DAY 23&24 **DATE:24/05/2025**

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TITLE: Information Technology Infrastructure Library (ITIL)

- **ITIL**

  ITIL is a framework of best practices for delivering high-quality IT services that align with business needs. It helps organizations manage IT services efficiently across their entire lifecycle — from planning and design to delivery and support.

- **Key Components of ITIL**

  1. Service Strategy
     -
     - Focuses on planning IT services to meet business goals.
     - Key processes:
       - Service Portfolio Management
       - Financial Management
       - Demand Management
  2. Service Design
     - Designs new or changed services.
     - Key processes:
       - Service Level Management (SLA)
       - Capacity Management
       - Availability Management
       - IT Service Continuity
       - Supplier Management
  3. Service Transition
     - Manages changes and transitions to new services.
     - Key processes:
       - Change Management
       - Release and Deployment Management
       - Service Asset and Configuration Management (CMDB)

- Knowledge Management

4. Service Operation
   - Day-to-day delivery and support of IT services.
   - Key processes:
     - Incident Management
     - Problem Management
     - Request Fulfilment
     - Access Management
     - Event Management
5. Continual Service Improvement (CSI)
   - Continuously improves the quality of services.
   - Uses data and metrics (KPIs) to identify improvement areas.

- **ITIL processes**

1. Incident Management

Restores normal service operation as quickly as possible after a disruption. Focuses on minimizing downtime and impact to users.

2. Problem Management

Identifies and resolves the root causes of recurring incidents. Prevents future incidents by implementing permanent fixes.

3. Change Management

Controls the lifecycle of changes in the IT environment to minimize risk. Ensures changes are planned, tested, approved, and implemented smoothly.

4. Service Request Management

Handles user requests that are not incidents, such as password resets or software installations. Aims to provide standardized, quick responses to common service needs.

5. Service Level Management

Defines, monitors, and manages SLAs (Service Level Agreements) between IT and customers. Ensures agreed service quality is maintained.

6. Configuration Management (CMDB)

Maintains detailed records of all IT assets and their relationships in a Configuration Management Database. Helps in impact analysis and change planning.

7. Release and Deployment Management

Plans and manages the deployment of new software or hardware releases into the live environment. Ensures releases are delivered with minimal disruption.

8. Availability Management

Ensures IT services are available as agreed in SLAs. Analyses and improves service uptime and reliability.

9. Capacity Management

Ensures IT infrastructure can meet current and future demands. Monitors performance and plans for scaling.

10. IT Service Continuity Management (ITSCM)

Prepares for and recovers from major service disruptions or disasters. Works closely with business continuity planning.

11. Knowledge Management

Captures, stores, and shares information and solutions to reduce repeated efforts and speed up issue resolution.

- **CAPA (Corrective and Preventive Action)**
  To document how an issue (incident, problem, audit finding) was analysed, corrected, and prevented from recurring.
- **CAB (Change Advisory Board)**
  To track changes to IT systems and ensure they are evaluated, approved, and implemented safely.
- **SLA/SLS (Service Level Agreement/SLS – Service Level Specification sometimes also called Service Level Standards*)***
  To define and track agreed service levels between a service provider and the customer (SLA) or internal team (SLS).