Many of us have heard many things about ITIL or IT Infrastructure Library, only a few of us knew what ITIL is all about. In this article, I want to talk about all that ITIL is all about. I can promise you that I will break it down to the extent that you will dream about them.

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#1 Most widely used

The very first thing you need to know about ITIL is that it is the most widely used IT Service management framework in the world. It is not that there are no other methodologies that can be adopted but it just happened that ITIL owned by the government of the UK is the most widely used framework.

#2Value creation

Another major component of ITIL is the emphasis on creating services through the creation of value. You have to make sure that you are delivering value to customers through the provision of services that are of value to customers.

#3 Business strategy

With ITIL, you also have to make sure that you designed a business strategy based on the needs of the customers. You have to sit down and identify the needs of your customers and come up with a blueprint that will allow you to deliver value to your customers.

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#2 Standard approach

ITIL also helps in presenting a common approach to managing IT projects. It also the processes to be standardised in such a way that it is very easy for organisations to adopt that common approach. This also guarantees that if anyone follows that same approach, they will achieve the same result.

Action Point

PS:I know you might agree with some of the points that I have raised in this article. You might not agree with some of the issues raised. Let me know your views about the topic discussed. We will appreciate it if you could drop your comment. Thanks in anticipation.

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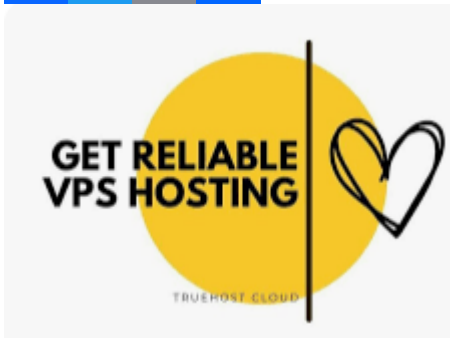**Instagram**:@**crmnigeriablog**
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