

ITIL Survey

Results from a quick survey on the adoption of ITIL done via email September 2008. The questions were:

Just curious if you are using the ITIL framework for you service planning, service practice and improvement?

If so, how far along are you? Just starting, applying it in a few key areas, rolling it out widely, we are ITIL Zen Masters.

The results:

Level of adoption	1. of Responses	Comments
Not considering	1	We've looked at it and agreed that it would be provide a good framework for service planning, practice and improvement, but have never garnered the support or resources necessary to move to the next step.
Considering	2	...but from what I've seen so far, for an org with reasonable practices already there is not a big upside. If an org has a lot of issues with process, responsibilities, concepts, labels, organization, etc...ITIL could be huge help.
Just Starting	6	
Some Adoption	4	"The effort has been basically unfunded, focusing on process and committees." "We hope that our efforts in these areas will trigger wider interest in similar efforts for other areas of Service Management. "
Broad Adoption	3	There is a a strong tie from these ITIL processes to our Enterprise Architecture practice.
Zen Masters	1	made a commitment to complete alignment with ITIL starting in about 2005.

Other common or interesting comments:

"all of our services are managed using ITIL as the framework. For a couple of our high profile services we're using change management based on ITIL. We were going to further but we ran out of money."

"Both the ITIL (version 2) and PRINCE2 programmes have been accompanied by a dedicated and ongoing training approach whereby all staff within ITSD ("central" IT division) and key IT / business staff throughout the faculties have been provided with the opportunity to achieve their foundation certificate (ITIL) and undertake the foundation examination (PRINCE2). All staff within the Service Planning & Development Group (PMs, BAs, architects, etc.) are given the choice of going on to complete PRINCE2 certification."

"There is a a strong tie from these ITIL processes to our Enterprise Architecture practice."

"Some departments ... are doing our best to follow the ITIL path in our efforts to improve Service Operation and certain elements of Service Transition. In particular, we look to ITIL for guidance on Incident Management, Configuration and Asset Management, and Change Management."

"We are desperately seeking peers. 😊"