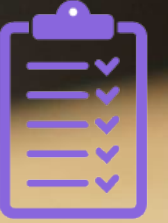


ITIL 4 management practices

Overview of eight ITIL practices

Syllabus



6. Know the purpose and key terms of 15 ITIL practices

6.1 Recall the purpose of the following ITIL practices:

- a) Information security management
- b) Relationship management
- c) Supplier management
- d) IT asset management
- e) Monitoring and event management
- f) Release management
- g) Service configuration management
- h) Deployment management

6.2 Recall definitions of the following ITIL terms:

- a) IT asset
- b) Event
- c) Configuration item

What you will learn

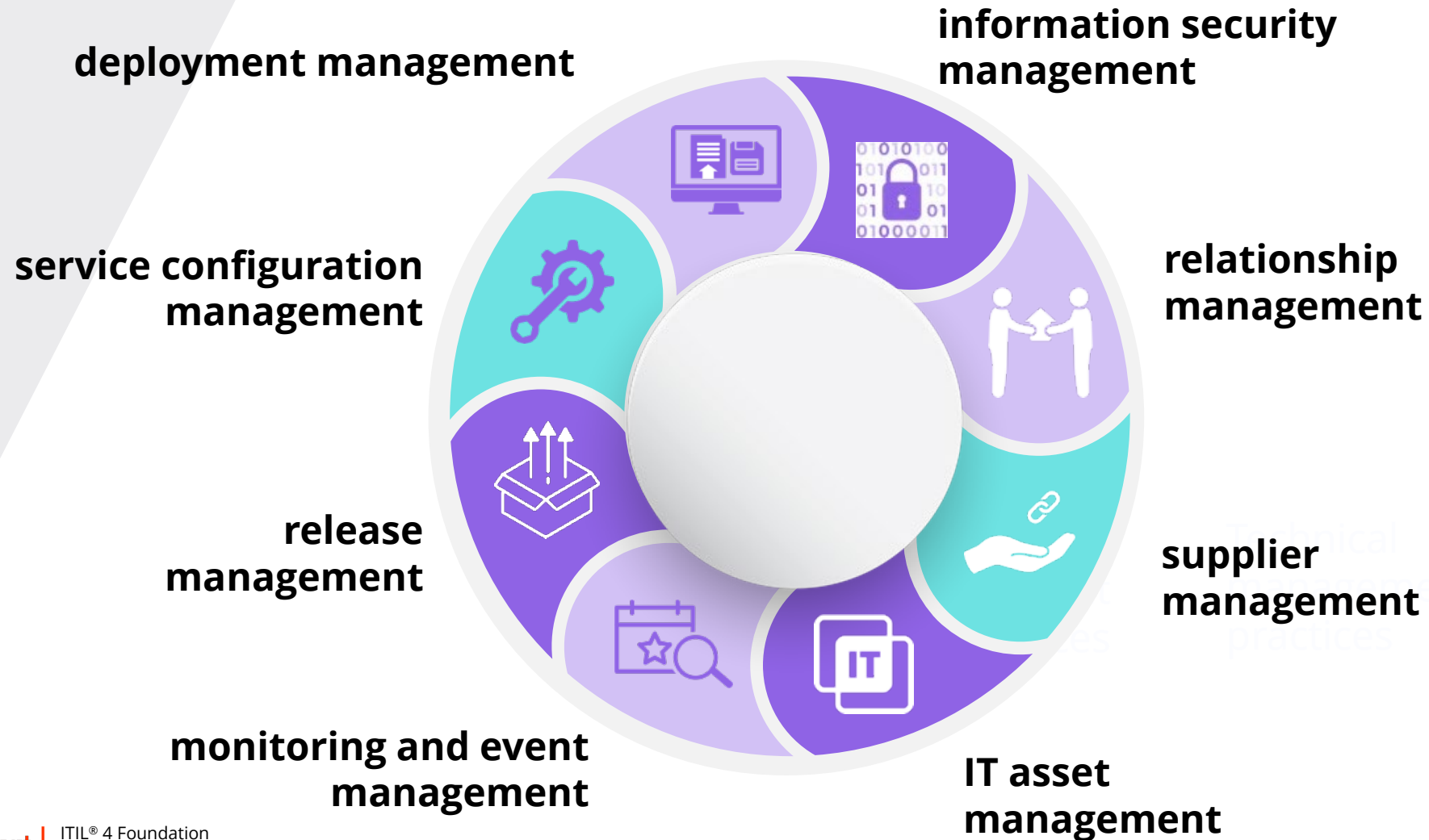


By the end of this section, you will be able to:

- Recall the purpose of eight of the ITIL practices
- Recall definitions of some of the key terms related to the ITIL practices.



The eight practices



Information security management

- The **purpose** of the **information security management** practice is to protect the information needed by the organization to conduct its business.
- This includes understanding and managing risks to the **confidentiality, integrity** and **availability** of information. It also includes other aspects of information security such as authentication (ensuring someone is who they claim to be) and non-repudiation (ensuring that someone cannot deny that they did something).



Information security management



What is information security management?

The required security is established by means of policies, processes, behaviours, risk management and controls, which must maintain a balance between:



Prevention

Ensuring that security incidents don't occur



Detection

Rapidly and reliably detecting incidents that can't be prevented



Correction

Recovering from incidents after they are detected.



Contribution of information security management to SVC

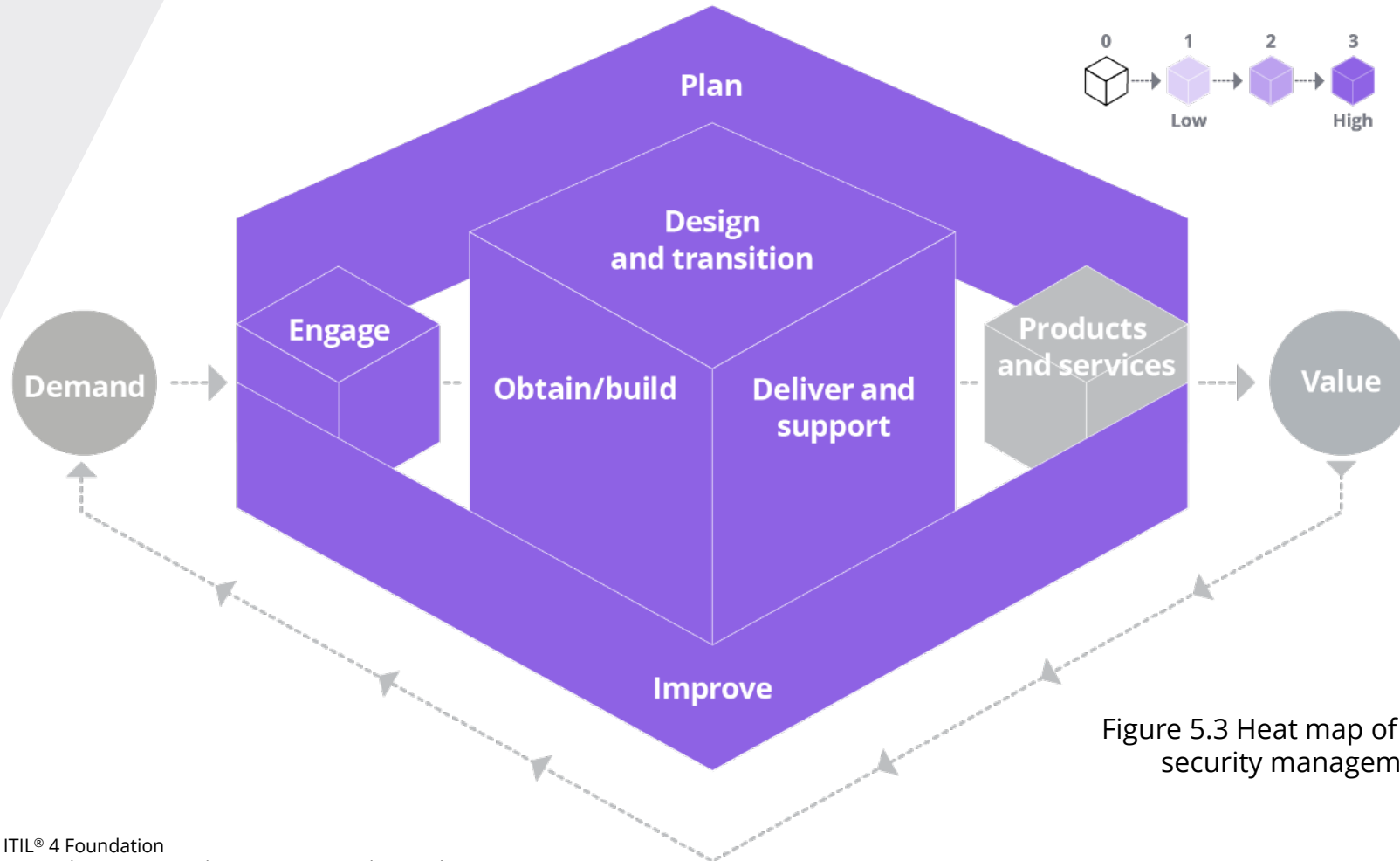


Figure 5.3 Heat map of the contribution of information security management to value chain activities

Relationship management

The **purpose** of the **relationship management** practice is to **establish** and **nurture** the **links** between the organization and its stakeholders at strategic and tactical levels. It includes the **identification, analysis, monitoring** and **continual improvement** of relationships with and between stakeholders.



Relationship management



What is the purpose of relationship management?



Service providers focus most of their efforts on their relationships with service consumers.

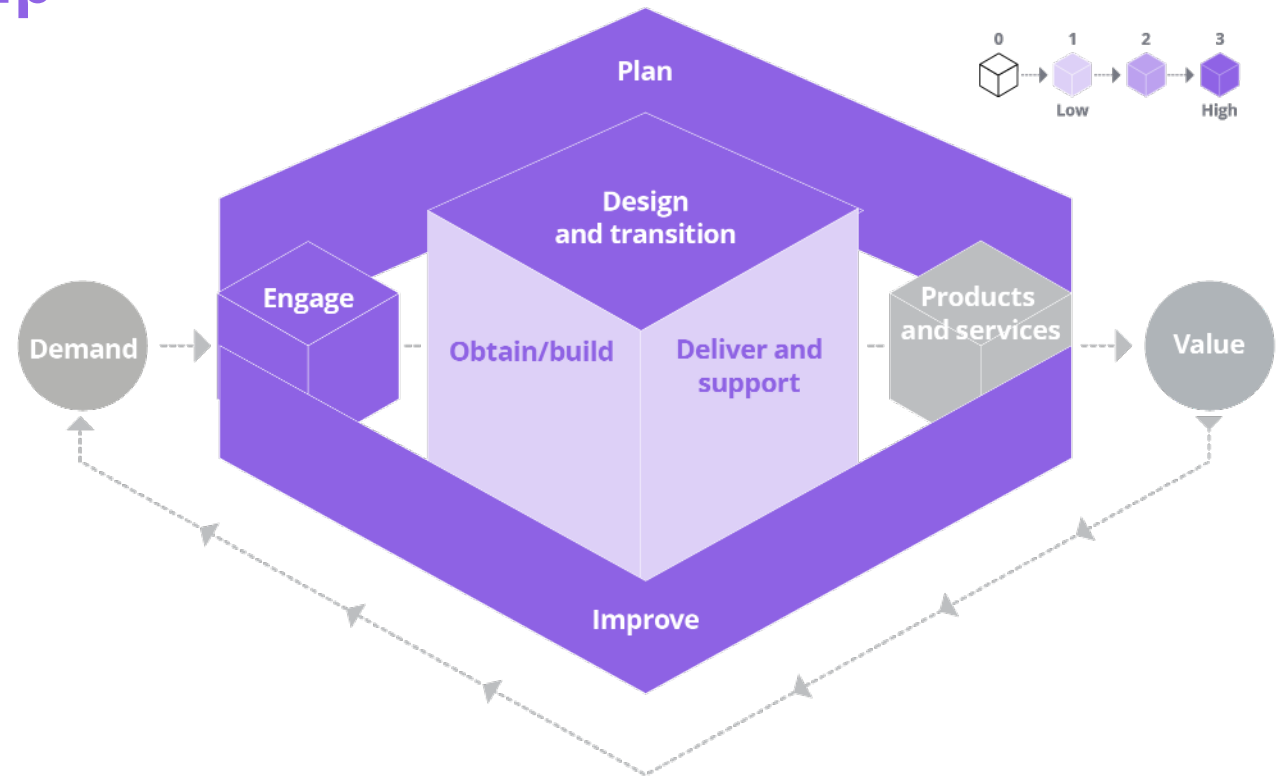


Figure 5.9 Heat map of the contribution of relationship management to value chain activities

Supplier management



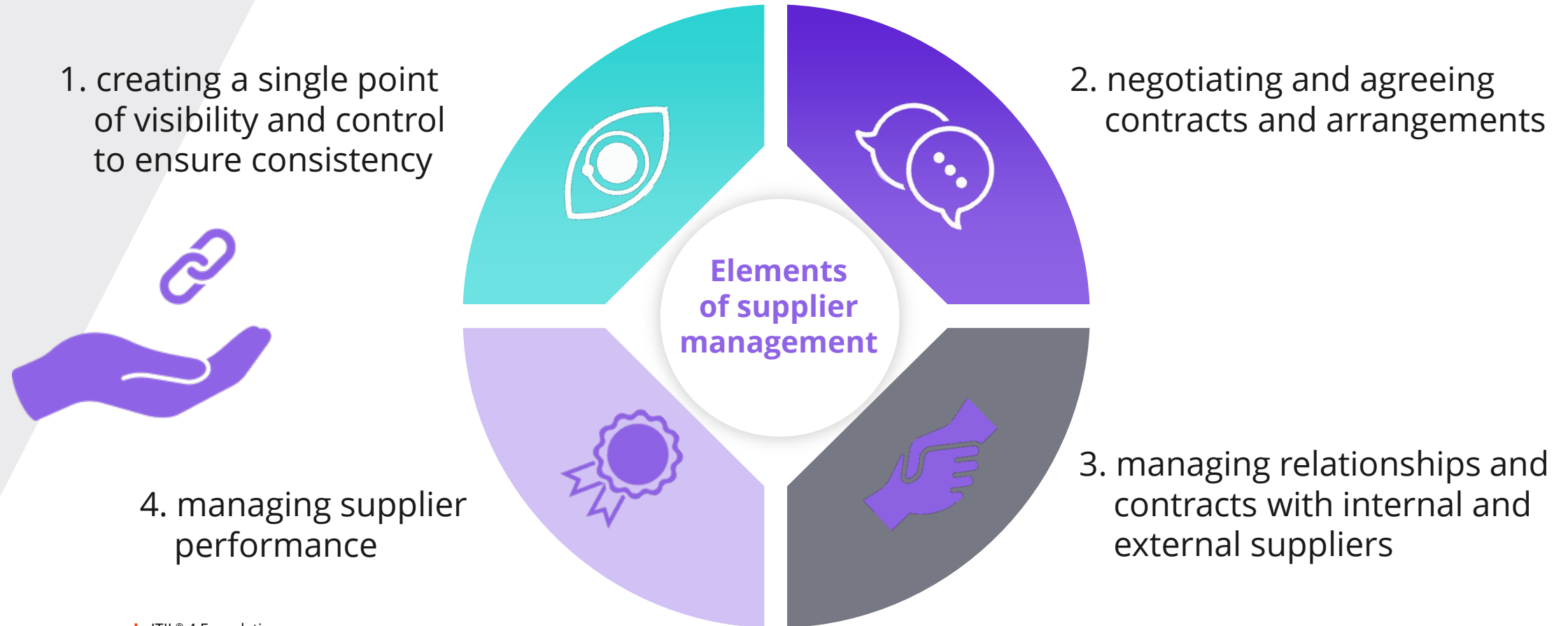
The **purpose** of the **supplier management** practice is to ensure that the organization's suppliers and their performances are managed appropriately to **support** the seamless **provision** of **quality products** and **services**. This includes creating closer, more collaborative relationships with key suppliers to uncover and realize **new value** and **reduce the risk of failure**.



Supplier management

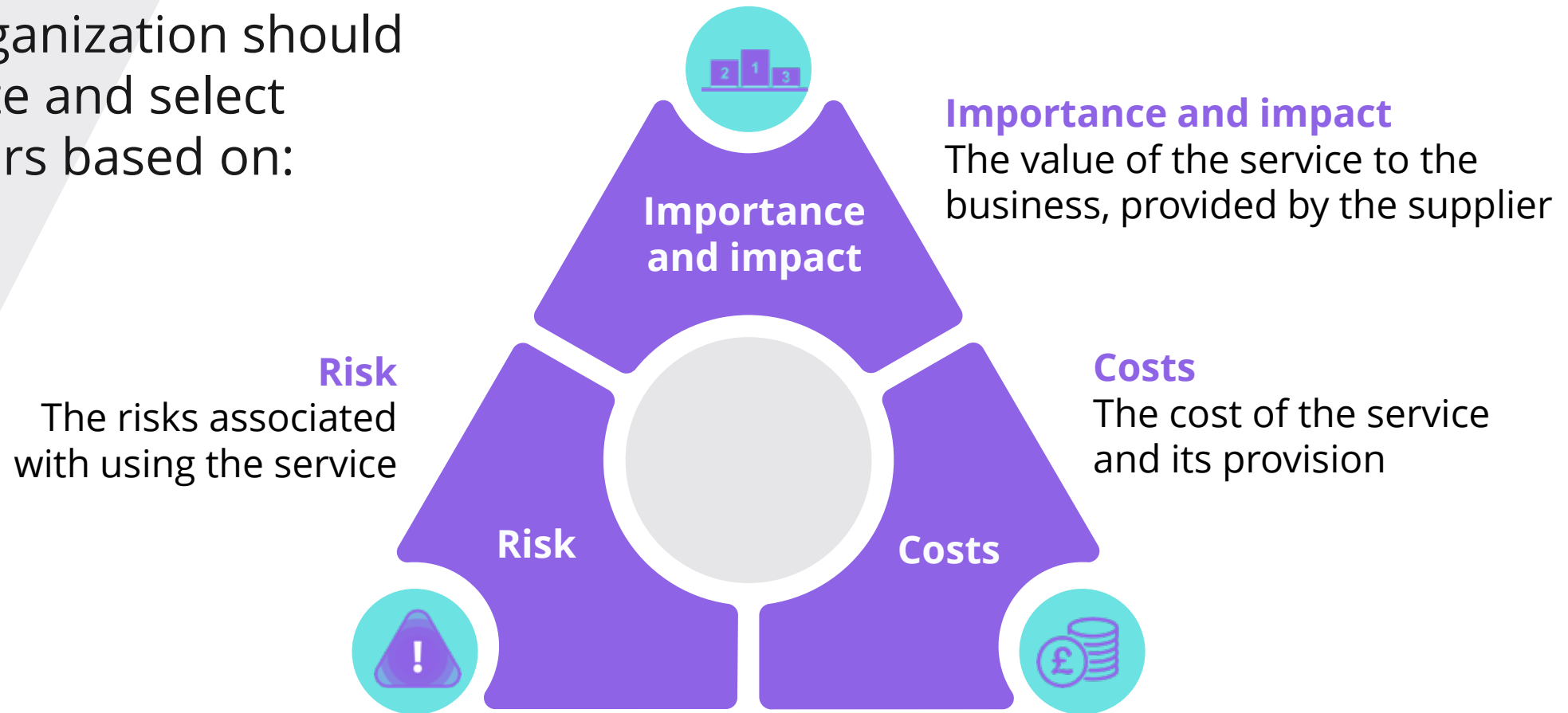


What is supplier management?



Evaluating and selecting suppliers

The organization should evaluate and select suppliers based on:



Contribution of supplier management to SVC

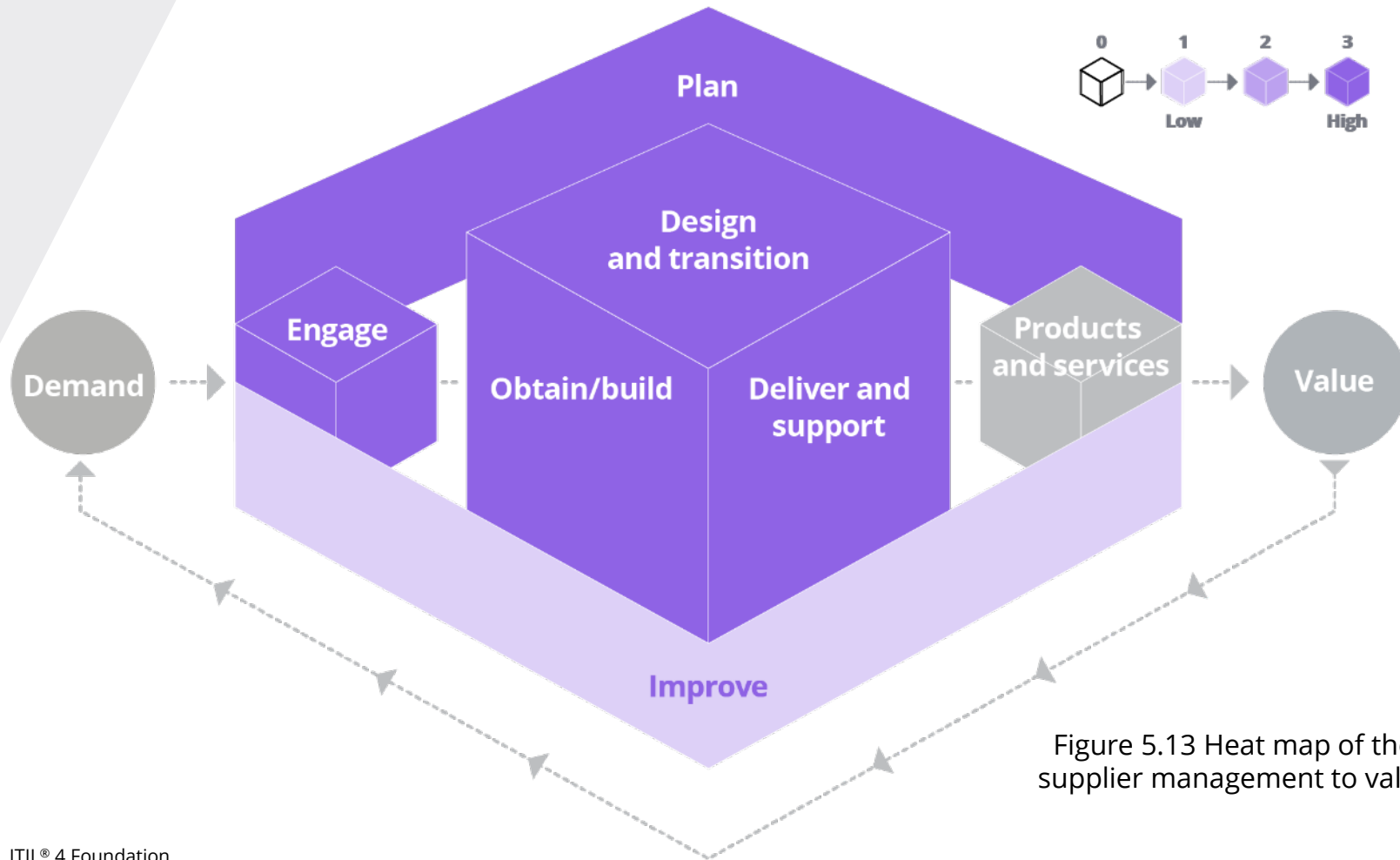


Figure 5.13 Heat map of the contribution of supplier management to value chain activities

IT asset management



The purpose of the **IT asset management** practice is to **plan** and **manage** the full **lifecycle** of all IT assets, to help the organization.



IT asset management



What is an IT asset?

IT asset

Any **financially valuable component** that can **contribute** to the **delivery** of an IT product or service.



Contribution of IT asset management to SVC

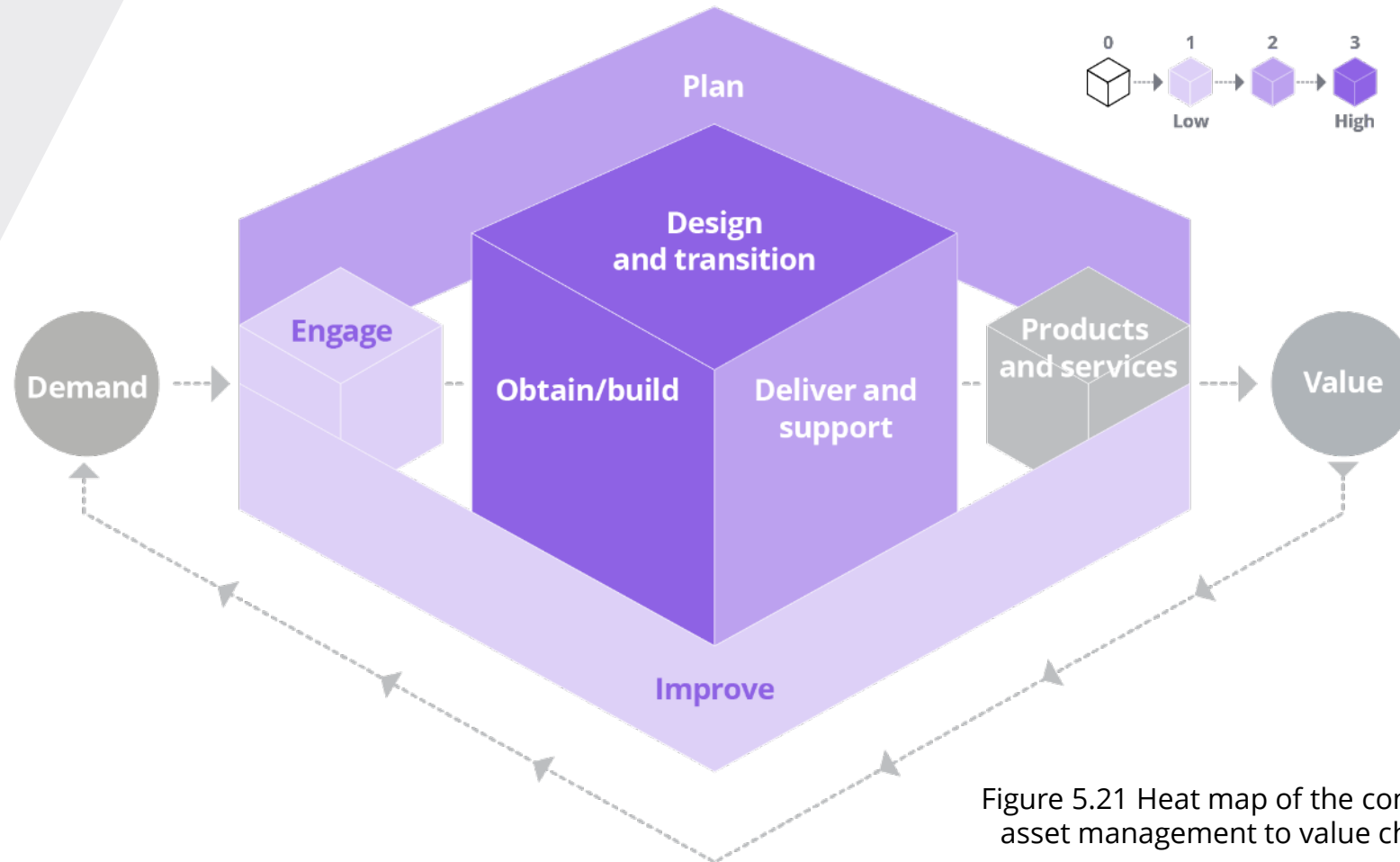


Figure 5.21 Heat map of the contribution of IT asset management to value chain activities

Service configuration management



The **purpose** of the **service configuration management** practice is to ensure that **accurate** and **reliable information** about the configuration of services and the CIs that support them is **available when** and **where** it is **needed**.

Service configuration management



What is service configuration management?

This includes information on how CIs are configured and the relationships between them.

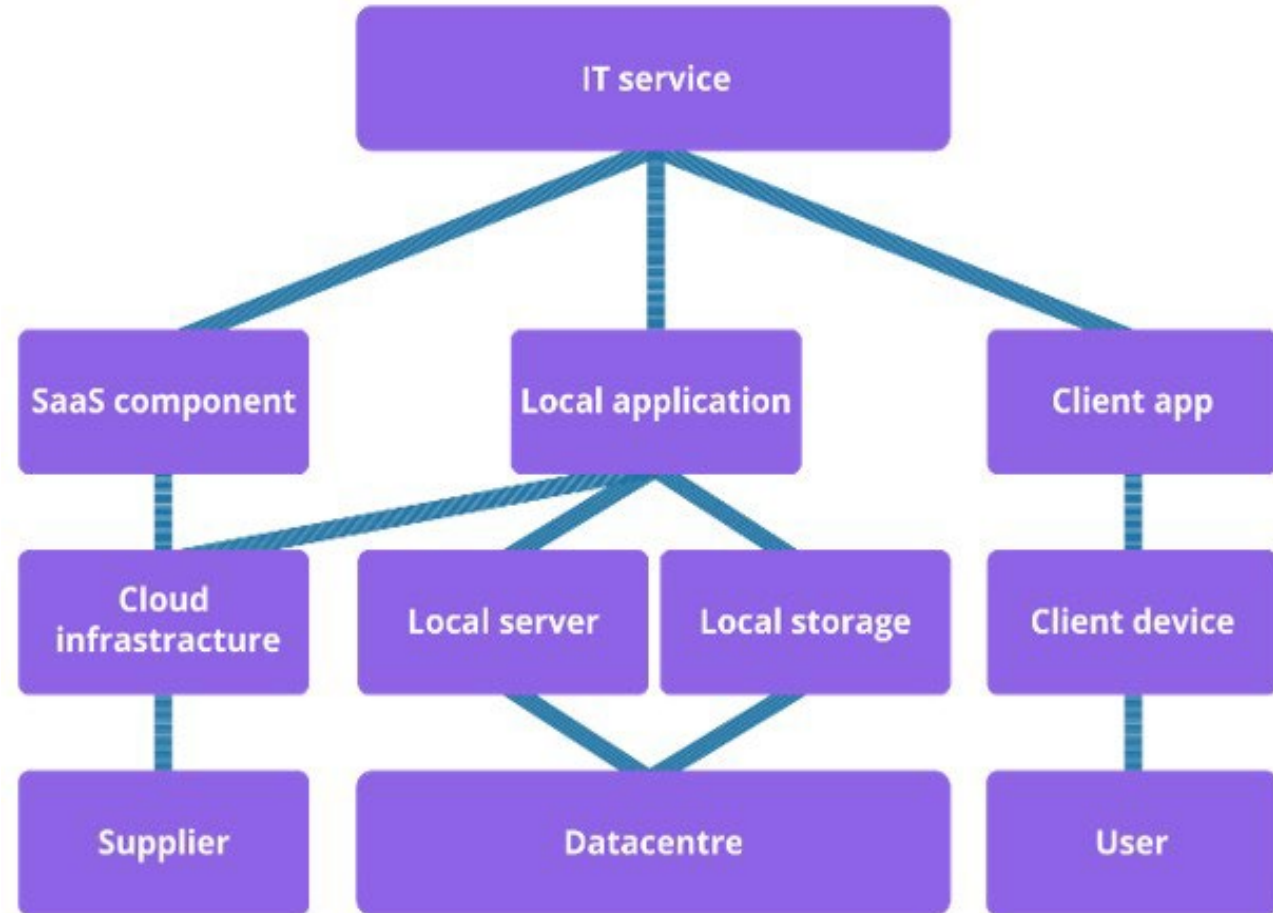


Figure 5.29 Simplified service model for a typical IT service

Service configuration management



What is a configuration Item?



Configuration Item (CI)

Any **component** that needs to be **managed** to **deliver** an IT service.



Contribution of service configuration management to SVC

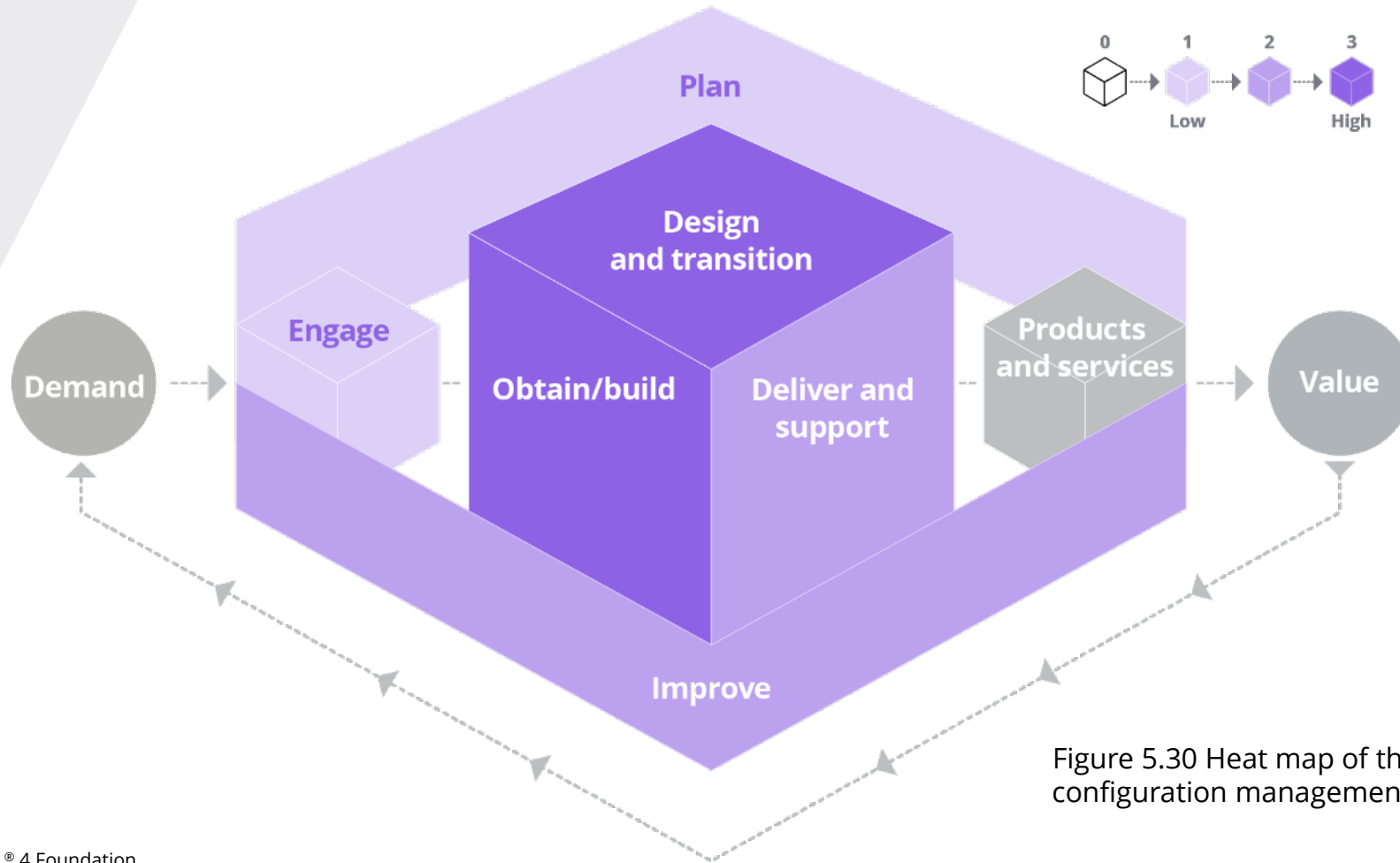


Figure 5.30 Heat map of the contribution of service configuration management to value chain activities

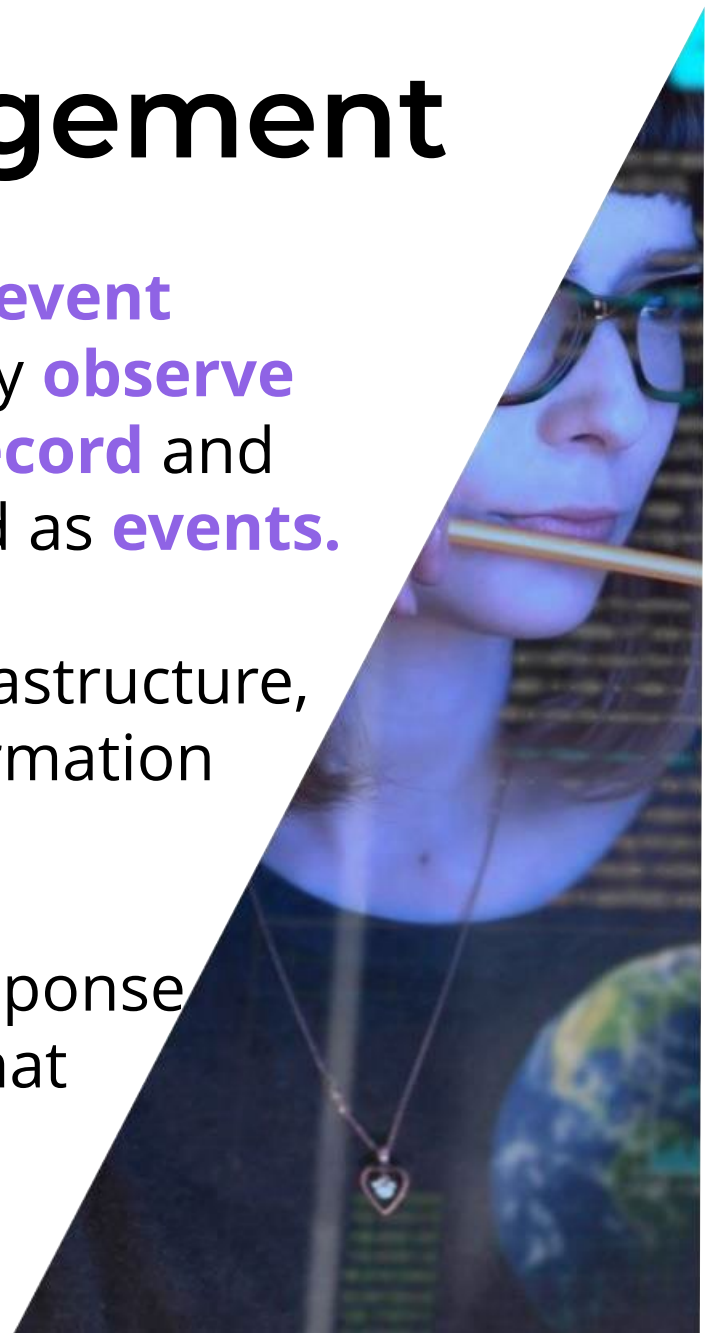
Monitoring and event management



The purpose of the **monitoring and event management** practice is to systematically **observe** services and service components, and **record** and **report** selected changes of state identified as **events**.

This practice identifies and prioritizes infrastructure, services, business processes, and information security events.

It also establishes the appropriate response to those events, and conditions that indicate potential faults or incidents.



Monitoring and event management



What is an event?



Event

Any change of state that has significance for the management of a service or other Configuration Item (CI).

Contribution of monitoring and event management to SVC

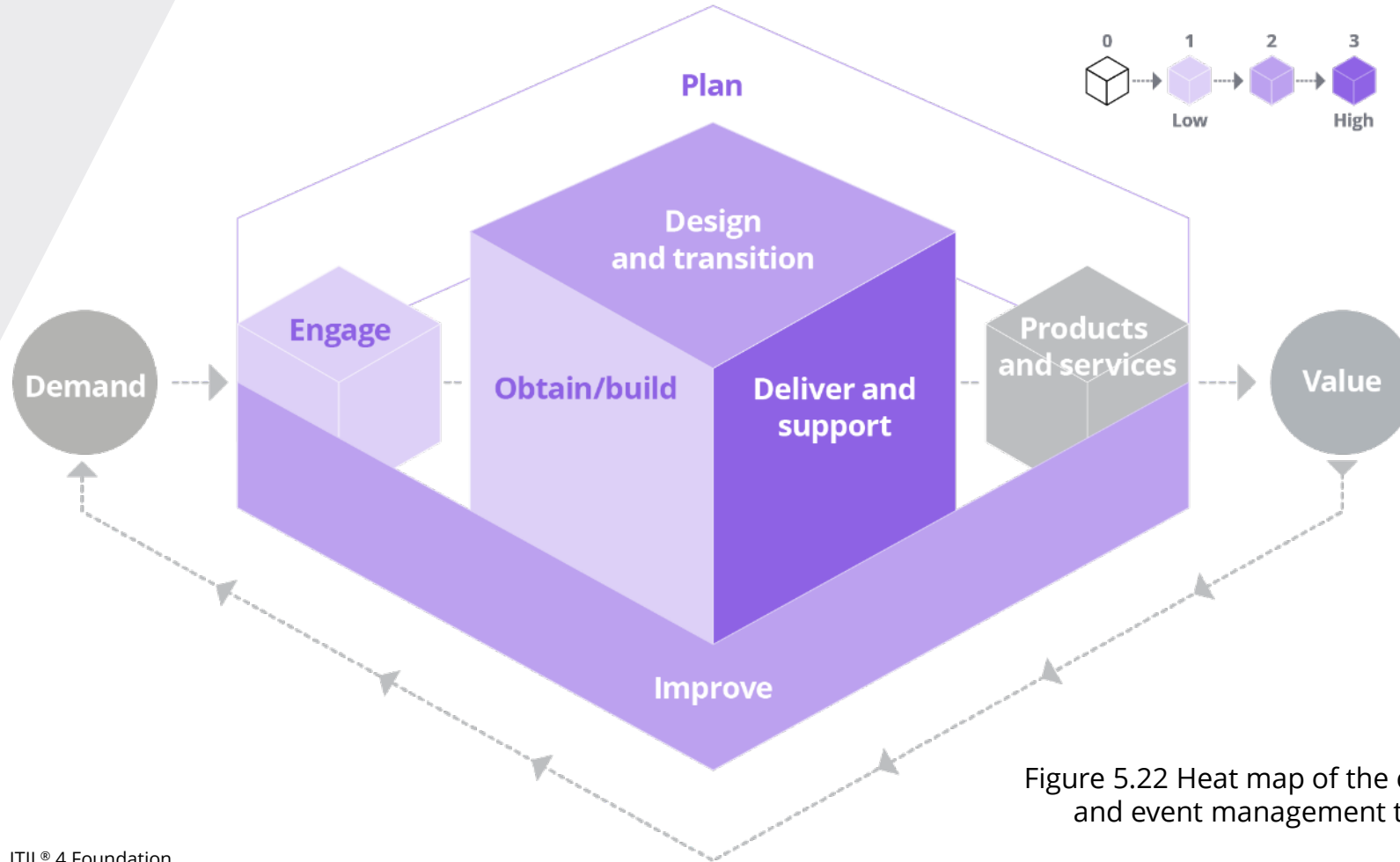


Figure 5.22 Heat map of the contribution of monitoring and event management to value chain activities

Release management



The **purpose** of the **release management** practice is to make **new** and **changed** services and features **available for use**.



Release management

What is a release?



Release

A release is a **version** of a service or other configuration item (CI), or a collection of configuration items, which is **made available for use**.



Contribution of release management to SVC

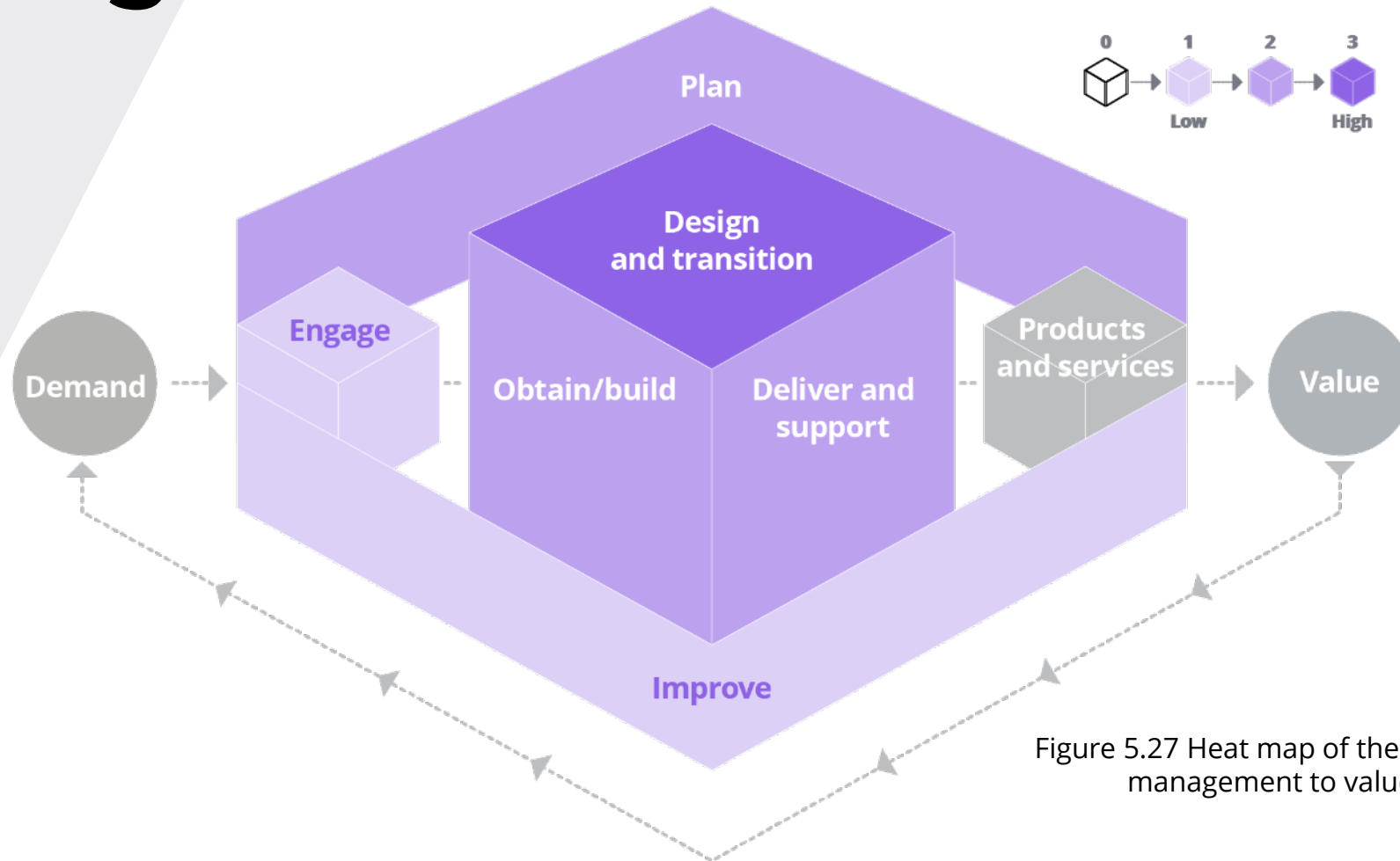


Figure 5.27 Heat map of the contribution of release management to value chain activities

Deployment management



The **purpose** of the **deployment management** practice is to **move new** or **changed** hardware, software, documentation, processes or any other **component** to **live environments**.

It may also be involved in deploying components to other environments for testing or staging.

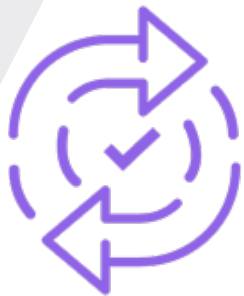


Deployment management



What is deployment management?

Working with other practices



change enablement

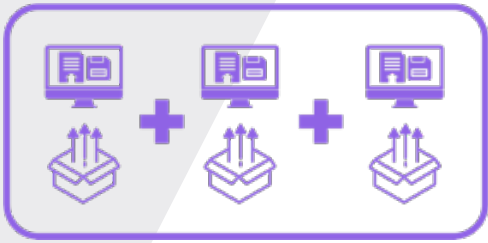


deployment management

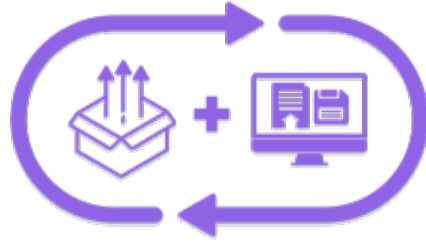


release management

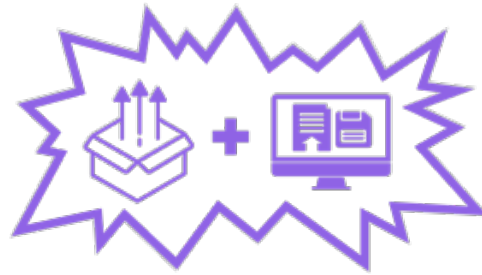
Approaches for deployment



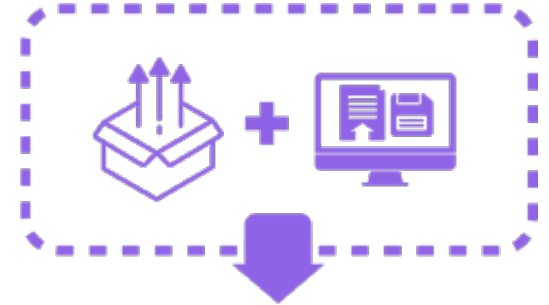
**phased
deployment**



**continuous
deployment**



**big bang
deployment**



**pull
deployment**

Contribution of deployment management to SVC

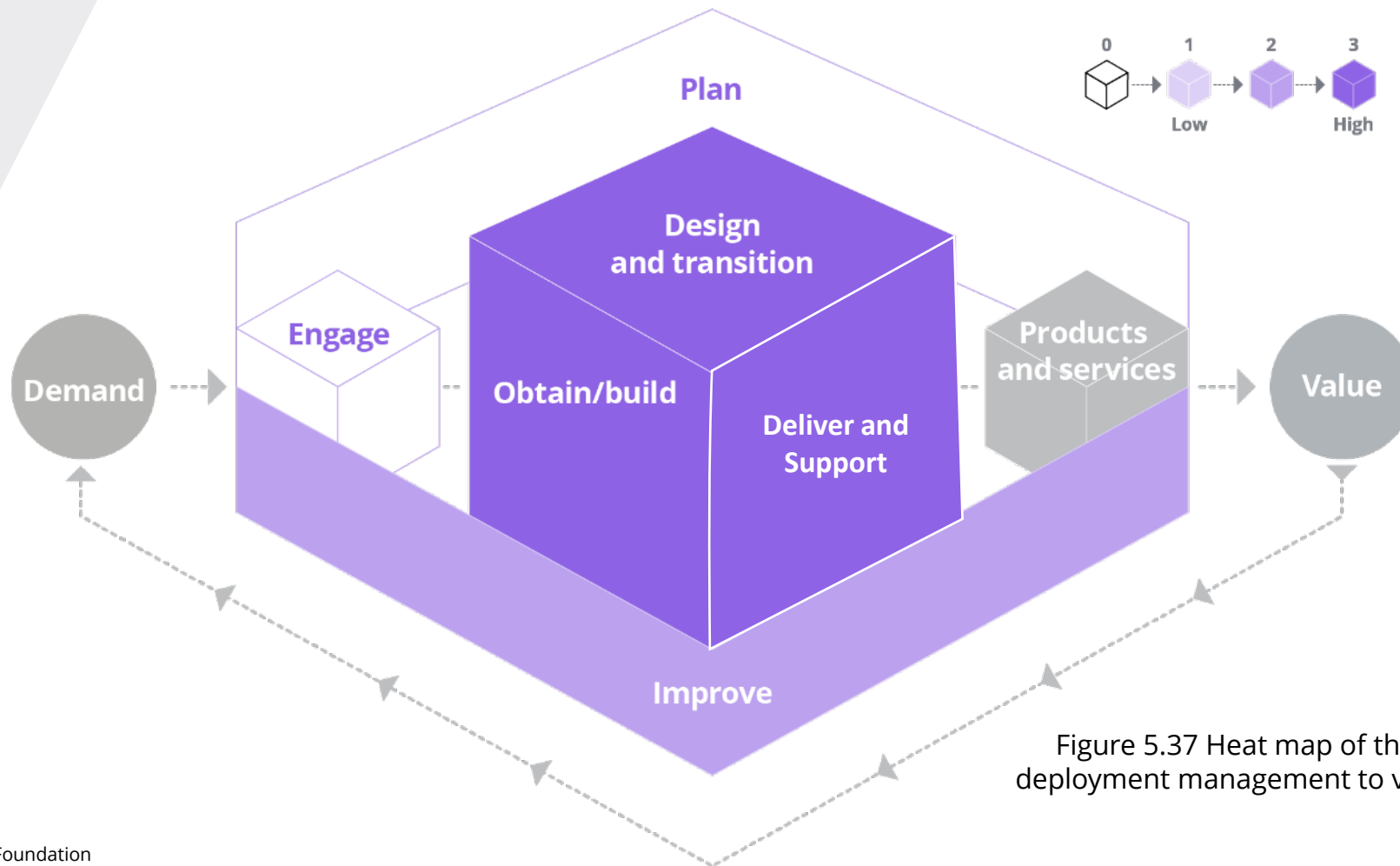


Figure 5.37 Heat map of the contribution of deployment management to value chain activities

Recap: Key learning points



You are required to know the purpose of the **eight ITIL practices** we have just covered. The topics will be included in your exam.

Key term definitions:

- **IT asset:** Any financially valuable component that can contribute to the delivery of an IT product or service.
- **Event:** Any change of state that has significance for the management of a service or other configuration item (CI).
- **Configuration item:** Any component that needs to be managed in order to deliver an IT service.

