



› ITIL SOFTWARE SELECTION ACCELERATOR

STRUCTURED SELECTION
TODAY. BETTER OUTCOMES
FOR YEARS TO COME.

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Selecting an ITSM solution is one of the most important technology decisions an organization can make. The right choice can support operations for years, while the wrong one can lead to unnecessary costs, complexity, and inefficiencies.

ITIL Software Selection Accelerator enables consultants to help organizations evaluate and select the right ITSM software using ITIL-aligned criteria tailored to their specific requirements and use cases.

WHY SOFTWARE SELECTION MATTERS

5-10 years

Typical ITSM solution lifetime

An ITSM solution often remains in place for many years, making the selection process critical to long-term success.

20-30%

Typical share of total cost incurred at purchase

Most costs arise after implementation, making early selection decisions especially important.

STRUCTURED SOLUTION SELECTION

ITIL Software Selection Accelerator provides a fast, consistent framework for evaluating software solutions, accelerating the selection process while supporting informed decision-making through a structured assessment approach.

The accelerator helps organizations:

streamline software evaluation and selection activities;

compare solutions using a structured methodology;

align software selection with business requirements and use cases;

identify the right-fit solution for current and future needs.



STRUCTURED EVALUATION ACROSS SEVEN DIMENSIONS

ITIL Software Selection Accelerator structures software evaluation across seven key dimensions, helping organizations assess potential solutions consistently and comprehensively.



WHY CHOOSE ITIL SOFTWARE SELECTION ACCELERATOR?

Choosing an ITSM solution means making a long-term investment in a platform that will support your organization for years to come.

ITIL-aligned
software selection

Tailored solution
recommendations

Structured evaluation
across seven dimensions

By applying ITIL Software Selection Accelerator, organizations can reduce uncertainty, improve evaluation consistency, and make more informed software selection decisions.

HOW TO BENEFIT

To succeed with software selection, engage an ITIL Accredited Consulting Partner who can apply ITIL Software Selection Accelerator and help identify a solution that best supports your organization's needs over the next 5-10 years.

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CONSULTING PARTNER**
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