



ITIL® MATURITY MODEL

› ACCELERATE YOUR
ORGANIZATIONAL
GROWTH



The ITIL Maturity Model is a tool that organizations can use to objectively and comprehensively assess their service management capabilities and the maturity of their Service Value System (SVS). The primary purpose of these assessments is to support improvement planning by identifying areas for development and tracking progress over time.

WHAT IS MATURITY AND WHY IT MATTERS?

Maturity is a measure of an organization's ability to deliver predictable outcomes including on-time delivery, productivity, quality, compliance and customer satisfaction.

Crucially, it has a proven link to organizational success. Several research studies conducted globally over the past two decades have shown a strong positive correlation between IT governance maturity and key business performance indicators such as **Return on Assets (ROA)**, **Return on Equity (ROE)** and, for commercial IT providers, **Profit per Employee (PPE)**.

While exact figures depend on the context, the higher your maturity score, the more likely you are to achieve your business objectives.

WHY THE ITIL MATURITY MODEL?

As the world's most widely adopted IT service management framework with a 30-year legacy, ITIL has inspired the development of the ITIL Maturity Model, created in response to strong demand for an assessment tool tailored specifically to IT service management.

Global recognition

Just like ITIL, the ITIL Maturity Model is trusted by organizations around the globe.

Flexibility and adaptability

The ITIL Maturity Model is easy to tailor, so it can be deployed in a variety of ways to meet specific needs of your organization.

Comprehensive view

The ITIL Maturity Model addresses all four dimensions of service management – organizations and people, information and technology, processes and value streams, partners and suppliers.

It's important to understand that although the ITIL Maturity Model is structured around some of the key concepts from the ITIL framework, it can be used for any service management approach.

HOW THE ITIL MATURITY MODEL HELPS BUSINESSES TO SUCCEED

The ITIL Maturity Model is a tool that organizations use to objectively and comprehensively assess their service management capabilities and the maturity of the organization's SVS. The primary purposes of such assessments are:

Supporting an organization's improvement planning by highlighting the areas that need improvement

Monitoring the progress of improvements to the organization's capabilities and maturity

Obtaining a formal confirmation of the organization's ability to act as an effective service provider (validation/certification)

Understanding how an organization's capabilities and maturity compare to those of other organizations (benchmarking)

TYPES OF ASSESSMENTS

Depending on organizational goals and needs, the ITIL Maturity Model can be used to perform the following types of assessment:

High-level maturity assessment

Assessing ONLY the maturity of the SVS. Practices' capabilities are not assessed or fewer than seven practices, including continual improvement, are included in the scope.

Capability assessment

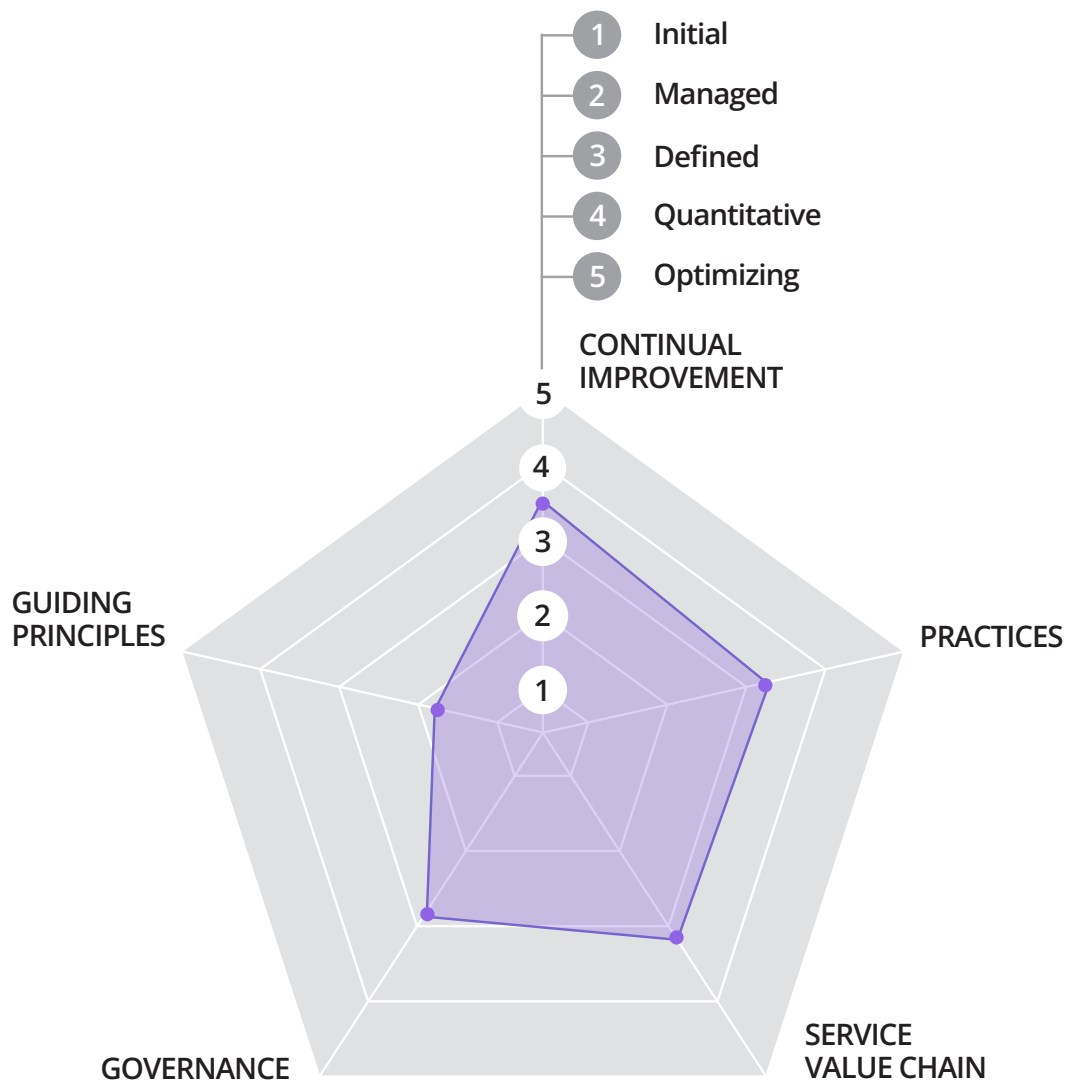
Assessing ONLY the capability of one or more practices, selected according to organizational needs. The maturity of the SVS is not assessed.

Comprehensive assessment

Assessing the capabilities of seven or more practices, selected according to organizational needs, including continual improvement AND the maturity of the SVS.

Assessment stakeholders should be aware of and account for the limitations and applicability of each type when initiating an assessment and using the assessment's results.

ORGANIZATION MATURITY MAP



ASSESSMENT DELIVERABLES

As a result of an ITIL maturity and capability assessment, the consulting company conducting the assessment provides the customer with a report that typically outlines the following:



Current achievements

If this is not the first assessment, the results can be compared with previously agreed improvement goals and shown in a dynamic (trend-based) view.



Areas for improvement

These can be prioritized based on the risks they mitigate and the business value they help to deliver.



Critical success factors

Key conditions that must be met to ensure the success of the improvement programme.

If agreed with the consultants, the report may also include additional elements, such as benchmarks or an improvement roadmap.

"The ITIL Maturity Model assesses much more than siloed processes or individual practices. It aims to evaluate an organization's entire service management ecosystem, considering people, tools, processes, workflows, and how we interact with third parties. It gave us a holistic view across our business, helping us improve both how we work and what we achieve."

Nicci Postlethwaite – Operational Excellence Lead, BT



WANT TO ASSESS YOUR ITIL MATURITY OR CAPABILITY?

The ITIL maturity and capability assessment can be conducted for your organization by an Accredited Consulting Partner (ACP). Connect with the right partner to elevate your IT service and product management!



**Assess your
ITSM maturity**



**Learn more about
the ITIL Maturity Model**

"By utilizing the ITIL Maturity Model, we were able to achieve our goal based on ITIL best practices, which helped us strive for operational and service excellence within our organization. This assessment provided us with the objectivity and validation we needed to gain deeper insights into our ITIL practices and improve them further."

Erick Figueroa – Head of Global Process COE, SITA



"I thoroughly enjoyed the ITSM maturity assessment. I genuinely believe it provided an honest view of where we are and clear guidance on where to go next. It validated many items that were sitting at the top of our backlog, which was great to see. But it also gave us valuable insights into areas where we had some room to grow our expertise. I would highly recommend the maturity assessment to anyone considering it."

Andy Ferguson – ITIL Operations Manager, University of Birmingham



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Our certifications are delivered across the globe, empowering people and organizations to achieve what they are capable of, improving organizational efficiency and realizing their life ambitions through learning.

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