

# ITIL top 5 provided benefits

Contributed by David Noel-Davies

## ITIL top 5 provided benefits

ITIL is the world's leading framework of service management best practices. Many top performing organizations around the world are implementing ITIL practices. Why is this?

The top 5 benefits are:

### 1. ITIL is proven and used worldwide

ITIL defines common concepts and terms within an integrated set of best practices that evolves to meet market needs in a cycle of continual improvement.

Organizations across the world have demonstrated that they can adapt and adapt ITIL to their business needs. As ITIL is flexible and scalable, organizations of all shapes and sizes can implement parts of ITIL to deliver business benefits in stages.

Using ITIL works in practice as its adoption provides individuals and organizations the confidence for action. A key contributor to ITIL's success is the associated education, training and qualification schemes. Delivering service successfully depends on personnel involved in service management having the appropriate education, training, skills and experience.

### 2. Improved customer satisfaction and relationships

ITIL is designed to help everyone to focus their attention on the needs of the customers and user experience rather than focussing too much on the technology issues. Increasing customer satisfaction leads to a better and trusted relationship.

### 3. Better reliability and quality of service

By adopting standards that are proven to work, service providers can more easily deliver services consistently to the agreed service levels, efficiently and effectively. Support teams can restore service faster, reducing downtime and disruption. Service providers are also more capable of meeting their service levels, contractual, regulatory and legal compliance requirements.

### 4. Optimisation of service delivery across the supply chain

ITIL offers significant opportunities for simplification and standardisation across trading partners. ITIL provides processes and models to help service providers to work with their business, customers, users and suppliers to make sound business decisions on investment opportunities, cost optimisation, management of risks and priorities for improvement. Typical benefits from implementing ITIL best practices are:

Reduce

support costs by 30%

Increase

incidents fixed at first call by 20%

Increased

value from service portfolio, with reduced cost and risk

#### 5. Competitive advantage through value creation and agile change

By adopting ITIL service lifecycle practices, organizations can focus on delivering value to the customer and quickly adopt change for the business and IT. Defining and managing the customer and service portfolios enables successful business transformation and growth with an increased competitive advantage. Typical benefits include:

Reduction

in cycle time for projects and changes by 30% to 50%

Increased

success rate of change

Reduction

in risk from unplanned and late changes