IT3860 - IT Service Management Framework and Processes

Reference:
- **Introduction to ITIL:** Author: Office of Government Commerce (OGC). **HD30.2 I61**
- ITIL Service Delivery: Author: Office of Government Commerce (OGC). ISBN 0113300174
- ITIL Service Support: Author: Office of Government Commerce (OGC). ISBN 0113300158
- ITIL Security Management: Author: Office of Government Commerce (OGC). ISBN 011330014X

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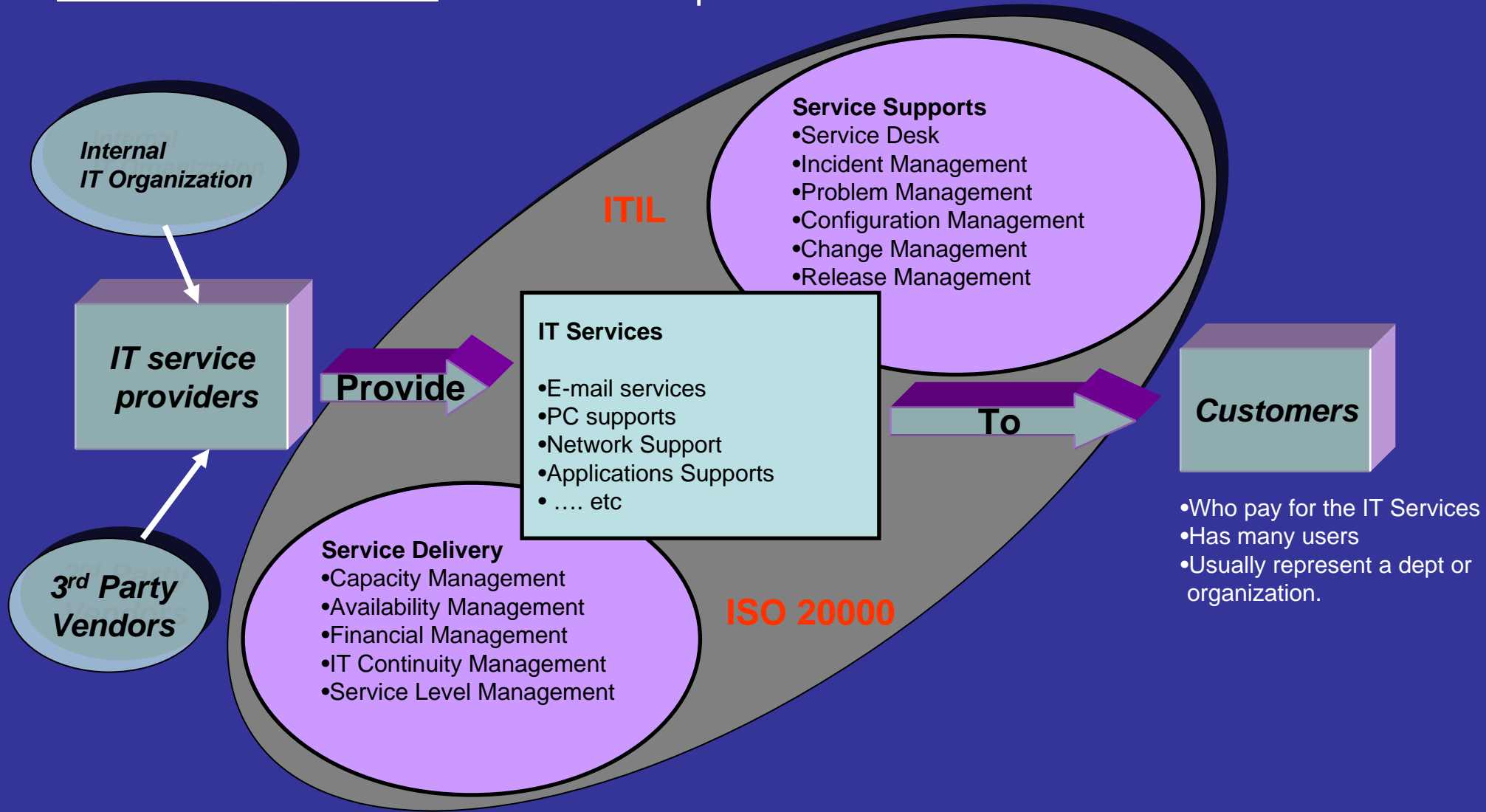## IT3860 - **IT Service Management Framework and Processes**

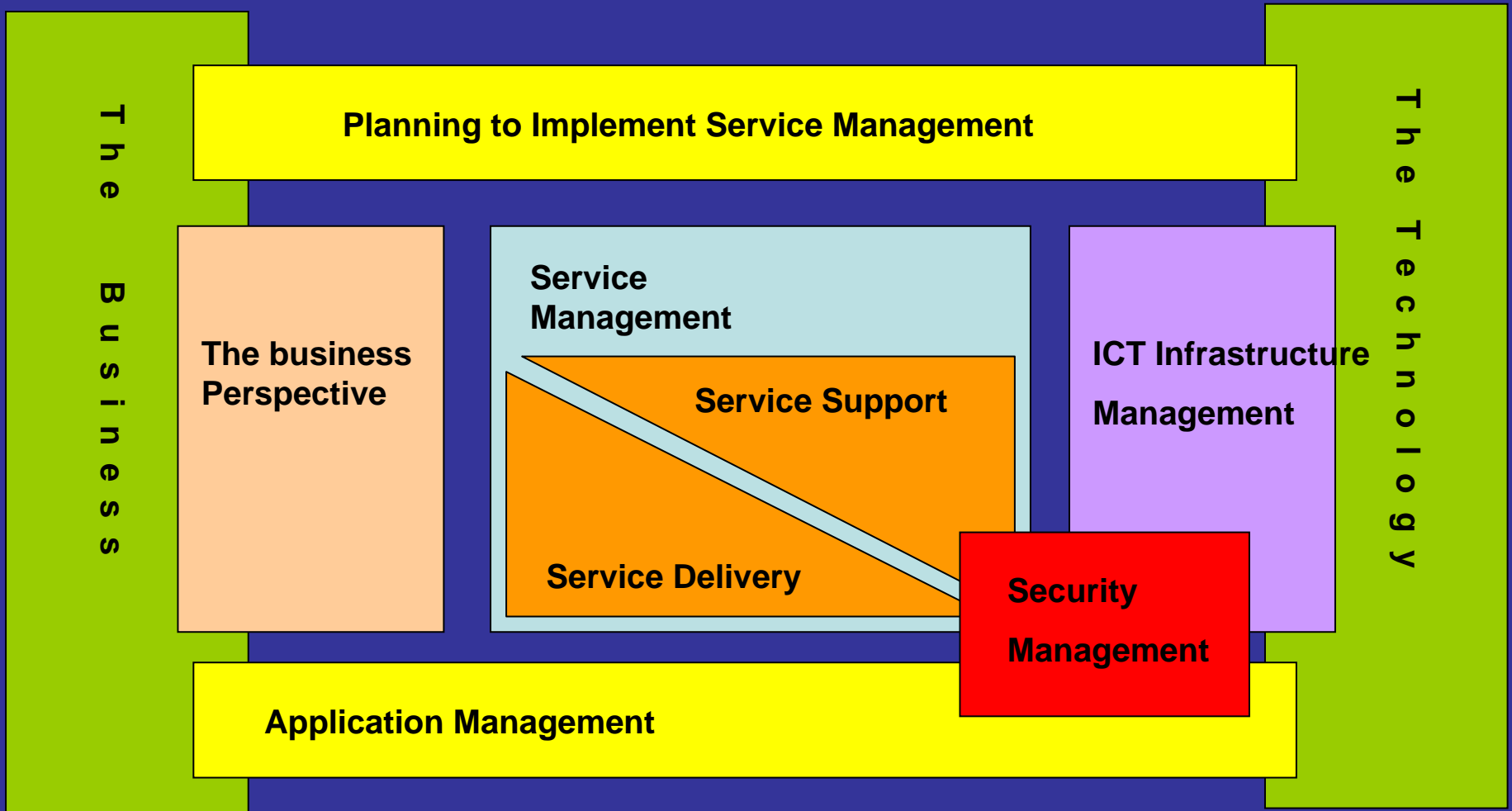| Assessment Methods			Percentage (%)
In-Course Assessment	E-Assessment	Yes	10
	Class Assessment	Yes	20
	Common Test	No	
	Project/Assignment Assessment	Yes	30
Examination	2-hour Examination	Yes	40
	3-hour Examination	No	
		Total	100

Background

- The origin of ITIL (IT infrastructure Library), was created by CCTA (Central Computer and Telecommunications Agency) in 1980s by the UK government with the objective of ensuring better use of IT services and resources. This grew rapidly in popularity, both in the UK and, slowly, across the world. However, as IT itself changed, so did ITIL. The CCTA, now known as OGC, eventually updated ITIL, and published version two.

- IT infrastructure Library (ITIL) – ITIL was developed in recognition of the fact that organisations are becoming increasingly dependent on IT to fulfil their corporate objectives.

- ITIL was developed to disseminate proven IT Service Management best practise systematically and cohesively. The approach is based on service quality and developing effective and efficient processes.

- ITIL has established itself to become international standard as follows

  - ISO 20000 is the international standard for IT Service management.

  - BS15000 British Standards Institution's standard for IT service Management.

Background

- ITIL is a framework outlining worldwide accepted best practices for IT Service Management. The concepts within ITIL support IT service providers in the planning of consistent, documented, and repeatable processes that improve service delivery to the business.

- ITIL covers areas such as Incident Management, Problem Management, Change Management, Release Management and the Service Desk etc.

NYP Nanyang Polytechnic

Internal IT Organization

3rd Party Vendors

IT service providers

Provide

ITIL

Service Supports
- Service Desk
- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release Management

IT Services

- E-mail services
- PC supports
- Network Support
- Applications Supports
- …. etc

Service Delivery
- Capacity Management
- Availability Management
- Financial Management
- IT Continuity Management
- Service Level Management

ISO 20000

To

Customers

- Who pay for the IT Services
- Has many users
- Usually represent a dept or organization.

ITIL best practise framework

The Business

The Technology

Planning to Implement Service Management

The business Perspective

Service Management

Service Support

Service Delivery

ICT Infrastructure Management

Security Management

Application Management

- There are 2 core sets of ITIL, namely Service Support & Service Delivery. These core sets are made up of 10 processes and 1 function (Service desk)

- Service Supports consists of
    - Service Desk
    - Incident Management
    - Problem Management
    - Configuration Management
    - Change Management
    - Release Management

- Service Delivery consists of
    - Capacity Management
    - Availability Management
    - Financial Management
    - IT Continuity Management
    - Service Level Management

- A process is a logically related series of activities conducted toward and defined objective. A process is a series of activities carried out to convert input into an output.

- A procedure is a description of logically related activities, and who carried out. A procedure may include stages from different processes. A procedure defines who does what, and varies depending on the organisation.

- A set of work instructions defines how one or more activities in a procedure should be carried out.

Benefits of ITIL to the customer/users:

- The provision of IT services becomes more customer-focused and agreements about service quality improve the relationship.
- The services are described better, in customer language, and in more appropriate detail.
- The quality, availability, reliability and cost of the services are managed better.
- Communication with the IT organisation is improved by agreeing on the point of contact.

Benefits of ITIL to the IT organisation:

- The IT organisation develops a clearer structure, becomes more efficient, and more focused on the corporate objectives.
- The IT organisation is more in control of the infrastructure and services it has responsibility for , and changes become easier to manage.
- An effective process structure provides a framework for effective outsourcing of IT services.
- Following the ITIL best practices encourages a cultural change towards providing services, and supports the introduction of quality management systems based on the ISO9000 series or on BS15000.
- ITIL provides a coherent frame of reference for internal communication and communication with suppliers, and for the standardization and identification of procedures.

ITIL organisation

- OGC - Office of Government Commerce, which is an office of the UK Treasury and now the new owner of ITIL. The OGC published a series of ITIL books written by UK and international experts.

- ITSMF – The Information Technology Service Management forum (ITSMF), originally known as the Information Technology Infrastructure Management forum (ITIMF), is the only internationally recognised and independent user group dedicated to IT Service Management. It is owned and operated solely by its membership. ITSMF chapters promote the exchange of information and experience which enables IT organisations to improve the services they provide. They organised seminars, conferences etc, they also publish newsletters and operate a website for information sharing.

- http://itsmf.org.sg/ web site of ITSMF Singapore.

- EXIN and ISEB – EXIN is the Dutch foundation "Exameninstituut voor Informatica" and the UK "Information Systems Examination Board" (ISEB) jointly developed a professional certification system for IT Service Management.

ITIL organisation

- They provide a full range of ITSM qualifications at three levels.
    - Foundation Certificate in IT Service Management
    - Practitioner Certification in IT Service Management
    - Manager Certification in IT Service Management