



Welcome to the Course

ITIL Foundations

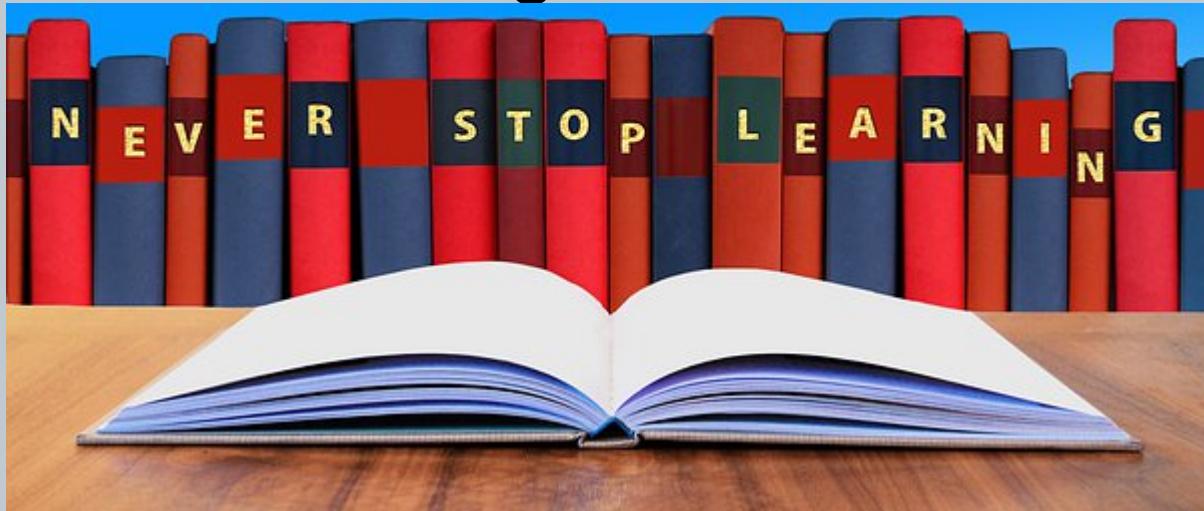
ITIL Foundations

- Course is built to cover all of the 2011 objectives (latest version of the exam)
- In this course, you will learn everything you need to know to study for and to pass the ITIL Foundation certification exam



Two Types of Students

- Already working in Information Technology or the IT Service Management field
- New to Information Technology or the IT Service Management field



IT Management is Important

- Information Technology Infrastructure Library (ITIL) is a framework for the lifecycle of Information Technology management, including:
 - Strategy
 - Design
 - Transition
 - Operations
 - Continual Service Improvement



Jason Dion

- Veteran of the IT industry for 20+ years
- Ran large-scale IT networks worldwide
- Practitioner of ITIL, not just the theory
- ITIL certified



How do you say ITIL?



Tips in this class...

- If I talk too fast, slow me down using the speed control in the video player
- If you want to read along, please use the closed captioning options for English subtitles
- Every lecture has a PDF download of the slides for you to take notes on

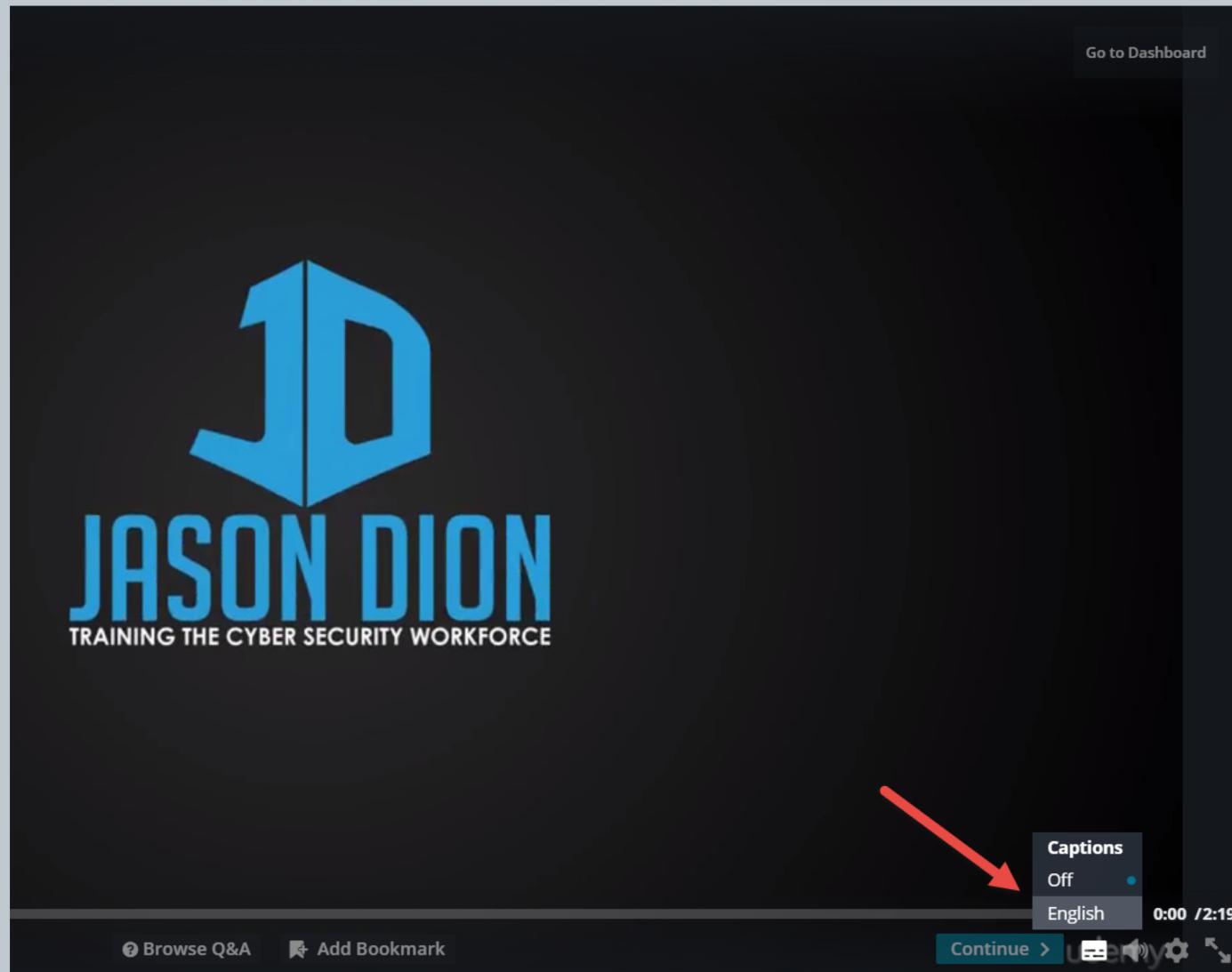


If I talk too fast, slow me down...

A screenshot of a video player interface. At the top left, it says "Exam Fundamentals" and "Section 1, Lecture 2". Below that is a teal button labeled "Resources available". On the right side of the video frame, the Jason Dion logo is displayed. At the bottom, there's a speed control menu with options: 2x, 1.5x, 1.25x, 1x (selected), 0.75x, and 0.5x. A red arrow points from the text above to the "0.75x" option. Below the speed menu are playback controls: a play button, a 15-second skip back button, a 1x button (which is highlighted in white), and a 15-second skip forward button. At the bottom right are links for "Browse Q&A" and "Add Bookmark".



If you like to read along...



To download the PDFs...



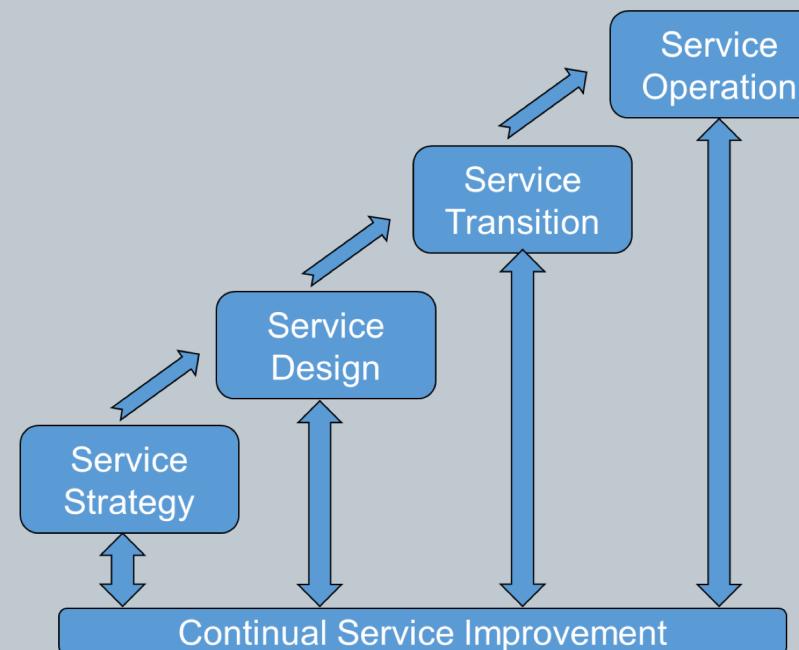


Exam Fundamentals

ITIL Foundations

ITIL Foundation Certification

- Entry-level certification for ITIL
- Covers a general awareness of the elements, concepts, and terminology used in the ITIL Service Lifecycle



Certification Target Audience

- People requiring an understanding of the ITIL framework
- People needing an understanding of how ITIL can enhance IT service management within an organization
- IT professionals in organizations that adopted ITIL and need to understand ongoing service improvement



Format of the Exam

- 40 multiple-choice questions
- 60 minutes to complete
- Passing Score: 65% (26 out of 40)
- Closed book exam



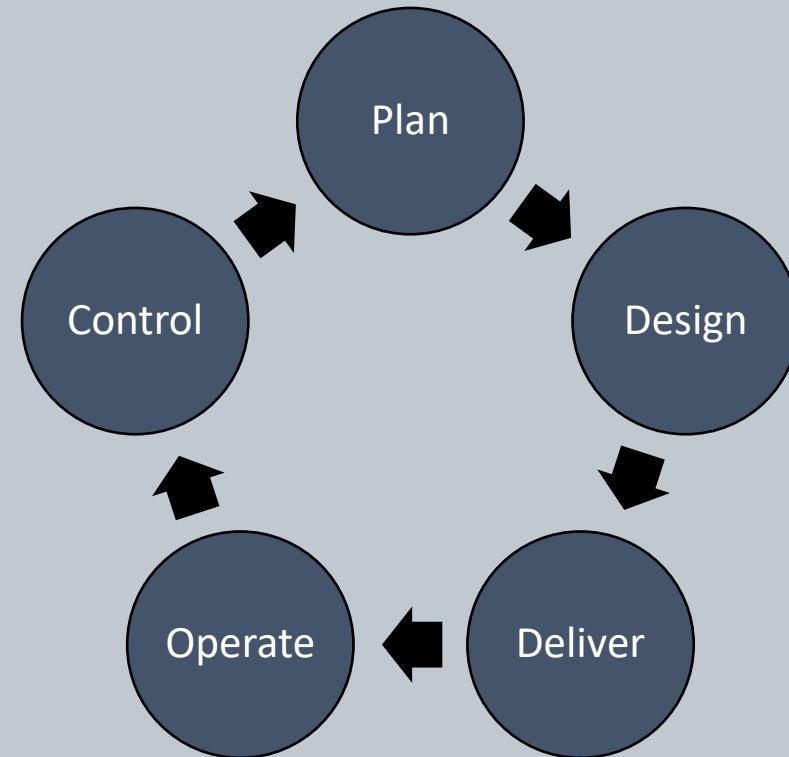


ITSM and ITIL

ITIL Foundations

IT Service Management (ITSM)

- Complete set of activities required to provide service to an organization, including policies and strategies to:
 - Plan
 - Design
 - Deliver
 - Operate
 - Control



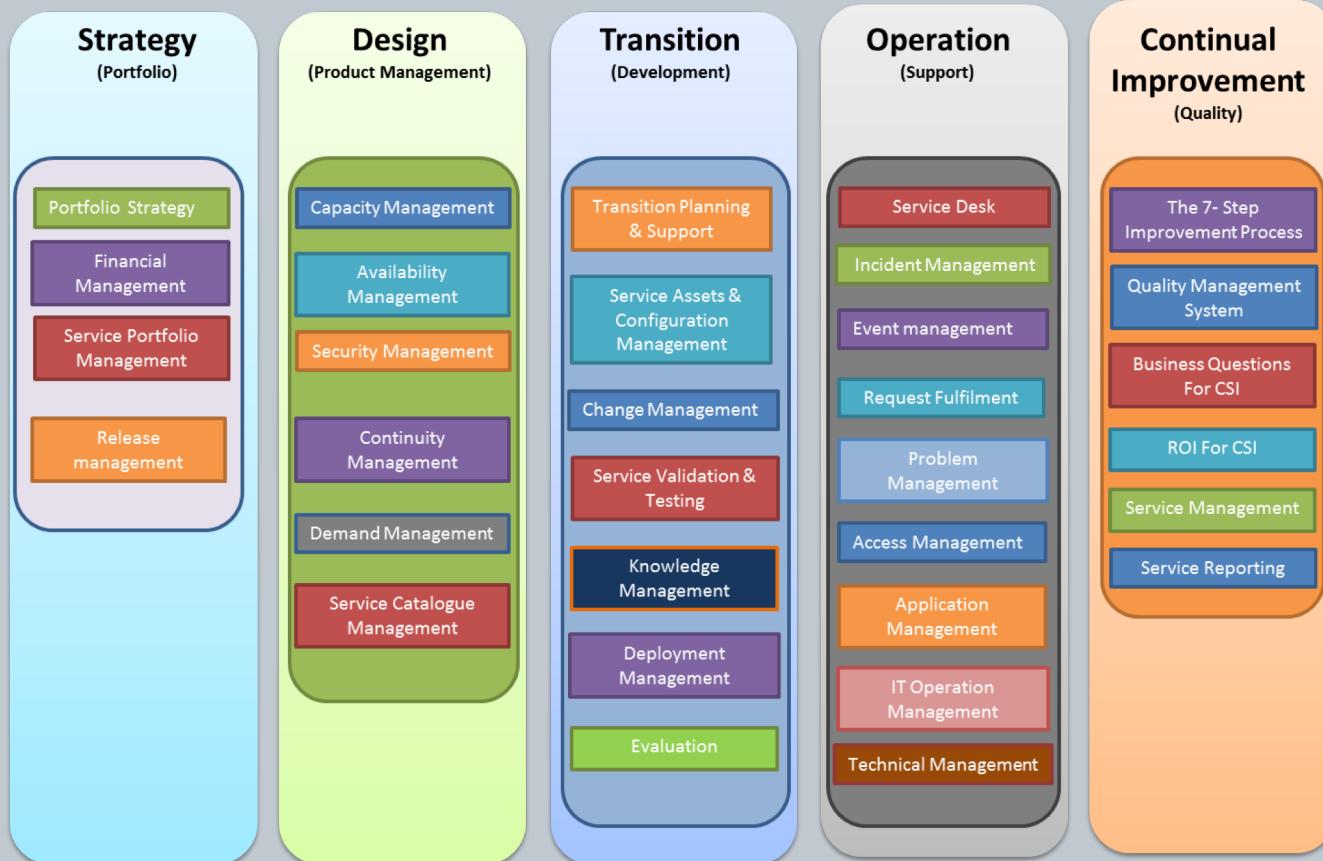
What Is A Customer?

- People to whom you sell service
- Your employees



IT Infrastructure Library (ITIL)

- Developed as a framework for organizations to use in order to perform ITSM



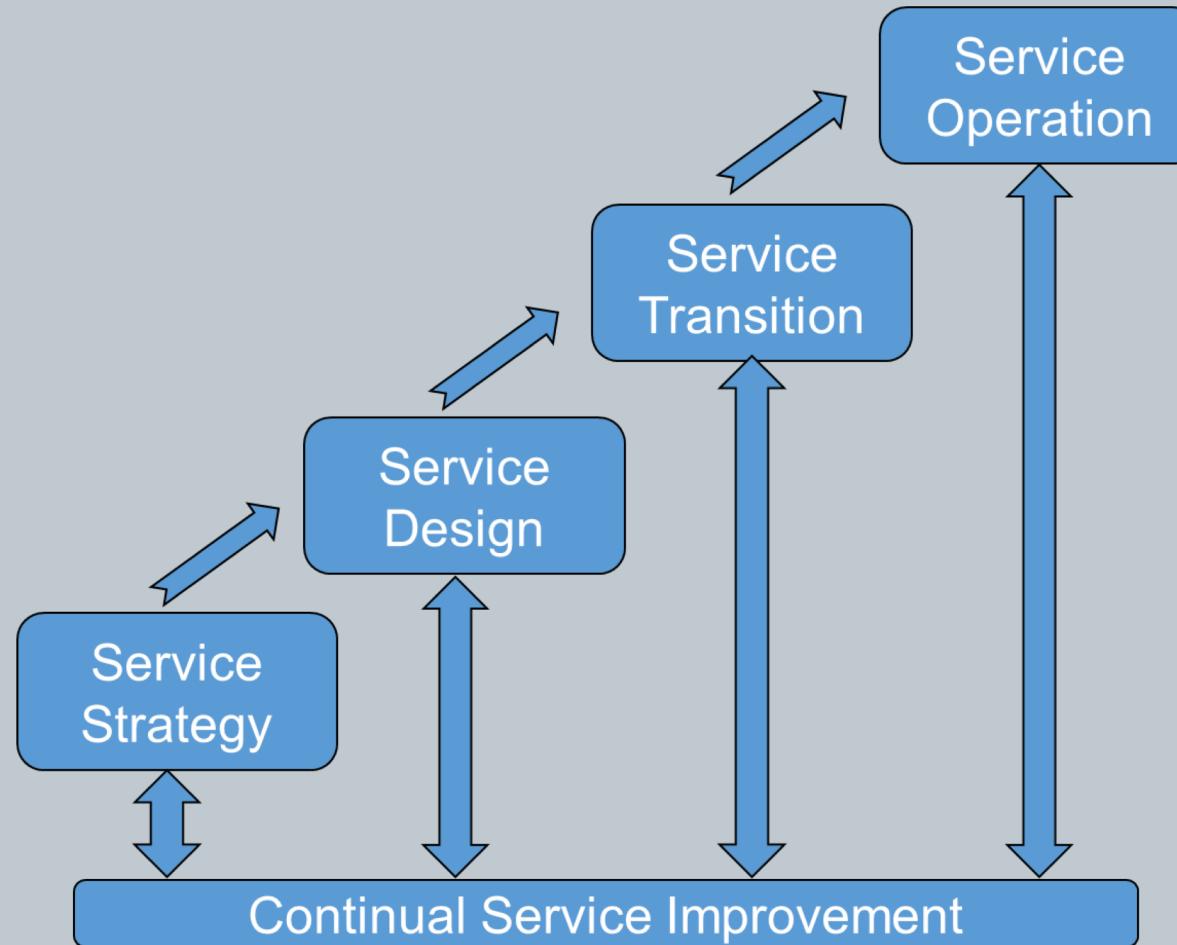
Are there other frameworks?

- Control Objectives for Information and Related Technology (COBIT)
- ISO/IEC 20000 framework



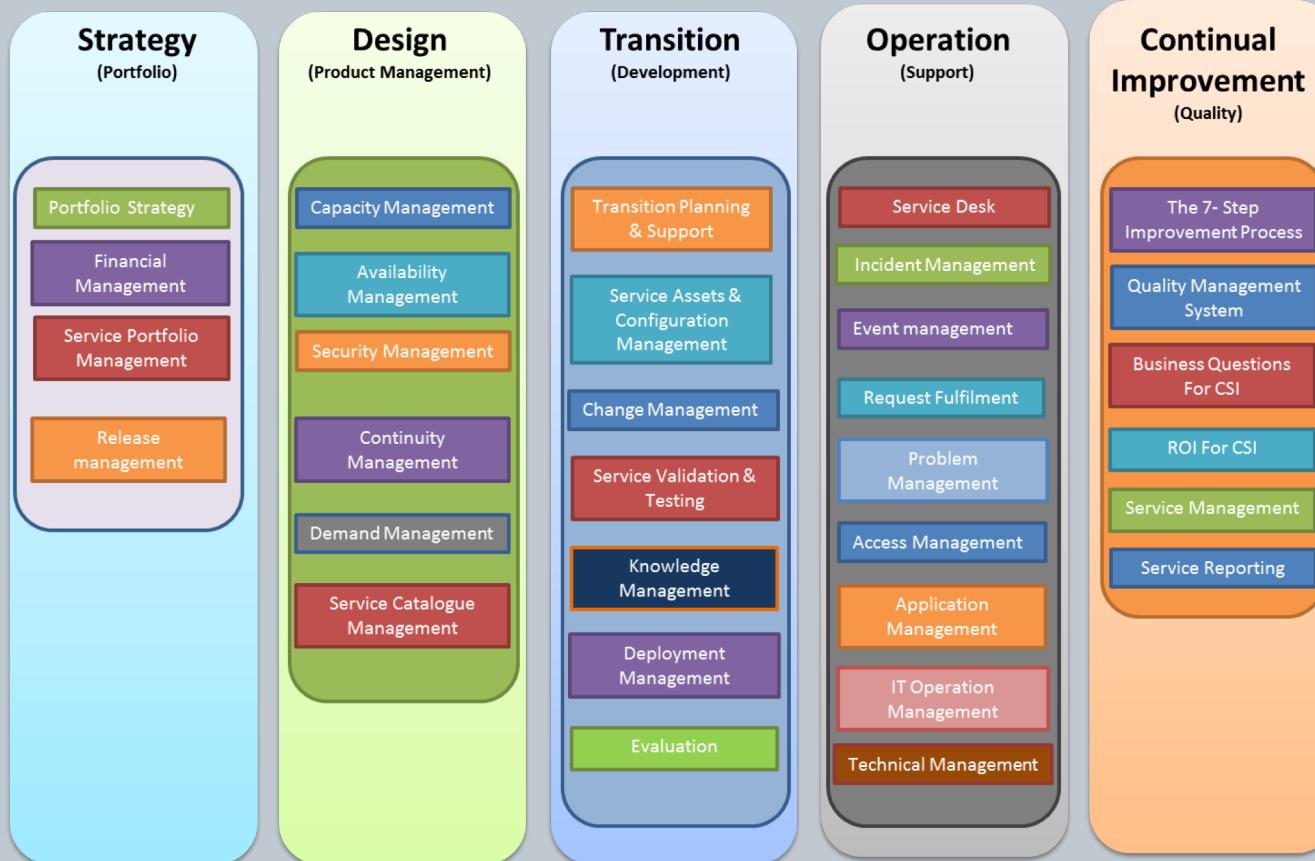
Complementary Framework

- Shares many of the same processes, functions, and lifecycle steps as ITIL



ITIL Framework

- Only framework that is covered by the ITIL Foundations exam





What Does ITIL Provide

ITIL Foundations

ITIL Provides:

- Guidance for IT Service Management
- Flexibility
- Comprehensive framework
- Compilation of best practices
- Vendor-neutral framework
- Large amount of solutions to select



ITIL Is NOT:

- A standard
- A regulation or compulsory actions
- A product or something you buy
- A substitute for vision, leadership, or management



The Bottom Line

- ITIL is a framework to make service management more efficient and effective.





Best Practices

ITIL Foundations

Best Practices

- Proven activities or processes that have been successfully used by many different organizations in a specific industry



The Sources of Best Practices

- Standards
- Industry Practices
- Academic Research
- Training and Education
- Internal Experience



Sources: Standards

- International standards represent in-depth drafting, scrutiny, and peer-review
- ISO/IEC 20000



Sources: Industry Practices

- Be mindful that some industries don't translate well to yours
- If you are a high-tech firm, does a manufacturing plant's best practices fit in your organization?



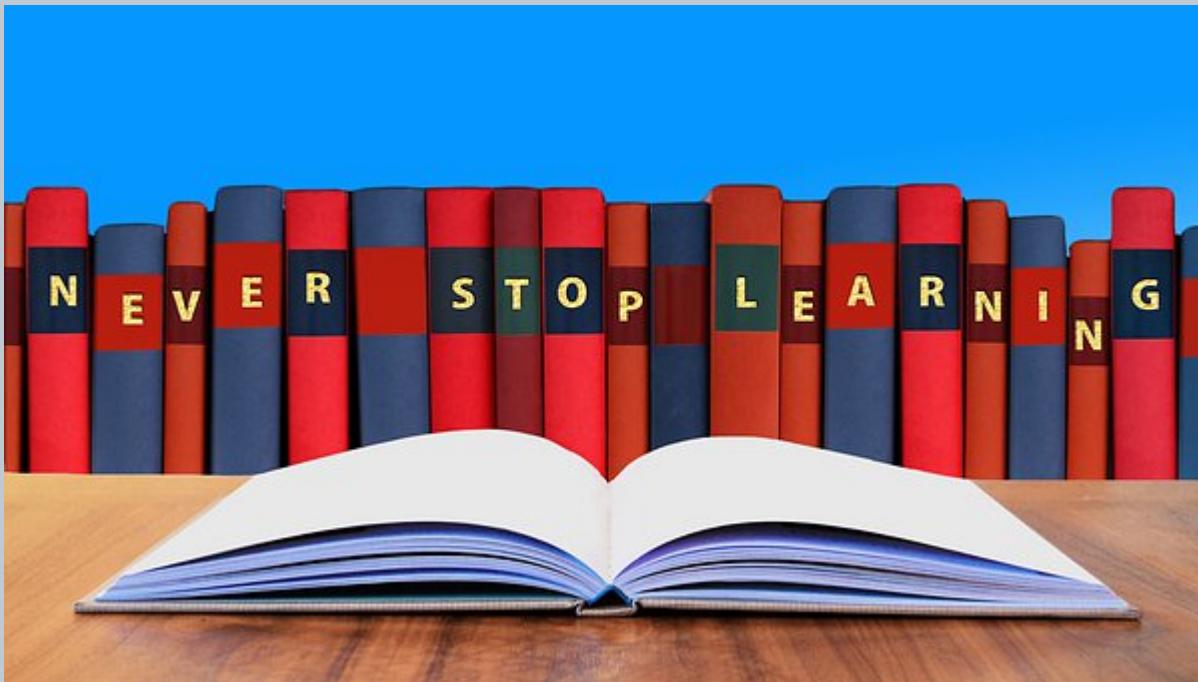
Sources: Academic Research

- Provides the latest business research and theory
- Caution – academic research doesn't always translate to practical application



Sources: Training and Education

- Reading, study, and course discussions can bring new ideas and best practices to light for employees



Sources: Internal Experience

- Potentially valuable
- Can be misinformed, subjective, and myopic
- Take it with a grain of salt...



The Enablers of Best Practices

- Employees
- Customers
- Suppliers
- Advisors
- Technology



Enablers: Employees

- Automation is great, but we still need people to run it



Enablers: Customers

- Who will benefit from our using the ITIL framework in ITSM?
- Customers enable our application of best practices



Enablers: Suppliers

- If you outsource, your suppliers must enable your vision for implementation of ITIL in the organization



Enablers: Advisors

- To implement ITIL, you need guidance from your own research and education, or from outside advisors and consultants



Enablers: Technology

- Many software tools available
- Tools are helpful, but they don't work without clearly defined and documented processes
- Tool can enable ITIL, after processes are created



Bottom Line on Best Practices

- Sources and Enablers allow the organization to fully understand and implement effective best practices





Essential Definitions

ITIL Foundations

Business

- Meets the need of the customer
- Could be a private (commercial) or public-sector (governmental)



Ownership

- Assignment of an individual or group empowered to exercise accountability for a specific configuration item
- Importance of ownership:
Any process, application, service, or equipment not “owned” will be neglected or forgotten



Service

- Means of delivering value to customers by facilitating the outcomes customers want to achieve without the ownership of specific costs and risk



Outcome

- Result of carrying out an activity, following a process, or delivering an IT service
- Outcomes can be the intended results or the actual results



IT Service Management (ITSM)

- Implementation and management of quality IT services that meet the needs of the business
- Performed by IT service providers through the proper mix of people, process, and information technology



Service Providers

- Provide IT services to internal or external customers
- Broken down into three types



Types of Service Providers

- **Type I** – Internal service provider embedded within the business unit it serves
- **Type II** – Internal service provider who services more than one business unit (also called a Shared Service Unit)
- **Type III** – Provides service to external customers



Stakeholders

- Person with an interest or concern in the service provided
- Broken down into three types



Stakeholders

- **Customer** – People or organizations that commission or pay for the services provided
- **Users** – People who have their business activities supported by the IT services provided
- **Suppliers** – Third-party (Type III) service provider (i.e. outsourced)



Process

- Set of coordinated activities combining resources and capability to produce an outcome that creates value for the customer
- ITIL covers 27 distinct processes
- Only 22 processes are covered in the Foundations exam, though



Process Characteristics

1. Responds to a specific event (called a trigger)
2. Measurable with metrics like performance, cost, productivity, quality, and duration.
3. Produces specific result
4. Delivers a result to a defined customer to meet expectations



Function

- Unit of organization specialized to perform certain types of work and responsible for specific outcomes
- Functions actually perform the activities of processes



Roles

- Position, responsibility, or duty within a process or function
- Four Basic Roles
 - Service Owner
 - Process Owner
 - Process Manager
 - Process Practitioner



Service Owner

- Can own more than one service
- Performs the following
 - Initiation, transition, and maintaining of the service
 - Ensures service delivery is met
 - Identifies service improvements
 - Liaisons with Process Owners
 - Reporting and monitoring
 - Accountability for delivering the service



Process Owner

- Can own more than one process
- Performs the following
 - Initiation, transition, and maintaining of the process
 - Defines process strategy and policy
 - Assists in process design
 - Ensure process is documented
 - Auditing the process for efficiency
 - Communicating the process to others
 - Provision resources and training
 - Input into service improvement



Process Manager

- Performs the following
 - Plan and coordinate activities
 - Ensures activities are carried out
 - Appoint people to required roles
 - Manage process resources
 - Ensure smooth running of services
 - Monitor and report on process performance
 - Identify possible improvements
 - Help prioritize improvements
 - Implement process improvements



Process Practitioner

- Performs the work in the process
- Performs the following
 - Carries out one or more activities in the process
 - Works with stakeholders to ensure process is effective
 - Verifies inputs, outputs, and interfaces for activities are correct
 - Creates or updates records for activities carried out



Exam Tips

1. You don't need to memorize the definitions word for word, but you must recognize right one
2. Know generic process model and process characteristics
3. Be able to differentiate between service, process, and function



Exam Tips

4. If you get asked about service owner or process owner, verify your answer matches the question asked



*If questions asks about a process,
think twice before selecting
an ANSWER with SERVICE in it!*





Governance Control

ITIL Foundations

Leadership, Management, and Vision

- No matter how good your service or process design is, without these they are a waste of time
- How do you decide which “squeaky wheel gets the grease”?



Governance Control

- Ensures fairness and transparency
- Business needs determine resource allocation based on governance
- Focus on conformity and compliance



Governance Control

- Ensures compliance with legislative requirements
 - Sarbanes-Oxley
 - HIPAA
 - FERPA
- Goal is to meet audit requirements and to use resources to maximize the creation of value to the business





Organizational Structure in ITIL

ITIL Foundations

Organizational Structure

- ITIL doesn't provide a model for organizational structure
- Instead, it provides useful guidance
- Each volume of the ITIL books has “Organizing for _____” for the 6th chapter
- Chapter 6 always contains numerous roles and responsibilities



Who is responsible for what?

- Roles can be filled by multiple people
- One person can fill many roles
- If many people are filling a role, ensure there are no gaps or seams
- Ensure all roles are filled by someone



RACI Matrix

- Responsible
- Accountable
- Consulted
- Informed

	End User	Service Desk Analyst
Detect	R	I
Log	C	R
Categorize	C	R
Investigate	C	R/I



RACI Matrix

- Each activity can have many roles who are responsible, consulted, and informed
- Each activity can only have one role who is accountable, though!
- RACI provides the linkages between roles, their responsibility and accountability for a given task





Risk

ITIL Foundations

What is Risk?

- “Uncertainty of outcome”
- Outcome could be better or worse than expected, but that is where the risk lies



What can I do with risk?

- Identify
 - Essential at beginning of design
- Analyze
 - Study the risk, understand the risk, consider way ahead
- Manage
 - Accept
 - Avoid
 - Mitigate
 - Transfer





Toolsets in ITIL

ITIL Foundations

Tools and Technology

- These are wonderfully useful... if you have fundamentals right
- If you have a bad process or function, tools will allow you to do more of it and faster
- Processes, functions, roles, and responsibilities are key to setting up the tools properly for efficiency

