

ITIL – An introduction to the Operational Readiness Assessment Sheets

Welcome to the ITIL v3 Operational Readiness Assessment Sheets.

These assessments are based on the ITILv3 life cycle, which covers service strategy, service design, service transition, service operation and continual service improvement. As the service management processes from ITIL v2 remain relevant, they are included, but have been updated to use ITIL v3 terminology.

The assessments can be used to give you a high level indication of your current ITIL maturity and to assist in planning the way forward for ITIL v3 or for moving from v2 ITIL to v3 ITIL.

Each assessment can be quickly completed by up to 10 participants to align with your organisation's needs.

It is important to remember that the underpinning principle of ITIL is adopt and adapt – adopt because ITIL v3 is global best practice and adapt to ensure that the processes fit your organisation. The questions that are in the spreadsheets can be adapted to fit the exact requirements of your organisation by typing over the information/questions should you wish to use alternative ones. Please be aware that deleting any of the calculation information will result in the graphs not working.

Further Information on ITIL is available from:

ITIL official website	www.itil-officialsite.com
ITIL website	www.itil.co.uk
OGC website	www.ogc.gov.uk
Best Practice	http://www.best-management-practice.com/IT-Service-Management-ITIL

Further information on other models and frameworks is available from:

COBIT	http://www.isaca.org/cobit.htm
CMM	http://www.sei.cmu.edu/cmm/cmm.html
EFQM	http://www.efqm.org/new_website/
Six Sigma	http://www.ge.com/sixsigma/
Deming	http://www.deming.org
The Balanced Scorecard	http://www.balancedscorecard.org/basics/bsc1.html