

ITIL Introduction and Overview

WEEK 01



Overview

- ❖ ITIL – An Introduction
- ❖ Key Concepts
- ❖ Service Management
- ❖ ITIL Service Life Cycle

What is ITIL? - I

- ❖ Systematic approach to high quality IT service delivery
- ❖ Documented best practice for IT Service Management
- ❖ Provides common language with well-defined terms
- ❖ Developed in 1980s by what is now The Office of Government Commerce
- ❖ Not legally bounding, only recommendations

What is ITIL? - II

- ❖ ITIL (IT Infrastructure Library) provides a framework of best practice guidance for IT service management.
- ❖ The most widely accepted approach to IT Service Management in the world.
- ❖ A framework for IT governance

What about V3?

- ❖ ITIL started in 80s.
 - ❖ 40 Publications!!!
- ❖ V2 was introduced in 2000-02
 - ❖ 8 Books!!
 - ❖ Focuses on what should be done.
- ❖ V3 was introduced in 2007
 - ❖ Simplified and clear guidance on *how to provide service?*
 - ❖ 5 Books
 - ❖ Focuses on tactical and operational guidance

5 Core Books

- ❖ Service Strategy
- ❖ Service Design
- ❖ Service Transition
- ❖ Service Operation
- ❖ Continual Service Improvement



Why ITIL Service Management?

- ❖ Best Practice
- ❖ Non-Proprietary/Non-Prescriptive
- ❖ Guidance, not regulations
- ❖ Innovative

Good Practices v.s. Proprietary Knowledge

Good Practices	Proprietary Knowledge
<ul style="list-style-type: none">❑ Wide Community Distribution❑ Public Training and Certification	<ul style="list-style-type: none">❑ Difficult to adopt❑ Difficult to replicate and transfer❑ Hard to document
<ul style="list-style-type: none">❑ Valid in Different applications❑ Peer Reviewed❑ Used by different parties	<ul style="list-style-type: none">❑ Highly customized❑ Specific to business needs❑ Hard to adapt or reuse
<ul style="list-style-type: none">❑ Free and publicly available❑ Labor market skills easy to find	<ul style="list-style-type: none">❑ Owners expect compensation

Benefits of ITIL to the IT Provider

- ❖ Service Management Best Practices
- ❖ Lifecycle Approach
 - ❖ Better management of service
- ❖ Better Integration among
 - ❖ Business Services
 - ❖ IT Services
 - ❖ IT Functions
- ❖ Focus on Value of Service

Benefits of ITIL to the Customer

- ❖ Focus on Business Needs
- ❖ Service Aligned to Business Activity
- ❖ Services Designed to Meet Business Requirements

Some Key Concepts

Key Concepts :: Service

- ❖ Service delivers value to customer.
- ❖ How?
 - ❖ by facilitating outcomes customers want to achieve
 - ❖ without ownership of the specific costs and risks
- ❖ Example
 - ❖ By providing continuous support to customer 24/7 without him/her worrying about the customer support staff is ill or sick

Key Concepts :: Service Level

- ❖ Measured and reported achievement against one or more service level targets.
- ❖ Examples
 - ❖ RED = 1 Hour Response 24/7
 - ❖ AMBER = 4 Hour Response 8/5
 - ❖ GREEN = Next Business Day

Key Concepts :: Service Level Agreement (SLA)

- ❖ Written and negotiated agreement between Service Provider and Customer
- ❖ Documented agreed service levels and costs
- ❖ Violation of SLA called Service Level Agreement Violation (SLAV)
- ❖ SLAV can lead to penalty on part of Service Provider

Key Concepts :: Configuration Management System (CMS)

- ❖ Tools and databases to manage IT service provider's configuration data
- ❖ Contains Configuration Management Database (CMDB)
 - ❖ Records hardware, software, documentation and anything else important to IT provision

Key Concepts :: Release

- ❖ Collection of hardware, software, documentation, processes or other things require to implement one or more approved changes to IT Services.
- ❖ Mostly originates based on the request of change from the user/customer.

Key Concepts :: Incident

- ❖ Unplanned interruption to an IT service or an unplanned reduction in its quality.
- ❖ Example
 - ❖ Unavailability of e-mail server due to unplanned/unanticipated power outage

Key Concepts :: Work Around

- ❖ Reducing or eliminating the impact of an incident without resolving it
- ❖ Example
 - ❖ Providing slow speed internet when the optical fibre is cut and cannot be repaired immediately.

Key Concepts :: Problem

- ❖ Unknown underlying cause of one or more incidents

Key Concepts :: Resources

- ❖ Resources
 - ❖ Things you buy or pay for
 - ❖ IT Infrastructure, people, money
 - ❖ Tangible Assets

Key Concepts :: Capabilities

- ❖ Capabilities
 - ❖ Things you grow
 - ❖ Ability to carry out an activity
 - ❖ Intangible assets
 - ❖ Transform resources into Services

Service Management

Service

Customer

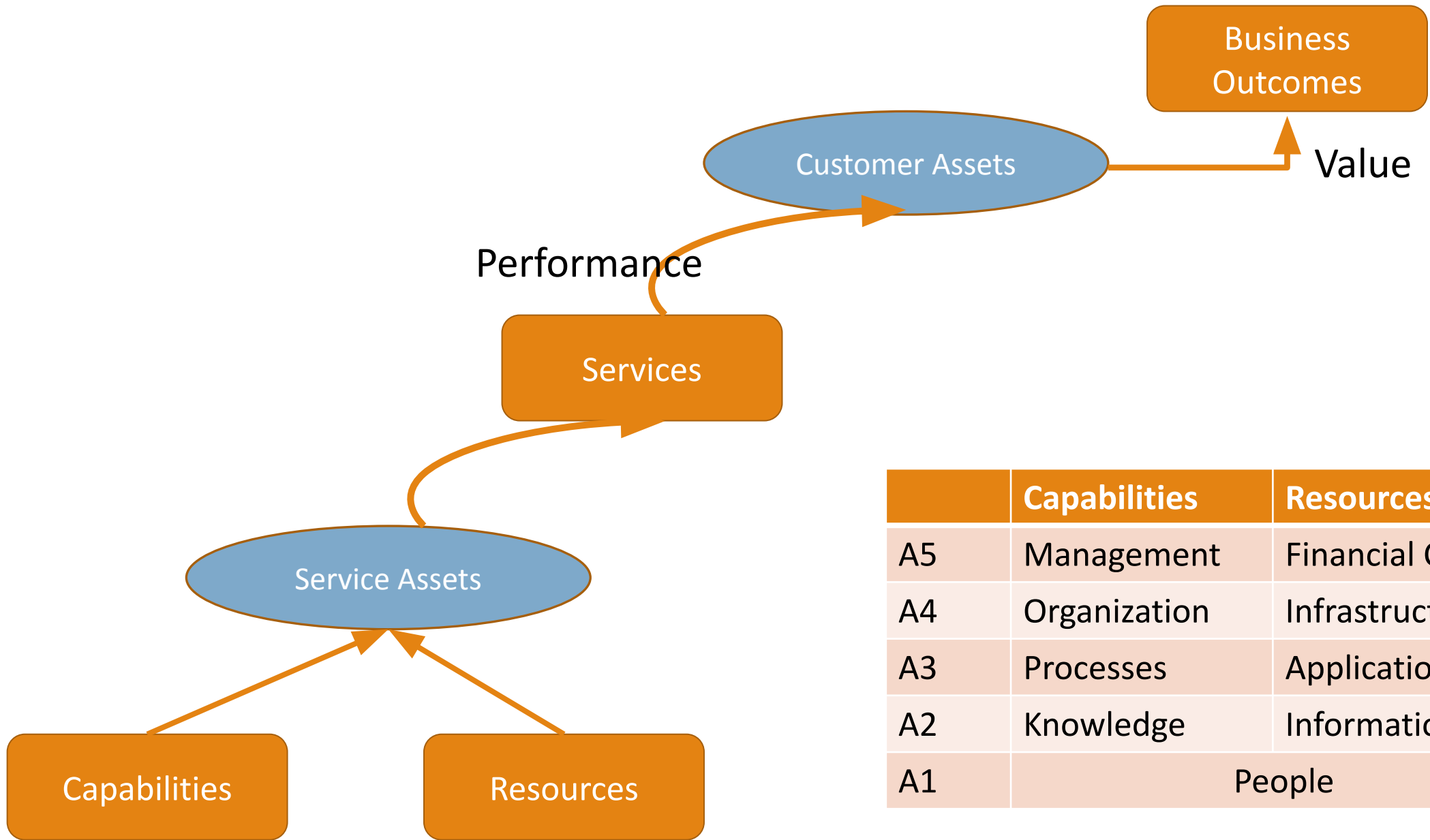
- ☐ Transfer costs and Risks
- ☐ Retains focus and accountability for outcomes

Service Provider

- ☐ Takes on Costs and Risks
- ☐ Responsible for the means of achieving outcomes

What is Service Management?

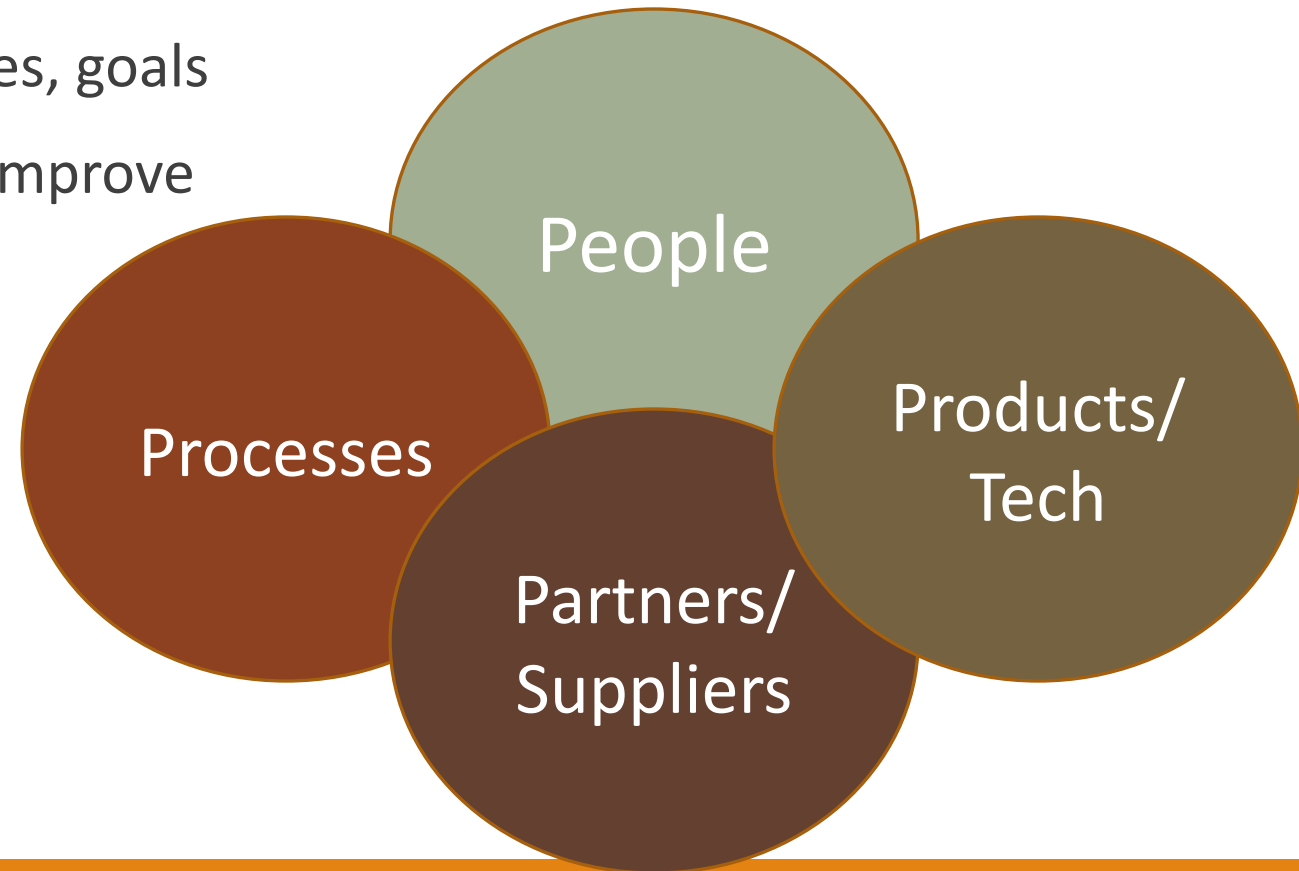
- ❖ A set of specialized organizational capabilities for providing value to customers in the form of services
- ❖ Processes, methods, functions & roles, activities for service provider to use



	Capabilities	Resources
A5	Management	Financial Capital
A4	Organization	Infrastructure
A3	Processes	Applications
A2	Knowledge	Information
A1	People	

4 Ps of Service Management

- ❖ People – skills, training, communication
- ❖ Processes – actions, activities, changes, goals
- ❖ Products – tools, monitor, measure, improve
- ❖ Partners – specialist suppliers



Service Lifecycle

Service Life Cycle (SLC)

- ❖ To sustain high levels of business performance, organisations need to offer competitive products and services that customers will value, buy and use.
- ❖ Economic climate and market place is rapidly changing.
- ❖ Quick adaptation is vital.
- ❖ ITIL Service Life Cycle helps in quick adaptation.
- ❖ 5 distinct life cycle stages
 - ❖ Service Strategy
 - ❖ Service Design
 - ❖ Service Transition
 - ❖ Service Operation
 - ❖ Continual Service Improvement

How the Lifecycle stages fit together



SLC :: Service Strategy

- ❖ Purpose
 - ❖ Ensuring that our strategy is defined, maintained and then implemented.
- ❖ What are we going to provide?
- ❖ Can we afford it?
- ❖ Can we provide enough of it?
- ❖ How do we gain competitive advantage?
- ❖ Perspective
 - ❖ Vision, mission and strategic goals
- ❖ Pattern
 - ❖ Must fit organisational culture

Service Strategy has four activities

Define the Market



Develop the Offerings



Develop Strategic Assets



Prepare for Execution

SLC :: Service Design

❖ Purpose

- ❖ Converting the strategy into reality, through the use of a consistent approach to the design and development of new service offerings

❖ How are we going to provide it?

❖ How are we going to build it?

❖ How are we going to test it?

❖ How are we going to deploy it?

Holistic approach to determine the impact of change introduction on the existing services and management processes

Processes in Service Design

- ❖ Availability Management
- ❖ Capacity Management
- ❖ ITSCM (disaster recovery) (IT Service Continuity Management)
- ❖ Supplier Management
- ❖ Service Level Management
- ❖ Information Security Management
- ❖ Service Catalogue Management

SLC :: Service Transition

- ❖ Key Purpose
 - ❖ To bridge both the gap between projects and operations more effectively
 - ❖ Improve any changes that are going into live service
- ❖ Build
- ❖ Deployment
- ❖ Testing
- ❖ User acceptance
- ❖ Bed-in

Good Service Transition

- ❖ Set customer expectations
- ❖ Enable release integration
- ❖ Reduce performance variation
- ❖ Document and reduce known errors
- ❖ Minimise risk
- ❖ Ensure proper use of services
- ❖ Some things excluded
 - ❖ Swapping failed device
 - ❖ Adding new user
 - ❖ Installing standard software

SLC :: Service Operation

- ❖ Maintenance
- ❖ Management
- ❖ Realises Strategic Objectives and is where the Value is seen

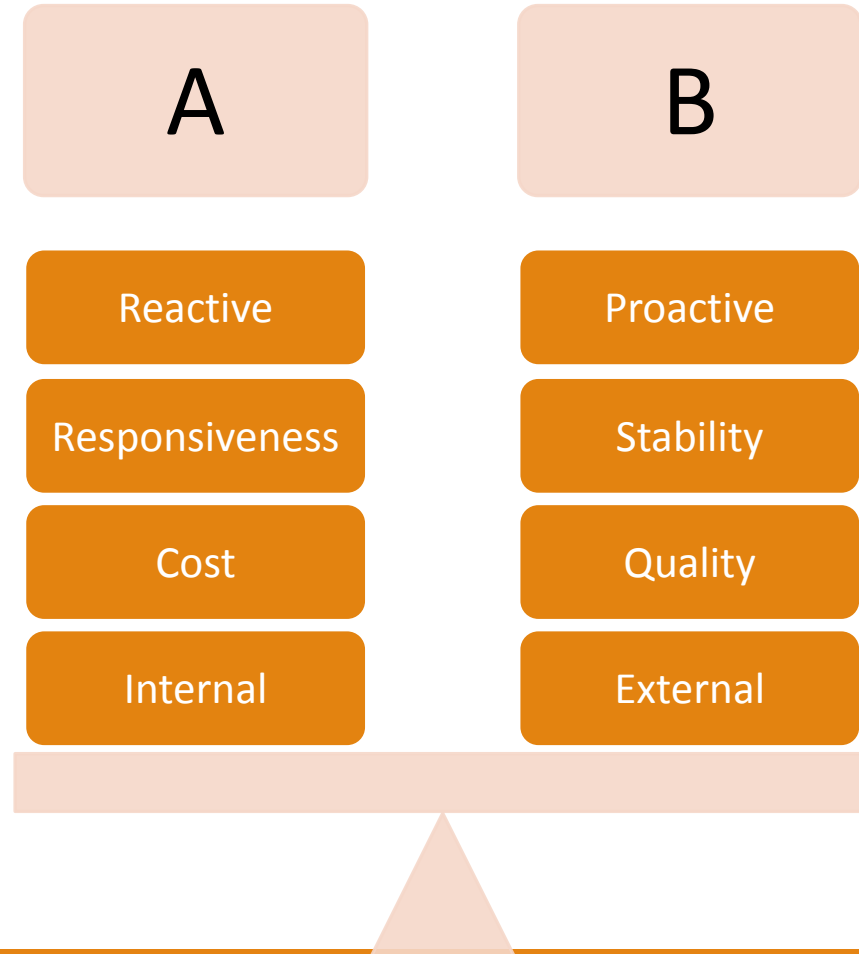
Processes in Service Operation

- ❖ Incident Management
- ❖ Problem Management
- ❖ Event Management
- ❖ Request Fulfilment
- ❖ Access Management

Functions in Service Operation

- ❖ Service Desk
- ❖ Technical Management
- ❖ IT Operations Management
- ❖ Applications Management

Service Operation Balances



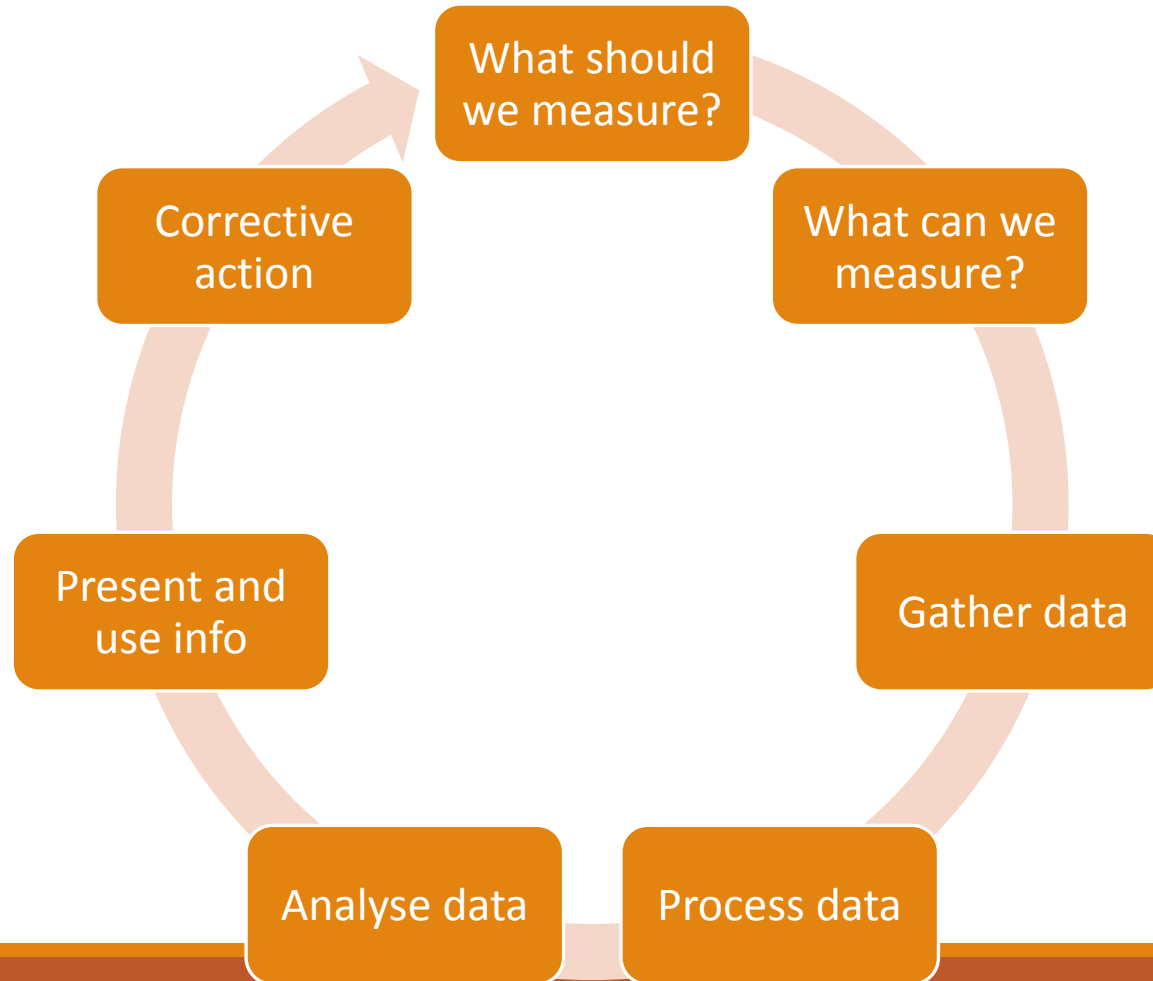
SLC :: Continual Service Improvement

- ❖ Focus on Process owners and Service Owners
- ❖ Ensures that service management processes continue to support the business
- ❖ Monitor and enhance Service Level Achievements
- ❖ Plan – do –check – act (Deming)

Service Measurement

- ❖ Technology (components, MTBF etc)
- ❖ Process (KPIs - Critical Success Factors)
- ❖ Service (End-to end, e.g. Customer Satisfaction)
- ❖ Why?
 - Validation – Soundness of decisions
 - Direction – of future activities
 - Justify – provide factual evidence
 - Intervene – when changes or corrections are needed

7 Steps to Improvement



The Service Lifecycle (Recap)

- Service Strategy
 - Strategy generation
 - Financial management
 - Service portfolio management
 - Demand management
- Service Design
 - Capacity, Availability, Info Security Management
 - Service level & Supplier Management
- Service Transition
 - Planning & Support
 - Release & Deployment
 - Asset & Config management
 - Change management
 - Knowledge Management