

ITIL Benefits Benchmarks Study Release

Based on the Research Study Conducted by Glomark-Governan *
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This report is an abstract of the findings of a research study, completed in April of 2008 by Glomark-Governan, which examined the operational benefits of ITIL implementations.

As companies assess the possible implementation of ITIL version 3, it is important to first understand the benefits that other companies have achieved with the implementation of ITIL version 2. Therefore, the findings presented in the Glomark-Governan report are documented from companies that have implemented ITIL version 2.

The findings include a range of results achieved by 55 companies and government organizations in North America, Europe, and South America that have implemented ITIL version 2.

Glomark-Governan analysts found that the results vary from company-to-company; some of the factors that affect the range of results include:

- Companies that used external ITIL expert consultants achieved a higher level of results.
- Companies that implemented all six ITIL processes, as compared to companies that implemented ITIL in selected processes, achieved a higher level of results.
- Companies that invested in IT management tools to assess process changes and enable IT services achieved a higher level of results, compared to those companies that performed process changes with little or no investment in IT tools.

A summary of the operational benefits of ITIL version 2 identified by Glomark-Governan analysts includes:

General Benefits from implementations of ITIL processes:

- Reduce help desk calls: 8% to 14%
- Reduce overall IT support costs: 16% to 32%
- Reduce the number of failed changes from improved testing: 15% to 27%

Benefits on specific ITIL Processes:

- *Configuration Management Benefit(s):*
 - Reduction in FTEs assigned to incident matching, as a result of greater insight into the relationship between users, configuration items, and incidents: 25% to 38%
- *Problem Management Benefit(s):*
 - Reduce the number of recurring incidents: 7% to 13%
 - Average Reduction of time spent on problem management: 9.4%
- *Incident Management Benefit(s):*
 - Decrease in user downtime as a result of better incident management: 10% to 28%
- *Change Management Benefit(s):*
 - Reduce the number of customers lost during systems' failures, caused by an inefficient management of changes: 10% to 40%

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- *Service Desk/Incident Management Benefit(s):*
 - Reduction in the average incident resolution time: 28% to 48%
- *IT Service Continuity Management Benefit(s):*
 - Faster recovery after disaster: 40% to 74%

The Glomark-Governan study also found that since ITIL was first implemented in European companies, and later moved to the Americas, approximately 54 % of European companies today manage IT using ITIL best practices; versus approximately 37% in North and South American companies.

Over the course of several months, Glomark-Governan analysts conducted an extensive ITIL research study, utilizing several forms of research. In addition to analyzing the results of a survey issued to over 55 companies around the world, Glomark-Governan analysts utilized resources from publicly obtained and recognized documents and research studies, as well as the rich databases and knowledge banks held internally from over sixteen years of experience in the IT industry.

A complete research report, including new and existing findings, over 35 ITIL benchmarks, and detailed analyses and graphs, is available for purchase from Glomark-Governan. To purchase a copy of the Glomark-Governan ITIL Research Study, please contact Colin Rice at c.rice@governan.com.