

Needs Addressed by the ITIL Process Map

1 I need to understand ITIL®

I read the ITIL® books and now my head is full of details, but I can't see the big picture. I need to understand how the different processes are related to each other and how all processes taken together help me to create an efficient, customer-focused IT organization.

2 I need to explain ITIL® to all staff in my IT organization

I want to introduce ITIL® and now I face the problem of explaining to everyone in my IT organization what ITIL® is about and where will be his place in a reorganized IT organization working along ITIL® principles (I cannot [afford to] send all IT staff on ITIL® seminars, nor would it be helpful to simply distribute ITIL® books).

3 I need a structured view on all the ITIL® requirements for my organization

(I need an efficient way to take the ITIL® requirements on board)

I want to align my IT organization with ITIL® principles so I need to know precisely the requirements which must be fulfilled. What I look for is a well-structured representation of the ITIL® contents, which allows me to see the big picture and lets me drill down into detailed requirements as needed.

4 I can't (afford to) spend much money on ITIL® consulting services

I need to introduce ITIL®, but I mostly have to make do with my internal resources. So I need some guidance on how to go about introducing ITIL®.

5 I want to avoid total dependency on one of the big ITIL® solution providers or consultants

I need an unbiased representation of the ITIL® principles and processes which is not distorted by what a solution provider or consulting company is able to offer. I want to decide for myself what working practices are best suited to my organization before spending money on systems or services.

6 I need to achieve ISO 20000 certification (as cheaply as possible)

I need to achieve ISO 20000 certification and I know that a process documentation which is able to stand up to a certifier's scrutiny is the centerpiece of such an initiative. I need guidance on how best to organize and design that sort of documentation. Also, I want to make use of templates to save time and work effort.

7 I need to document my ITIL® / IT processes

I need to document my ITIL® / IT processes as part of my ITIL® or ISO 20000 initiative but don't know how to go about it. I need a time-tested set of templates which teach me how a process documentation should be organized and laid out. Also I need a tool which helps me in keeping the process documentation up-to-date.

8 I want to speed up my ITIL® implementation and save work effort

I am well aware that some process documentation needs to be created during an ITIL® implementation but I'd like to use process templates because it saves me time and work effort.