



IT Directors Forum 4th June

The IT Infrastructure Library (ITIL) has become the accepted standard for service management in both the commercial and private sector and increasingly ITIL skills are being sought in job adverts at all levels.

At its meeting on the 4th June, the IT Directors Forum discussed issues and shared experiences related to ITIL implementation and practice in our sector. Almost all members planned to introduce the methodology in the near future if they hadn't begun to already and felt it was an important tool – particularly in supporting evidence to auditors but also in improving service delivery especially in disperse organisations with distributed services.

Many found the implementation task daunting in particular how or where to start? Those with some experience suggested an evolutionary rather than a big bang approach to implementation concentrating on areas which would have the greatest impact such as the Service Desk. Once the framework is in place, it was noted that it encourages good communication between technical teams and improves knowledge sharing generally and is also useful for inducting new staff in local procedures.

The concerns expressed were largely centred on the resource issues required to implement and support ITIL best practice and the bureaucracy of the procedural documentation. Also, training large numbers of staff can be expensive and some thought of questionable value.

The forum concluded that it would be a good topic to discuss further at a future meeting perhaps with the involvement of one of the numerous ITIL training companies. Watch this space.

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