



Organizational Structure in ITIL

ITILv3 Foundations

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Organizational Structure

- ITIL doesn't provide a model for organizational structure
- Instead, it provides useful guidance
- Each volume of the ITIL books has "Organizing for _____" for the 6th chapter
- Chapter 6 always contains numerous roles and responsibilities



Who is responsible for what?

- Roles can be filled by multiple people
- One person can fill many roles
- If many people are filling a role, ensure there are no gaps or seams
- Ensure all roles are filled by someone



ITIL's Organizational Focus...

- Focus is places on relationships between functions and processes, and standard roles
- Much of the focus is on the four major functions:
 - Service Desk
 - Technical Management
 - Application Management
 - IT Operations Management

