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CMM008

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# Section 1 Benefits of ITIL

## Introduction

Starting in the late 1980’s organisations have increasingly been coming around to the concept that IT functions should focus on delivering IT services that support business requirements {REF6}, as opposed to providing and maintaining hardware and software solutions {REF3}. Adopting an IT Service management (ITSM) approach allows IT functions to provide quality, consistent customer oriented services which is underpinned by standardized processes and service level agreements. {REF5} {REF2}.

While there is more than one way to adopt the concept of ITSM the IT Infrastructure Library (ITIL) has a proven track record {REF2} and is the framework most widely adapted worldwide among organisations implementing ITSM {REF6}. The concepts behind ITIL was introduced by IBM in 1972 but a UK government agency, now known as the Office of Government Commerce, published the first version of the ITIL {REF1}. The ITIL is a set of five books together with an introduction book, that describe best practice guidelines for that describes what an organisation must consider to realise ideal IT service delivery {REF4}. Since inception the library has evolved to continue reflecting industry best practice, the latest iteration is ITIL v3 which was published in 2007 {REF3}.

## Widely reported benefits of ITIL

{REF6} report benefits most frequently mentioned because policies and processes have been implemented that adhere to ITIL guidelines are:

* Improved Service Quality, e.g. reported incidents and requests are resolved more effectively and efficiently while at the same time disruption to services in the first place are limited due to proactive measures to prevent break down in service.
* Standardized Procedures allows for process automation tools to be used which in turn increase process and workflow efficiency.
* Improved process documentation, which specify service delivery targets, in conjunction with monitoring and reporting allow for the objective evaluation of performance which in turn enable the identification of problem areas.

## McKinsey Oil Pumps Company (MOPC) to benefit from ITIL

Finally, describe 2 – 4 specific benefits ITIL will bring to the company based on your reading of the case study (2/4 paragraphs). Refer to five relevant success and/or critical success factors that make ITIL implementation a success.

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