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SOLUTIONS

elevating service excellence

ITIL®

Executive Overview

Agenda

- Introduction
- Why ITIL?
- What is ITIL?
- ITIL Service Management
  - ITIL Service Support
  - ITIL Service Delivery
- Benefits
- Questions

Source: ITIL material by the Office of Government Commerce, the Stationary Office,
and the IT Service Management Forum, ITSMF Ltd

Why ITIL?

-Insanity-

"Doing things the way we've always done them, yet expecting different results."

Deming

What is ITIL?

Information

Technology

Infrastructure

Library

A set of books that describe industry best practice for IT services

What is ITIL?

- ITIL is recognized as the *de facto* standard for IT Service Management
- ITIL is a best practices framework
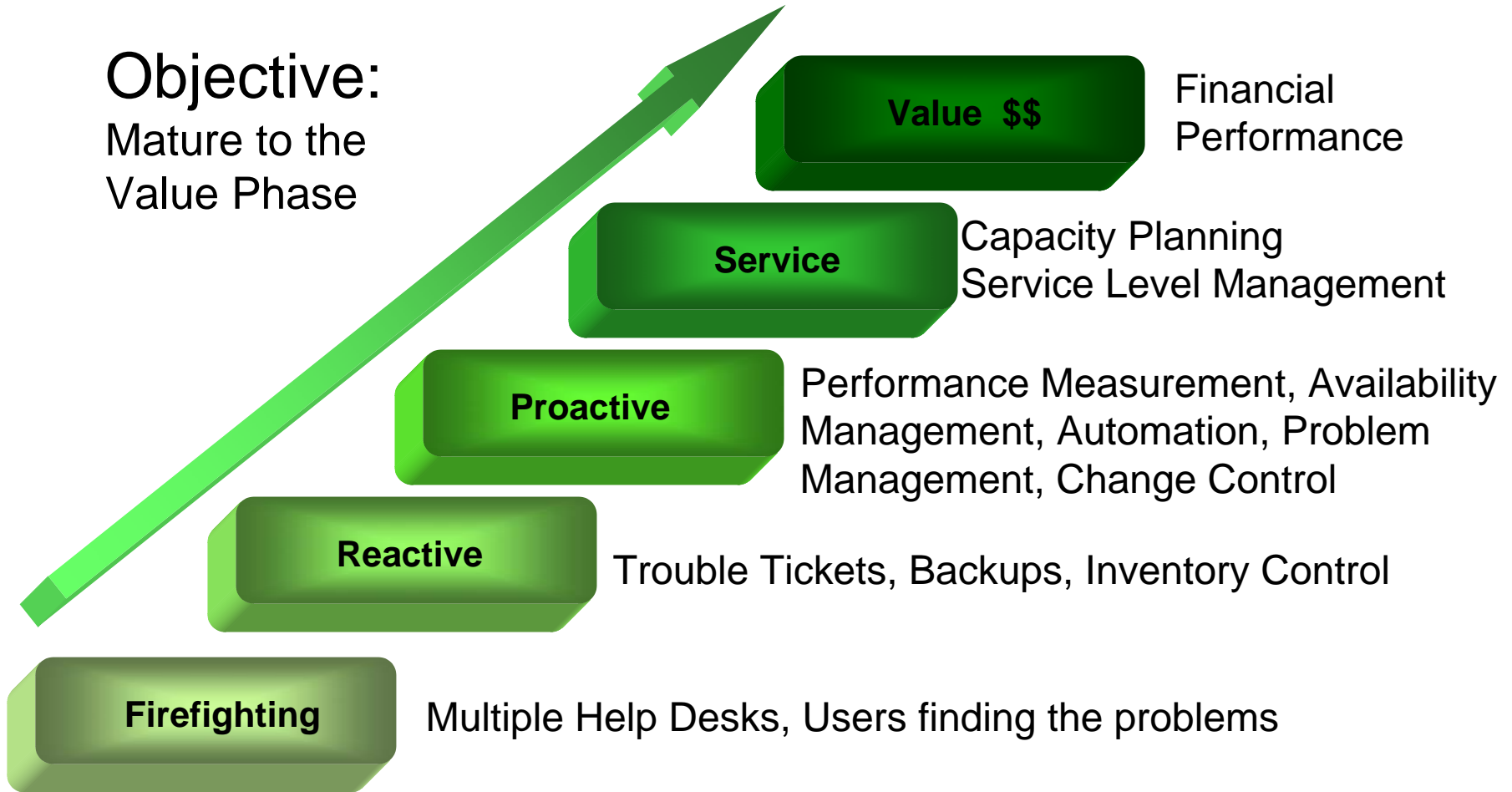- ITIL has a strong relationship with the ISO9000 quality framework

What is ITIL?

- Three Key Objectives of ITIL
  - Align IT services to meet the needs of business and customers
  - Improve quality of IT services delivered
  - Reduce the long-term cost of service provision

Where are you today?

The GartnerGroup Maturity Model

Objective:
Mature to the Value Phase

Value $$ — Financial Performance

Service — Capacity Planning Service Level Management

Proactive — Performance Measurement, Availability Management, Automation, Problem Management, Change Control

Reactive — Trouble Tickets, Backups, Inventory Control

Firefighting — Multiple Help Desks, Users finding the problems

ITIL Service Management

ITIL Service Management

Service Support

- Service Desk (function)
- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release Management

Service Delivery

- Service Level Management
- Financial Mgt of IT Services
- Capacity Management
- IT Service Continuity Mgt
- Availability Management

Service Desk (function)

ITIL Service Management

Service Support
- Service Desk (function)
- Incident Management
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Service Delivery
- Service Level Management
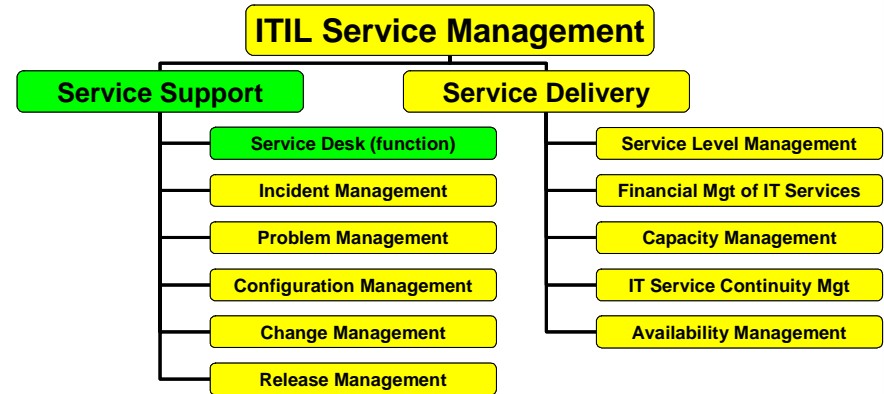- Financial Mgt of IT Services
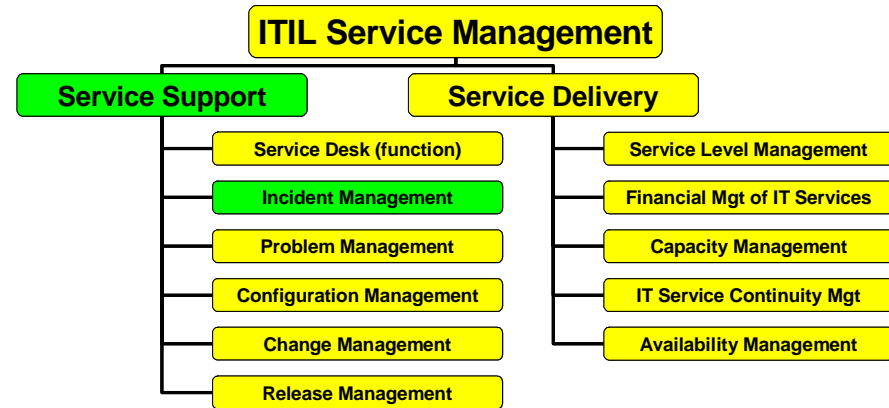- Capacity Management
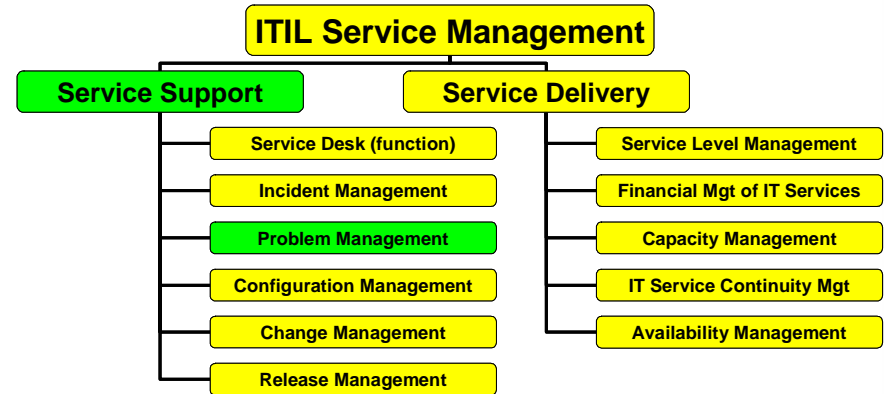- IT Service Continuity Mgt
- Availability Management

Act as the central point of contact between the User and IT Services Management, handle Incidents and Requests, and provide an interface for other activities such as Change, Release, Service Level, and IT Services Continuity Management

Incident Management

ITIL Service Management

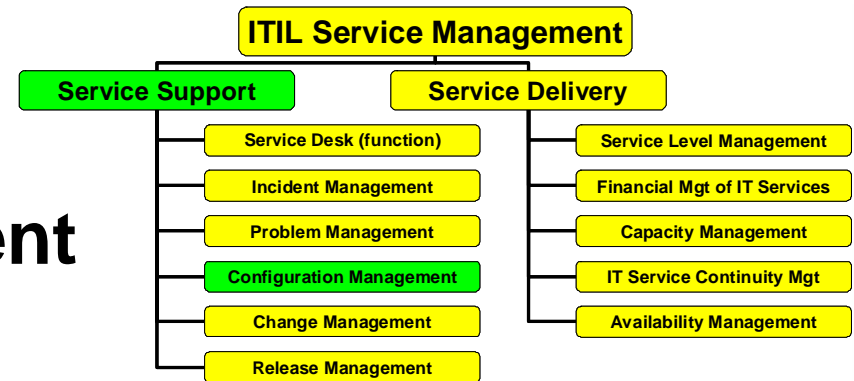| ITIL Service Management	
Service Support	**Service Delivery**
Service Desk (function)	Service Level Management
Incident Management	Financial Mgt of IT Services
Problem Management	Capacity Management
Configuration Management	IT Service Continuity Mgt
Change Management	Availability Management
Release Management	

Restore normal service operation as quickly as possible with minimum disruption to the business, thus ensuring that the best achievable levels of availability and service are maintained

Problem Management

ITIL Service Management

Service Support	Service Delivery
Service Desk (function)	Service Level Management
Incident Management	Financial Mgt of IT Services
Problem Management	Capacity Management
Configuration Management	IT Service Continuity Mgt
Change Management	Availability Management
Release Management	

Minimize the adverse effect (on the business) of Incidents and Problems caused by errors in the infrastructure - proactively prevent the occurrence of Incidents, Problems and Errors
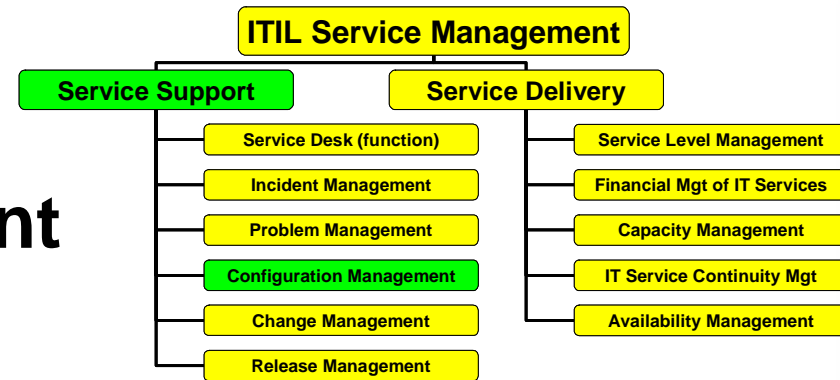
Configuration Management

ITIL Service Management	
Service Support	**Service Delivery**
Service Desk (function)	Service Level Management
Incident Management	Financial Mgt of IT Services
Problem Management	Capacity Management
Configuration Management	IT Service Continuity Mgt
Change Management	Availability Management
Release Management	

Provide a logical model of the IT infrastructure by identifying, controlling, maintaining and verifying the versions of all Configuration Items
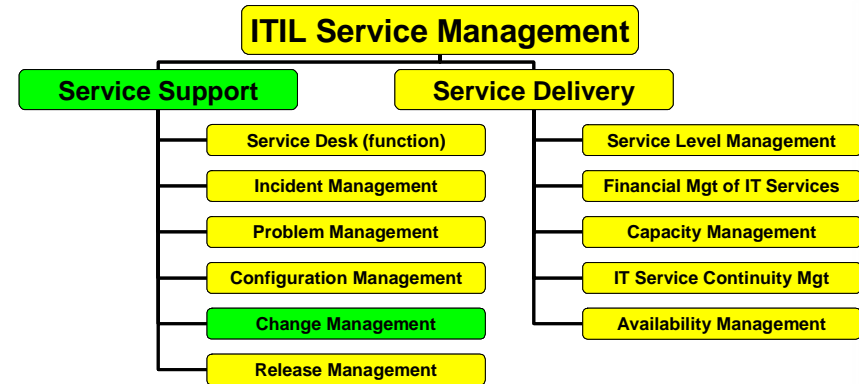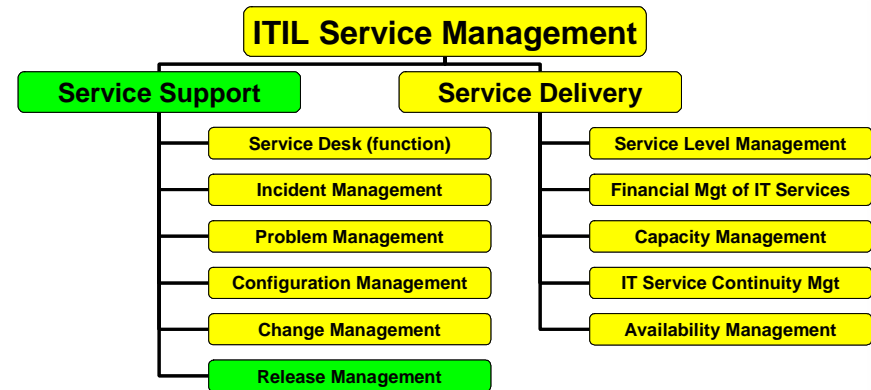
Configuration Management
3 key components

ITIL Service Management

Service Support	Service Delivery
Service Desk (function)	Service Level Management
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1. **Configuration Management Database (CMDB)**
   Made up of Configuration Items (CI)

2. **Definitive Software Library (DSL)**
   Where physical master copies of all software CIs are stored

3. **Definitive Hardware Store (DHS)**
   Similar to the DSL but for spare hardware

Change Management

ITIL Service Management

- **Service Support**
  - Service Desk (function)
  - Incident Management
  - Problem Management
  - Configuration Management
  - **Change Management**
  - Release Management
- **Service Delivery**
  - Service Level Management
  - Financial Mgt of IT Services
  - Capacity Management
  - IT Service Continuity Mgt
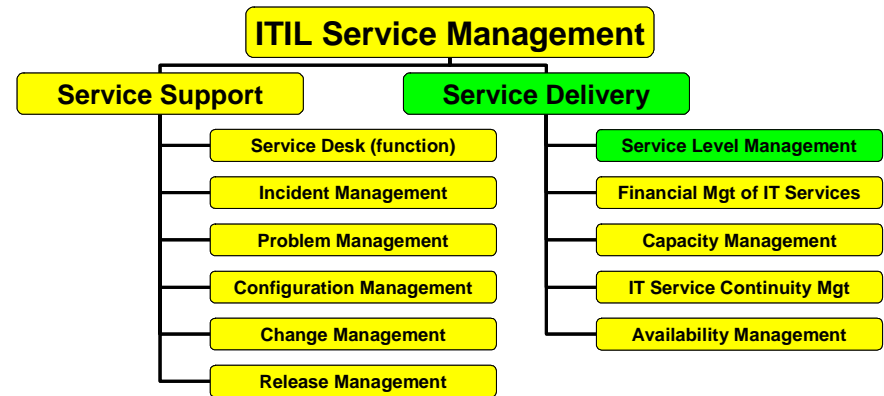 - Availability Management

Ensure that standardized methods and procedures are used for efficient and prompt handling of all Changes, in order to minimize the impact of any related Incidents upon service

Release Management

ITIL Service Management

Service Support	Service Delivery
Service Desk (function)	Service Level Management
Incident Management	Financial Mgt of IT Services
Problem Management	Capacity Management
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Change Management	Availability Management
Release Management	

Take a holistic view of Changes to an IT service and ensure that all aspects of a Release (both technical and non-technical) are considered together
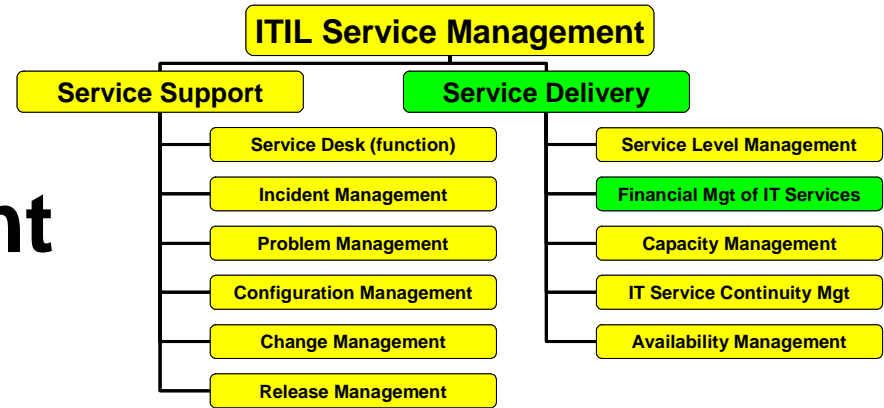
Service Level Management

ITIL Service Management

Service Support	Service Delivery
Service Desk (function)	Service Level Management
Incident Management	Financial Mgt of IT Services
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Release Management	

Maintain and improve business aligned IT service quality, through a continuous cycle of monitoring, reporting and reviewing IT service achievements and through instigating actions to eradicate unacceptable levels of service
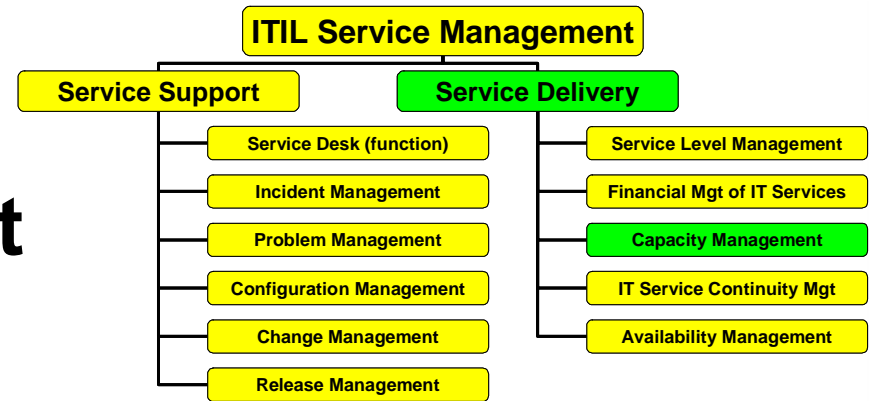
Financial Management for IT Services

Provide cost effective stewardship of the IT assets and the financial resources used in providing IT services
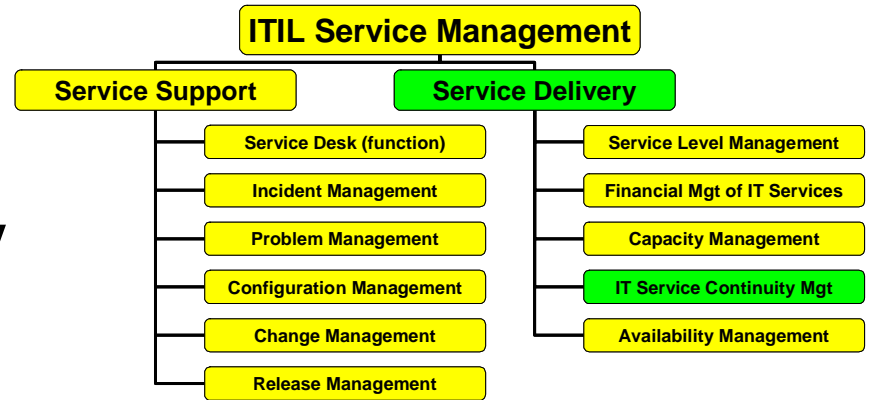
Capacity Management

Ensure that all current and future capacity and performance aspects of the business requirements are provided in a cost effective manner through an understanding of:
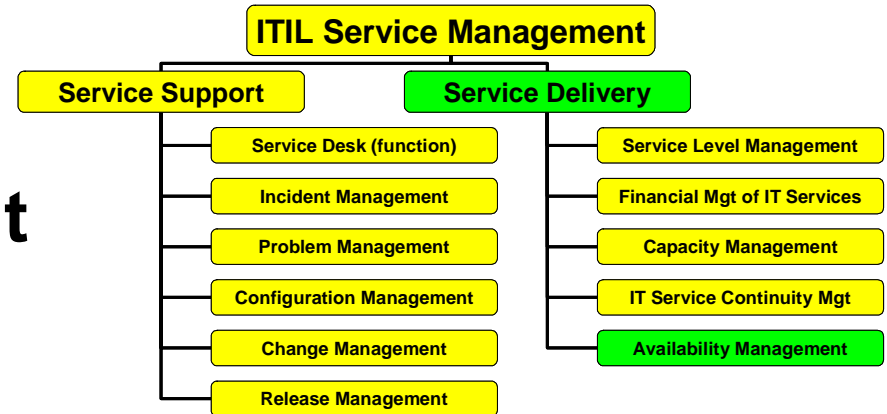
- future business requirements
- the organization's operation
- the IT infrastructure

IT Service Continuity Management

ITIL Service Management

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Support the overall Business Continuity Management process by ensuring that the required IT technical and services facilities can be recovered within required and agreed upon business timelines
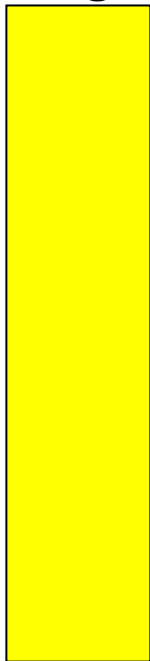
Availability Management

Optimize the capacity of the IT infrastructure and supporting organization to deliver a cost effective and sustained level of availability that enables the business to satisfy its objectives

IT Functional Departments
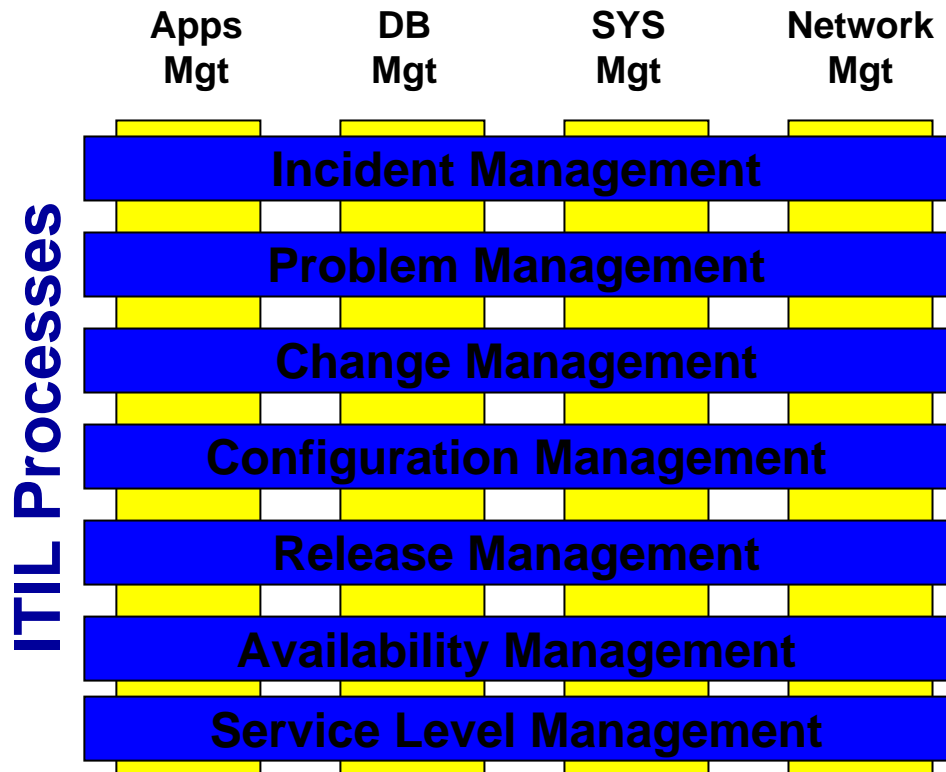
Traditional IT Departments
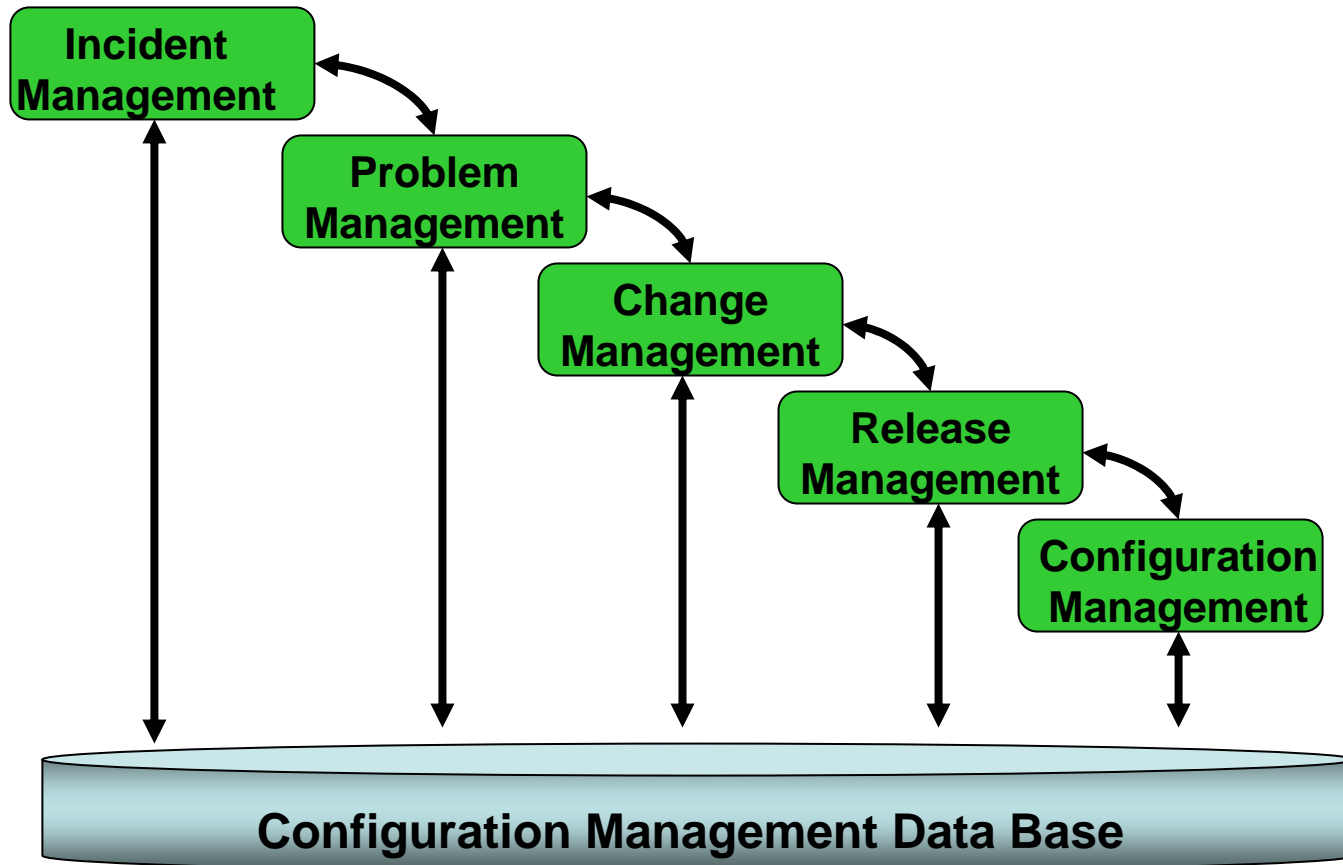
Apps Mgt	DB Mgt	SYS Mgt	Network Mgt

Add ITIL Processes to IT Functional Departments

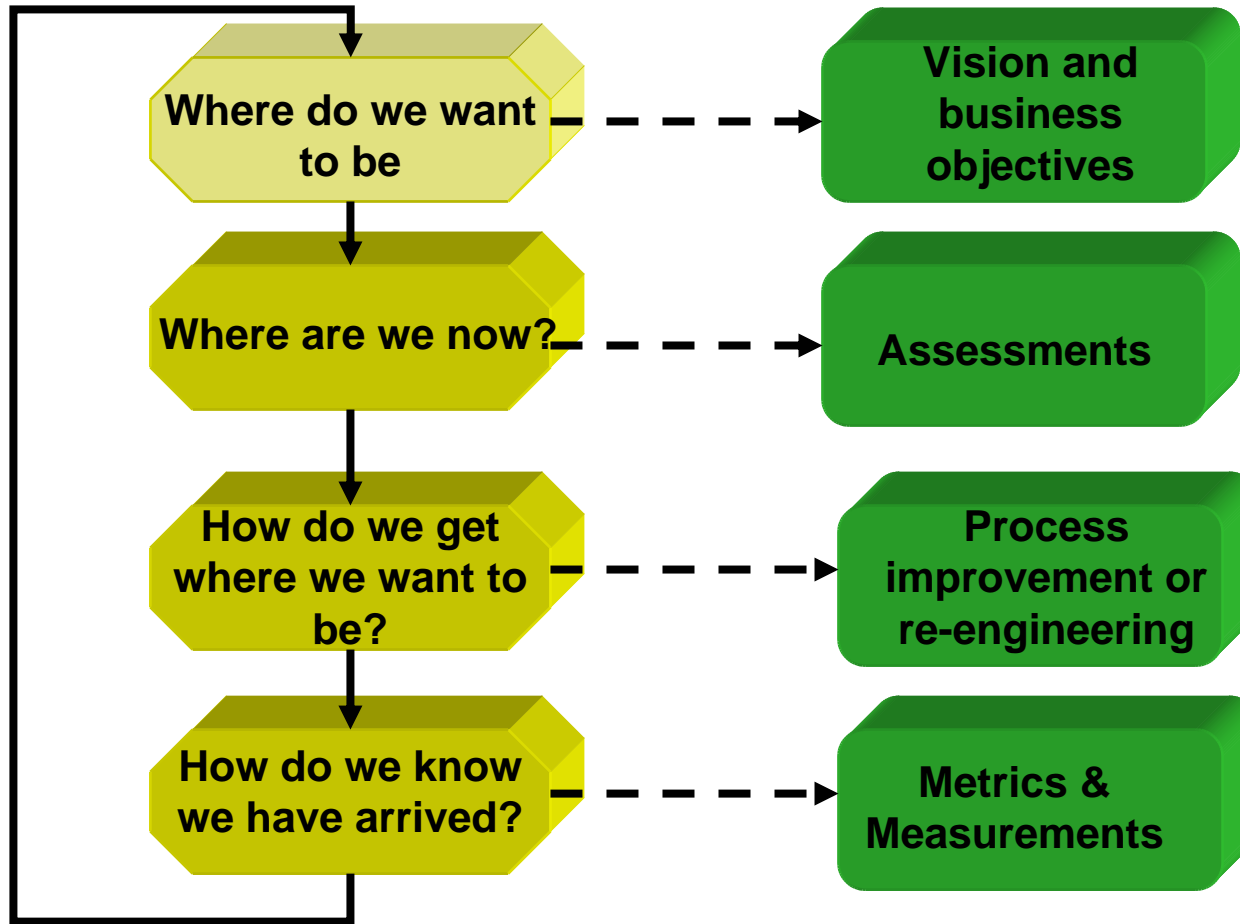|	Apps Mgt	DB Mgt	SYS Mgt	Network Mgt
Incident Management				
Problem Management				
Change Management				
Configuration Management				
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Availability Management				
Service Level Management				

ITIL Processes

- **ITIL Processes cross all IT Departments**

- **ITIL Processes are focused on business results**

- **ITIL Processes are clearly defined with no overlap and no gaps**

- **IT Services are then optimized and delivered based on client needs**
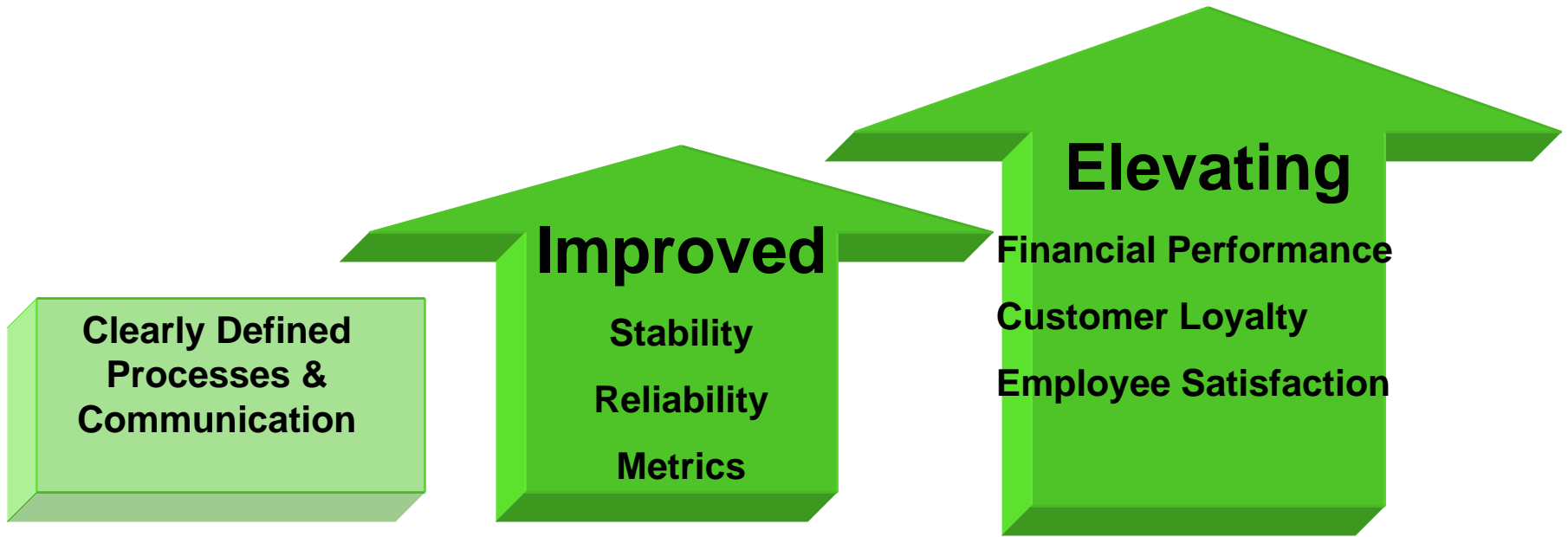
ITIL Service Support

ITIL Progressive Improvement Model

Where do we want to be ----> Vision and business objectives

Where are we now? ----> Assessments

How do we get where we want to be? ----> Process improvement or re-engineering

How do we know we have arrived? ----> Metrics & Measurements

Benefits of Implementing ITIL

Clearly Defined Processes & Communication

Improved

Stability

Reliability

Metrics

Elevating

Financial Performance

Customer Loyalty

Employee Satisfaction

Contact Propoint Solutions

elevating service excellence

Objective:
Mature to the Value Phase

Value $$
Financial Performance

Service
Capacity Planning
Service Level Management

Proactive
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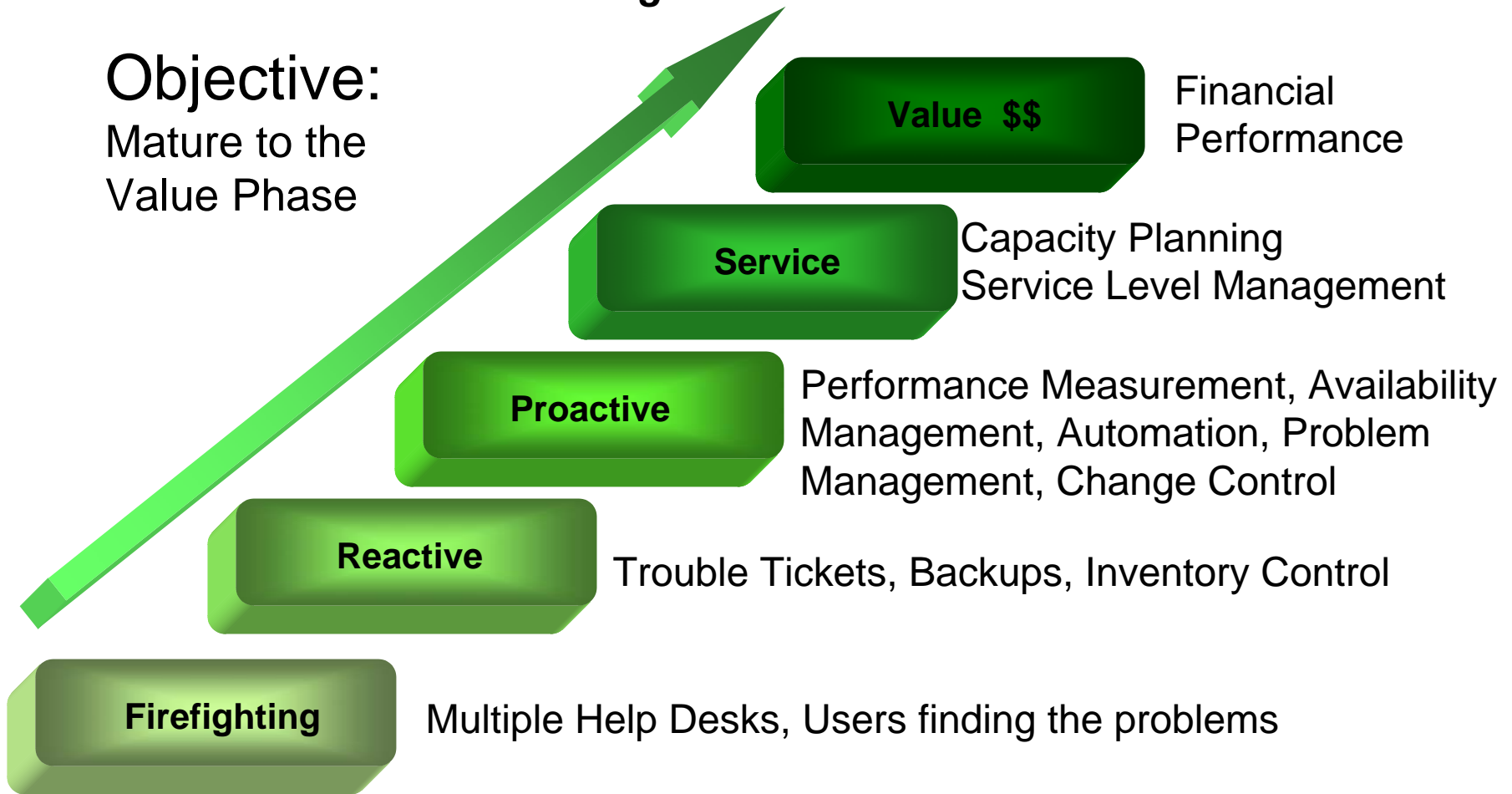
elevating service excellence through people, process & technology

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