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US/Data/Computers-Technology

4.5/5 From 533 Reviews

Malcolm Fry

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2 of 2 people found the following review helpful. Does the trick for a small org
By Kathryn Howard
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.
0 of 0 people found the following review helpful. Five Stars
By Jaime
Great book
3 of 3 people found the following review helpful. Concise but useful information
By Ibsen Vila
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.

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.

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