



The impact of ITIL on Communications

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Today's session – How ITIL can help...

- Simplify Communication
- Structure Communication
- Plan Communication

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Service Catalogue

- Tool/backbone for communication
- Defines services not servers
- Provides a consistent common language
- Each service fits into a category which helps people identify a services purpose

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Using the Service Catalogue structure for staff

- Structured communication team around service catalogue
- Introduced 7 Service Managers who have an active role in wanting to communicate about their services

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Change & Release Management

- Minimize the number of emails sent out
- Consolidate messages sent on a regular basis
- Improved Internal communication around what changes are happening to our services
- Remove inaccuracy in our publications

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Incident Management

- Prepared communications for incidents
- Out of hours communications
- Clarity on who does what

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Problem Management

- Ownership of Problems
- Known Errors/work a rounds

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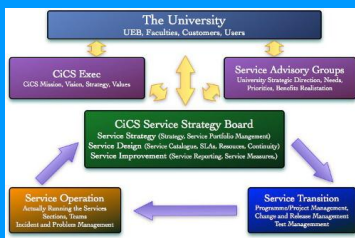
Service Desk

- Single point of contact for services
- Hub for disseminating service information
- Identify/improve communications through reviewing contact with service desk

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Service Strategy/Governance



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ITIL helps to

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- Plan Communication

This is only the start.

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