

What is ITIL?

ITIL is best practice in IT Service Management, developed by OGC (Office of Government Commerce) and supported by publications, qualifications and an international user group.

ITIL is intended to assist organizations to develop a framework for IT Service Management. Worldwide, ITIL is the most widely used best practice for IT Service Management.

Current editions of the ITIL library can be [purchased](#) in print or CD format or as an intranet license.

What is meant by 'IT Service Management'?

IT Service Management is a top-down, business-driven approach to the management of IT that specifically addresses the strategic business value generated by the IT organization and the need to deliver a high quality IT service. IT Service Management is designed to focus on the people, processes and technology issues that IT organizations face.

Who is ITIL for?

ITIL is aimed at:

- IT service providers
- IT directors and managers
- CIOs

It will also inform:

- business managers
- customers & end-users involved in building good relationships with their IT service providers
- plus any organization that depends on IT Services.

What are the benefits of using ITIL?

ITIL provides a systematic and professional approach to the management of IT service provision. Adopting its guidance can provide such benefits as:

- reduced costs
- improved IT services through the use of proven best practice processes
- improved customer satisfaction through a more professional approach to service delivery
- standards and guidance
- improved productivity

- improved use of skills and experience
- improved delivery of third party services through the specification of ITIL or BS15000 as the standard for service delivery in services procurements.

How does ITIL work and what are the outcomes?

Working with ITIL will help deliver:

Customer-focused services - ITIL identifies all internal stakeholders in the project to ensure that their aims are met as well. By taking such a rigorous approach at the planning stage, systems work smoothly, freeing up staff to concentrate on delivery.

Cost effectiveness - Even working within tight budgets, you'll be able to deliver a higher quality IT service. This is because potential problems at all levels - planning, implementation and operations - can be identified.

Increased motivation and productivity - The ITIL approach gives IT staff the confidence to see what they do as a professional discipline as opposed to "just another job". By applying well-worked and practical systems to IT planning and implementation, staff begin to appreciate what they have achieved, creating a virtuous cycle of learning, planning and implementation.

What ITIL services can Covestic provide?

Covestic utilizes Information Technology Information Library (ITIL) processes, and proven best practices to help organizations determine how they can optimize their IT operations to provide increased value to the business. Covestic has a long list of ITIL implementation [successes](#) in a variety of industries including financial services, automotive, and technology.

[Click Here to Link to the Official ITIL Website for more information.](#)