

Relationship between ITIL and Facilities Management:

The authentic Information Technology Infrastructure Library (ITIL) has its own process map for Facilities Management too.

It is a world-wide accepted fact that ITIL® is the only consistent and comprehensive documentation of best practice for **IT Service Management**. ITIL philosophies are used by thousands of organisations around the world, in order to run the best IT operation across their Facilities.

And now ITIL makes a mention of Facilities Management in the course of explaining the best practices for IT service management. Why? For, the ITIL team realised the fact that, Facilities has to be intact and operating seamlessly to manage the physical work environment where the IT infrastructure is located.

Facilities Management includes all aspects of managing the physical environment, for example power and cooling, building access management, and environmental monitoring.

Facilities Management for IT is part of ICT Infrastructure Management in ITIL V2, where some aspects of managing facilities are described in more detail as in the new ITIL V3 books under Service Operation part. Interfaces between IT Facilities Management and the other ITIL processes were adjusted in order to reflect the new ITIL V3 process structure

No sub-processes are specified for **IT Facilities Management according to ITIL V3.**



The key things to be seen through for the Facilities Management as one of the best practices for a best IT infrastructure according to ITIL are:

- Managing the physical environment where the IT infrastructure is located.
- This includes all aspects of managing the physical environment, for example power and cooling, building access management, and environmental monitoring.

Have the right Facilities Management tool in place to have seamless IT operations. Your Integrated Facilities Management Software will make sure your IT infrastructure is intact.