

Service Desk Transition Using ITIL and Prince2

Prince2 stands for 'Projects in Controlled Environments'. Prince2 is a best practice method for project management.

This presentation will provide a high level overview of ITIL and it includes a case study which describes how Prince2 was used for effective planning and successful insourcing of a service desk, including the implementation of all people, process and technology aspects of incident, problem and request management processes in line with ITIL best practices.

The Service Desk transition was initiated following an assessment of the support processes within an IT organisation that was partly outsourced. 'Disconnects' between internal and outsourced service delivery units resulted in inefficiencies and suboptimal service quality.

The case study will highlight how the transition resulted in a Return On Investment within one year and dramatic improvement of customer support.

The paper demonstrates an excellent example of how ITIL can benefit any IT Organisation when it is applied with a practical approach and addresses real business priorities.