

## Applicability of ITIL divided by industry

This is the list of most common issues ITIL implementation addresses. Some of the issues are typical for particular industry, but that doesn't mean that it is not found i.e. applicable to other industries.

Area	Industry	Issues to resolve	How ITIL can help
ITIL	All industries	IT department has problem with roles i.e. functions descriptions and respective responsibilities	Implement to create strong foundation for internal processes, roles and functions with belonging responsibilities.
ITIL	All industries	To prove your competency on the market (or inside own organization)	Implement ITIL to prove your competence: <ul style="list-style-type: none"> <li>• To manage own organization</li> <li>• To manage and control processes</li> <li>• To govern provided services from design to operational including continual service improvement</li> <li>• To fulfill service requirements</li> </ul>
ITIL	All industries	Huge damage and/or costs caused by incidents	Implement Incident Management process according to ITIL
ITIL	All industries	Damage caused by uncontrolled order of IT equipment	Implement Request Fulfillment process according to ITIL
ITIL	All industries	You are responsible for huge number of assets and/or there is hardly control of it	Implement Service Asset and Configuration Management process according to ITIL
ITIL	All industries, particularly in Retail and Telecomm	Incident resolution takes long time	Implement Incident Management process according to ITIL
ITIL	All industries, particularly in IT Service Provider and Telecomm	There is no users central point of contact inside IT organization	Implement Service Desk according to ITIL
ITIL	IT Service Provider	Penalties of incidents which are not resolved on time are high	Implement Service Level Management and Incident Management according to ITIL

ITIL	Financial Government Pharmaceutical	Costs of security incidents caused by inconsistency of users access rights and credentials policy are very high	Implement Information Security Management and Access Management process according to ITIL
ITIL	IT Outsourcing	Contact with customer is based on numbers and reports i.e. there is no social contact with the customer	Implement Business Relationship Management according to ITIL
ITIL	IT Outsourcing	Service level requirements and/or contract with the customer do not exist or are insufficiently defining maintenance parameters	Implement Service level Management according to ITIL
ITIL	Financial Telecomm	Service continuity is very important factor of companies' business continuity requirements.	Implement IT Service Continuity Management process according to ITIL