Independent Study Title	Success Factors for ITIL Implementation in Organization
	Case Study: A Commercial Bank
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Abstract

The objectives of this research are to study the success factors, problems and obstacles for ITIL (IT Infrastructure Library) implementation in the organization. The case study of this research is a commercial bank that is facing the problems of redundant operations, staff's misunderstandings, and incompliance to new procedures. These problems can lead to mistakes, waste of time, and loss of opportunities and costs, which needs to be improved for better performance of IT services in the organization.

The methods used in this research are questionnaires and interviews on staff and process managers in Technology Division, related research literatures and documents from the organization. This research is mainly based on the theory of cultural change in organization.

To implement ITIL successfully, the research found that IT staff has to adapt to the change of new ITIL processes. The success factors are management support, IT staff understanding in ITIL and communications. In this case, staff from Service Desk

should focus more on communications of the change in policies, processes and responsibilities to related parties in both IT and non-IT departments. The ITIL- related documents or manuals should be easily accessed. Staff must be well trained on ITIL processes and related tools. The number of ITIL champions in the organizations should also be increased. Managers should support more on budgets and resources as well as help allocate staff and their scope of responsibilities more reasonably.