Agile and ITIL – A match made in heaven?

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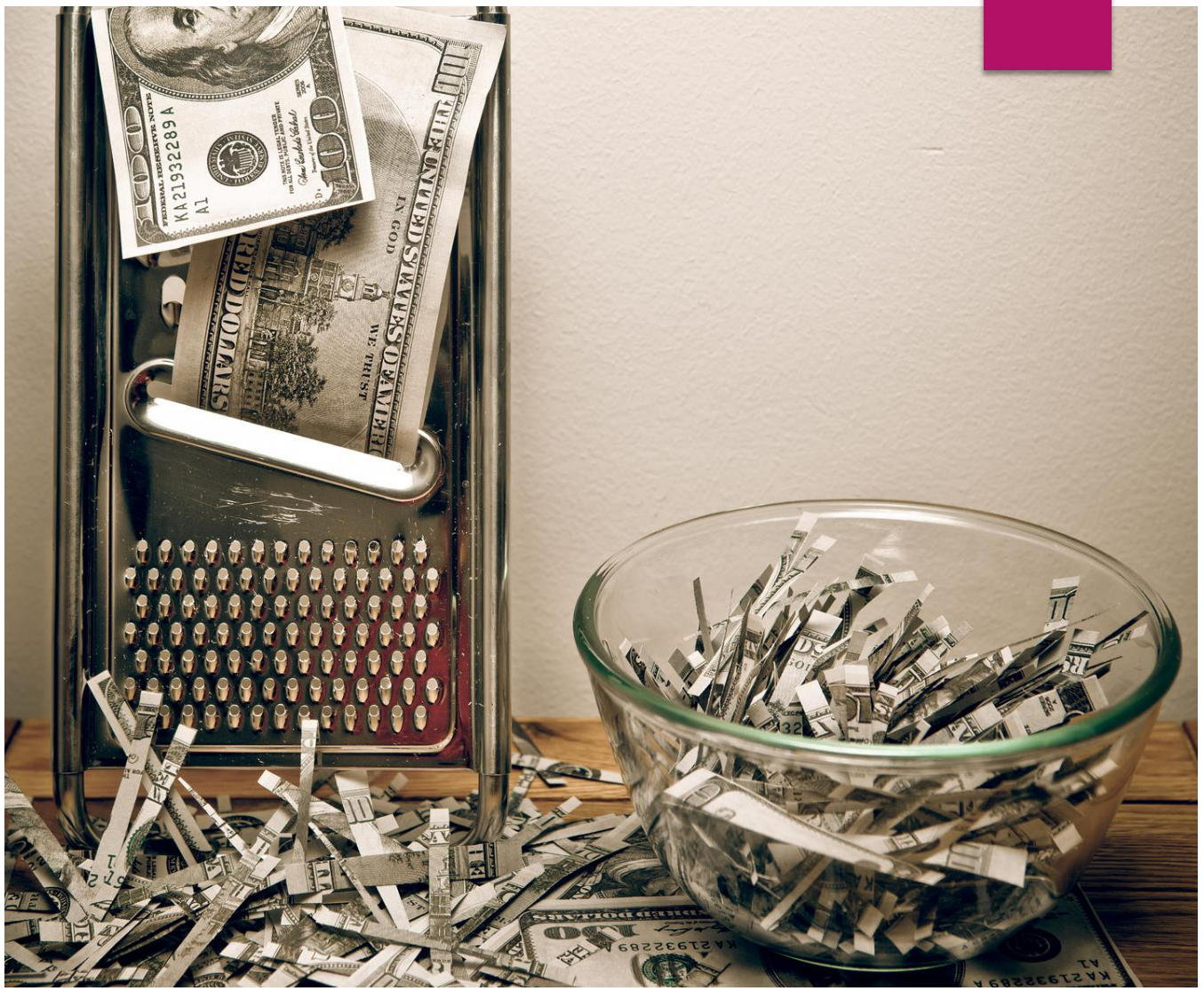
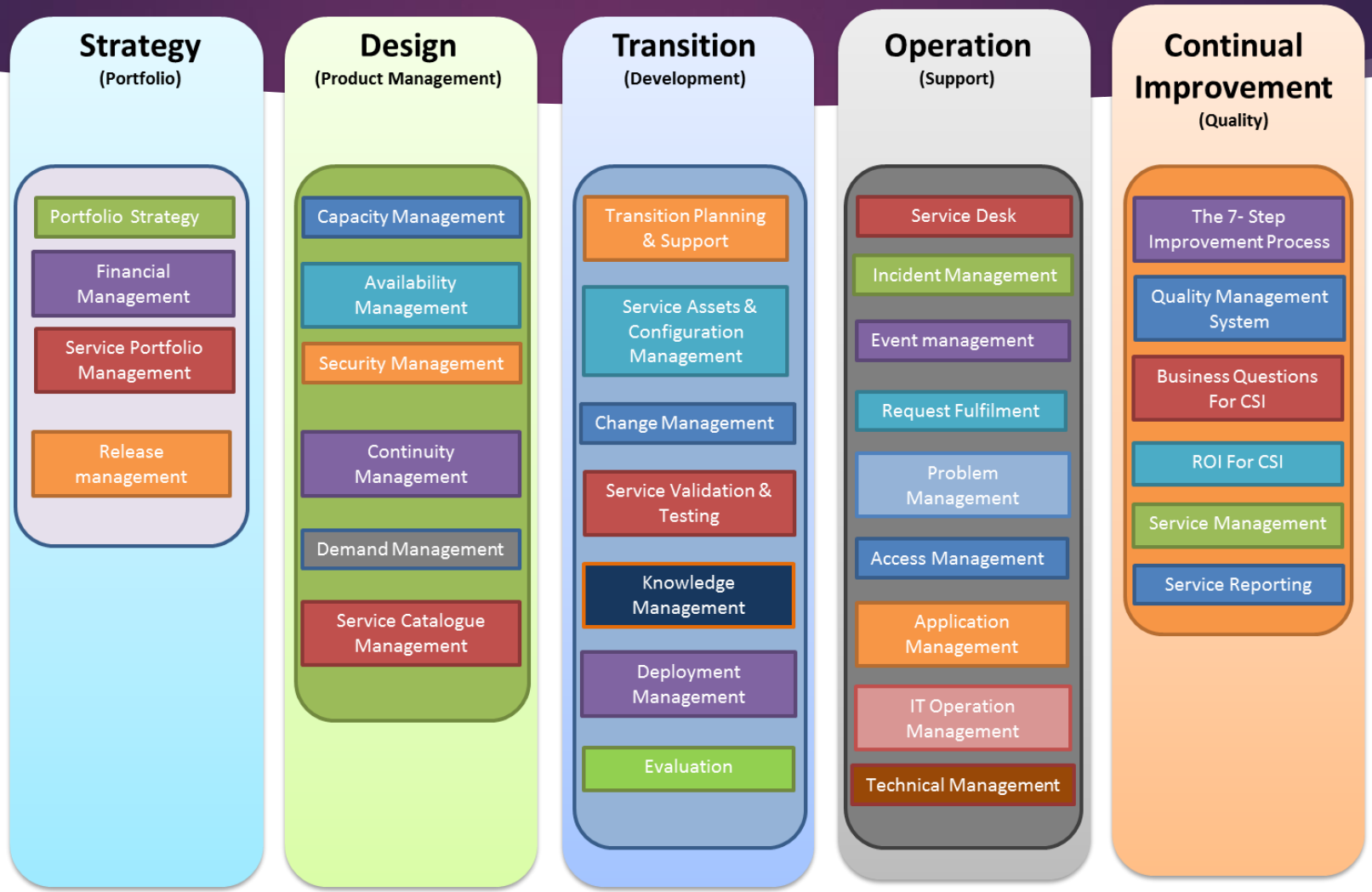
The situation

- 0 of ~100 incidents solved in time each month
- 6 month old bugs being fixed
- ~12 bugs fixed per month
- Average 36 days from Incident to implemented fix



32 Processes and not one I need



Convincing management

Changing habits

- Vision that brings silos together
- Cross-functional support team
- Ownership of the whole process
- Empowered to make decisions
- Trust everyone to make the right decisions

Focus for the team

The effects

- Out of 120 incidents in March all are solved within the time limits set by our service level agreement.
- The oldest known bug is less than a month old!
- We deliver 300% more bugfixes per month now, with an average of ~31.
- The time from Incident to implemented fix is down from 36 days to 18 days.

The dark side of ITIL

Should you use ITIL?

Questions?

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