

Information Technology Infrastructure Library (ITIL)

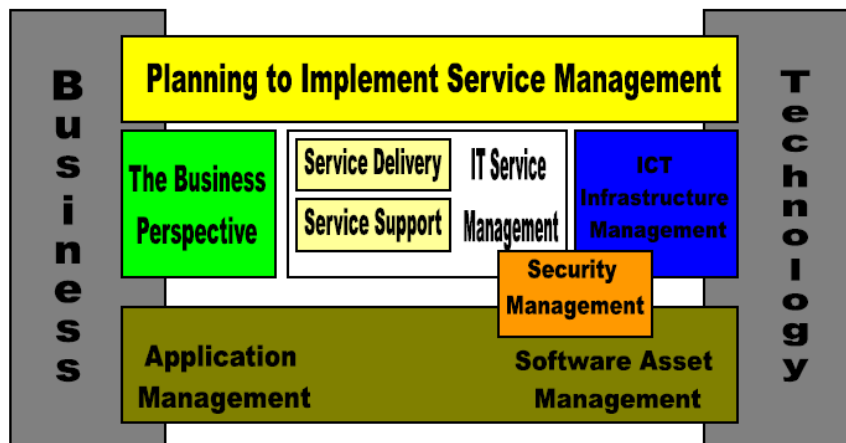
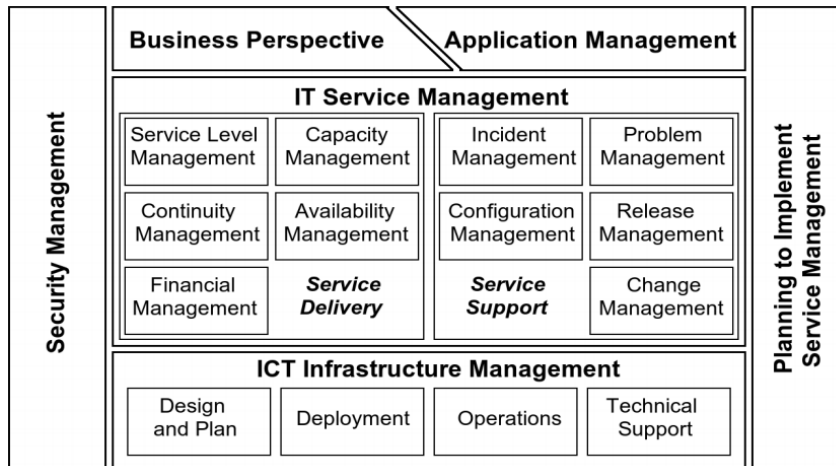


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ITIL – Definition

- Information Technology Infrastructure Library
- Plan for IT-Service-Management
- Sample of Best Practices
- Describes processes, organization and Tools
- Goal:
 - Orientation of IT Services on requirements in enterprises
 - Optimization of IT Service quality
 - Reduce of IT Service costs
- Is not a project management method!

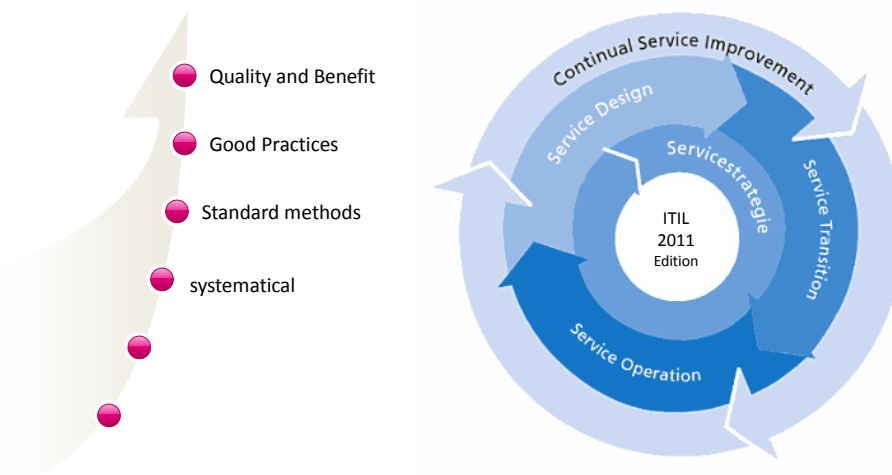
ITIL



ITIL - what is a service?

- IT service is a service provided to one or more customers by an IT service provider. An IT service is based on the use of information technology and supports the customer's business processes. An IT service consists of a combination of people, processes and technologies and should be defined by a service level agreement (SLA). An IT service is offered as a closed unit similar to a product according to the service concept.
- Create economic benefit for customer
- Oriented on the Service – Lifecycle
- Determination in:
 - Service Strategy, SS
 - Service Design, SD
 - Service Transition, ST
 - Service Operation, SO
 - Continual Service Improvement, CSI

ITIL – Service life cycle



ITIL – Service life cycle



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ITIL – Pro

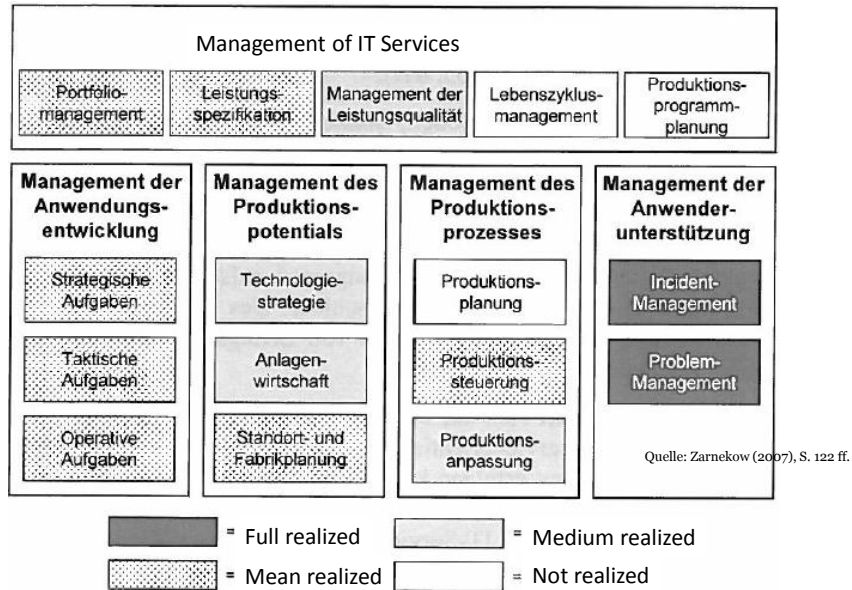
For customer

- IT services more customer oriented
- Better quality agreements
- services are better described (quality of requirements)
- Simplified quality and cost management

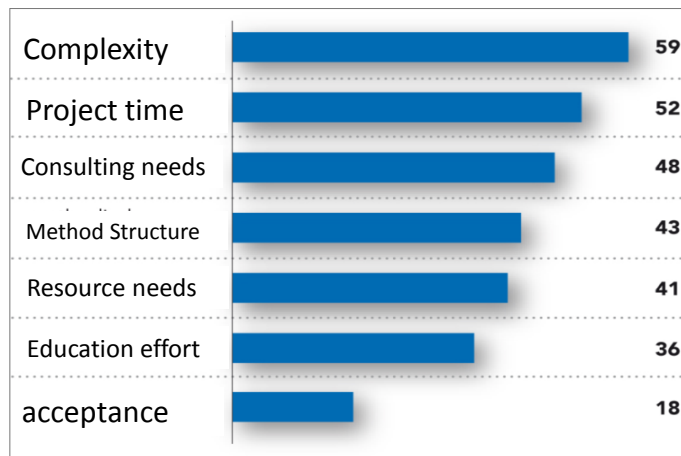
For provider organization

- IT organization are clearly and oriented on business goals
- Contemporary change management
- Outsourcing can be used
- Assisted a ISO 9000 quality system

ITIL – Contra



ITIL – Contra



Quellen:

<http://www.computerwoche.de/a/die-grenzen-von-itil,2504395>, <http://www.computerwoche.de/a/we-itil-zu-komplex-it,1235865>, <http://www.cio.de/strategien/2233722/index.html>,
<http://blog.itil.org/2012/03/itil-begrabt-nicht-die-botschaft/>, http://en.wikipedia.org/wiki/Information_Technology_Infrastructure_Library#Criticism, MSG Service AG

ITIL – Contra

ITIL Contra:

- ITIL books are expensive
- Implementation and Accreditation needs a special Training
- Risk to fall in a trap of old definitions and develop ITIL as a religion
- ITIL is not a cooking book
- ITIL don't present all solutions
- defects in implementation
- Don't define a transformation method → challenge for the user
- Slowly launch of new versions
- Don't increase the performance quality and reduce the cost automatically
- Frameworks are get bulked
- Not developed for SME → Light version are missing

→ Generally Problem: **Standards can reduce creativity**

Quellen:

<http://www.computerwoche.de/a/die-grenzen-von-til,2504395>, <http://www.computerwoche.de/a/wo-til-zu-komplex-ist,12345865>, <http://www.cio.de/strategien/233752/index3.html>,
<http://blog.itiil.org/2012/03/itiil-begrabt-nicht-die-botschaft/>, http://en.wikipedia.org/wiki/Information_Technology_Infrastructure_Library#Criticism, MSG Service AG

ITIL – references

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- IT-Surveys http://www.it-surveys.de/itsurvey/pages/studie4/studie4_01.html
- http://www.it-surveys.de/itsurvey/pages/studie4/studie4_052.html
- Masters Consulting <http://www.masters-consulting.de/wissen/it-service-management/das-neue-itiil-v3.html>
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