

ITIL and customer relations

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ITIL PORTFOLIO MANAGER

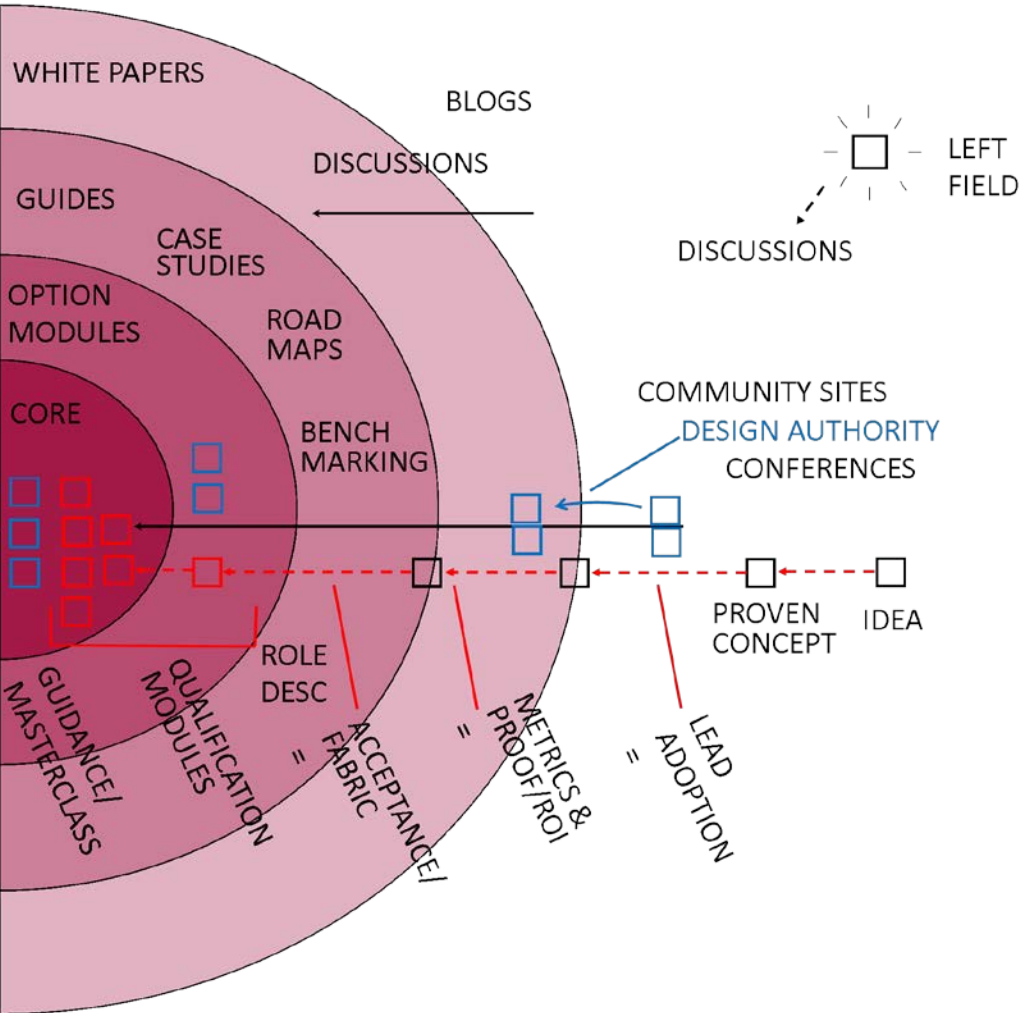
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Agenda

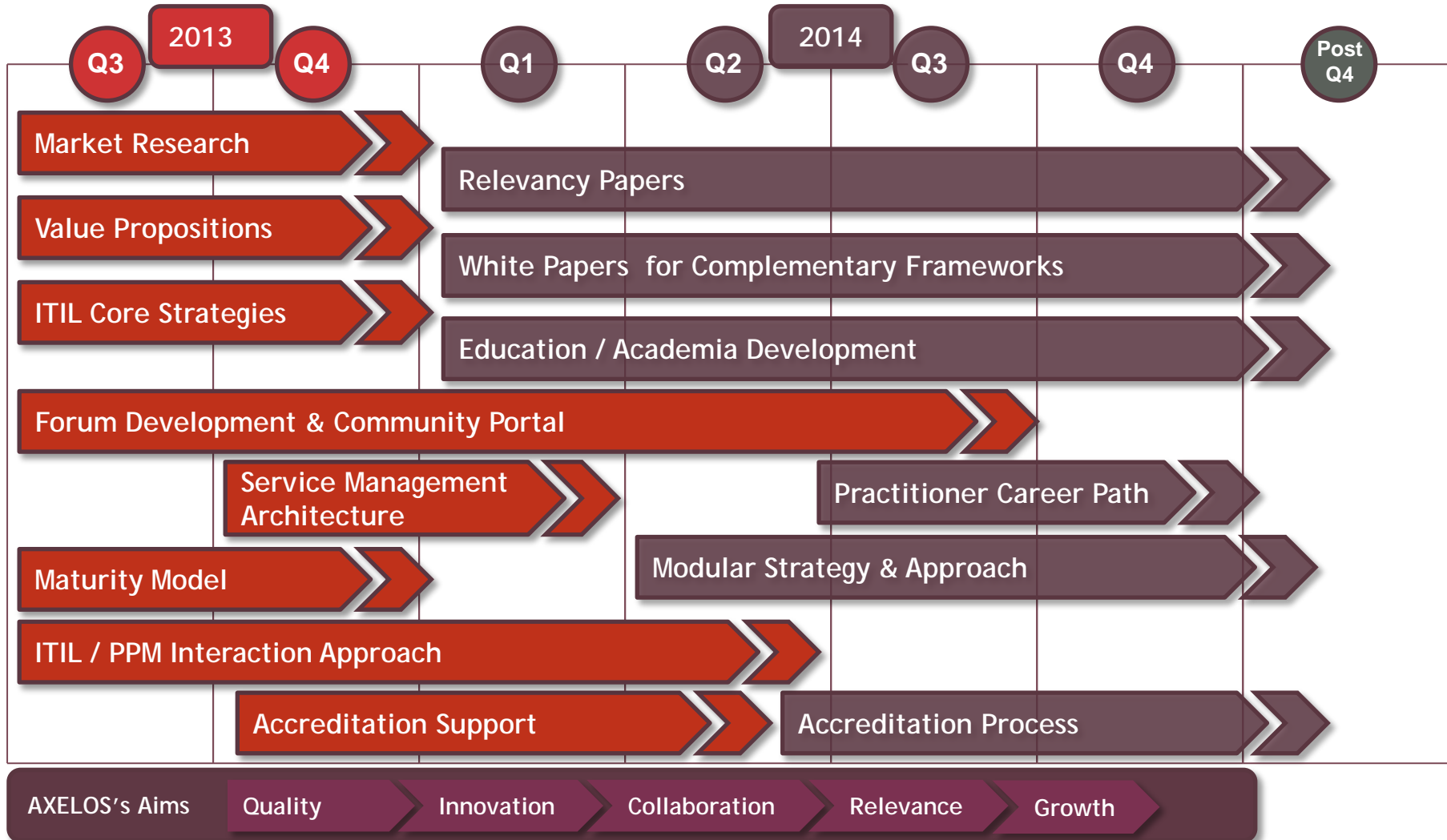
- The “AXELOS onion”
- ITIL Roadmap
- Recent research
- The importance of relationships

AXELOS is the joint venture formed to own and manage the Best Practice portfolio previously held by the UK Government, including ITIL, PRINCE2, MSP, M_o_R, P3M3, P3O, MoP and MoV.

The „AXELOS onion“



ITIL roadmap

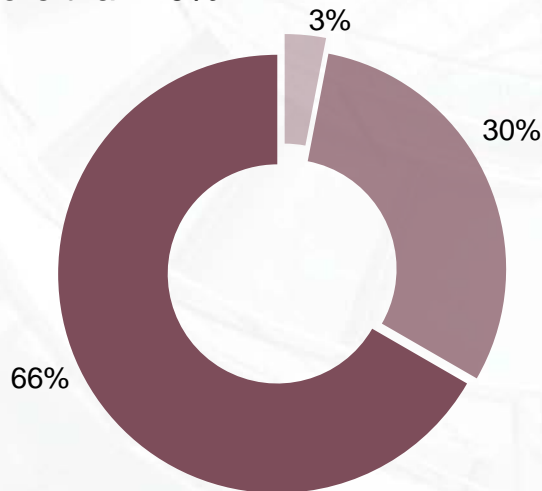


Those who view ITIL as growing in importance are more likely to see growth in IT budget

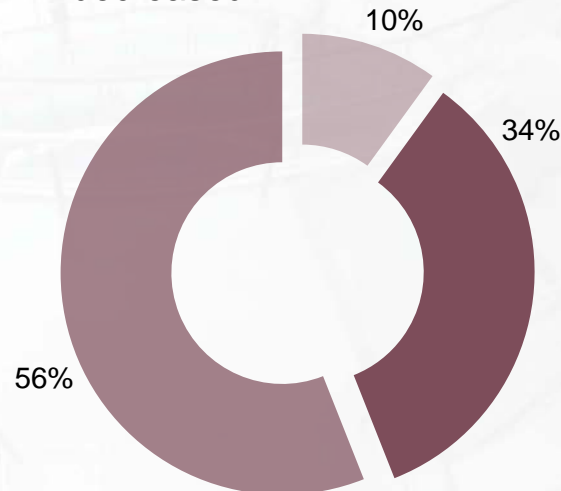
The correlation between:

- What was the percentage increase or decrease of your organization's annual IT budget from last year to this year?
- How has the importance of ITIL changed in the past year due to trends like Cloud and Agile?

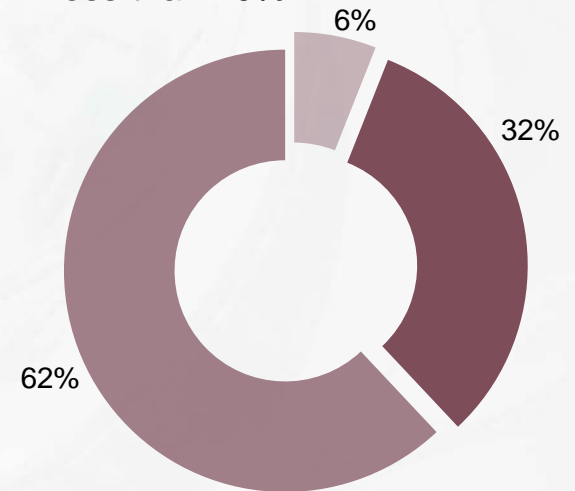
IT budget increased more than 10%



IT budget decreased



IT budget increased less than 10%



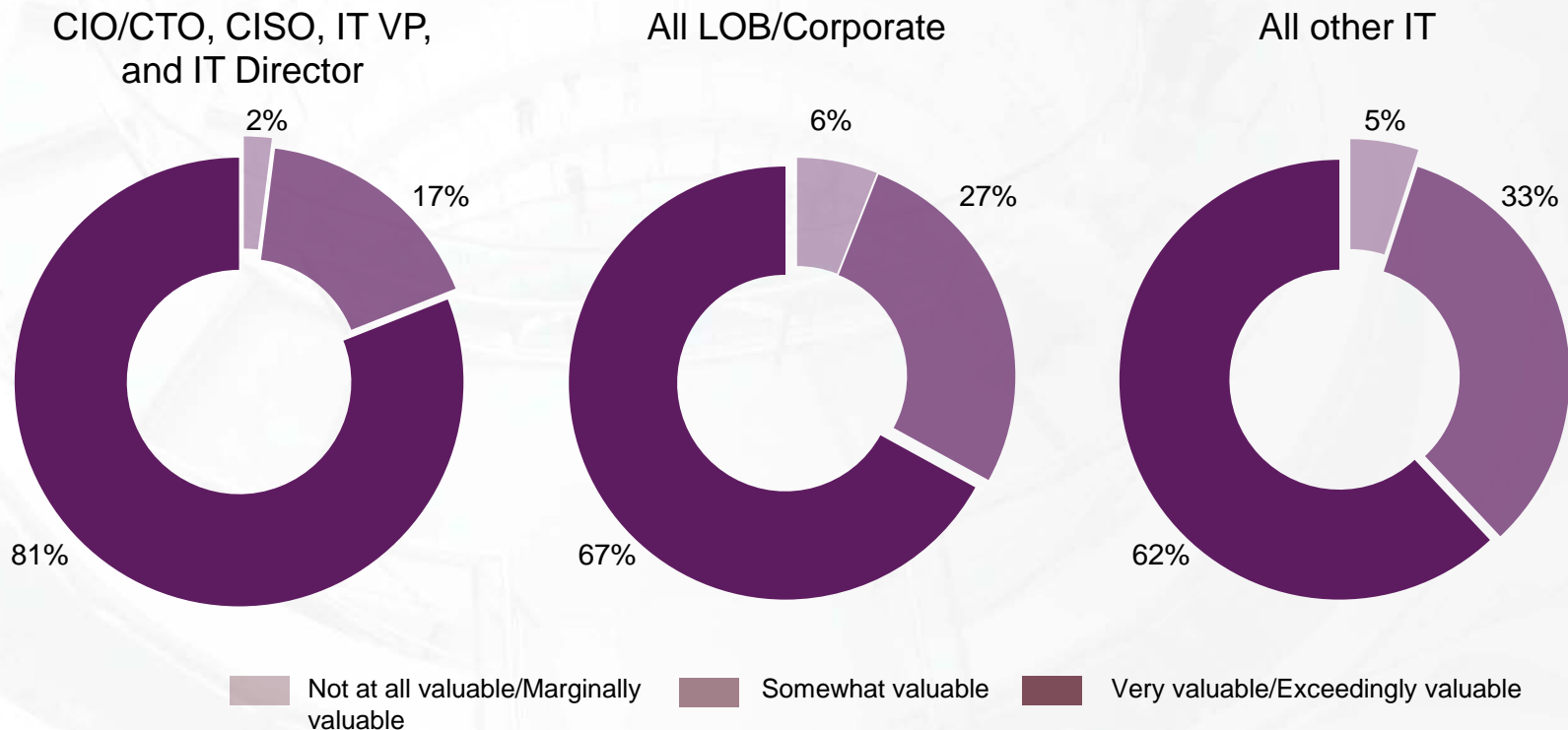
ITIL is becoming less important
 ITIL remains at the same level of importance
 ITIL is becoming more important

Executives see ITIL resources as very or extremely valuable



The correlation between:

- Overall, how valuable do you find ITIL resources such as: print, Internet, training, accreditation, events, etc.?
- Which of the following best describes your role in the organization?



■ The importance of relationships

■ How does SM work

- Culture change
- Soft skills
- Backed and supported by process (ITIL)

■ What's in it for me

- We need to explain what benefit process has to the individual
- Celebrate success
- Encourage practitioners
 - Career paths
 - CPD

Thank you

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