

ITIL® Poster Series #32

Delivery Models

Introduction

In this poster we show the different delivery models that are commonly in use in organizations. One reflects the service oriented approach utilizing the ITIL framework, the other shows a technically based approach which focuses on the technology in use in the organization. Which does your organization favour, and is it the best approach for your customer's needs?

Technology Delivery Model

A technology delivery model is characterized by the focus on efficient delivery and management of individual technical components and/or systems. In this model, the delivering organization typically functions as an order-taker, frequently involving the customer directly in technological matters such as server and storage decisions. Within IT, teams work in a silo-oriented manner, each one functioning in partial isolation without much inter-team coordination. The focus is on installation, maintenance, upgrading, preventing failures etc.

Service Provider Model

By contrast, a service provider model is characterized by the holistic management of fit-for-purpose and fit-for-use services. The service provider uses shared processes to allow the internal teams to work together to deliver not just technology, but actual outcomes to the customer. The service provider exerts significant effort in understanding the customer's desired outcomes – what is of value to them – and insulates the customer from having to take responsibility for all the individual associated costs and risks. The focus is on delivering results and making things easier for the customer - that is, a service-oriented approach.

