**ITIL Implementation Project Checklist**

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| **Implementation Phase** | **Item** | **Done** |
| Get knowledge | Get know-how (either by purchasing ITIL books or document templates) |  |
| Identification | Create Project Proposal document |  |
| Prepare Project Proposal management presentation |  |
| Obtain management support | Present project to the management* Define participants list
* Send invitation
* Run the meeting
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| Get management approval |  |
| Define scope | Define Scope of the project |  |
| Prepare Project Plan |  |
| Prepare budget and resources proposal |  |
| Organize Kick-off meeting* Define participants list
* Send invitation
* Run the meeting
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| Assessment and GAP analysis | Prepare templates for process GAP analysis |  |
| Define persons responsible |  |
| Perform GAP analysis* Organize meetings with persons responsible
* Document gaps
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| Prepare templates for trainings |  |
| Prepare templates for service improvement |  |
| Process/Function documentation | Prepare templates for processes/functions in scope* Use documents from toolkit
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| Create workshop schedule for process/functions assessment |  |
| Perform workshops and fill in process/functions templates* Adapt to own requirements
* Define those responsible and accountable for processes/functions in scope
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| Generate process/function documentation* Finish documentation
* Check with those responsible for process/function
* Finalize documents
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| Training and awareness | Define group(s) for training |  |
| Send training invitation |  |
| Prepare training venue |  |
| Prepare training materials |  |
| Perform training |  |
| Create training records |  |
| Implement processes/functions | Prepare awareness campaign schedule |  |
| Prepare communication, i.e. awareness documentation (e-mails, intranet page, posters… etc.) |  |
| Perform awareness campaign, i.e. communicate changes, responsibilities and process to all affected parties |  |
| Implementation review | Analyze implemented processes/functions and compare to project plan |  |
| Define deviations and respective measures to eliminate them |  |
| Implement defined measures |  |
| Continual Service Improvement | Define improvement plan* Prepare template (from toolkit)
* Define improvement measures
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| Implement improvement measures |  |