# IT SERVICE MATURITY MODEL

Increasing Performance & Value to Organization

**LEVEL 0**

**Chaotic**

- Ad Hoc
- Undocumented
- Unpredictable
- Multiple help desks

**LEVEL 1**

**Reactive**

- Fight fires
- Inventory
- Desktop software distribution
- Initiate problem management process

**LEVEL 2**

**Proactive**

- Analyze trends
- Set thresholds
- Predict problems
- Automate
- Measure application availability

**LEVEL 3**

**Services**

- IT as a service provider
- Define services, classes, and pricing
- Understand costs.
- Guarantee SLAs

**LEVEL 4**

**Value**

- IT as a Strategic Business Partner
- IT & business metric linkage
- Real-time infrastructure
- Business planning

Manage IT as a Business

Service & Account Management

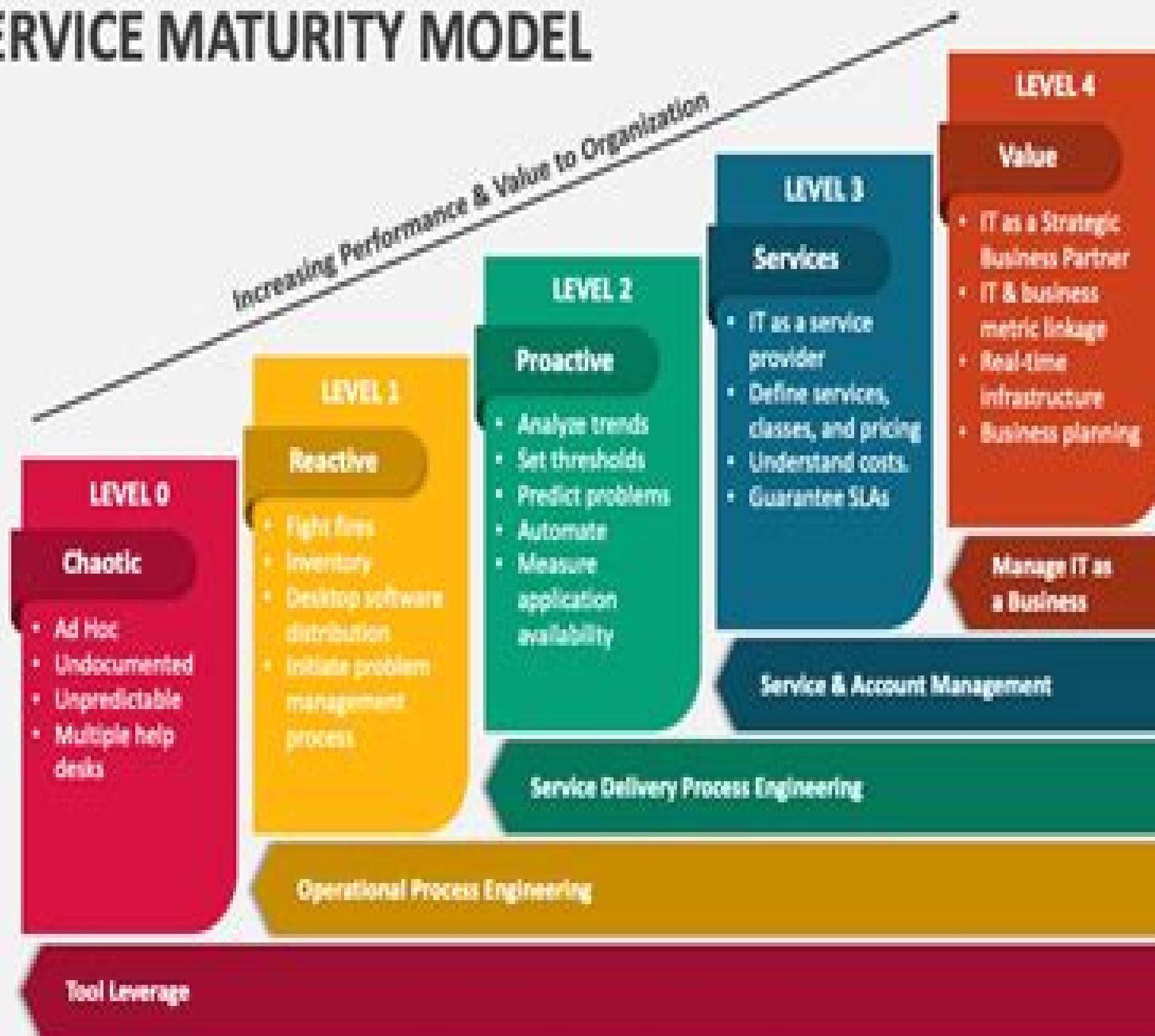Service Delivery Process Engineering

Operational Process Engineering

Tool Leverage

# Itil Maturity Model And Self Assessment Service User Guide

**Gerardus Blokdyk**

**Itil Maturity Model And Self Assessment Service User Guide:**

**Itil Maturity Model And Self Assessment Service User Guide** Book Review: Unveiling the Magic of Language

In an electronic digital era where connections and knowledge reign supreme, the enchanting power of language has are more apparent than ever. Its capability to stir emotions, provoke thought, and instigate transformation is actually remarkable. This extraordinary book, aptly titled "**Itil Maturity Model And Self Assessment Service User Guide**," compiled by a highly acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound effect on our existence. Throughout this critique, we will delve in to the book is central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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