



# TEKsystems Global Services

ITIL

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# Agenda

- Introduction to ITIL
- Introduction to IT Service Management
- Understanding key concepts of ITIL
- 4 Dimensions of Service Management

# Introduction to ITIL

ITIL has led the IT Service Management (ITSM) industry with guidance, training and certification programmes for over 30 years. ITIL 4 brings ITSM up to date by re-shaping much of the established ITSM practices in the wider context of customer experience, value streams, and digital transformation, as well as embracing new ways of working, such as Lean, Agile, and DevOps.

ITIL 4 provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology. It is designed to ensure a flexible, coordinated and integrated system for the effective governance and management of IT-enabled services.

ITIL 4 is the result of a great amount of global research and development across IT Service Management industries. It has involved active practitioners, trainers, consultants, vendors, technicians and business customers. The architect team has ensured the content meets modern requirements of Continuity, Innovation, Flexibility, Value.

ITIL 4 is a holistic approach with a focus on end-to-end product and service management, from Demand to Value.



# Introduction to IT Service Management

According to World Trade Organization, services comprise the largest and most dynamic component of both developed and developing economies. Services are the main way the organization creates value for themselves and their customers. Almost all services today are IT enabled, which means there's tremendous benefit for organizations in creating, expanding and improving IT Service Management Capability.

- IT has become an important business driver, a source of competitive advantage, thereby being a key Strategic Capability.
- To remain relevant, many organizations are embarking on major transformational programs to exploit these opportunities, often referred to as 'digital transformation', such as cloud computing, Infrastructure as a Service (IaaS), Machine Learning, Blockchain...
- However, they must balance the need for

Stability and Predictability

Operational Agility and Increased Velocity



IT has becoming more integrated with other organizational capabilities.

Silos are breaking down, Cross functional teams are being used more widely.

Service Management is evolving, and so is ITIL ® , the most adapted guidance on IT Service Management (ITSM) in the world



## Concepts of IT Service Management

**Service:** 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.

The service that an organization provides are based on one or more of it's products. Organizations owns or access to a variety of resources including

- People
- Information & Technology
- Value Stream & Processes and
- Supplier & Partners

Products are configuration of these resources, created by the organization, that will be potentially valuable for their customers.

**Utility** The functionality offered by a product or service to meet a particular need Utility can be summarized as ‘what the service does’ and can be used to determine whether a service is ‘fit for purpose’ To have utility, a service must either support the performance of the consumer or remove constraints from the consumer Many services do both.

**Warranty** Assurance that a product or service will meet agreed requirements Warranty can be summarized as ‘how the service performs’ and can be used to determine whether a service is ‘fit for use’ Warranty often relates to service levels aligned with the needs of service consumers This may be based on a formal agreement, or it may be a marketing message or brand image Warranty typically addresses such areas as the availability of the service, its capacity, levels of security and continuity A service may be said to provide acceptable assurance, or ‘ if all defined and agreed conditions are met.

**Service Offering:** A description of one or more services, designed to address the needs of a target consumer group. A service offering may include goods, access to resources, and service actions.

**Service Relationship:** A co operation between a service provider and service consumer. Service relationships include service provision, service consumption and service relationship management.

## PRODUCTS AND SERVICES

Stakeholder	Example Stakeholder Value
Service Consumers	Benefits achieved, costs and risks optimized
Service Provider	Funding from the consumer; business development; image improvement
Service Provider Employees	Financial and non-financial incentives, career and professional development, sense of purpose
Society and Community	Employment, taxes, organizations' contribution to the social and community development
Charity Organizations	Financial and non-financial contributions from other organizations
Shareholders	Financial benefits, such as dividends; sense of assurance and stability



## THE FOUR DIMENSIONS OF SERVICE MANAGEMENT

To support a holistic approach to service management, ITIL defines four dimensions of service management that collectively are critical to the effective and efficient facilitation of value for customers and other stakeholders in the form of products and services. These are:

- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes

These four dimensions represent perspectives which are relevant to the whole SVS, including the entirety of the service value chain and all practices. The four dimensions are constrained, or influenced, by several external factors that are often beyond the control of the SVS (Service Value System).

# ITIL Practices

- Information Security Management
- Relationship Management
- Supplier Management
- IT Asset Management
- Monitoring & Event Management
- Release Management
- Service Configuration Management
- Deployment Management
- Change enablement
- Continual Improvement
- Incident Management
- Problem Management
- Service Request Management
- Service Desk
- Service Level Management



# THANK YOU

