

Selecting a Vendor and Tool for your ITIL Initiative

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Evaluating an ITIL support tool

1. A tool *will not* your ITIL initiative make
2. Process development is critical
3. Develop a configuration repository
 - and a methodology for maintaining this repository
4. Ensure the tool has support for all the processes...
 - ... *important to your organization !*
 - and these should be integrated and smooth
5. The organization delivering the tool should have extensive expertise
 - with like companies, in like support situations



Note: I have not mentioned functionality

Working with an ITIL support tool Vendor

1. Ensure you are speaking the same language
2. Take time to discuss and review your processes
3. Dare to dream

- What if budget and functionality were not a factor?

4. Review the critical aspects of the project

- Revue process
- Key players
- Timelines

5. Be clear as to your expectations

