

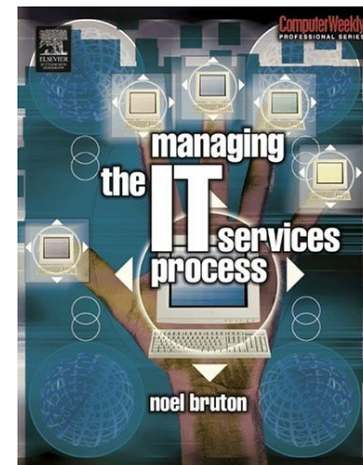
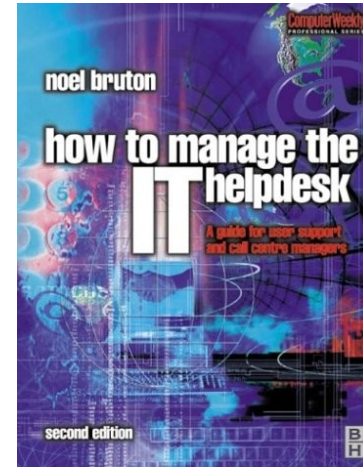
# Time to Replace ITIL?

Noel Bruton

Independent IT Service Management Consultant  
and Trainer Since 1991

# The IT Support Improver

- Consultancy and guidance
  - Project / call-on
- Interim Manager
  - Cultural / operational change
- Process design
- SLA authorship
- Custom IT support training
- Staff operational training
- Author of industry texts
- Independent
- Worldwide renown



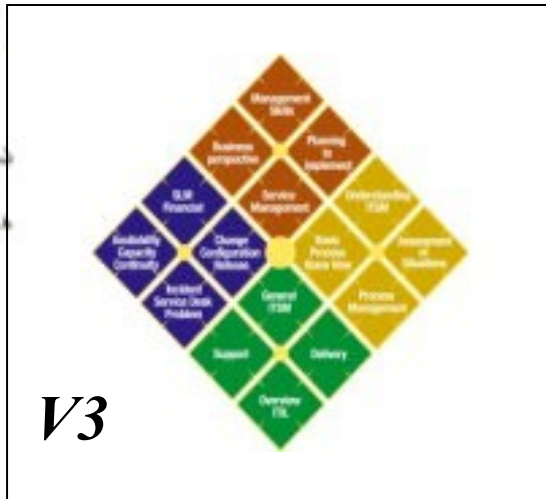
# ITIL has changed

*Note – my context, strictly IT user support*

- V3 – much to praise
- Concept of service design added
  - Business value considerations
- Focus on principles of measurement
  - Continual improvement
  - What, why, how to use
- Works across organisation
  - Doesn't presume IT department
- No need to abandon V2
- Recommended reading on V2 vs. V3:
  - <http://www.itsmwatch.com/itil/article.php/3707341>

# ITIL nails its colours to the mast

It's a corporate thing.



- V3 – a much clearer declaration of purpose
- Can no longer be criticised for what it's not
- But it's not an IT helpdesk tool
- We are only a part of ITIL
- Still too much missing
- Still too corporate to be low-level practical
- Yet we still need guidance

# Is it the end for ITIL?

- NO – at least not for *corporate IT*
- But it is time to stop expecting ITIL to save IT support
  - it's had nearly 25 years to do that
- ITIL has bigger issues to worry about
- Opportunities to deliver real IT support improvements are not taken in V3
- Don't blame ITIL – scope is elsewhere
- Find an alternative
- Act unilaterally if necessary

# IT Support Should Stick With ITIL if...

- Change mgt is universally adopted
- Supportability is a development-driven issue
- Development dept is staffed for problem mgt
- Config mgt starts at procurement and feeds support solutions
- IT owns all the technology
- IT strategy starts at the top and goes right down to staffing policy
- IT is so complex that only a deskilled Service Desk model can work
- Career movement between all parts of IT is common

# IT Support Can Dispense With ITIL if...

- Service Desk reduces support continuity
- Service Desk reduces costs in IT at expense of cost in business productivity
- Development and Networks implement unilaterally and won't change that
- IT Support performance is people-based
- Only IT Support is expected to comply...
- ...because it's not a complete support method, it's an IT framework
- IT Support is not part of IT...
- Service levels / SLA's don't mean anything

# What About the Rest of Us?

- Average IT staff / all staff ratio: 6%
- No. of staffed businesses in UK: 1.2m
- No. of UK businesses > 500 staff: 4,425 (41% UK T/O)
- No. >100 & <500 staff: 15,000
- So how many businesses have neither the time nor resources to go through ITIL?
- But they still need to support their users
- Outsourcing is one option, but often not practical because of specialisation
- Suspect ITIL is of limited use to half the UK economy by value

# A Practical Future for IT Support

- The most systemised part of IT
- We can buy ITIL in a box if we want to
- So we're now free to concentrate on what's important to us like:
  - Users
  - Staffing
  - Structure
  - Operational stats
  - Service products
  - Skillsets
  - Rotation
  - OOH
  - OLA
  - Tools

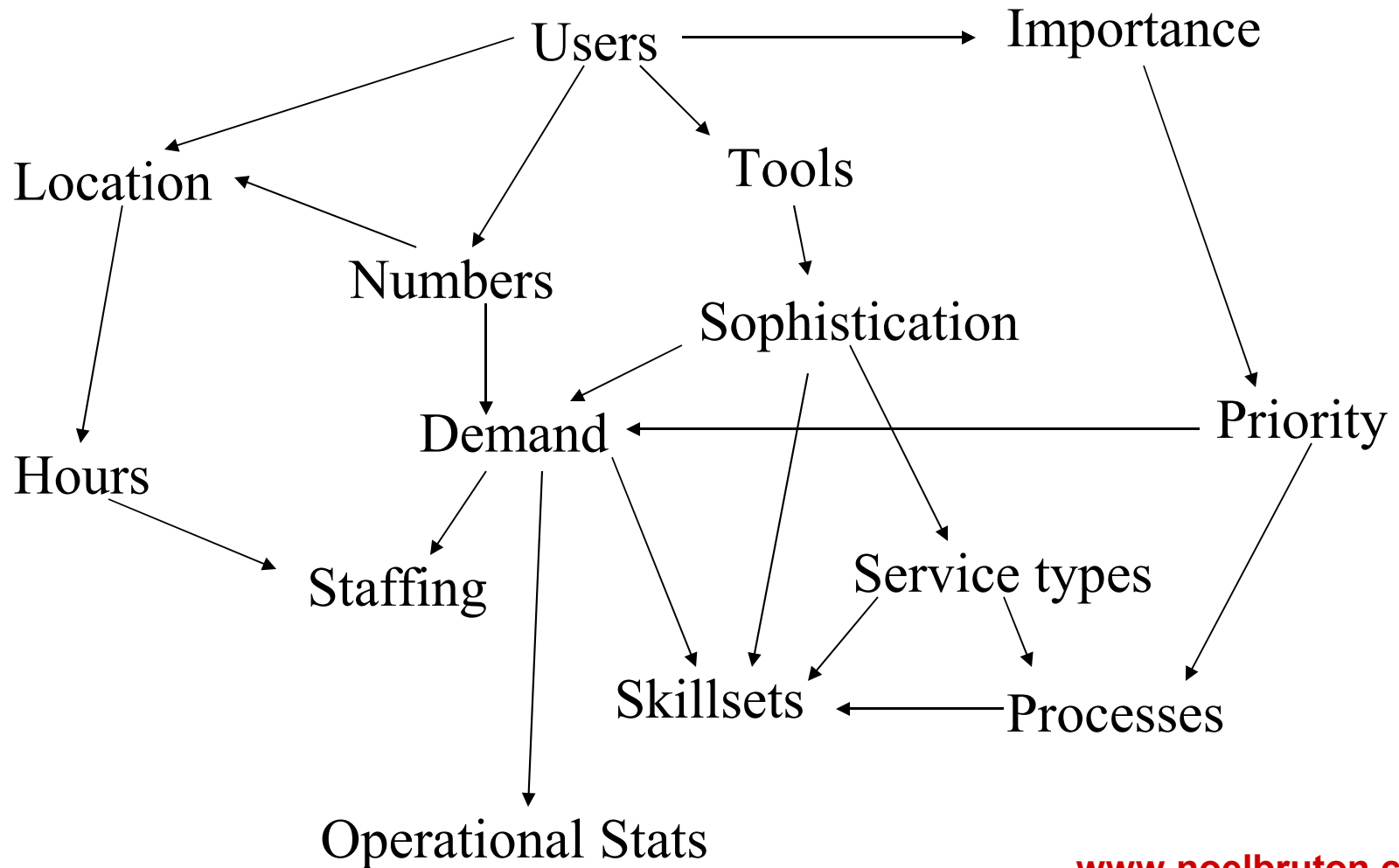
# Helpdesking Can Be Standardised

*Size doesn't matter*

- Start-middle-end
- Order of processes
- How-to's for each process
- Risks and benefits
- Common skillsets
- Map demand to staff levels & structure
- Standard reporting
- Operational statistical uniformity
- In-built benchmarking
- 2L operational demand and relationships

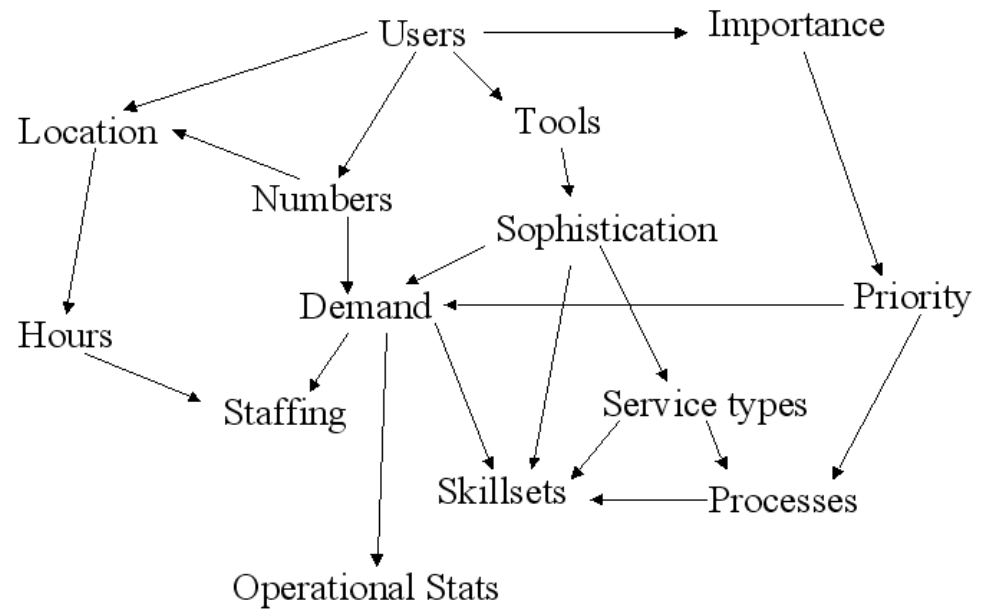
*This is not ITIL*

# Procedural Interdependence



# Turn This Into Instruction

- All this can be procedurized
- Quantities at each point as triggers
- “How to do it”
- A model for any support function, anywhere, any size



# Conclusions

- ITIL hasn't ended, it's just gone as far as it can
- It was never really about helpdesking
- It just stuck here out of convenience
- Time for a new model
- Specific to IT support delivery
- SDI? Vendor coalition?

# Stop Press!



Excellence in User Support Initiative

- Indexed catalogue
- Practice and procedure
- Low level
- Measurables
- IT Support only
- So new, label's still on

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