

# Change management - itil

Technology, Information Technology



Memorandum 150 system administrators of ABC XX, consultants

Implementation of ITIL across the system of ABC. Managing change within an organization is important ingredient of maintaining competitive advantage within the industry. In the contemporary environment, technology has become of the most critical elements of success that significantly contributes in increasing efficiency and improving performance. The judicious application of IT services across various processes and operations facilitate desired outcome of efficiency, quality, innovation and profits.

Today, when IT/IS have become common platform of communication and integrated work processes, creativity in the management of IT services become major tools to sustain business profitability. ITIL or IT Infrastructural Library is an approach of best practices that adds value to the existing mechanisms of internal control and external exigencies like optimization of customer service and help foster vital linkages with business partners. ABC needs this approach broadly for the following reasons:

ABC is a business proposition that is focused on the needs of the customers. It constantly needs to be aware of their fast transforming preferences so that it can meet their demands. ITIL would considerably contribute to meeting the challenges of customers' changing requirements.

The IT system is intrinsic part of organizational operations that not only integrates various units but also enhances it operational and administrative productivity and outcome. Thus unapproved changes within the system jeopardize the working and adversely impact on the performance of individuals who may be unaware of the changes and may lack the technical expertise to adapt to the changes without appropriate training on new

system.

Use of ITIL across its system would advantageous because it can incorporate the changes within its operations without outwardly impacting the working paradigms of the system.

ITIL would help to develop integrated set of best practices in different areas like management, accounts, operations and processes etc.

It would streamline the processes to identify and evaluate the myriad needs of the customers so as to offer solutions that best suit the changing values.

Nutt (1990) believes that delivery of IT services is best served through flexible approach that incorporates the environmental changes and promotes development of goods and services to meet the requirements of customers. With ITIL, ABC would be constantly updated and will be able to apply innovative input to its product and services.

Last but not the least important is the fact that ITIL would provide wide scope of improved performance at all levels of managerial and operational efficiency delivered by IT system throughout its lifecycle (Stainberg, 2005).

Reference

Nutt, P. C. Strategic decisions made by top executives and middle managers with data and process dominant styles. *Journal of Management Studies*, 27: 2, 1990, 174-194, Print.

Stainberg, R. A. *Implementing ITIL: adapting your IT organization to the coming revolution in IT service management*. Victoria: Trafford Publishing, 2005.