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

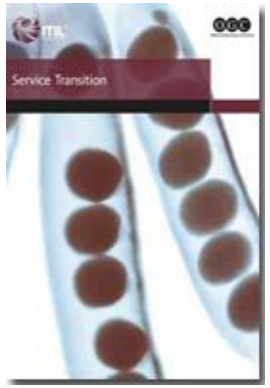
- ITIL (IT Infrastructure Library) provides a framework of best practice guidance for IT service management.
- The most widely accepted approach to IT Service Management in the word.
- A framework for IT governance

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
Wide Community Distribution Public Training and Certification	Difficult to adopt Difficult to replicate and transfer Hard to document
Valid in Different applications Peer Reviewed Used by different parties	Highly customized Specific to business needs Hard to adapt or reuse
Free and publicly available Labor market skills easy to find	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

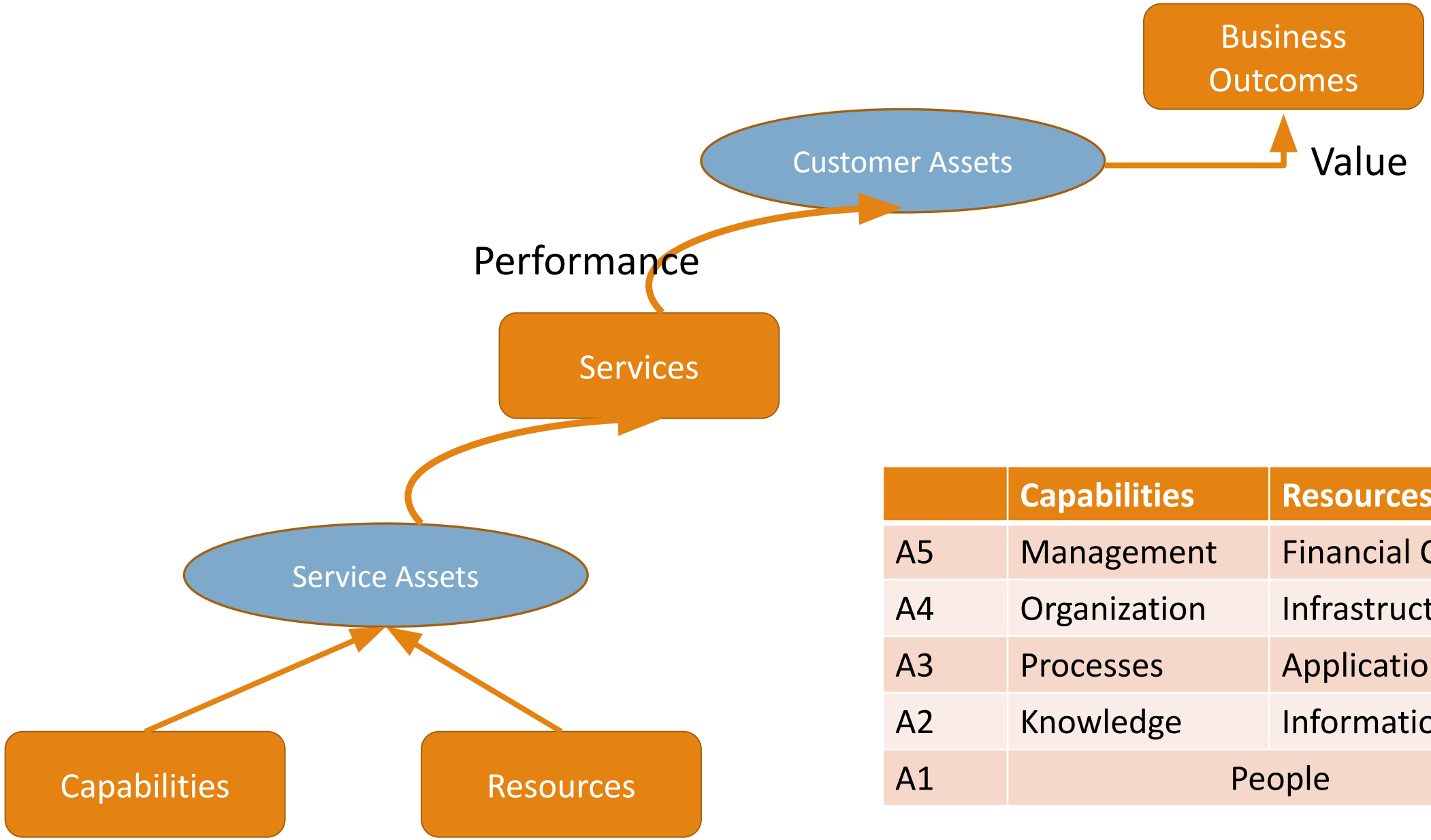
Service Management

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?

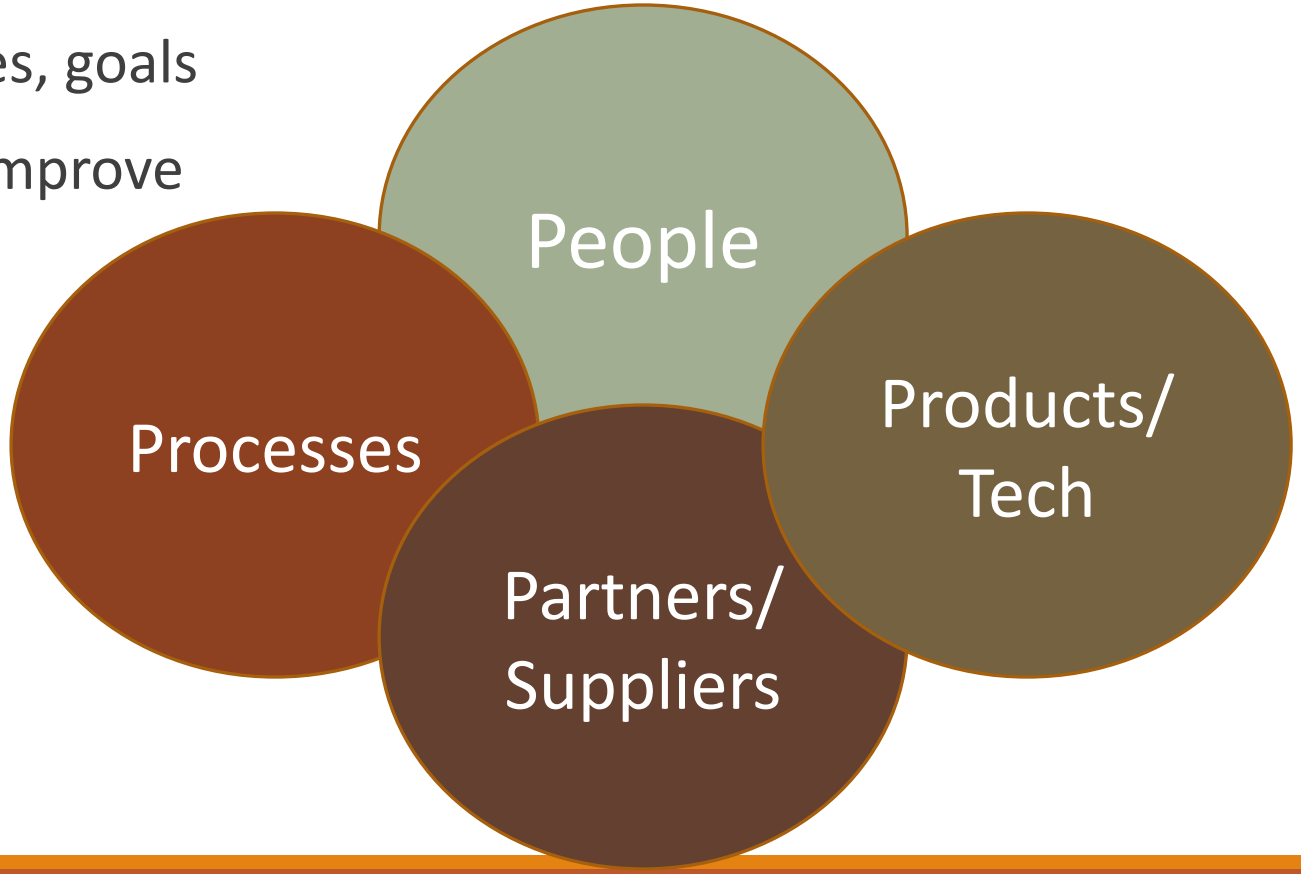
- A set of specialized organizational capabilities for providing value to customers in the form of services
  - Processes, methods, functions & roles, activities for service provider to use



	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

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

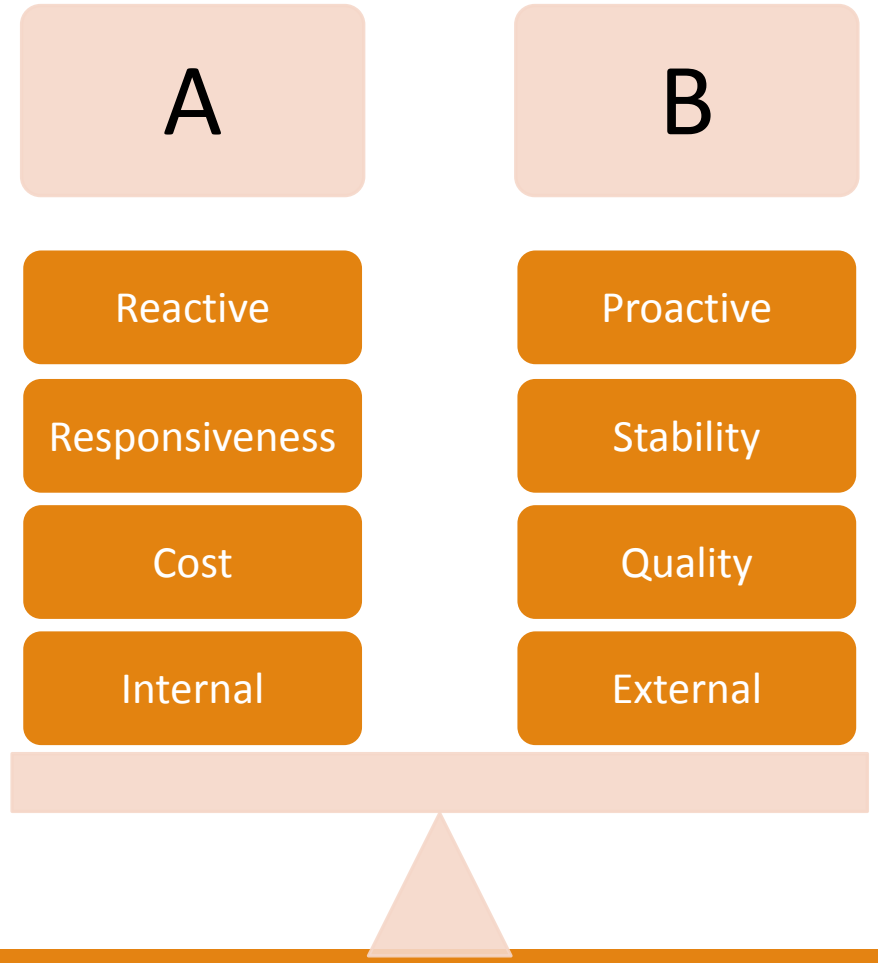
Processes in Service Operation

- 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



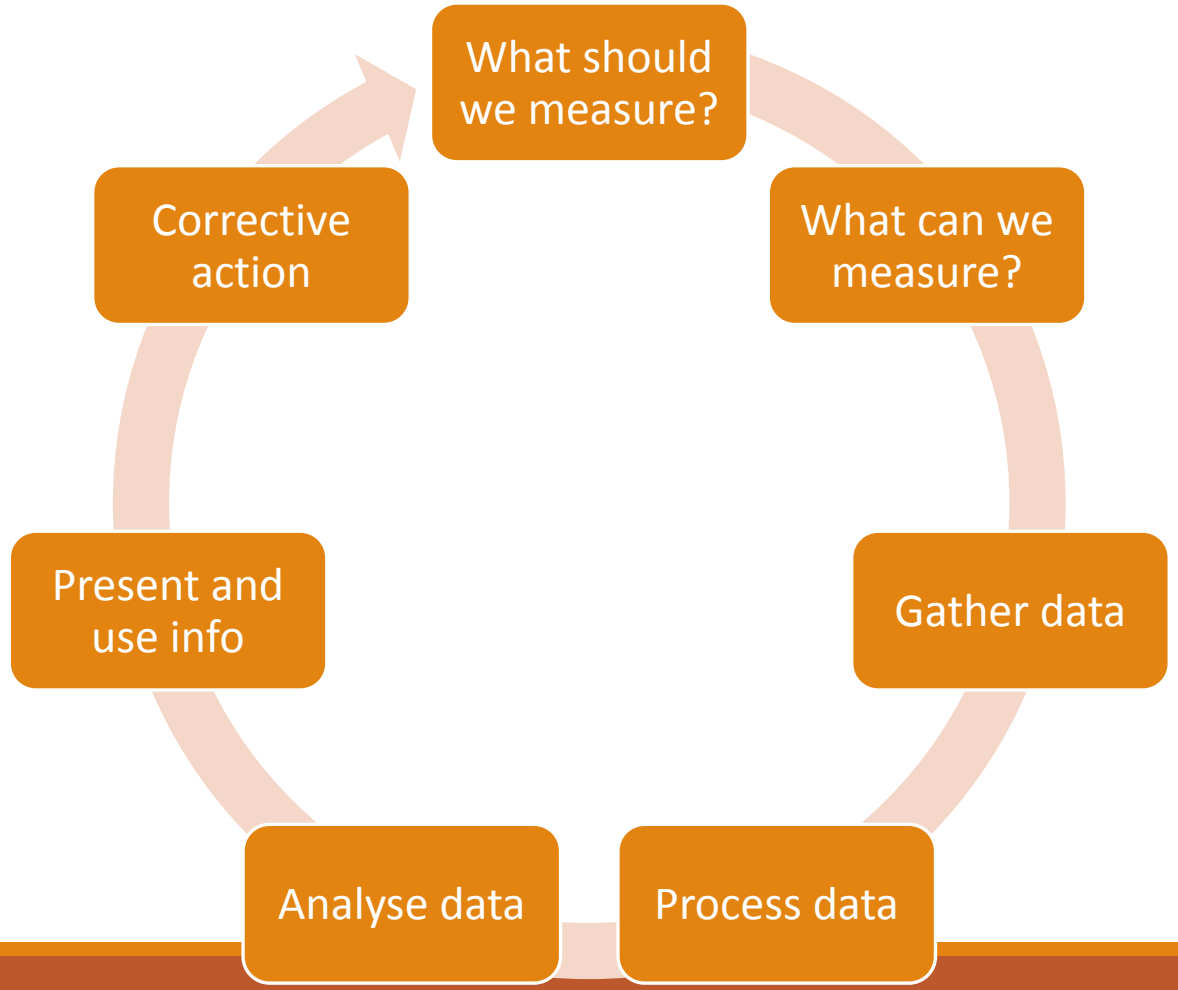
SLC :: Continual Service Improvement

- 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