



# Meet the ITIL Maturity Model



Future-proof your success

# What is maturity, and why's it so important?

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.

In short, the higher your ITIL maturity score, the more likely you are to achieve your service management and organizational objectives.

Additionally, ITIL Maturity Model can create a useful benchmark for you to gauge the likely success of any transformation or improvement initiatives you undertake.



# What is the



**ITIL Maturity Model is a management maturity model devoted to assessing and improving the management of an organization's IT services.**

It can focus on two things. Firstly, the capability of an organization's IT service management in terms of the effectiveness of its IT management practices.

And secondly, the maturity of its service value system (including both governance structure and management system). It's this part which generates a maturity rating and informs improvement planning.



# What makes it unique

As the ITIL framework is the most widely accepted approach to IT service management in the world having been established over 30 years ago, the ITIL Maturity Model has been developed by Axelos in response to popular demand for an IT service management-focused assessment product.

Although ITIL Maturity Model is structured around some of the key concepts from the ITIL framework, it can be used for any service management approach. What's more, it's easy to tailor and can be deployed in a variety of ways to suit the needs and focus areas agreed by you and your consulting partner.

Unlike some maturity models, ITIL Maturity Model looks at more than just process. Instead, it looks across the entire service management system, exploring the interactions between process, tools, management information and the competency of key personnel to give a truly **objective and integrated** picture.

# How does it work?

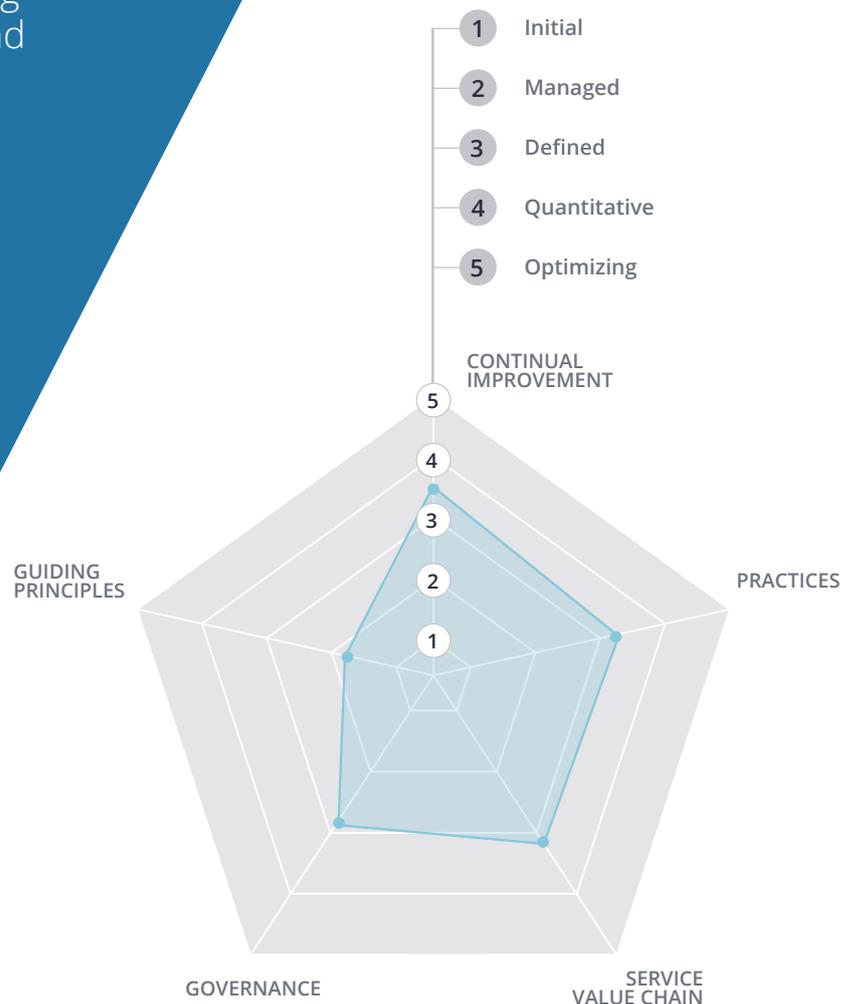
You can choose whether you want to focus on a Capability Assessment for service management, which looks at a choice of 34 management practices, or a Maturity Assessment of your service value system (including your governance structure and management system).

If you opt for the Maturity Assessment, your current IT practices will be assessed against the five components of the ITIL Service Value system used by some of the world's most successful organizations.

**But it's more than an assessment tool.** After revealing where you currently sit on an increasing scale of maturity,

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## Example organization maturity map



your consulting partner can advise you on exactly what you need to do to **build in additional resilience** and progress to the next level of maturity (where improved quality and reduced risk await).

It's all designed to provide you with a service management improvement roadmap that helps you prioritize your activities and resources.

Alternatively, and for the most holistic picture, you may wish to undertake a

**Comprehensive Assessment** that looks at both capability and maturity.

Validation of the rating achieved for each type of assessment is available from Axelos.

This independent verification can really help you differentiate your organization when responding to proposal requests and bids.





# 5 maturity levels

1

INITIAL

## Unpredictable and reactive

Work gets completed but the purpose and objectives of the service value system (SVS) in scope are not always achieved.

2

MANAGED

## Managed on the tactical level

Planning and performance measurement take place, and objectives of the SVS in scope are repeatedly achieved, but not in a standardized way.

3

DEFINED

## Proactive, rather than reactive

Organization-wide standards provide guidance across the service value system.

4

QUANTITATIVE

## Measured and controlled

Organization utilizes metrics from the data driven SVS to drive performance improvement initiatives and predict future outcomes.

5

OPTIMIZING

## Stable and flexible

The SVS is optimized and the organization is focused on continual improvement.

**Access  
now**



The three forms of the ITIL Maturity Model (capability, maturity and comprehensive) can only be accessed via an approved Axelos Consulting Partner.

**Find an Axelos Consulting Partner** and assess your ITSM maturity with the ITIL Maturity Model [here](#).



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