, Magazine
Next Steps

• Determine if your Organization is ready to implement ITIL
  – Self Assessment

• Identify ITIL Champions within your Organization
  – The go to people

• Identify resources needed to successfully implement ITIL
  – Knowing the roles and responsibilities of the process owners
Why is ITIL training important?

Your company will improve business with ITIL processes that you learn in the training

- Working Together
- Lowering Costs
- Optimizing Performance
- Ensuring Compliance
- Improving IT Service Strategy, Design, Transition, Operation and Continual Service Improvement
Why is ITIL training important?

- ITIL certification will allow you to understand the common language of ITIL, understood by IT professionals worldwide, and will increase your standing within the IT community.

- ITIL gives you an adaptive and flexible framework for managing IT services and encourages you to use common sense rather than follow a rigid set of rules.
Course Offerings – Limited Offering

ITIL Service Management (Foundations) – 2 Credits
- **Prerequisite:** None
- **Duration:** 2.5 ILT days
- **Attendance:** Anyone working in IT

ITIL Practitioner Series (5 courses available) – Total 12 Credits
- **Prerequisite:** Foundation Certification in IT Service Management
- **Duration:** 3 ILT days for each course
- **Attendance:** Middle Managers & Team Leaders

Manager’s Certificate in IT Service Management – 17 Credits
- **Prerequisite:** Foundation Certification in IT Service Management & approved criteria
- **Duration:** 12 ILT days
- **Attendance:** Those that are managing, implementing, & advising on ITIL processes, through project or day-to-day management, who have 5 years experience with IT Service Management.
ITIL Certifications

Foundation Certification – 2 Credits
- 1 hour exam
- Multiple choice
- 65% required to pass

Lifecycle Modules – 3 Credits
- 90 minute exam
- Multiple choice
- 65% required to pass

Capability Modules – 4 Credits
- 90 minute exam
- Multiple choice
- 65% required to pass
ITIL Certifications

Managing Across The Lifecycle – 5 Credits
- 90 Minutes exam
- Multiple choice
- 65% required to pass

IT Service Management Certification
- No exam
- Must accumulate 22 credits

Advanced Level Certification
- TBD
Why Acend Corporate Learning?

- 98% Pass Rate
- Certified Course Material and Instructors
- Our private classes are delivered by a highly trained and author-approved ITIL Experts trainers.
- We use PowerPoint during lectures, but we don't do "death by slide" - our students are digging into the product, deeper every day.
- Our classes are "instructor led, student driven." If we need to spend more time on a particular subject, we will.
- Your Company will Save Big on group on-sites of 6 or more students.
We Can Help!

Thank You!