For further information:
Hilary King
Dimension Data
Tel:     +27 11 575 6728
Cell:    +27 82 414 9623
Fax:     +27 11 576 6728
hilary.king@za.didata.com

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### TWO-THIRDS OF ORGANISATIONS HAVE ENGAGED WITH ITIL

*Is your Company an IT Service Management Laggard?*

**Johannesburg, South Africa, 28 February 2008** – New research released today by Dimension Data shows that 66% of organisations surveyed around the globe have engaged with the Information Technology Infrastructure Library (ITIL), a best practice framework for IT Service Delivery.  Other IT Service Management (ITSM) frameworks are also enjoying increased adoption at more moderate rates.

The research surveyed over 370 CIOs from 14 countries across five continents.

Scott Petty, Group Executive - Services at Dimension Data says, "Building a bridge between the business objectives and technology is at the heart of ITSM best practice frameworks.  Across the globe, organisations are waking up to the potential of these best practices and taking a closer look at where and how these frameworks might improve IT effectiveness. "

Petty said while perceptions and rates of adoption vary significantly in different geographies, ITSM looks set to continue to become an essential part of the business.

"More organisations are recognising ITSM's potential to help achieve greater strategic alignment between IT and business, deliver enhanced capacity for innovation projects, and tighter integration between technology and their mission-critical processes," adds Petty.

"The survey also confirmed what many IT professionals already know: Globally, ITIL enjoys acceptance as the de facto standard. Having achieved widespread acceptance in Europe, ITIL is now well on the way to establishing itself as the definitive set of guidelines for ITSM in the Asia-Pacific region. The ITIL wave finally reached US shores a couple of years ago and is beginning to gain traction," says Petty.

Over two-thirds of CIOs interviewed reported engagement with this framework. By comparison, levels of engagement with other best practices drop off sharply after ITIL: engagement with MOF and Six Sigma sit at 47% and 41% respectively. Engagement with Prince 2, ISO, CMMi, ASL, CoBIT and TQM are lower still, in the 28-34% range. Frameworks such as Super and Agile bring up the rear, with reported engagement levels of less than 20%, as indicated in Figure 1 below..

Figure 1.
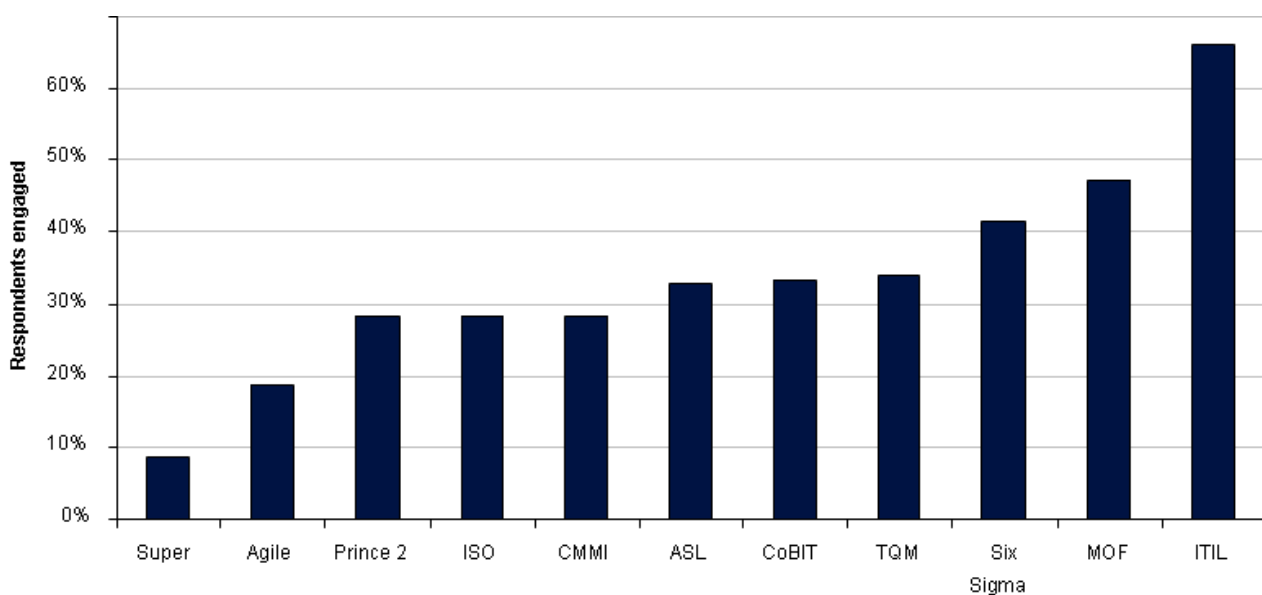


What's more, when the same CIOs were asked to rate best practice frameworks in terms of their scope, clarity, relevance and applicability on a scale of 1 to 5, ITIL stood out from the pack, with an average global rating of 3.0.

Another significant finding in the Dimension Data survey is that the size of the organisation has a strong influence on the popularity of ITIL and the inclination of its CIO to engage with this framework. Enterprises with fewer than 100 employees – and which typically have less complex IT infrastructure – rarely engage with ITIL, while 87% of enterprises with more than 10,000 employees have engaged with this framework.

"Clearly, CIOs of organisations with more complex IT environments understand the role that ITIL can play to help IT to function efficiently and add tangible benefits to the business.  Of course, one might argue the larger organisations generally have bigger IT budgets, which facilitates the evaluation, approval and implementation process," notes Petty.

So why ITIL?  What separates ITIL from other frameworks is that its development and periodic revisions are carried out by a vendor-independent body of experts committed to promoting best IT practices. Secondly, with its common glossary of predefined terms, ITIL can eradicate communication gaps that often result, simply because various groups use terms interchangeably. Finally, one doesn't necessarily have to adopt every part of the framework to accrue benefits.  It is possible – and indeed recommended by many experts – that organisations adopt a phased-approach to ITIL implementation, rather than embark on an over-ambitious rollout schedule.

"Dimension Data's experience is that clients also find ITIL to be useful when managing both internal and external relationships as it allows for the creation of a standard service definition and services catalogue,  and also provides a mechanism for co-ordinating the hand-off between multiple organisations," concludes  Petty.

For more results from this study, go to [www.dimensiondata.com/howdoyoumanage](www.dimensiondata.com/howdoyoumanage)

**About Dimension Data**

Dimension Data plc (LSE:DDT), a global managed services provider, helps clients plan, build, support and manage their IT infrastructures.  Dimension Data applies its expertise in networking, security, operating environments, storage and contact centre technologies and its unique skills in consulting, integration and managed services to create customised client solutions. Our deep understanding of the managed services market, backed by over two decades' experience, enables us to deliver services that enable our clients to improve efficiencies and enhance their competitiveness.

**Glossary of terms**

| TERM | ABBREVIATION | DESCRIPTION | WEBSITE |
|------|-------------|-------------|---------|
| The Information Technology Infrastructure Library | ITIL | Framework of best practice approaches intended to facilitate the delivery of information technology services. ITIL outlines an extensive set of management procedures that are intended to support businesses in achieving both high financial quality and value in IT operations. | http://www.itil.co.uk/ |
| Application Service Library | ASL | Public domain standard describing the processes within application management (producing and maintaining information systems and applications). Developed to complement ITIL in the application management domain. Originated in the Netherlands and maintained by the ASL Foundation. | http://www.aslfoundation.org/uk/aslbislfoundation/index.html |
| Microsoft Operation Framework | MOF | Provides operational guidance that helps organisations to achieve mission-critical system reliability, availability, supportability, and manageability with Microsoft products and technologies. Conceived as a super-set of ITIL. Maintained by Microsoft, more specifically its Operations and Technology group. | http://www.microsoft.com/technet/solutionaccelerators/cits/mo/mof/default.mspx |
| Control Objectives for Information and related Technology | CoBIT | COBIT is an open standard for IT control and security created by ISACA, an international association for the support and improvement of professionals whose jobs involve the auditing of corporate and system controls. Currently in version 4.0, released in December 2005 and gaining prominence due to Sarbanes-Oxley act. | http://it.safemode.org/ |
| ISO / IEC 20000 | ISO / IEC 20000 | The first international standard for ITSM, published in September 2005, based on an earlier British Standard, BS 15000. The standard promotes the adoption of an integrated process approach to effectively deliver managed services to meet the business and customer requirements. It is comprised of two parts: a specification and a code of practice for IT Service Management. Although originally developed to reflect best practice guidance contained within the ITIL, it supports other ITSM frameworks. | http://20000.standardsdirect.org/ |
| Agile | Agile | A conceptual framework for undertaking software engineering projects that embraces and promotes evolutionary change throughout development in short time box iterations which are treated as a miniature stand-alone software projects. | http://www.agilemanifesto.org/ |

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| Capability Maturity Model Integration | CMMI | A process improvement approach that provides organisations with the essential elements of effective processes covering development, services and acquisition. The framework was developed by the Software Engineering Institute (SEI), federal research centre sponsored by the US Department of Defense. | http://www.wibas.de/presentation/site/cmmi_1.2_browser.html.en |
| Six Sigma | Six Sigma | A system of quality management practices developed by Motorola to systematically improve processes by eliminating defects, defined as units that are not members of the intended population. Six Sigma has become an element of Total Quality Management (TQM) initiatives. | http://www.isixsigma.com/sixsigma/six_sigma.asp |
| Semantics Utilized for Process Management within and between Enterprises | SUPER EU FP6 | Integrated project funded by the European Sixth Framework Program aiming to raise Business Process Management to the business level from the Information Technology level where it mostly resides now. To reach this objective, the project aims at providing a framework based on Semantic Web Services technology, able to acquire, organise and share the knowledge embedded both in business processes, systems and software, and human expertise. | http://www.ip-super.org/ |
| Total Quality Management | TQM | A management strategy aimed at embedding awareness of quality in all organisational processes. TQM has been widely used in manufacturing, education, government, and service industries. | |
| PRojects IN Controlled Environments 2 | Prince 2 | A project management methodology covering the management, control and organisation of a project. Initially developed in 1989 by the Central Computer and Telecommunications Agency (CCTA) as a UK Government standard for information systems project management; but it soon became regularly applied outside the purely IT environment. Since 1996 released as a generic project management method becoming the de facto standard for project management in the UK. | http://www.prince2.org.uk/ |