

APPENDIX

APPENDIX 1. RESEARCH INSTRUMENT

APPENDIX 2. ITIL SUCCESS FACTORS PERCEIVED BY ORGANIZATIONS

ITIL Success Factors	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Involvement of business staff	5.0% 4	3.8% 3	20.0% 16	53.8% 43	17.5% 14
Sufficient funding for ITSM initiative	1.3% 1	3.8% 3	11.3% 9	38.8% 31	45.0% 36
Effective change management for user/customer	1.3% 1	1.3% 1	11.3% 9	48.8% 39	37.5% 30
Commitment from senior management	1.3% 1	1.3% 1	5.0% 4	35.0% 28	57.5% 46
ITSM training provided for IT staff	1.3% 1	2.5% 2	12.5% 10	45.0% 36	38.8% 31
Understanding of business needs	1.3% 1	5.1% 4	11.4% 9	45.6% 36	36.7% 29
Sufficient allocation of IT staff to ITSM implementation	1.3% 1	5.1% 4	10.1% 8	41.8% 33	41.8% 33
Champion to advocate and promote the ITSM framework	2.5% 2	11.4% 9	21.5% 17	41.8% 33	22.8% 18
Ability of IT staff to adapt to change	1.3% 1	6.3% 5	25.3% 20	38.0% 30	29.1% 23
Documentation and integration of processes	7.6% 6	16.5% 13	22.8% 18	31.6% 25	21.5% 17

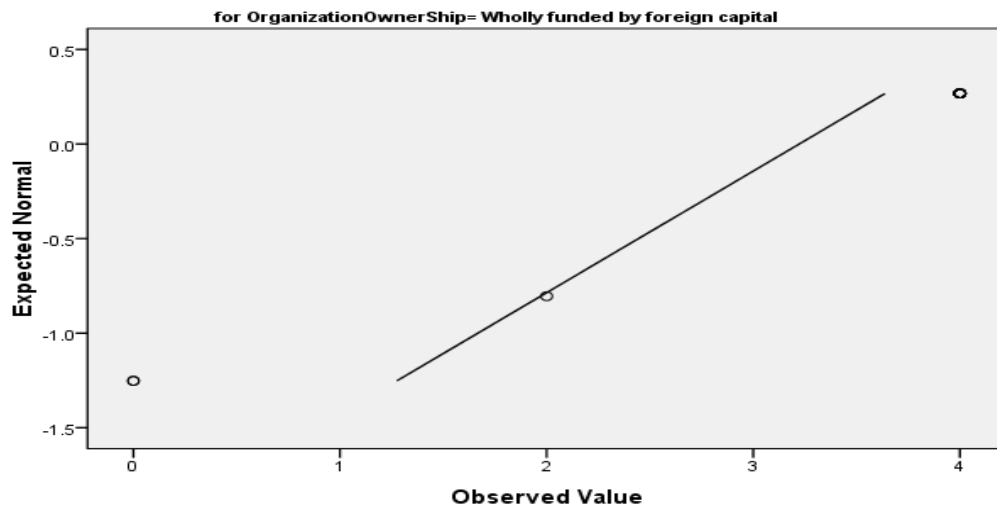
APPENDIX 3. ITIL IMPLEMENTATION PROGRESS ON INDIVIDUAL PROCESS AND FUNCTIONS.

ITSM/ITIL Process	Not started (0%)	Early stage	Half way (50%)	Completed (100%)	No plan to implement
Service Portfolio Management	7.2% 6	30.1% 25	18.1% 15	19.3% 16	25.3% 21
Demand Management	8.5% 7	25.6% 21	17.1% 14	22.0% 18	26.8% 22
Financial Management	7.3% 6	23.2% 19	23.2% 19	23.2% 19	23.2% 19
Service Level Management	4.9% 4	20.7% 17	23.2% 19	29.3% 24	22.0% 18
Supplier Management	8.5% 7	20.7% 17	22.0% 18	23.2% 19	25.6% 21
Capacity Management	4.9% 4	20.7% 17	28.0% 23	24.4% 20	22.0% 18
Availability Management	7.3% 6	18.3% 15	26.8% 22	26.8% 22	20.7% 17
IT Service Continuity Management	2.4% 2	24.4% 20	25.6% 21	24.4% 20	23.2% 19
Information Security Management	3.8% 3	26.3% 21	26.3% 21	21.3% 17	22.5% 18
Change Management	6.3% 5	18.8% 15	17.5% 14	35.0% 28	22.5% 18
Service Asset & Configuration Management	10.0% 8	25.0% 20	18.8% 15	18.8% 15	27.5% 22
Service Knowledge Management	14.6% 12	20.7% 17	18.3% 15	14.6% 12	31.7% 26
Transition Planning & Support	19.2% 15	17.9% 14	12.8% 10	15.4% 12	34.6% 27
Release & Deployment Management	13.6% 11	17.3% 14	23.5% 19	19.8% 16	25.9% 21
Service Testing & Validation	10.1% 8	20.3% 16	20.3% 16	17.7% 14	31.6% 25
Evaluation	11.1% 9	17.3% 14	18.5% 15	14.8% 12	38.3% 31
Service Catalog Management	11.5% 9	25.6% 20	19.2% 15	15.4% 12	28.2% 22
Incident Management	1.2% 1	13.6% 11	29.6% 24	42.0% 34	13.6% 11
Problem Management	1.2% 1	12.3% 10	33.3% 27	39.5% 32	13.6% 11
Request Fulfillment	3.8% 3	13.8% 11	31.3% 25	38.8% 31	12.5% 10
Access Management	2.5% 1	13.6% 11	30.9% 25	40.7% 34	12.3% 10

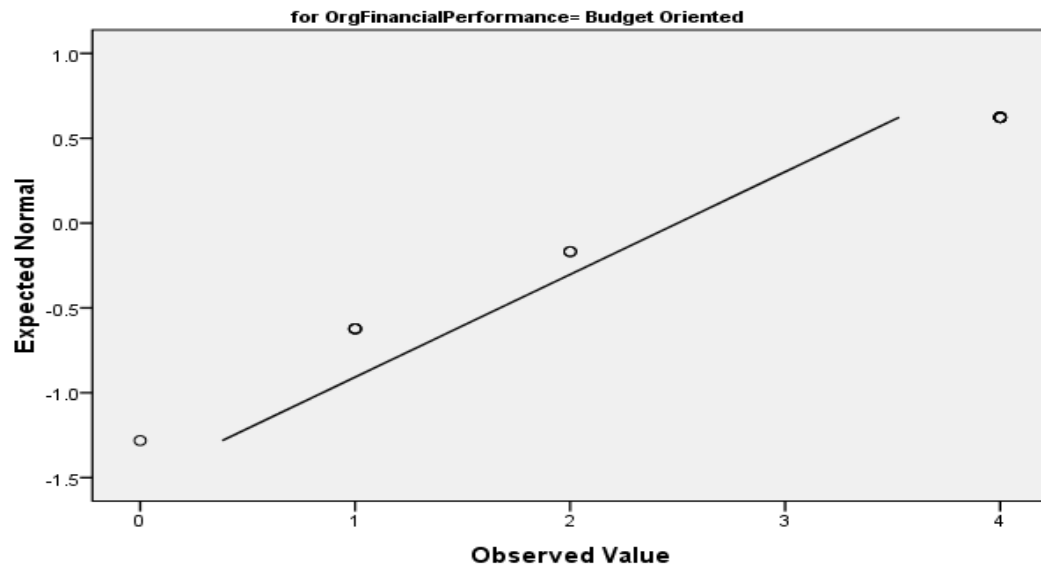
	2	11	25	33	10
Event Management	10.0% 8	17.5% 14	28.8% 23	28.8% 23	15.0% 12
Function: Service Desk	6.3% 5	8.9% 7	26.6% 21	40.5% 32	17.7% 14
Function: IT Operations Management	3.7% 3	9.9% 8	30.9% 25	38.3% 31	17.3% 14
Function: Technical Management	3.8% 3	11.4% 9	30.4% 24	34.2% 27	20.3% 16
Function: Applications Management	5.0% 4	11.3% 9	28.8% 23	28.8% 23	26.3% 21
The 7-Step Improvement Process	7.6% 6	16.5% 13	15.2% 12	15.2% 12	45.6% 36
Service Measurement	10.0% 8	16.3% 13	15.0% 12	16.3% 13	42.5% 34
Service Reporting	11.3% 9	16.3% 13	15.0% 12	16.3% 13	41.3% 33

APPENDIX 4. Q-Q PLOT FOR ITIL IMPLEMENTATION PROGRESS

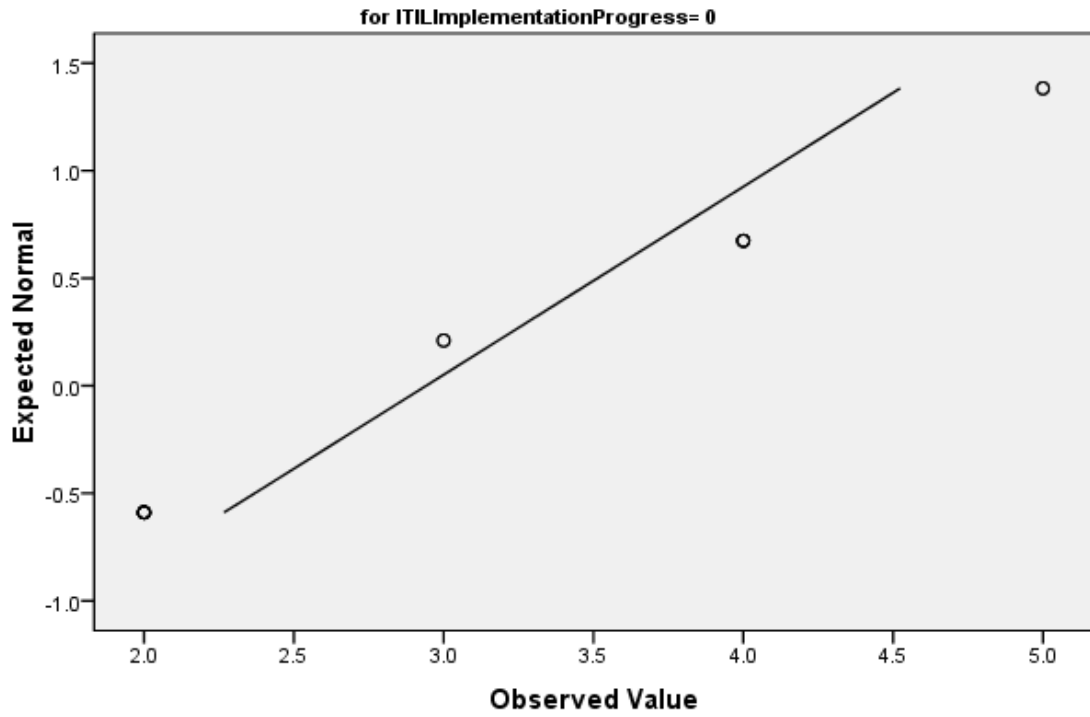
Normal Q-Q Plot of ITIL Implementation Progress



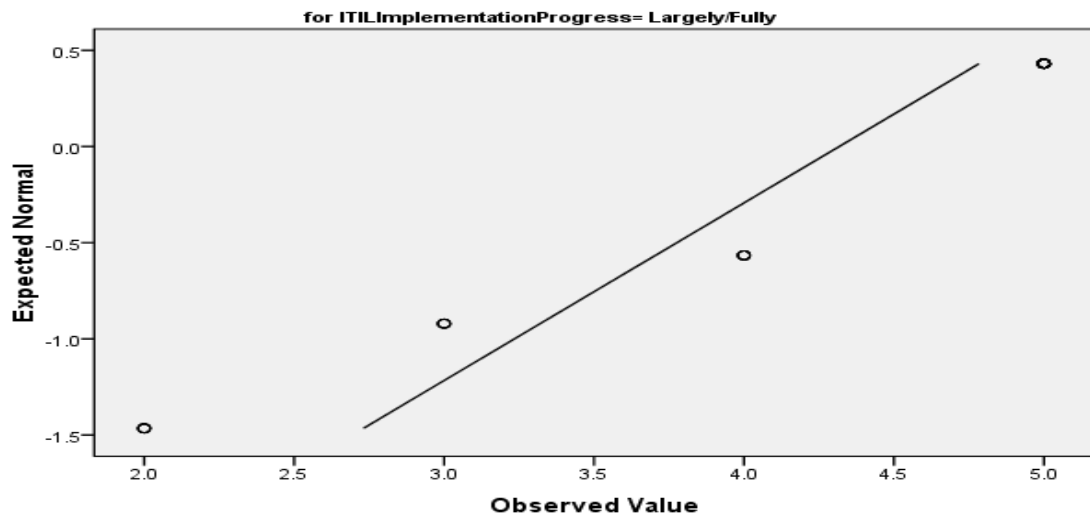
Normal Q-Q Plot of ITIL Implementation Progress



Normal Q-Q Plot of Total IT Staff

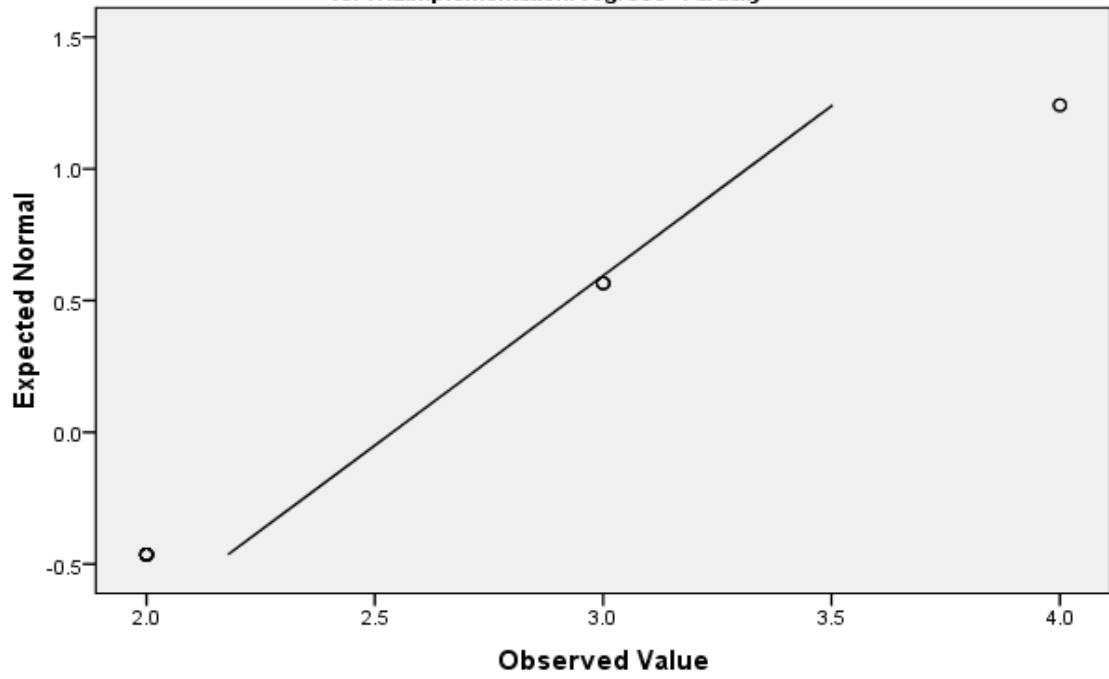


Normal Q-Q Plot of Total IT Staff



Normal Q-Q Plot of TotalStaff

for ITILImplementationProgress= Partially



Normal Q-Q Plot of TotalStaff

for ITILImplementationProgress= Starting

