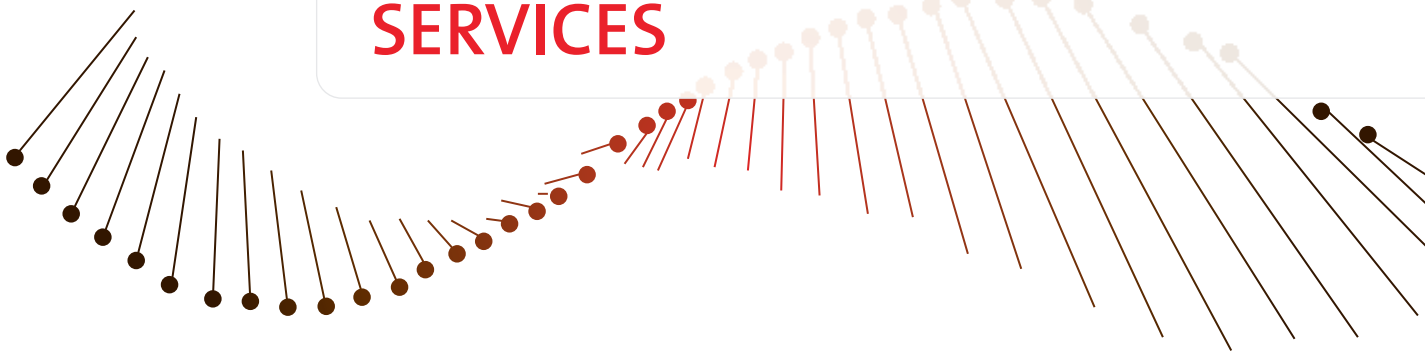




# ITIL

## IMPLEMENTATION SERVICES



WHITE PAPER



## What is ITIL?

The ITIL methodology was conceived in the 1980s by the United Kingdom's Central Computer and Telecommunications Agency (CCTA), when the organization realized that a more systematic approach to managing the IT infrastructure on which it had become dependent was required. The Information Technology Infrastructure Library (ITIL) v3 was released in June 2007

Over the past 20 years in which the average person has been using computers in the workplace, the nature of end-user complaints has not changed much. To this day, many users feel that technology is confusing, systems are sluggish and inefficient, and response time from support personnel is inconsistent and slow. Typically, IT managers solve these problems by purchasing more tools and hiring more support people, which doesn't always address the root cause.

The ITIL methodology is different. Instead of a solution that involves further financial investments in tools and personnel, which ultimately will give the IT department more issues to manage and juggle, ITIL divides the work into repeatable processes and activities. With this approach, results are measured and then improvement targets are set for efficiency and effectiveness for those activities. Essentially, the ITIL framework provides the structure to work smarter, not harder.

## ITIL V3 Comprises of 5 Core Manuals

Service Strategy

Service Design

Service Transition

Service Operation

Continual Service Improvement

## Our Services Include

Wits Solutions can help organizations make ITIL Version 3 actionable. Wits Solutions consultants have extensive expertise in helping customers adopt service management best practices. This includes expertise in assessing, planning, designing, implementing and also providing managed services. Wits Solutions Consultants can drive business value by helping IT organizations share common terminology and integrated IT service management processes across the IT organization. Our team has lots of combined ITIL service management process design and implementation experience. We offer a variety of ITIL-related services including consulting, assessments, and education.