

ITIL - An Introduction

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Instructor Background

- Professional Qualifications:-
 - 15+ Years of work experience in managing, improving processes and software development at Rogers, RBC and Scotiabank
 - Previous work experience with Ontario's Ministry of Health & Long Term Care
 - Formal Education includes Masters of Business, Entrepreneurship & Technology (U Waterloo), Masters of Business Administration (GNDU, India), Masters of Computer Applications (GNDU, India)
 - Professional Certifications includes ITIL, Lean Six Sigma Black Belt, CMQ/OE, eTOM

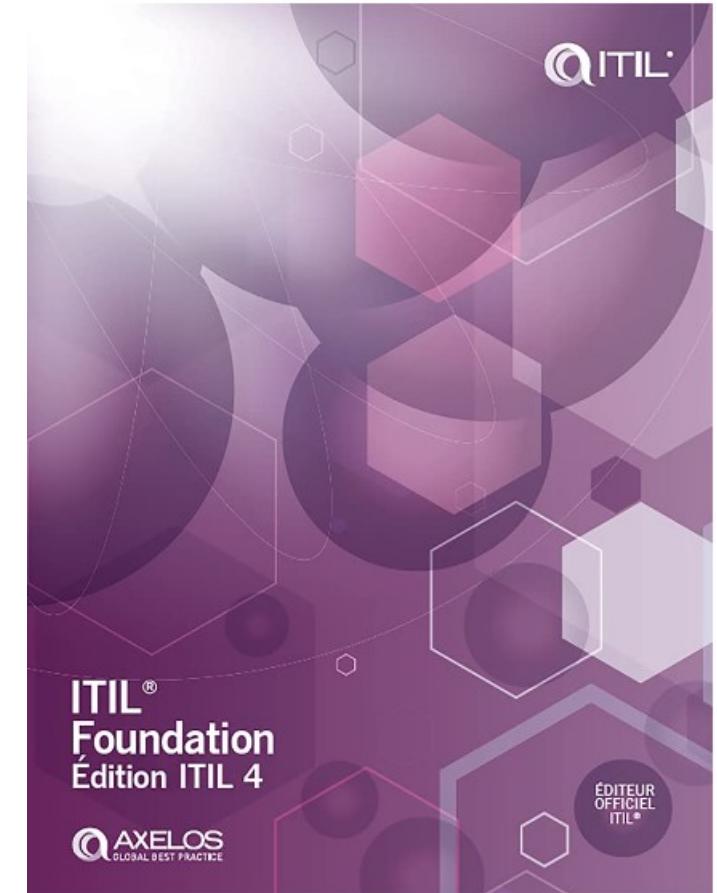
Managing Expectations

- What do you expect to get out of this course?

Recommended Readings for Course

Recommended Reading:

- **Title:** ITIL Foundation, ITIL 4 Edition
- **ISBN:** 9780113316706

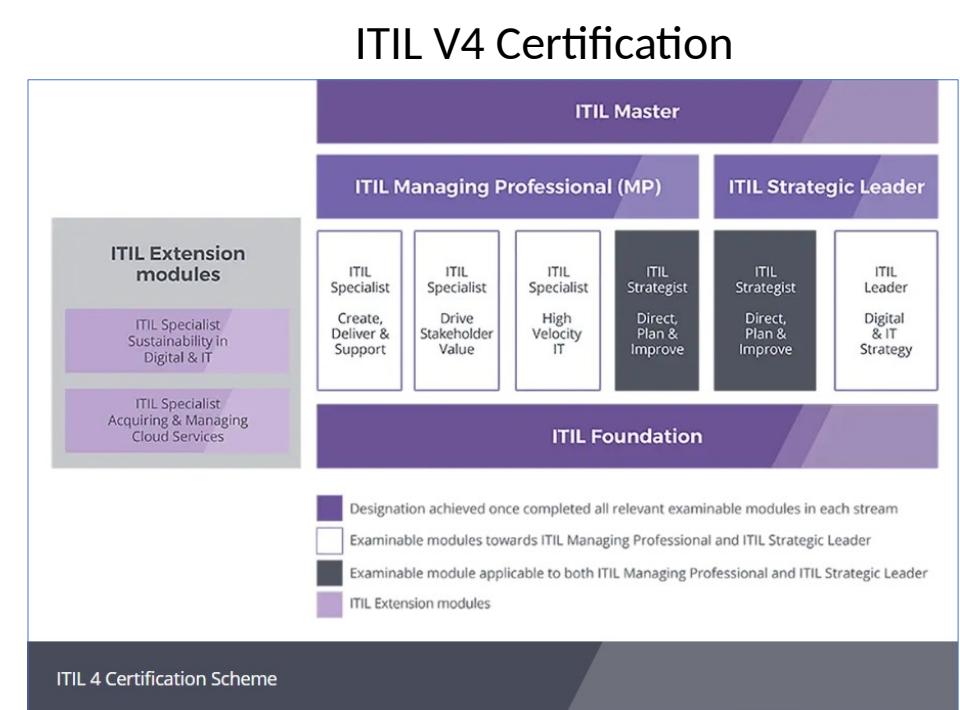


Other resources

- <https://www.axelos.com/certifications/itil-service-management>
- <https://www.itsmf.ca/>
- https://wiki.en.it-processmaps.com/index.php/ITIL_4
- <https://it.nc.gov/>

Background

- ITIL stands for Information Technology Infrastructure Library
- ITIL evolution
 - Started in 1980's with 40 publications
 - Mid 1990's to 2000's – 9 publications
 - Mid 2000's, Version 3 launched – 5 publications
 - February 2019, Version 4 launched – ITIL Foundations, ITIL Managing Professional (4 publications), OR ITIL Strategic Leader (2 publications), ITIL Master



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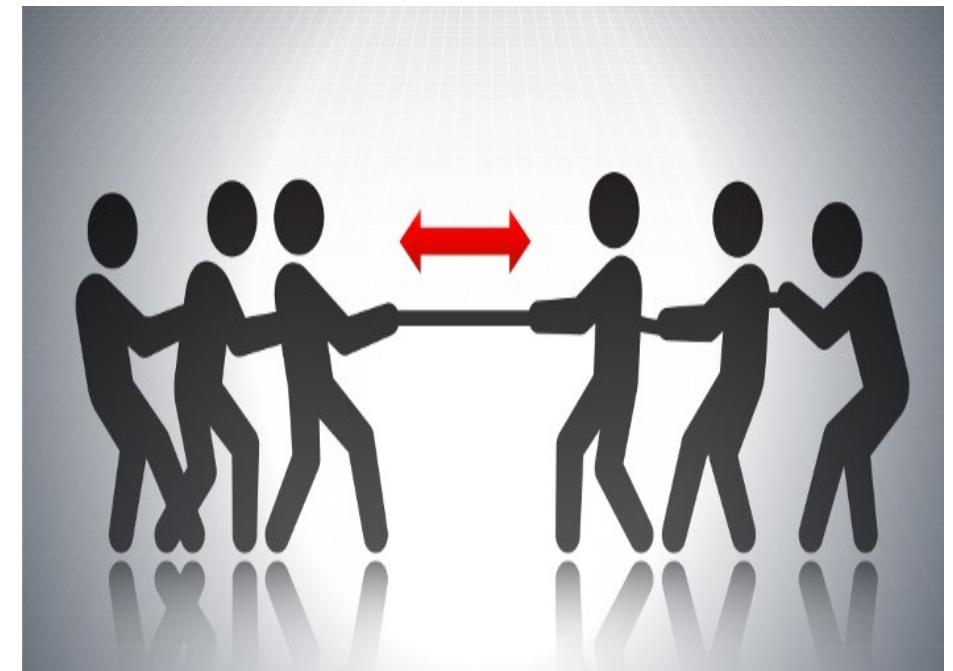
Business IT Disconnect



Computer engineers be like

Basic Need

- Why we need Service Management
 - Business & IT out of focus with each other
 - Business does not understand the complexity of IT
 - IT does not understand the needs of business to be agile and responsive to customer needs
- An interface is needed between the two to align them together



IT World

- What is your understanding of corporate IT world?
 - Complex environment
 - Security is top priority
 - Privacy is also a top priority
 - Business wants to reduce transaction time
 - 24x7 Availability of services
 - Continuity of services

Last year, the nation witnessed a new record of an estimated \$379 million lost to fraudsters, according to [CAFC](#).

Rogers CEO apologizes for massive service outage, blames maintenance update

What is ITIL or IT Service Management?

- In a very simplistic terms, it is a commonsense approach to align IT with the needs and requirements of business

Question

- What kind of services does IT department provide at your organization ?

Service

- Definition

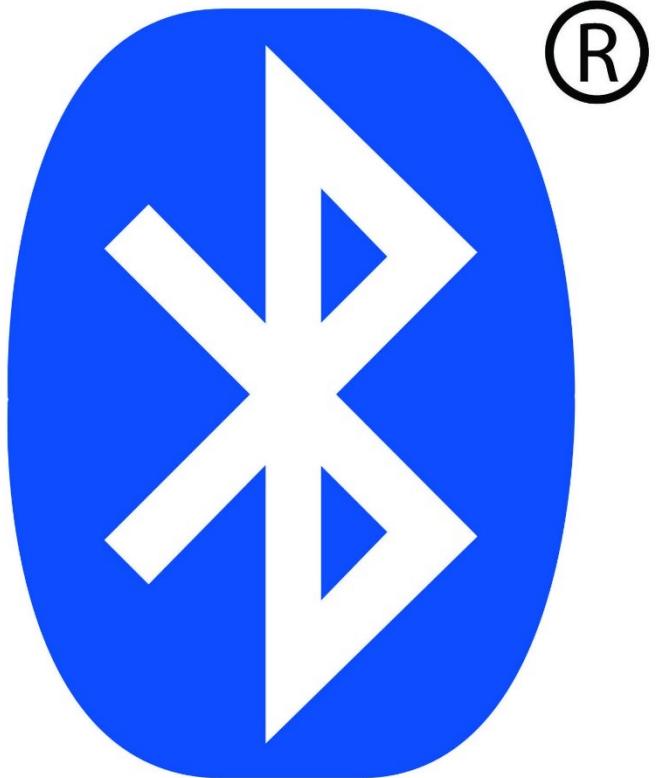
A means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks.

Keywords:

1. Value
2. Outcomes
3. Ownership
4. Cost
5. Risk



Services/Value



Value

- The perceived benefits, usefulness, and importance of something



Question

- What are the other examples of the services that comes to your mind
- Answer:
 - Utilities
 - Cleaning & Sanitization
 - Security

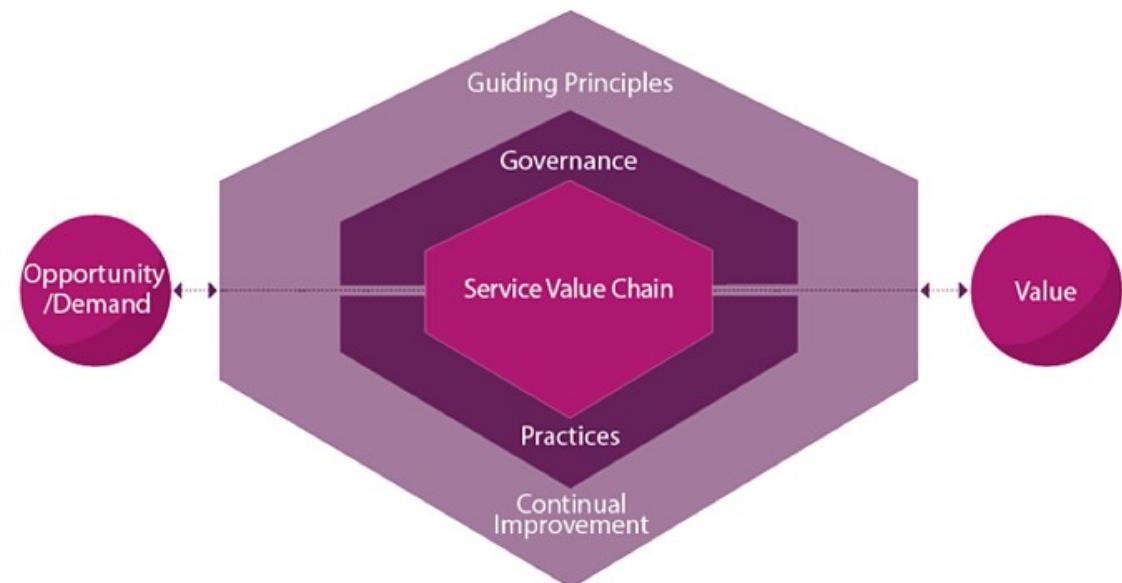
Discussion

- Take an organization other than Humber and mention the IT and Non-IT services either produced by the organization or consumed by the organization

Service Value System

The core components of Service Value System

- ITIL Service Value Chain
- ITIL Practices
- ITIL Guiding Principles
- Governance
- Continual Improvement



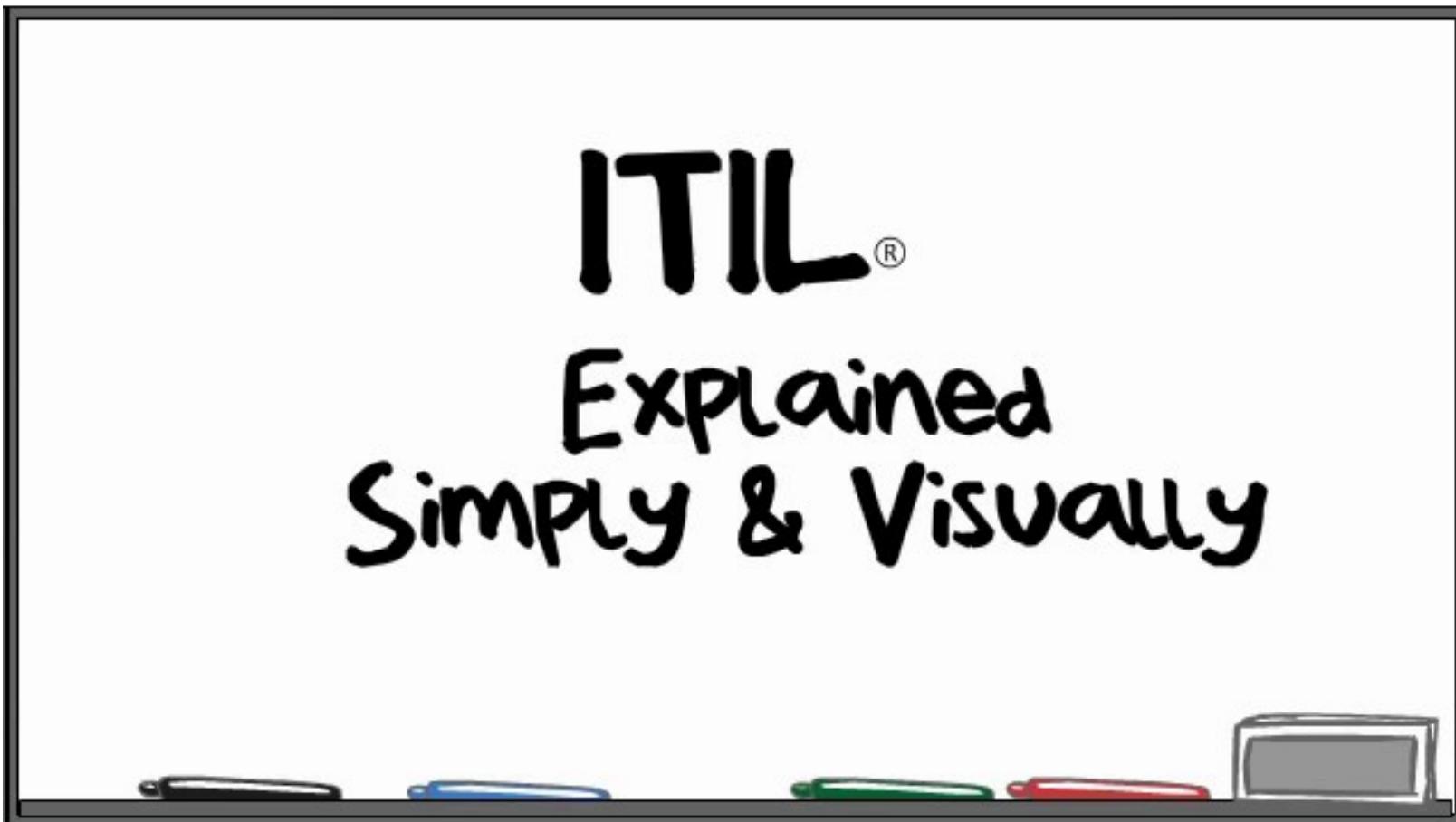
Service Management

A set of specialized organizational capabilities for enabling value for customers in the form of services.

The four dimensions models

- Organizations and people
- Information and technology
- Partners and suppliers
- Value stream and processes

ITIL Introduction - Video



Costs & Risks

- Inherently there are costs and risks associated with any kind of business decision
- Letting someone else manage your payroll, physical security, cafeteria and facilities has its own risks and rewards
- Similarly business makes a decision on what kind of services would they like to perform themselves vs what kind of services they would let someone else to perform on their behalf



Recap

Review Questions:

- What is service
- What is a service value system
- What are the four dimensions of service management