In my previous article, I looked at some of the differences between ITIL V3 and ITIL 4. In this article, I want to look at some of the benefits of upgrading to ITIL 4. Follow me as we are going to look at that together in this article.

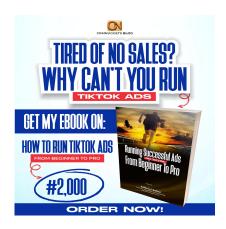Now the benefits ...

#1 Valuable delivery

One of the benefits of upgrading to ITIL 4 is that it guarantees the delivery of value to customers. Until ITIL V3 where books have to be followed before changes can be made, ITIL 4 ensures that the organisation can work with customers in order to deliver value to customers in a faster and more efficient way.

#2 Holistic view

ITIL 4 also ensures that the organisation have a holistic view of the entire value chain. This allows the IT manager to identify those that are part of the value chain. They can also decide on ways of working with them in order to deliver value to customers.

#3 Only the best

When one takes a closer look at ITIL V3, one will understand that it is not everything that is okay with that particular upgrade. What ITIL 4 does what to take the best of ITIL V3 and integrate it into ITIL 4. It also borrows from other technology in order to have a perfect situation.

#4 Easy mingling

Another good thing about ITIL 4 is that it incorporates ideas from other IT disciplines such as Agile, Lean and DevOps. This allows it to work perfectly in tune with reality, unlike others that are based on principles.

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#5 Expanded contents

There is also the provision of content that can help organisations support. This information is so extensive that they provided content that is not within the reach of traditional IT Project managers. This has the capability of increasing the success rate for IT projects.

#6 Better competition

ITIL 4 also give organisations an edge over competitors. Adoption of ITIL 4 with all other supporting technologies will allow the organisation to compete favourably with other organisations. The technology allows the organisation to compete with others in the digital world.

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PS: I know you might agree with some of the points raised in this article or disagree with some of the issues raised.

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