

UK ORGANISATIONS ARE STILL FAILING TO REALISE COMPETITIVE ADVANTAGES OFFERED BY ITIL® CLAIMS ILX GROUP

Independent survey shows less than a quarter of IT staff are ITIL® qualified.

Key findings of the 2009 survey on ITIL® include:

- **51 per cent of senior UK IT managers and directors believed that having staff qualified in ITIL would give their organisation or business a competitive edge**
- **31 per cent of IT departments felt that the benefits of ITIL were not fully understood by management**
- **49 per cent of senior IT managers and directors claimed that budget constraints was the key barrier to the uptake of ITIL Version 3**
- **The top three reasons for project failure were poor communications to key stakeholders (34 per cent); missed deadlines (22 per cent); and exceeding agreed budgets (17 per cent).**

The study, which questioned 100 senior UK IT managers and directors across organisations from a variety of industries, showed the primary reason cited for not having staff trained in ITIL® remained a management level lack of understanding of the benefits. A number of business sectors including manufacturing, retail, distribution and transport identified budget constraints as another significant factor affecting the uptake of ITIL®. Only one per cent of respondents said that it was due to a lack of information in the market.

ILX Group's most recent survey, conducted by independent research

ITIL® creates a common understanding between your IT staff, suppliers, contractors and users

firm Vanson Bourne, shows the majority (72 per cent) of companies have less than 25 per cent of their IT staff ITIL® Version 3 qualified. While in November 2007 the biggest reason for not having plans in place for a migration to ITIL® Version 3 was time constraints. In 2009 respondents now cited budget

constraints and the benefits of ITIL® not fully understood by management as the primary barriers to uptake.

Eddie Kilkelly, Chief Operating Officer at ILX Group plc, said: "Project failure due to internal or controllable factors can be significantly reduced if staff are trained to properly manage projects and are provided with the right framework and best practices to avoid common mistakes. Talking to our customers, we have found that the cost of failure exceeds the cost of training. Market conditions for many businesses still remain tough – but getting basic processes wrong can be an incredibly costly exercise if people do not have the right skills."

"ITIL® creates a common understanding between your IT staff, suppliers, contractors and users within the business by creating a common approach and language towards IT services. The framework can deliver huge cost savings for an organisation by promoting the optimum use of people, process and technology – while reducing overall costs."

ILX Group plc provides flexible and affordable training through its e-learning, mobile and classroom learning approach, designed to overcome the barriers many organisations face in training staff.

For further information visit www.ilxgroup.com/itil-training.asp

For further information please visit us at stand P19 at itSMF – The IT Management Forum at the Hilton Birmingham Metropole between 9–10 November 2009.