

ITIL Preparation Tips

Any ITIL processes and procedures developed need to assume that the necessary IT documentation exists and is accurate.



Documentation is Key

- Biggest help and most time consuming component.
- The entire IT organization has to contribute.
- Managers must be vested and ready to sign off on mountains of paperwork.



Document Control Procedure

- Document format and Document Control is a big sticky point (with Auditors)
 - Need good versioning both electronically and on paper
 - Established security settings
- Good Document management system



Security

- Big focus from Auditors
- Are your access control lists well maintained
- Is your approval process work flow in place
- Is the Service Desk aware of how to document security incidents
- Can all groups demonstrate this?





Two Must Do's

- A consultant who can come in and provide you with a Gap Analysis up front is a great way to start off your efforts.
- Communication will make or break the effort.

Lessons Learned

- Financial Cost was more than anticipated
- Human resource cost filtered down to all groups in IT. Much more time consuming than managers had anticipated.
- Organizational Culture - The culture is hardest to change, and took some time. Getting everybody to think in that audit frame of mind, and to really look at what they do everyday as an auditable work, and as something extremely important.
- Management Support all the way to the Top. We had to establish a special senior leadership group.