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ITIL Fundamentals: 5 Frequently Asked Questions about this Framework

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📅 December 7, 2018 (https://www.gb-advisors.com/itil-fundamentals-5-faq/)   👤 Genesis Rivas (https://www.gb-advisors.com/author/genesis-rivas/)

The implementation of ITIL (http://www.gb-advisors.com/tips-itil-v3-implementation/) can generate an enormous amount of questions on the part of company management, members of the organization in general and even IT professionals. With this in mind, we decided to bring you an article focused on addressing some ITIL fundamentals in 5 questions with their respective answers. Read on and get off to a good start with the implementation of the ITIL framework in your company.

ITIL Fundamentals

Let's start with the basics. It was in the 1980s that the British Trade Organization began to develop a set of books with recommendations on IT Service Management. The aim was to formalize and share the experience that other organizations had gained, in the form of good practices related to the ITSM area. These books cover various processes including Incident Management, Problems, Changes, Service Levels, etc.

The final result was ITIL (IT infrastructure Library), a set of best practices focused on improving within companies; the performance and effectiveness of all processes related to information technology.

5 Frequently Asked Questions about ITIL

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ITIL proposes 26 management processes. Which in some cases makes companies have doubts about where to start. Which comes first? Change management? Configuration management? You can find the answer to these questions in other questions. What does this mean? Before starting to implement ITIL you must ask yourself the right questions to define your objectives well.

For example, why do you want to implement ITIL processes? What are the challenges your company most frequently faces? What specific areas do you want to improve? In general, you should focus on what harms the organization most; from an IT point of view. This analysis shouldn't normally take long, as you already know your business and its pain points. Then focus on prioritizing challenges and set clear, realistic goals.

#2 What should I expect from the implementation of ITIL?

The answer to this question may vary according to the particular characteristics of each company. This is mainly because not all organizations are motivated by the same goals when implementing this framework.

The main objective of ITIL is to significantly improve service for both internal and external customers; it is because of this that it is always promoting the efficiency of IT functions. In this sense, the adoption of ITIL brings many advantages to the organization, for example:

- Time saving.
- Cost reduction.
- A more specific definition of roles and responsibilities.
- Greater user satisfaction.
- Better productivity/efficiency.
- Better quality IT services.

- Ease of adaptation to customer needs.

Reach the objectives you have set yourself with the implementation of ITIL; its flexibility should also offer some above benefits. In the end, the result should show you a real improvement in the way processes are developed within your company.

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#3 Is it possible to combine ITIL with other frameworks?

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Contrary to the ideas coming from some ITIL myths (http://www.gb-advisors.com/itil-myths/), this framework does not represent a rigid standard. This means that it is not necessary for companies to execute their processes strictly; nor is it mandatory that they only use ITIL to enhance Service Management.

This frame of reference is perfectly combinable with other good practices such as those proposed by COBIT and ISO 2700. However, in many cases each reference can propose different perspectives for the same objective. So make sure that the use of different norms (http://www.gb-advisors.com/international-norms-standards/) does not prevent you from following coherent and truly effective strategies for your business.

#4 How long does it take to implement ITIL in a company?

The answer depends on many factors, for example: the size of the company, the objectives proposed, the amount of personnel available for the execution of the implementation project or the tools used. However, it is possible to say that the implementation of this reference framework can take at least 1 year. To maintain the motivation and level of commitment of the members involved, we recommend that you divide the adoption process into phases. This way the results will be easier to analyze and your team can be sure that they are really moving forward.

#5 Do I need to use any tools to achieve the successful implementation of ITIL?

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The answer is definitely Yes. Remember that ITIL is focused on improving the quality of service, workflows and processes that take place within companies. Such progress is only possible through digital transformation, which is mainly achieved with advanced technology. Therefore, the use of a software solution represents a critical factor when adopting ITIL and facilitating the work of your IT team.

There are currently many options on the market, based on ITIL best practices. When you start your search for the ideal tool, we recommend you start with Servicenow (http://www.gb-advisors.com/it-service-management/servicenow-itsm/). An ITSM software giant that offers an excellent option tested and approved by thousands of satisfied customers around the world.

Want to know what is the key to ITIL success? Count on professional advice. Contact (http://www.gb-advisors.com/contact-us/) our team of experts now to acquire the best software solutions. At Gb Advisors we help you grow through the best consulting service and the most advanced technological tools.

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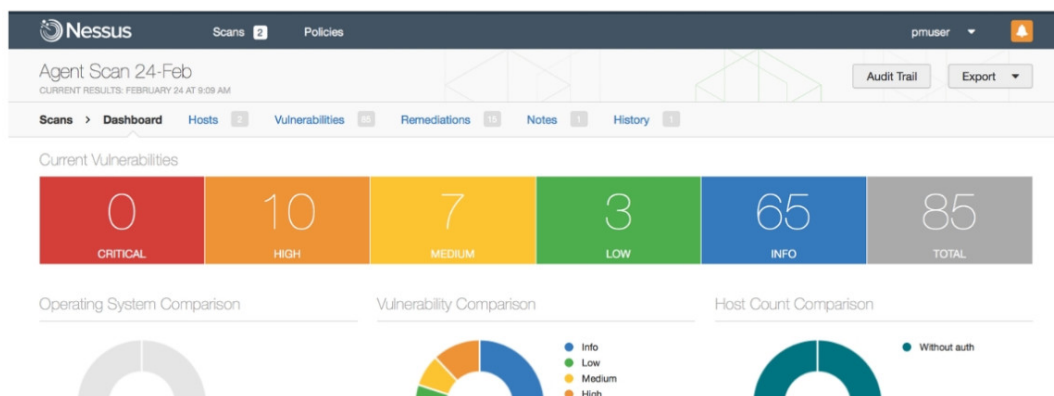
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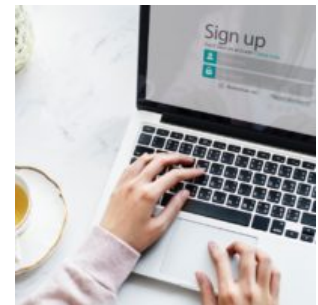
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