

# ITIL in the Gulf Region Stakeholder Map

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# Introduction

- On 15 January 2007, the first itSMF Gulf Chapter members meeting took place
- Attendees participated in a stakeholder mapping exercise
- The measures taken were based on level of awareness and level of adoption of ITIL within the IT division of their company
- The results of the exercise were subsequently analysed by Danny Brown from INS and the first itSMF sponsored stakeholder map of ITIL maturity in the Gulf region was produced
- The intention is to continue mapping stakeholders in future meetings to help track the growth of ITIL maturity in the Gulf region

# ITIL Maturity in the Gulf Region?

*Awareness*



*Adoption*

# ITIL Maturity – Stakeholder Map

“Awareness”

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Little or none

Some

Very Good

“Adoption”

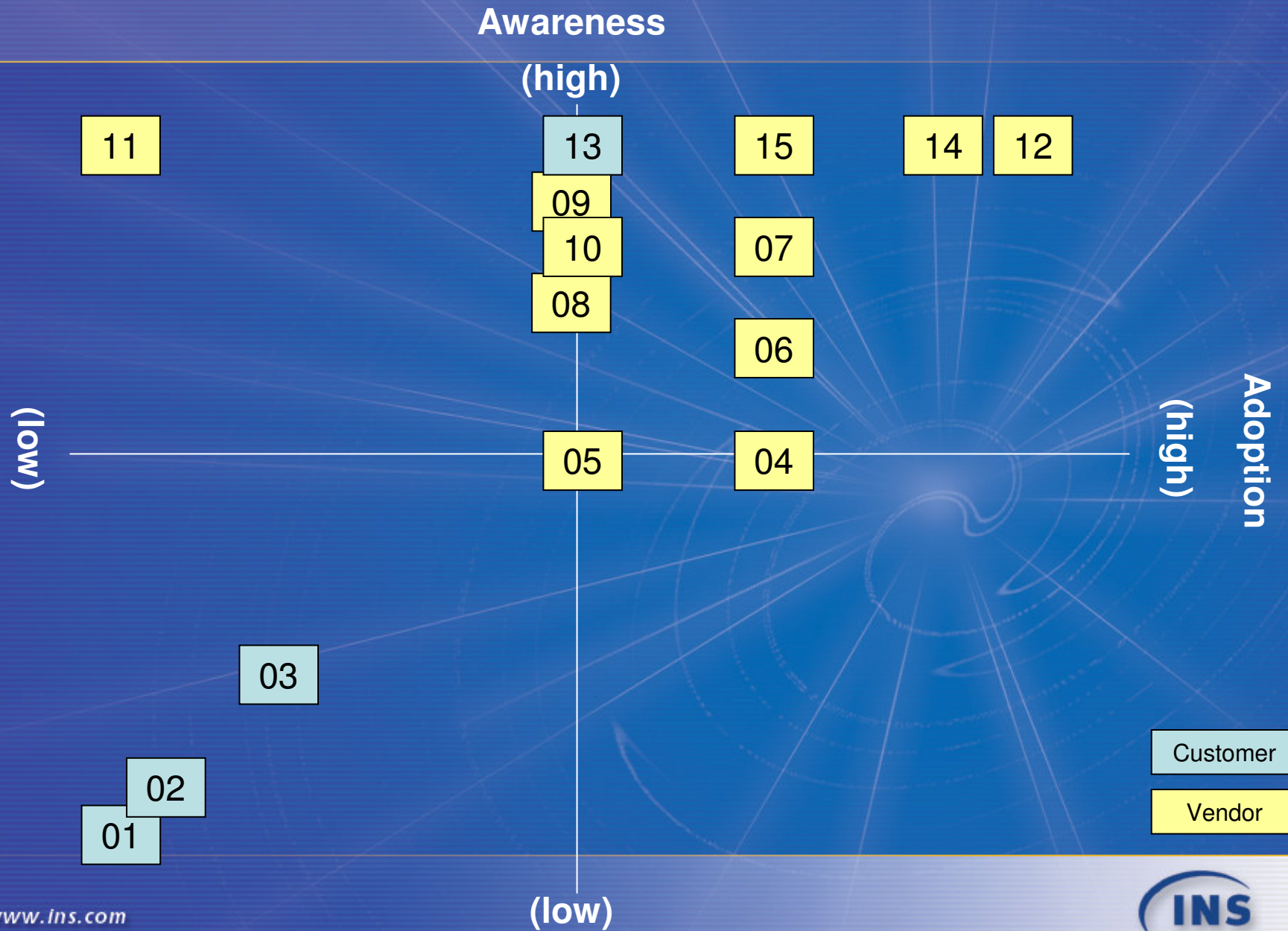
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Nothing Yet

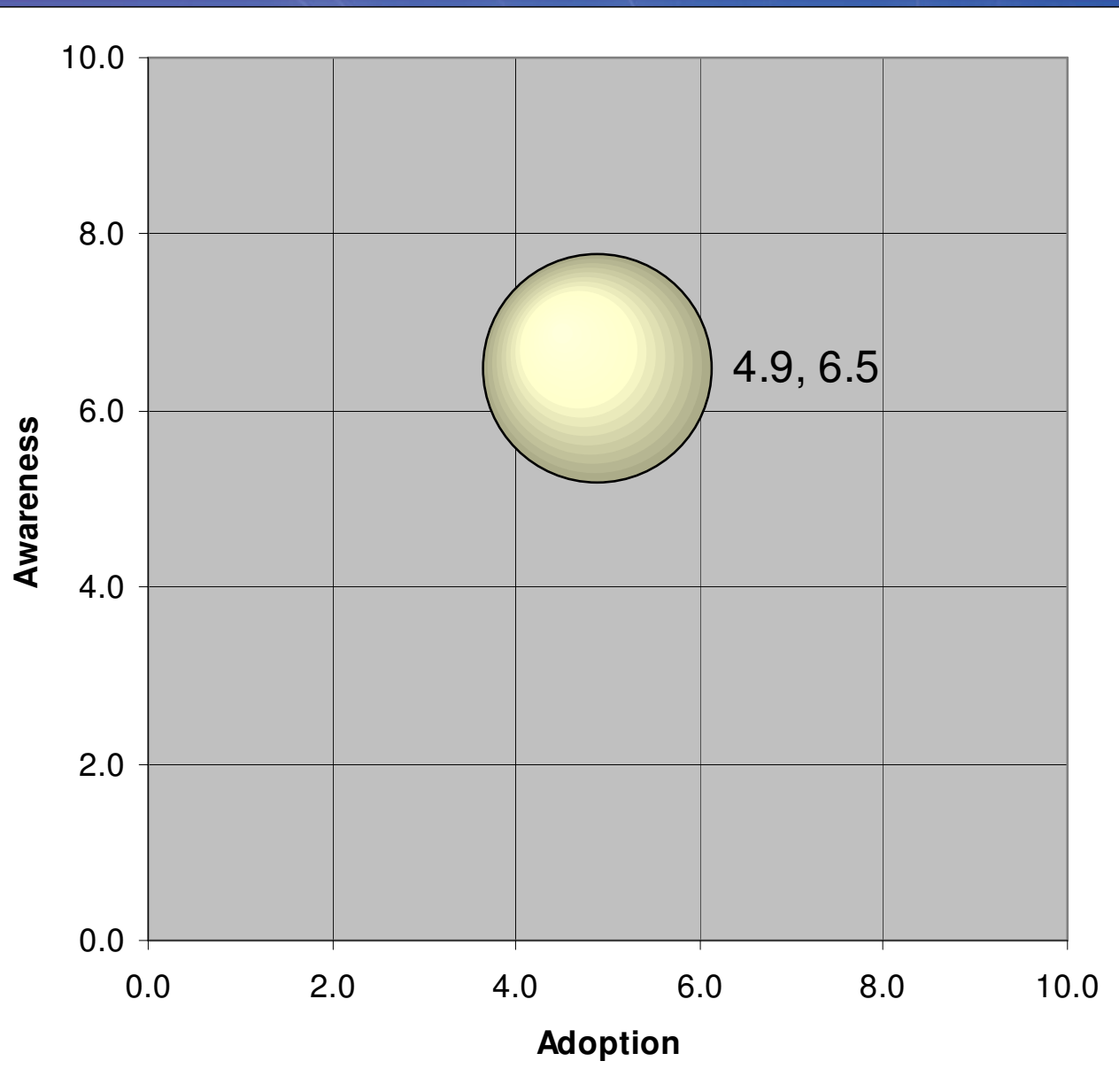
Starting

Completed

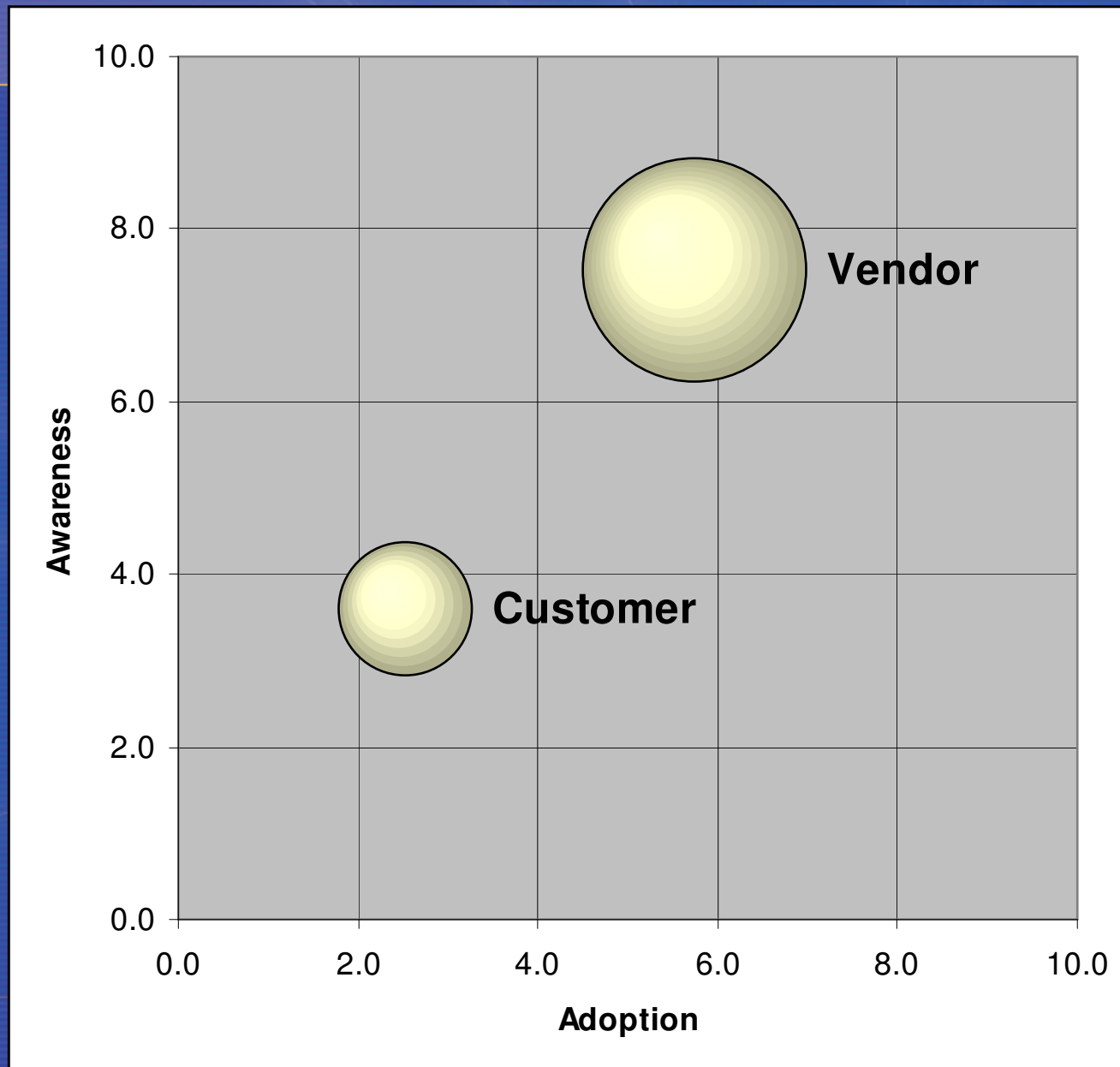
# ITIL Maturity



# Gulf ITIL Maturity – Overall



# Gulf ITIL Maturity – Split



# For further information

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