

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.

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Cloud Layer	Interaction with ITSM
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.

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- ▶ 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.