

## What is Gartner saying about ITIL these days?

I recently ran into good old Gartner again, and wondered what they say about ITIL, these days. In the nineties they were surprisingly inactive in this respect, limiting their statements and predictions to just a very few publications. But now, with all the social media and easy communication channels, they simply had to be more active...

With their [failing predictions on the collaps of the ITIL market](#) when APMG took over in 2007 buried in my memory, I wasn't expecting too much... And having read their 2011 report "How to identify Key pain Processes to Prioritize ITIL Adoption" made me expect the worst, as they seemed to copy all the mistakes of the ITIL market in their analysis...

Well, googling the terms ITIL and Gartner indeed revealed some interesting stuff. I want to share the most prominent statements with you. I found this one on YouTube, where Gartner has its own channel. Surprisingly, the average number of views of their movies were very low, ranging from just a few hundred to a few thousand.

The most interesting statements I found were these:

"As companies implement ITIL, the biggest challenges that they're facing are organizational ones, getting all of the people on board in the various disciplines or domains and silos." [Patricia Adams, Research Director @ Gartner]

"It certainly is about updating processes and procedures and may have some implications on tools and technologies, but ultimately it is a people change initiative, and that of course is more challenging than technology itself." [Ed Holub, Managing VP @ Gartner]

Elise Olding, one of the invited speakers at a recent Gartner conference, added to this: "People aren't afraid of change, they are afraid of the unknown and the lack of choice".

Now we're talking! It seems that they've picked this up after all...

