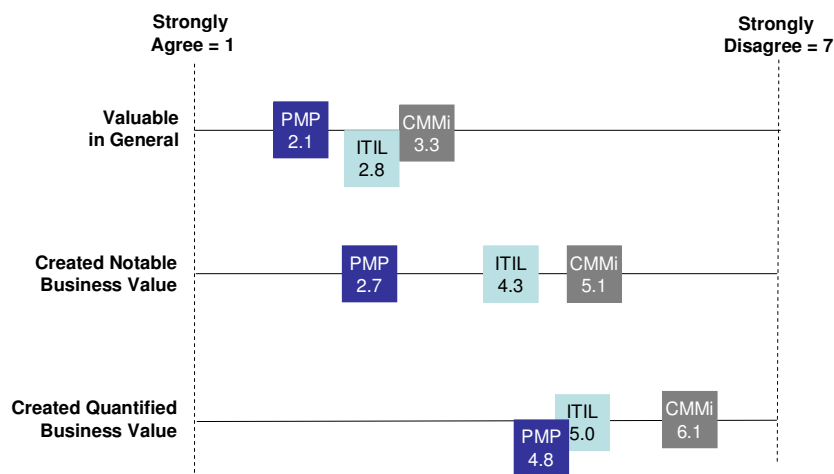


**FORMALIZING IT:
The Value of ITIL, CMMi, and PMP for Insurer IT Groups**
Research Report
July 2008

Value of Formal Methodologies
(Average Opinion of 21 Insurer IT Executives)



SUMMARY

Insurer IT groups are putting increased emphasis on process control and project management. Formal methodologies, including PMP, ITIL, and CMMi can be valuable tools in improving these areas.

This report draws on a survey of 21 members of the Novarica Insurance Technology Research Council, a moderated knowledge-sharing community of senior insurance IT executives, to provide insights on the relative adoption rates and perceived values of these three leading methodologies. It includes quantitative survey results and qualitative comments, as well as publicly-reported industry examples, and finds that these methodologies are delivering improvements in business/IT communication, systems quality, project delivery times, and governance.

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