

## **ITIL at Deakin - the Journey so Far**

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### **Abstract:**

The Implementation of the ITIL Service Management Framework at Deakin University has been an interesting study on what should be done, what could be done, what actually gets done and the unexpected outcomes.

From the moment ITIL was selected as the IT Service Management framework and we began our initial structured project approach, issues and opportunities presented themselves.

We are now more than three years through the journey are able to provide a retrospective review of our experiences and a self-critical analysis of our approach, both good and not so good. During this period we have also had to accommodate high IT staff turnover, senior retirements and a departmental external review.

It was to be a process of discovery which brought with it more risks and required total commitment. This presentation outlines the approach taken, the results achieved along the way, advice to new and no so new players. It explores the issues of: Was the journey worth it? What would we do differently? Where to from here?

Many organisations are struggling with the "how to implement" issue. We have been through it and have valuable lessons to pass on. Although organisations are different, the issues are the same, and we feel that our experiences can help others.