[Organization logo]

[Organization name]

**PROJECT PROPOSAL FOR ITIL IMPLEMENTATION**

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| --- | --- |
| Code: |  |
| Version: |  |
| Date of version: |  |
| Created by: |  |
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**Change history**

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# Reasoning

Primary reasons for ITIL implementation are:

* higher load of competitor activities which require optimization of operational processes
* increase in number and complexity of the services
* higher customer demand in scope of existing services

Secondary reasons to implement ITIL are:

* demand to manage performance, capacity and availability of existing services
* need to manage suppliers and internal support groups

# Purpose

The purpose of the project is to:

* increase quality of provided services and their operational support
* increase customer satisfaction with provided services and their support
* increase competitiveness of [organization name]
* reduce risks associated with service delivery and IT Service Management process activities and functions
* reduce costs

# Project duration and structure

The implementation project is divided into different phases:

1. Planning, initiation and assessment – project is set and assessment of existing processes and IT Service Management organization is carried out. Gap analysis is performed.
2. Implementation – implementation of items identified in planning phase
3. Consolidation – review of the results and comparison to the requirements, setup of ongoing improvement activities

Project is led by [role description]. Main milestones of the implementation project are:

|  |  |
| --- | --- |
| **Milestone** | **Due date** |
| Initiation |  |
| Planning |  |
| Assessment |  |
| Implementation |  |
| Result Review |  |
| Continual Service Improvement Setup |  |

Detailed content of the milestones and respective responsibilities are described in the Project Plan document.

# Resources

Resources required to implement the project include human, financial and technical resources.

Financial resources include:

* Amount: [define amount of money needed to finish the project]
  + Cost types: [split costs according to the cost type and include all resources listed here, e.g. human resources – internal and external, technical and other]

Human resources include:

* Internal resources – [list internal resources, e.g. group name, project name, etc.]
* External resources – [list all external resources, e.g. consulting company, etc.]

Technical resources include:

* Tool – tool name: [enter tool name]
* Equipment – [list equipment needed]

Other resources include:

* Documentation – [list all documentation that is required, e.g. ITIL toolkit]

# Deliverables

This section lists deliverables of the project and benefits achieved with their implementation.

## Service Desk Function

* Single point of contact for all operational issues
* Communication hub toward customers as well as to own organization
* Managing self-service portal for users

## Incident Management

* Standard for incident categorization and prioritization
* Defined responsibilities for different stages in incident lifecycle
* Set escalation criteria and procedure
* Increase in incident resolution by 10%

## Problem Management

* Elimination of recurring incidents
* Provision of knowledge base
* Decrease in repeated incidents by 20%

## Request Fulfillment

* Timely fulfillment of service requests
* Prevention of fulfillment of unauthorized service requests

## Change Management

* Controlled change process
* Efficient assessment of change impact
* Effective communication toward users

## Service Asset and Configuration Management

* Accurate database of supported configuration items
* Recorded relationships between configuration items
* Improved management of configuration Items