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## ITIL Simulators Demonstrate The Value Of Process Models

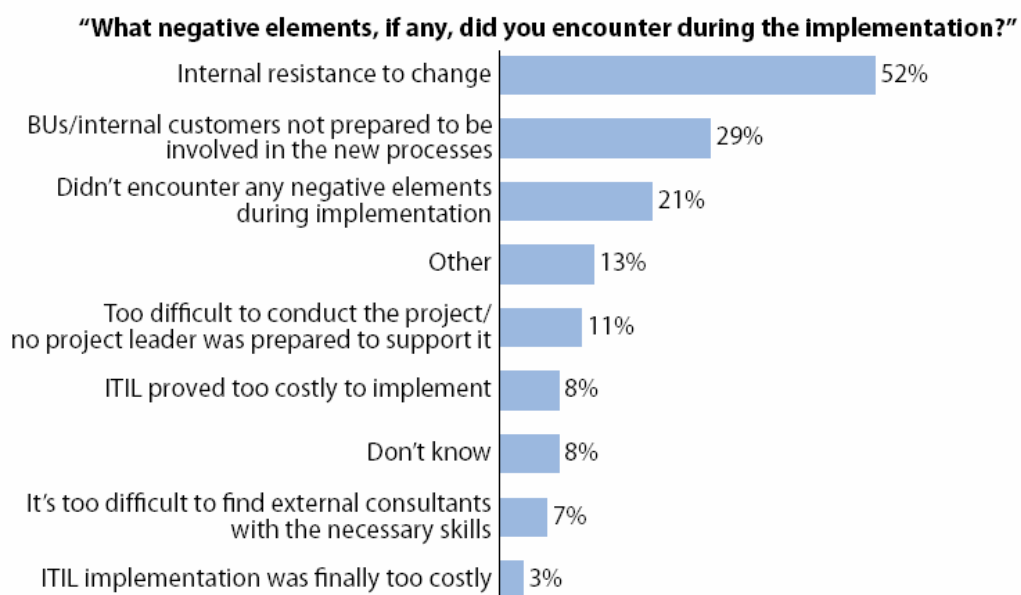
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### EXECUTIVE SUMMARY

The decision to adopt a formal process model for IT service management, such as the IT Infrastructure Library (ITIL) model often seems to require a leap of faith. BMC Software, CA, and Hewlett-Packard, as well as third-party consulting and training organizations have recently introduced simulation tools that are designed to demonstrate the benefits of such models in allowing an organization to function more efficiently and effectively in times of normal load, as well as in times of stress. These simulators, which stress the ability of an organization to adapt to crisis situations, such as those encountered in an air traffic control environment, a Formula 1 racing team, or the Apollo 13 lunar mission. These tools effectively demonstrate to senior management the advantages of such process models. The result: better management buy-in for an IT service management (ITSM) project and its benefits and an implementation team with a better understanding of the value of the end state of the initiative.

**Figure 1** Internal Resistance To Change



Base: 62 European firms (multiple responses accepted)

Source: March 14, 2006, Trends “Firms Must Take ITIL Beyond IT Operational Goals.”