**List of questions to ask ITIL consultant**

Before deciding about engaging consultant for your ITIL project implementation, consider these questions and use them while talking to ITIL consultants.

**General questions:**

1. What is his experience in [industry]?
2. How many customers did he has? What kind of customers has he served? Can he provide a reference list?
3. What is his (business) experience out of ITIL and IT Service Management?
4. Has he ever had customer facing role (e.g. Service Level Manager, Key Account Manager)? Was it in IT Service Management?
5. What is his experience in following areas:
   1. risk management
   2. financial management (in IT)
   3. project management

**ITIL experience related questions:**

1. How many projects of ITIL implementation has he finished successfully in last two years?
2. What was the most complex ITIL assignment he has had? Can he describe it shortly?
3. What is his educational path in ITIL i.e. what kind of ITIL certificates he has?
4. Does he hold ITIL trainings? If yes, how many trainings did he provide, for how many people?
5. Has he ever publish any professional article? How many and where?
6. Can he show you example of incident process that he created for some of his customers?

**Implementation specific questions:**

1. What are the most common issues in ITIL implementation projects he faced and what was his approach to resolve them?
2. What is the usual length of the implementation project? What does it depend on?
3. How did he define escalation in scope of Incident Management process?
4. What kind of changes does he consider when implementing Change Management process?
5. How did he define Configuration Items?
6. When he defines Incident and Problem Management – what is the interface between them?
7. We need to create Service Catalogue. What would be his suggestion about the implementation approach, inputs, outputs…etc.?
8. What should we take as key consideration when implementing Service Desk function?
9. Can he explain how did he define accounting for the services on some of his projects?
10. What is his suggestion in regard of how to define responsibilities to perform particular tasks on the project?