



## Seventh Annual Conference – Oct. 3<sup>rd</sup>, 2015

<b>Presentation Title</b>	ADD, New ITIL: Consultancy Delivery Approach
<b>Speaker</b>	Mohamed Zohair
<b>Abstract</b>	The ADD is acronym of Assess, Design and Deliver. This is a model, not a framework, that describes how the ITIL consultancy delivers not dictates the consultants to follow. As of the ITIL is a best practices framework, its implementation will vary from organization to another, that keep the consultancy project success ties with delivery approach. So, I tried to put a holistic model starting with assessment through design till delivery.