ITIL Lite: A Road Map To Full Or Partial ITIL Implementation

ITIL
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ITIL® Lite
A road map to full or partial ITIL implementation
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Synopsis

ITIL Lite: A Road Map to Full or Partial ITIL Implementation' is aimed at encouraging organisations to adopt ITIL V3 by selecting and implementing key ITIL V3 components. For many reasons not every organisation can adopt the whole of ITIL V3. Therefore, the publication explains which components are essential and explains how to select the appropriate components for implementation. This publication is based around a project template to help readers prepare their own project. Ideal for those departments whose budgets have been reduced but who still want to improve key processes and functions.

Book Information

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Customer Reviews

There are some ITSM professionals I've heard who damn this book because it speaks of "implementing ITIL" and does not address the "value proposition"True, BUT I'd like to say I thought this book was great!Why? Because there are so many smaller organisations who need process too. They don't have the time/money to do the heavy analysis of which process when and what's my maturity. These organisations have a gut feel for what they need, understand there's an inevitable support cost and won't spend money measuring that they "know" already. They have agreed ITIL is best practice, so they need some of that.This isn't high and mighty and doesn't measure value to the business or assess maturity but for a reactive IT in a small organisation I can see the applicability plus I recommend it.

If you have a base knowledge of ITIL and are looking for a "light" implementation of ITIL, this is the book. It has a good amount of detail in it without being overwhelming. This is a starting point for my company so it is the perfect first step. I have knowledge of ITIL v2 and this book outlines the changes with v3; I found this very helpful.

This book delivers the most perfect roadmap to an ITIL lite implementation. Exactly what I was looking for. For smaller companies that don't have budget (or need) for a full ITIL implementation, this is it. Worth every penny.

This is a great book for those persons that is beginning a process of implementing ITIL or those persons that already are in a implementation and have some questions. In summary if you want to implement ITIL this is the book!!!!

This wasn't very useful for me and very old fashioned. Needs updating to get useful (via a free eBook hopefully).

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