



ITIL® v3 SMALL-SCALE IMPLEMENTATION

Introduction

A common misconception about ITIL is that it has been designed for large organizations with many departments and people. The truth is that ITIL works for any size and type of organization.

There are hundreds of outstanding examples of small to medium-sized organizations providing IT services that enjoy a loyal customer base, are expanding their market spaces, and that operate with dynamic agility to meet ever-changing needs of the business customers. Most often, you'll find ITIL there fueling the engines in these organizations.

The key to using ITIL successfully in any size organization is adapting its best-practice guidance to your circumstance. This is especially true of small and medium-sized organizations that face unique challenges and constraints and for whom adapting and scaling ITIL is a major benefit that makes the difference between success and failure.

If your organization is a small to medium-sized business that needs to improve its service management capability and is considering using ITIL best practices, then you must own this publication.

This book has 138 pages.