

IT Service Management (ITSM)

- ▶ IT Service Management (ITSM) layer plays a crucial role in ensuring that IT services are delivered effectively and efficiently.
- ▶ It serves as the governing and operational management framework that ties together the technical components of a cloud environment to meet business needs.
- ▶ Ensures service disruptions are logged, addressed, and resolved quickly to minimize impact on users.
- ▶ Manages updates, patches, and deployments in a controlled manner to avoid unplanned downtime.

IT Service Management (ITSM)

| Cloud Layer | Interaction with ITSM |
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| 1. Provisioning and Configuration Module | ITSM oversees requests and approvals before resources are provisioned. Ensures policies and workflows are followed. |
| 2. Monitoring and Optimization | Feeds performance and availability data into ITSM tools for incident or problem management. |
| 3. Metering and Chargeback | Supports financial management processes like budgeting and cost recovery in ITSM. |
| 5. Orchestration | ITSM governs the orchestration workflows through change/release management processes. |
| 6. CMDB (Configuration Management Database) | Acts as the source of truth for ITSM processes. Helps in understanding dependencies during incident, problem, and change management. |
| 7. Cloud Lifecycle Management | ITSM ensures governance across the lifecycle – especially during onboarding, scaling, and decommissioning services. |
| 8. Service Catalog | ITSM manages the service offerings, request fulfillment workflows, and approval processes. |

IT Service Management (ITSM)

- ▶ Not every Cloud Service Provider (CSP) implements a full IT Service Management (ITSM) layer.
- ▶ Smaller-scale, developer-focused, or infrastructure-only CSPs don't include ITSM, especially if their users prefer self-service, automation, and minimal management overhead.
- ▶ Major public cloud providers (like AWS, Azure, and Google Cloud) don't natively include full ITSM platforms, they integrate with third-party ITSM tools or offer ITSM-style services via their management suites.