

# ITIL Introduction and Overview

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WEEK 01

# Overview

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

# What is ITIL? - I

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- ❖ 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

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- ❖ 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?

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- ❖ 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

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



# Why ITIL Service Management?

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



# Benefits of ITIL to the IT Provider

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- ❖ 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

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

# Some Key Concepts

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# Key Concepts :: Service

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- ❖ 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

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- ❖ 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)

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- ❖ 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)

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- ❖ 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

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- ❖ 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

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- ❖ 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

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- ❖ 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

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- ❖ Unknown underlying cause of one or more incidents

# Key Concepts :: Resources

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

# Key Concepts :: Capabilities

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

# Service Management

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# Service

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## Customer

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

## Service Provider

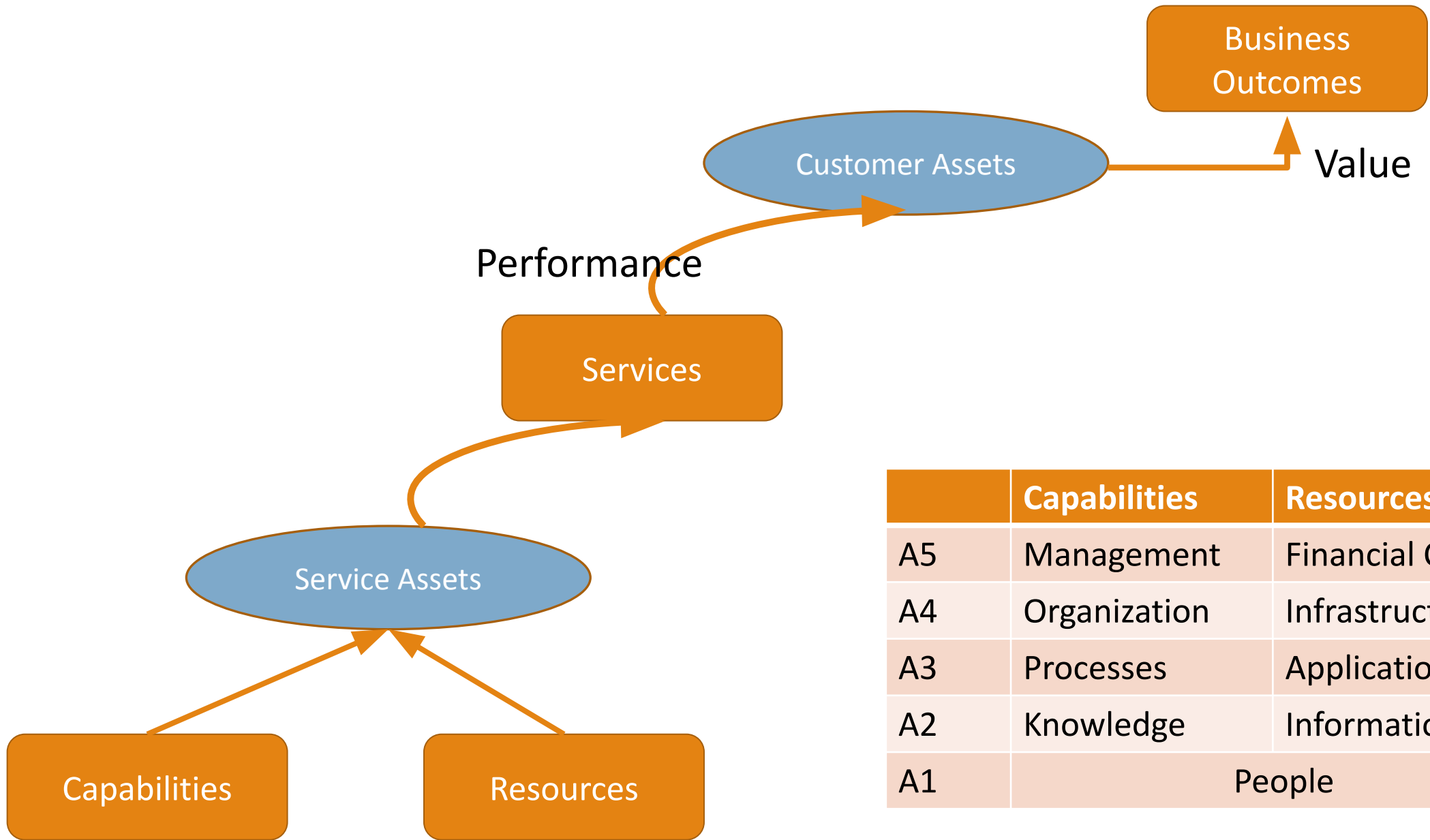
- ☐ Takes on Costs and Risks
- ☐ Responsible for the means of achieving outcomes

# What is Service Management?

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- ❖ 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



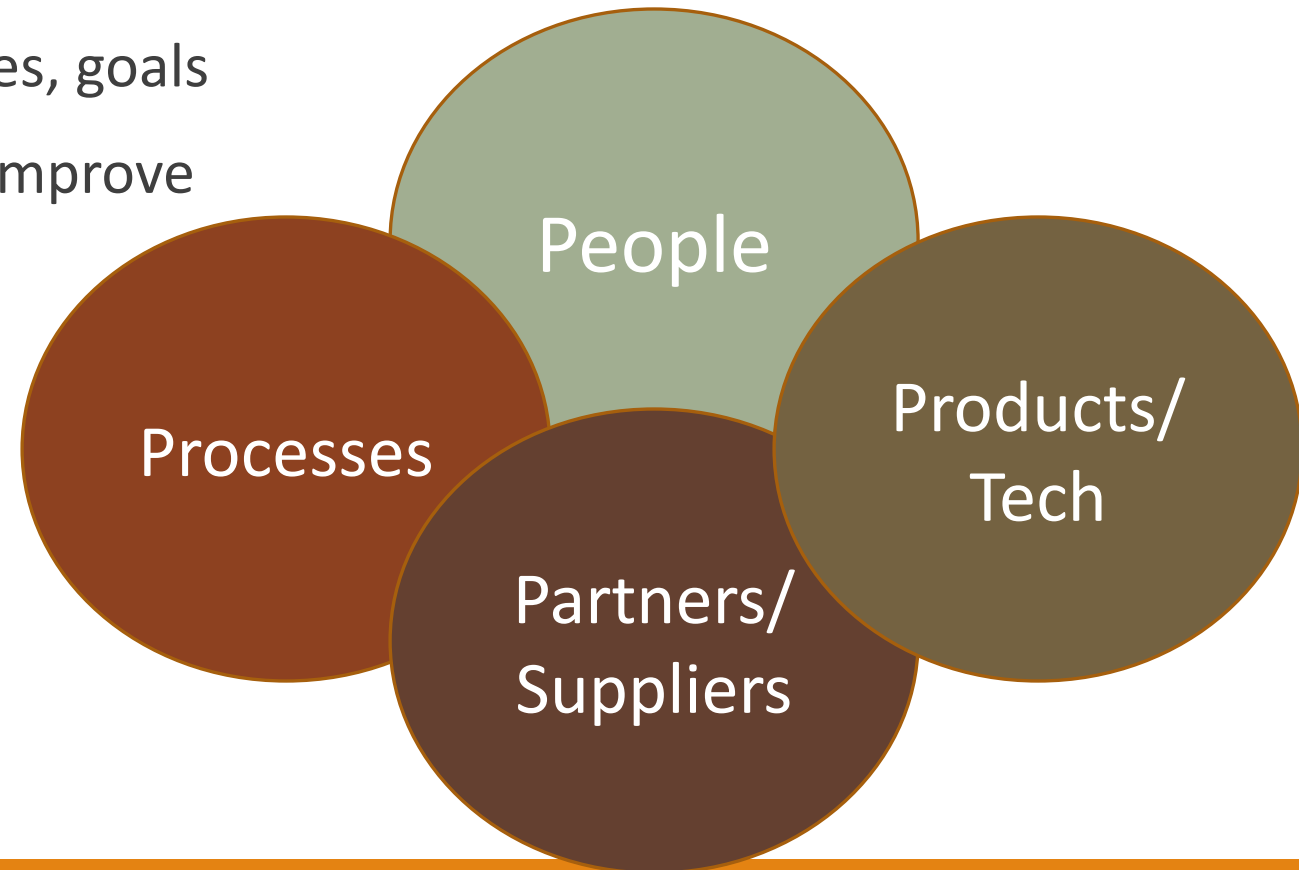


	Capabilities	Resources
A5	Management	Financial Capital
A4	Organization	Infrastructure
A3	Processes	Applications
A2	Knowledge	Information
A1	People	

# 4 Ps of Service Management

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



# Service Lifecycle

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# Service Life Cycle (SLC)

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- ❖ 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

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# SLC :: Service Strategy

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- ❖ 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

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Define the Market



Develop the Offerings



Develop Strategic Assets



Prepare for Execution

# SLC :: Service Design

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## ❖ 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

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- ❖ 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

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- ❖ 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

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- ❖ 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

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

# Processes in Service Operation

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

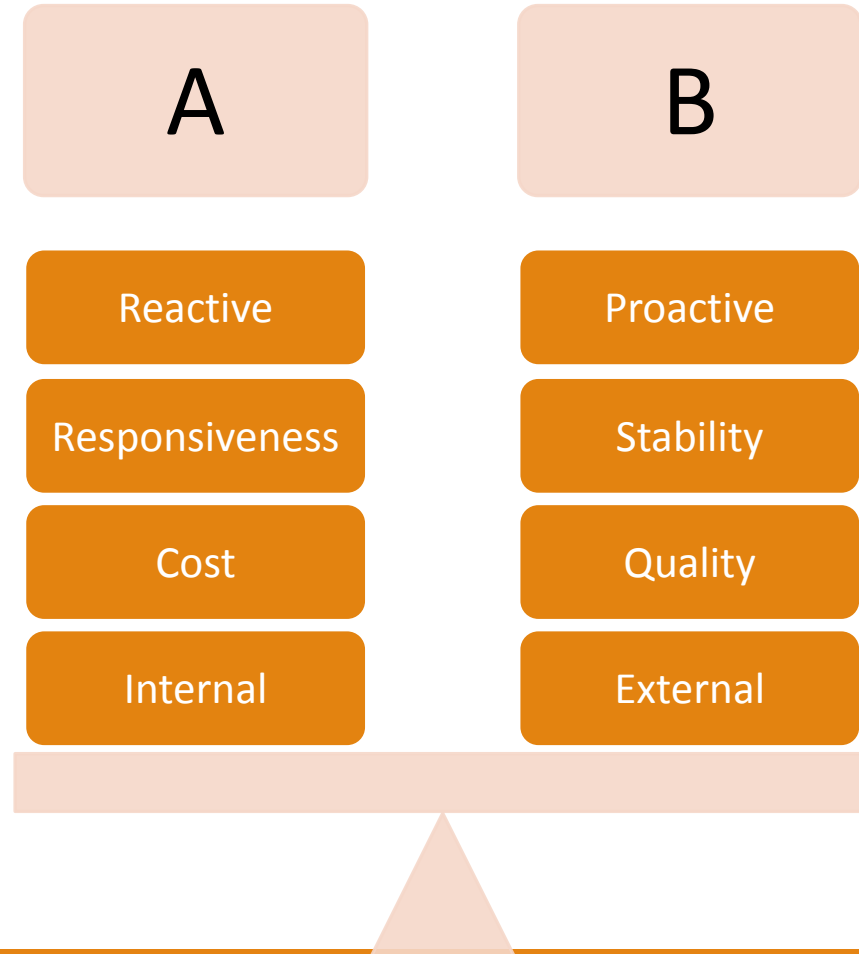
# Functions in Service Operation

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

# Service Operation Balances

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# SLC :: Continual Service Improvement

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- ❖ 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)



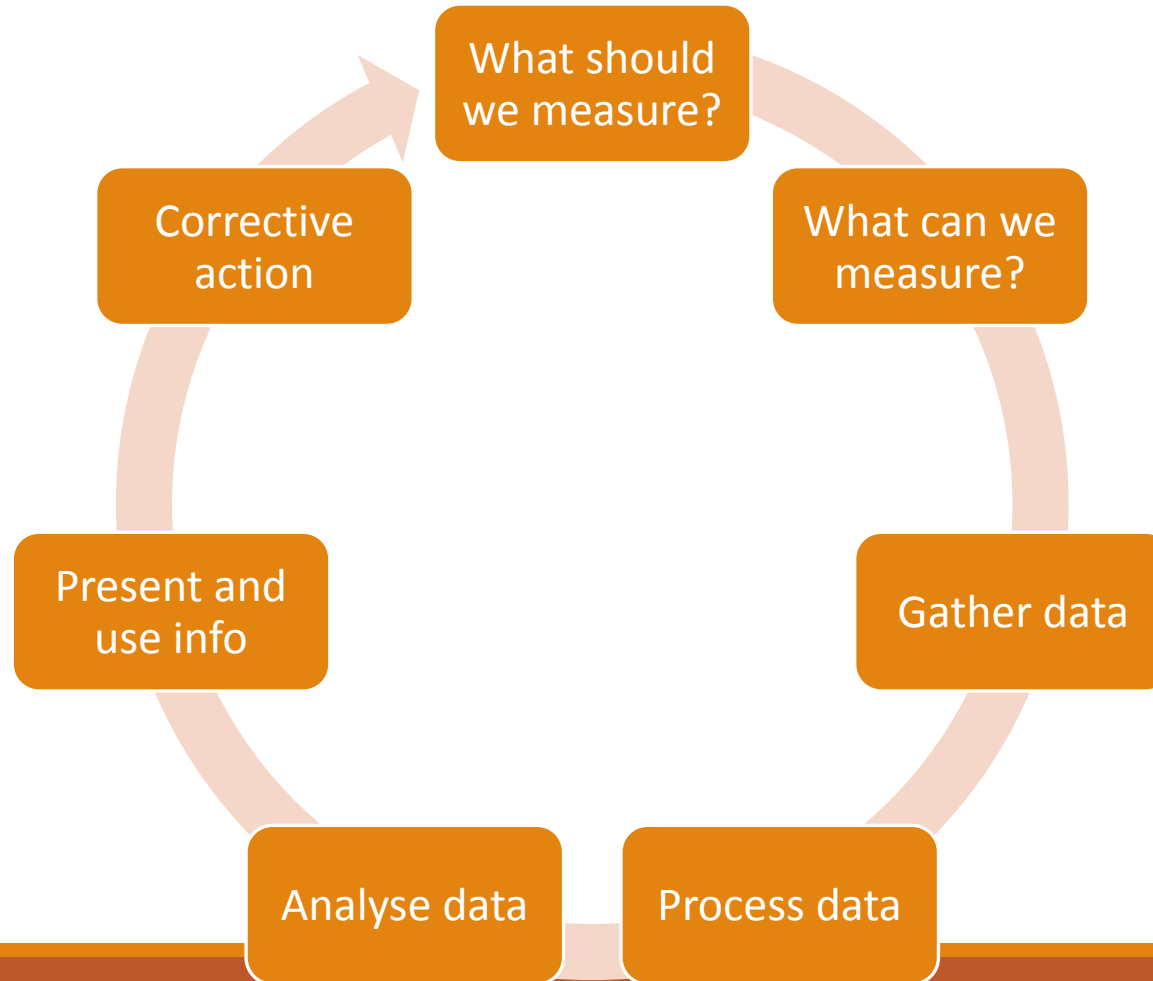
# Service Measurement

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- ❖ 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

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# The Service Lifecycle (Recap)

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- 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