1. ITIL

IT Infrastructure Library® (ITIL) is the most widely adopted framework for IT Service Management in the world. It is a practical approach to identifying, planning, delivering and supporting IT services to the business. It describes how IT resources should be organized to deliver business value, documenting the processes, functions and roles of IT Service Management (ITSM).

ITIL principles are used by a number of organizations in both the public and private sectors such as NASA, IBM, HP, British Telecom, HSBC bank and L'Oreal.

ITIL is created and owned by the Cabinet Office. ITIL best practices are explained in the five core guidance publications outlining the fundamental ITIL principles that focus on various areas within the service management discipline.

2. Benefits of ITIL

Provides a single documented framework for IT best practices that flow across the IT organization.

Reduces IT costs and justifies the cost of IT quality and supports improvement of user productivity.

Supports ability of IT to measure and improve internal performance and service provisioning.

Improves communication and information flow between IT and the organization and business departments and identifies roles and responsibilities for IT Service Management.

Improves ability of IT to adjust as business opportunities and challenges are presented.

Improves relationship of IT with the business - builds trust.

3. CMMI

The Capability Maturity Model Integration, or CMMI, is a process model that provides a clear definition of what an organization should do to promote behaviors that lead to improved performance. With five "Maturity Levels" or three "Capability Levels," the CMMI defines the most important elements that are required to build great products, or deliver great services, and wraps them all up in a comprehensive model.

4. Benefits of CMMI

The CMMI helps us understand the answer to the question "how do we know?"
• How do we know what we are good at?
• How do we know if we're improving?
• How do we know if the process we use is working well?
• How do we know if our requirements change process is useful?
• How do we know if our products are as good as they can be?
The CMMI also helps us identify and achieve measurable business goals, build better products, keep customers happier, and ensure that we are working as efficiently as possible.
CMMI is comprised of a set of "Process Areas." Each Process Area is intended be adapted to the culture and behaviors of your own company. The CMMI is not a process, it is a book of "whats" not a book of "hows," and does not define how your company should behave. More accurately, it defines what behaviors need to be defined. In this way, CMMI is a "behavioral model" and well as a "process model."

5. Comparison between ITIL & CMMI

ITIL	CMMI
ITIL is a set of comprehensive and coherent codes of best practices, and ITIL scope extend to controlling and managing all aspects of IT related operations.	Capability Maturity Model Integration (CMMI) is aprocess improvement approach whose goal is to help organizations improve their performance. CMMI can be used to guide process improvement across a project. a

	division, or an entire organization. Currently supported is CMMI Version 1.3
ITIL is a non-proprietary tool that encourages the private sector to develop services and products such as training, consultancy, and tools to support ITIL.	CMMI helps "integrate traditionally separate organizational functions, set process improvement goals and priorities, provide guidance for quality processes, and provide a point of reference for appraising current processes. CMMI currently addresses three areas of interest: Product and service development — CMMI for Development (CMMI-DEV), Service establishment, management, and delivery — CMMI for Services (CMMI-SVC), and Product and service acquisition — CMMI for Acquisition (CMMI-ACQ). CMMI models provide guidance for developing or improving processes that meet the business goals of an organization. A CMMI model may also be used as a framework for appraising the process maturity of the organization.
ITIL® helps us understand and develop all of the areas within our infrastructure	CMMI focuses on software process maturity continuous improvement
ITIL is broader in scope and provides a framework for IT service management and operations including a hardware life cycle. ITIL is the first choice of organizations for standards related to operations and the infrastructure side of IT	CMMI is the de facto quality standard for software development, integration, deployment, and maintenance processes in organizations
ITIL addresses IT operations issues such as security, change and configuration management, capacity planning, troubleshooting, and service desk functions.	CMMI is geared specifically to software development organizations and focuses on continuous improvement
The application of CMMI helps the organization gain competency and expertise in software or product development	ITIL applications help align the entire IT process and resources of the organization to business processes
ITIL uses best practices to create well defined processes for ITSM	CMMI provides a guide for selecting processes that best fit an organization's needs
The United Kingdom's Office of Government Commerce (OGC) developed the IT Infrastructure Library (ITIL) in 1986 to provide guidance for service management. These set of guidelines has since then emerged as the international de facto standard framework of best practices for IT service management and infrastructure. ITIL originated as a	Carnegie Mellon University (CMU)'s Software Engineering Institute developed the first Capability Maturity Model (CMM) in 1990, and followed it up with the Capability Maturity Model Integration (CMMI) that integrated multiple CMMs.

collection of books, each covering a specific practice within the IT service management.	
ITIL is not prescriptive and orders the processes in sets ITIL provides solutions on how to undertake the requirement analysis.	CMMI model is not a process but a description of effective process characteristics. It recommends requirement analysis but does not specify how to do a requirement analysis.