

# Information Technology Infrastructure Library (ITIL)

## What is ITIL

ITIL is a set of guidebooks defining models for planning, delivery, and management of IT services. It is not a standard but a framework whose purpose is to provide IT organizations with tools, techniques, and best practices that help them align their IT services with their business objectives. ITIL is the most widely used best practice for IT service management in the world and the only comprehensive, non-proprietary source of service management best practices publicly available.

## Perot Systems and ITIL

Perot Systems has been active in ITIL development and has integrated ITIL processes into company infrastructure and operations. We were a contributor to the creation of ITIL Service Management Guides and a co-author of the ITIL ICT Infrastructure Management Guide. Roughly 500 Perot Systems associates are trained in ITIL service management practices. Our International Standards Compliance group, provides industry-leading ITIL training, consultation and implementation. Our ITIL support services include:

- ITIL framework baseline gap analysis
- Full ITIL Framework implementation:
  - Service Management
  - Incident & Problem Management
  - Change, Configuration, & Release Management
- Establishment and documentation of SLA's and OLA's
- Governance and Program Planning
- Establishment and maintenance of Process Asset Library
- Development and implementation of customer specific processes
- Training for all users
- On/off site implementation support services

Perot Systems also is an itSMF member and company leaders, including board member and best-selling management author Jim Champy, regularly attend and have spoken at itSMF conferences.

## Who uses ITIL

A large number of other high-profile U.S. organizations have adopted ITIL best practices. These include companies such as Procter and Gamble, IBM, Caterpillar, Shell Oil, and Boeing, as well as large federal agencies such as the Internal Revenue Service. All have reported great success and significant operational cost savings as a direct result of ITIL adoption.

More than 12,000 corporate and government members form the Information Technology Service Management Forum (itSMF). itSMF is a global organization responsible for advancing IT best practices through ITIL utilization. It is dedicated to promoting and helping to set the standards for best practices in IT service management.

## ITIL Benefits

The central ITIL message is that IT services exist solely to support efficient and effective operations.

Benefits of ITIL process adoption include:

- Reduced long-term costs through process improvement
- Continuous improvement in the delivery of quality IT services
- Reduced risk of not meeting organizational objectives through the delivery of rapidly recoverable, consistent services
- Improved communication and relationships between IT the business, and the customers
- The ability to absorb a higher rate of change with an improved, measurable rate of success, and a return on investment
- Procedures that can be audited for compliance to "best practice" guidelines
- Recognition for having world class operations

## History

*ITIL was designed and developed initially by the British government to promote the effective use of IT. Britain's Office of Government Commerce, in partnership with many global organizations, recently revised and updated ITIL, bringing it in line with modern practices, distributed computing, and the Internet.*

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