



ITIL and Risk Management

I just ran into a LinkedIn posting where one of the members asked "*Is Risk transfer become the contingency plan or it is risk mitigation plan?*"

This again confirmed my idea that people can't use ITIL as a management system. **ITIL simply isn't systematic.**

I suggested the questioner to look at this from another perspective. ITIL doesn't handle Risk Management in a proper way. ITIL is all about best practices, and Risk Management is actually one of the six fundamental processes that should penetrate all practices. So, if you simply try to get that Risk Management process clearly on your screen (*there are hundreds of books available*), you would only have to look at all ITIL practices (*including what they call 'processes'*), and you will be able to find guidance on a practical approach towards Risk Management, i.e. the answers to your questions.

The "Contingency plan" would then be a document, resulting from a proactive approach towards specific risks. It can be evoked if specific situations occur. ITIL practices are actually correct (as they mostly are), but you should understand how to get to this result, rather than just duplicating it.

The "Risk mitigation plan" would be a plan to mitigate a recorded risk, most likely resulting in an RFC or in an initiative to adapt the SLA.

Note: proper Risk Management would require much more than just these two.