



pillar solutions – supporting your network

ITIL COMPLIANCE

Information Technology Infrastructure Library (ITIL)

ITIL (Information Technology Infrastructure Library) is a set of best practice standards for Information Technology (IT) service management. ITIL provides businesses with a customisable framework of best practices to achieve quality service and overcome difficulties associated with the growth of IT systems. ITIL consists of 6 sets: Service Support, Service Delivery, Planning to Implement Service Management, ICT Infrastructure Management, Applications Management, and the Business Perspective. Ecora Software has a strong value proposition working within the Service Support section of ITIL:

Service Support

- Configuration Management – Identifying, controlling, maintaining, and verifying detailed configuration settings.
- Change Management – Standardised methods and procedures are used to handle all configuration changes.
- Release Management – Holistic view of change to an IT service.
- Incident Management – Ability to restore normal service to operation as quickly as possible with minimum disruption to the business.
- Problem Management – Proactively prevent the occurrence of incidents, problems, and errors.
- Service Desk – Central point of contact between the user and IT service management.

Ecora's Approach to Best Practices

Ecora Enterprise Auditor automates the reporting of thousands of configuration settings across your enterprise. Providing you with timely reports for change tracking & analysis, configuration management, release management, incident management, problem management and detailed security reports that meet ITIL standards.

Don't do it manually – Learn to automate IT reporting

Below are some of the many questions Enterprise Auditor can answer:

- Who has access to our systems?
- Who specifically has access to Share information?
- Where are there internal security vulnerabilities?
- What patch levels are we at?
- Are configuration changes being tracked and documented?
- What policies are changing within Active Directory or Citrix?
- Can we show an audit trail?
- And many more...

Ecora has documented '**The Seven Must-Have Security Reports**', which identifies great template reports for security best practices. To see this report, please contact us on 01732 36370