# IT SERVICE MANAGEMENT

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# IT INFRASTRUCTURE LIBRARY (ITIL)
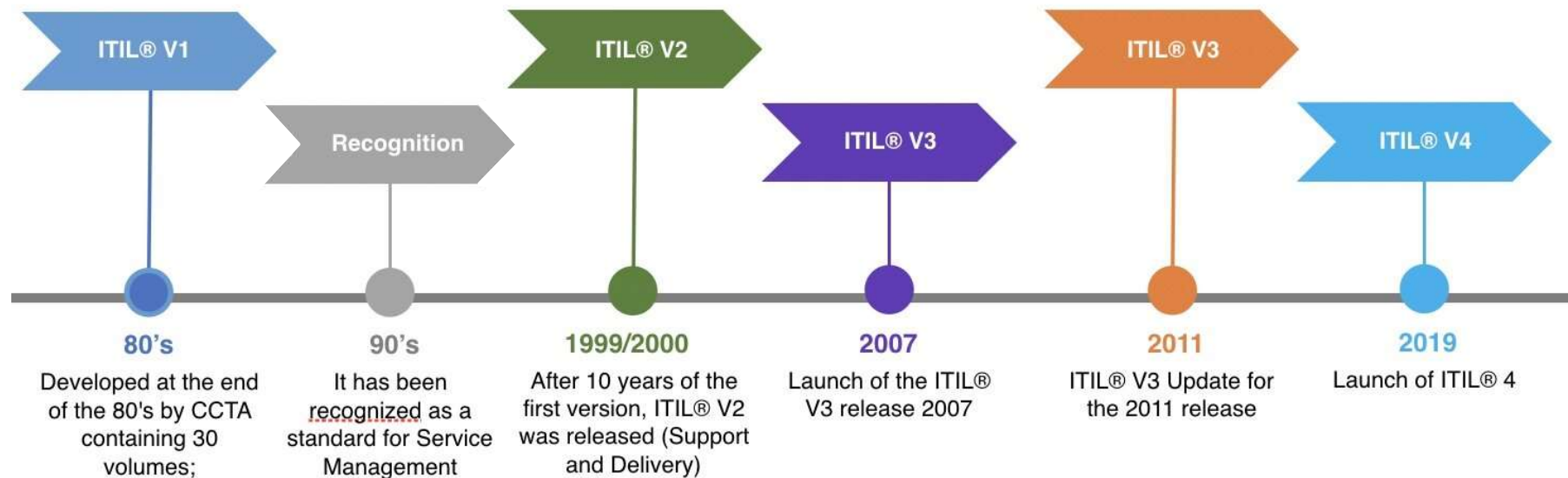


**ITIL® V1**
**Recognition**
**ITIL® V2**
**ITIL® V3**
**ITIL® V3**
**ITIL® V4**

**80's**
Developed at the end of the 80's by CCTA containing 30 volumes;

**90's**
It has been recognized as a standard for Service Management

**1999/2000**
After 10 years of the first version, ITIL® V2 was released (Support and Delivery)

**2007**
Launch of the ITIL® V3 release 2007

**2011**
ITIL® V3 Update for the 2011 release

**2019**
Launch of ITIL® 4

# IT INFRASTRUCTURE LIBRARY (ITIL)

**What is a service?**
A way of adding value for customers by facilitating or promoting the achievement of the results they seek. In doing so, customers themselves do not have to bear responsibility for certain costs and risks. The term service is sometimes used as a synonym for core service, IT service or service package.

**What is Service Management?**
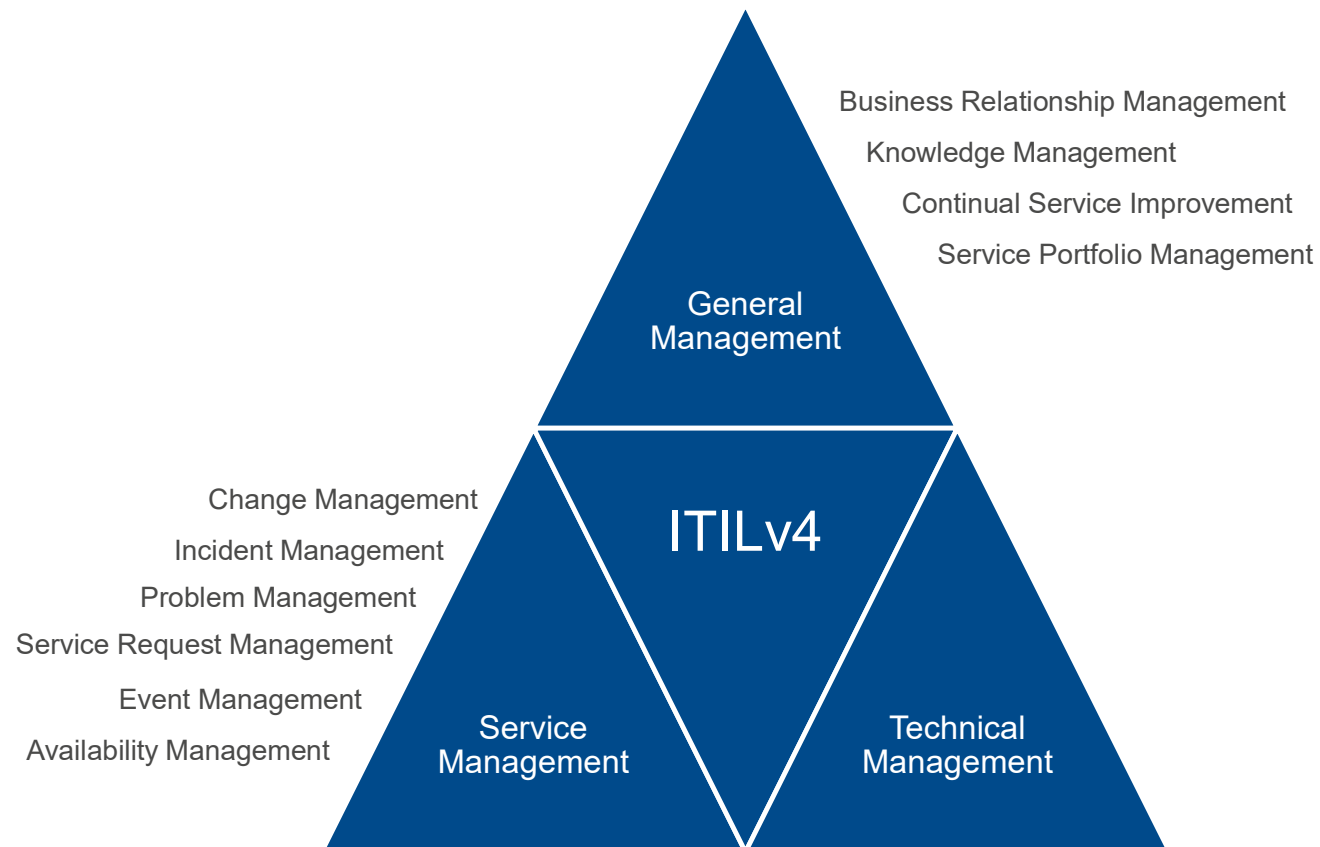A set of specialized organizational capabilities for generating value for customers in the form of services.

**What is an IT Service?**
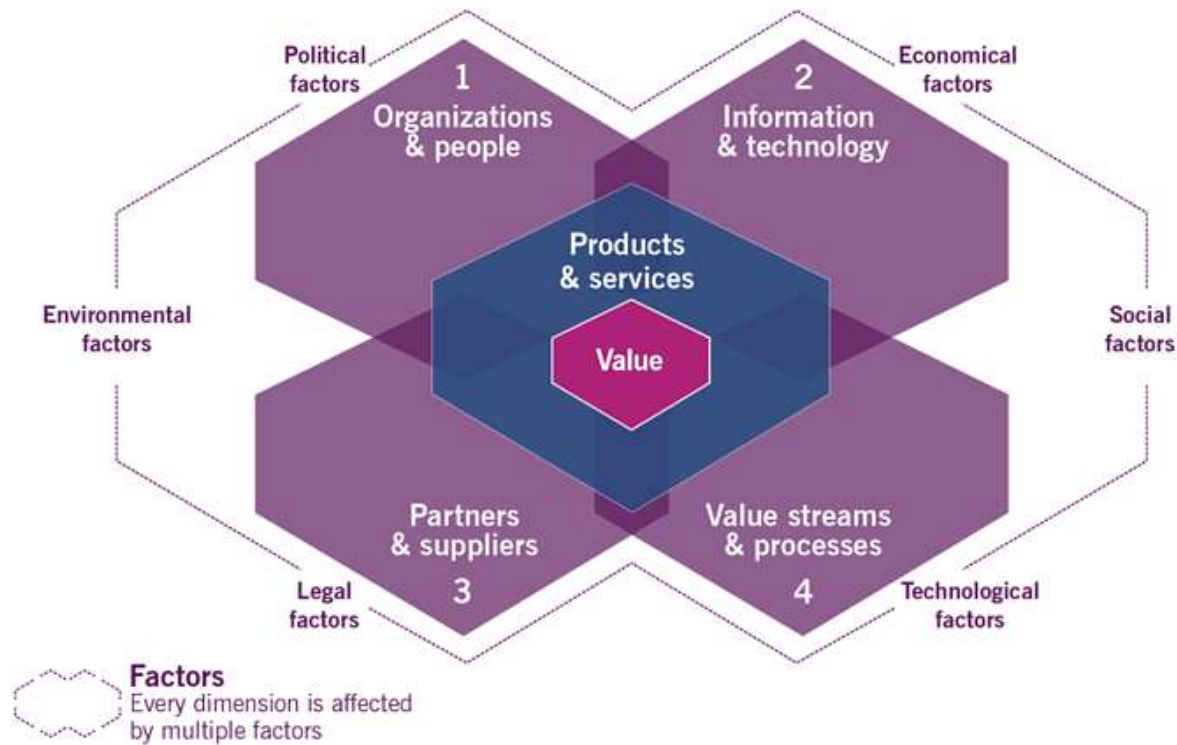A service based on the use of information technology.

**What is IT Service Management?**
The implementation and management of quality-based IT services that meet the needs of the business. IT Service Management is performed by IT Service Providers using an appropriate combination of people, processes and information technology. See Service Management.
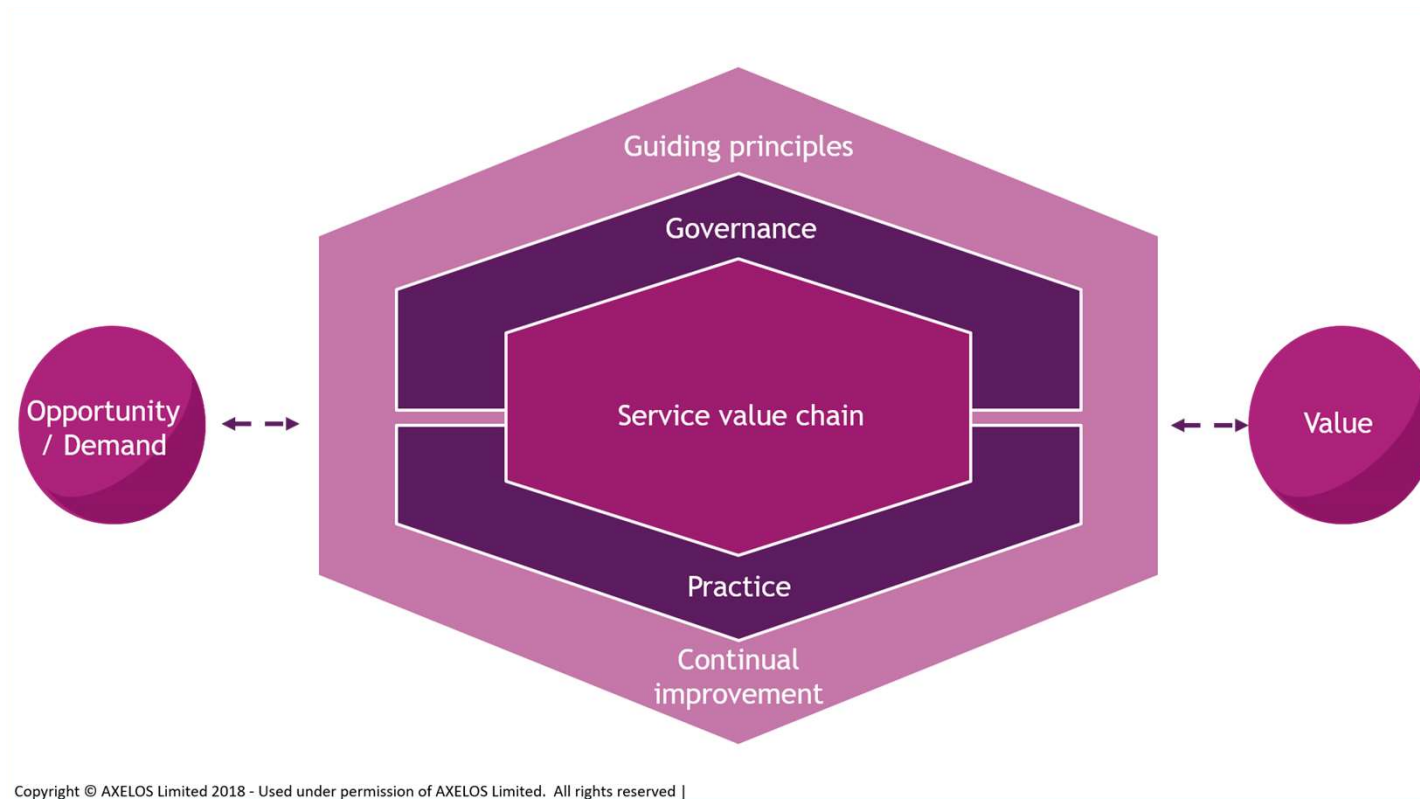
# ITILV3 DEFINES 26 PROCESSES, ITIL 4 34 PRACTICES



Business Relationship Management
Knowledge Management
Continual Service Improvement
Service Portfolio Management

General Management

ITILv4

Change Management
Incident Management
Problem Management
Service Request Management
Event Management
Availability Management

Service Management

Technical Management

# 4 DIMENSIONS OF SERVICE MANAGEMENT

# CORE OF ITIL 4: SERVICE VALUE SYSTEM

# SVS - VALUE



- The perceived benefits, usefulness, and importance of something.
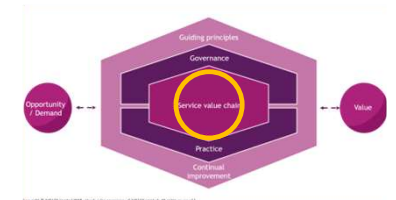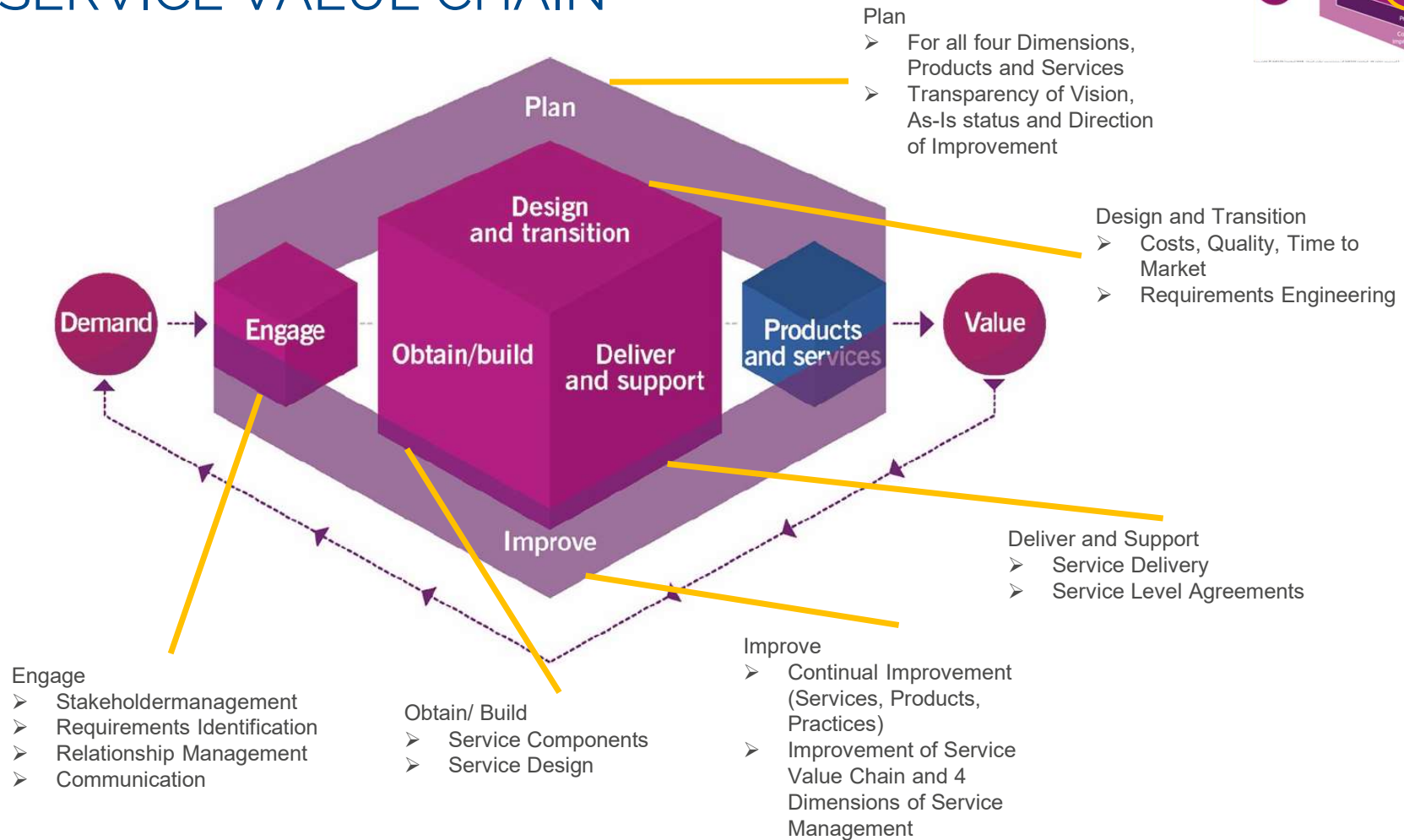
# SVS - OPPORTUNITY/ DEMAND
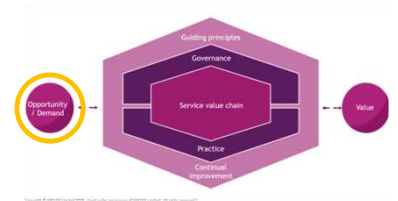


- Opportunities and Demands are the inputs to the Service Value System

- Opportunities are the possibilities to create new products or services, transform the way work happens, or improve something that already exists (Push)
- Demands are where customers have a need for something specific and well understood (Pull)

- Opportunities require Innovation and Change
- Demands are handled by the current capabilities of the service organization
  - ➤ Value demand: The customer needs something. This could be a product or a service. This is where a service catalog can deliver value
  - ➤ Information demand: The customer needs to know something so that they can plan, complete a task, or make a decision
  - ➤ Failure demand: Something went wrong and must be fixed, creating demand for help. Customers will want to interact with the service desk through the channel of their choice
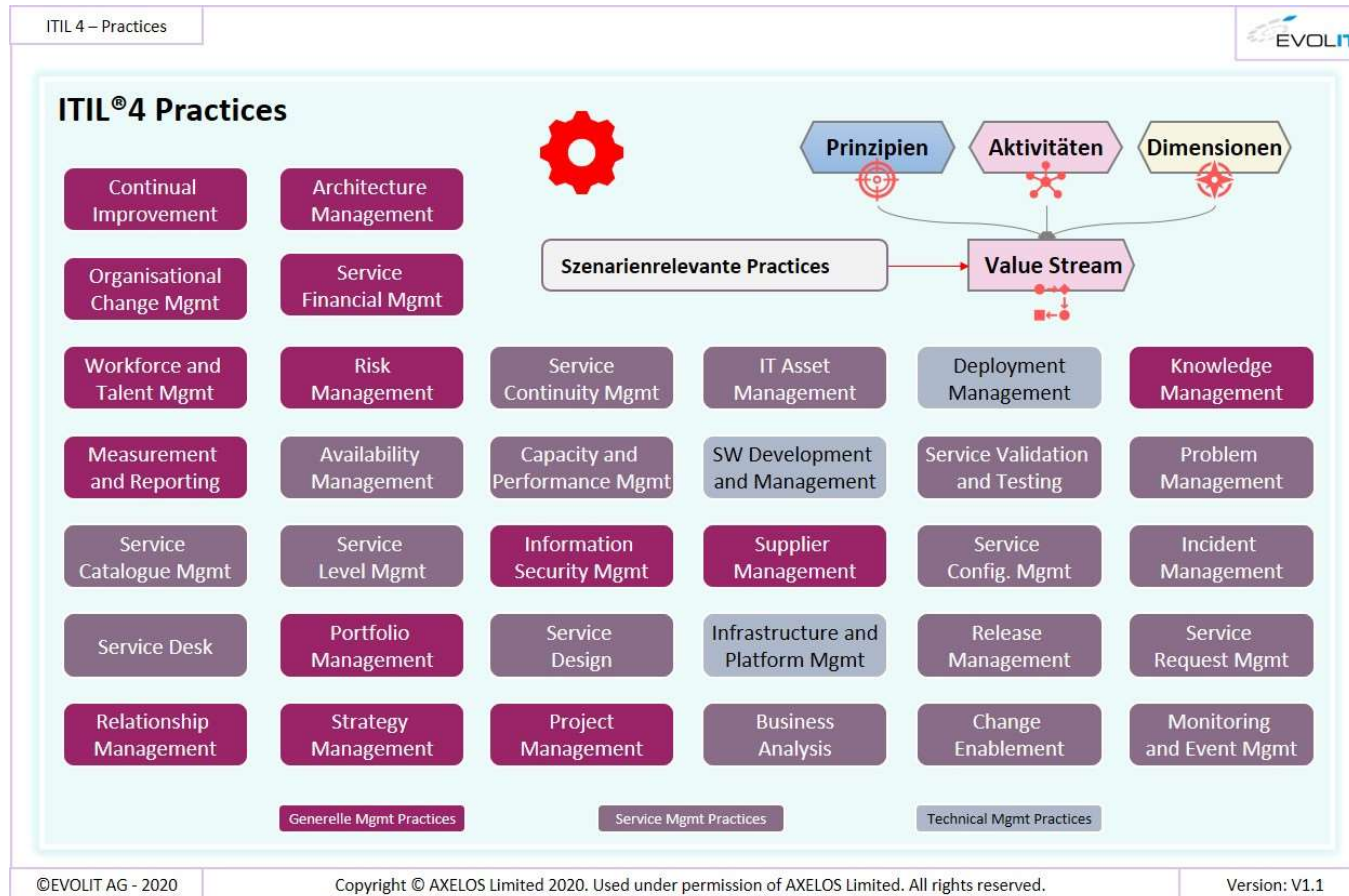
# SVS - SERVICE VALUE CHAIN



**Plan**
- For all four Dimensions, Products and Services
- Transparency of Vision, As-Is status and Direction of Improvement

**Design and Transition**
- Costs, Quality, Time to Market
- Requirements Engineering

**Deliver and Support**
- Service Delivery
- Service Level Agreements

**Improve**
- Continual Improvement (Services, Products, Practices)
- Improvement of Service Value Chain and 4 Dimensions of Service Management

**Engage**
- Stakeholdermanagement
- Requirements Identification
- Relationship Management
- Communication

**Obtain/ Build**
- Service Components
- Service Design

# SVS - PRACTICES



ITIL 4 – Practices

## ITIL®4 Practices

| Generelle Mgmt Practices | | Service Mgmt Practices | | Technical Mgmt Practices | |
|---|---|---|---|---|---|
| Continual Improvement | Architecture Management | | | | |
| Organisational Change Mgmt | Service Financial Mgmt | | | | |
| Workforce and Talent Mgmt | Risk Management | Service Continuity Mgmt | IT Asset Management | Deployment Management | Knowledge Management |
| Measurement and Reporting | Availability Management | Capacity and Performance Mgmt | SW Development and Management | Service Validation and Testing | Problem Management |
| Service Catalogue Mgmt | Service Level Mgmt | Information Security Mgmt | Supplier Management | Service Config. Mgmt | Incident Management |
| Service Desk | Portfolio Management | Service Design | Infrastructure and Platform Mgmt | Release Management | Service Request Mgmt |
| Relationship Management | Strategy Management | Project Management | Business Analysis | Change Enablement | Monitoring and Event Mgmt |

**Prinzipien** **Aktivitäten** **Dimensionen**

**Szenarienrelevante Practices** → **Value Stream**

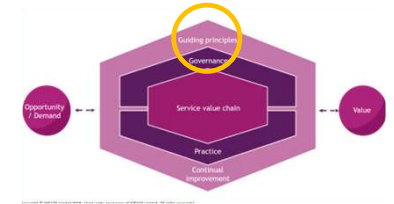Generelle Mgmt Practices    Service Mgmt Practices    Technical Mgmt Practices

A practice may include the following:
- Policies and plans
- Resources and capabilities
- Processes and workflow
- Procedures and work instructions
- Cultural factors
- Information and data management
- Tools, resources and templates

# SVS - GUIDING PRINCIPLES



Focus on Value

Optimize and automate

Start where you are

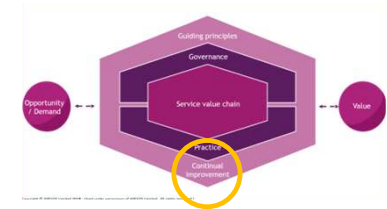Keep it simple and practical

Progress iterativly with Feedback

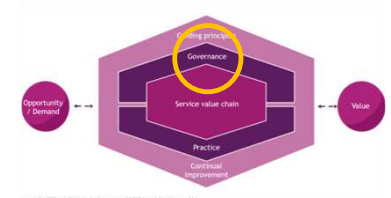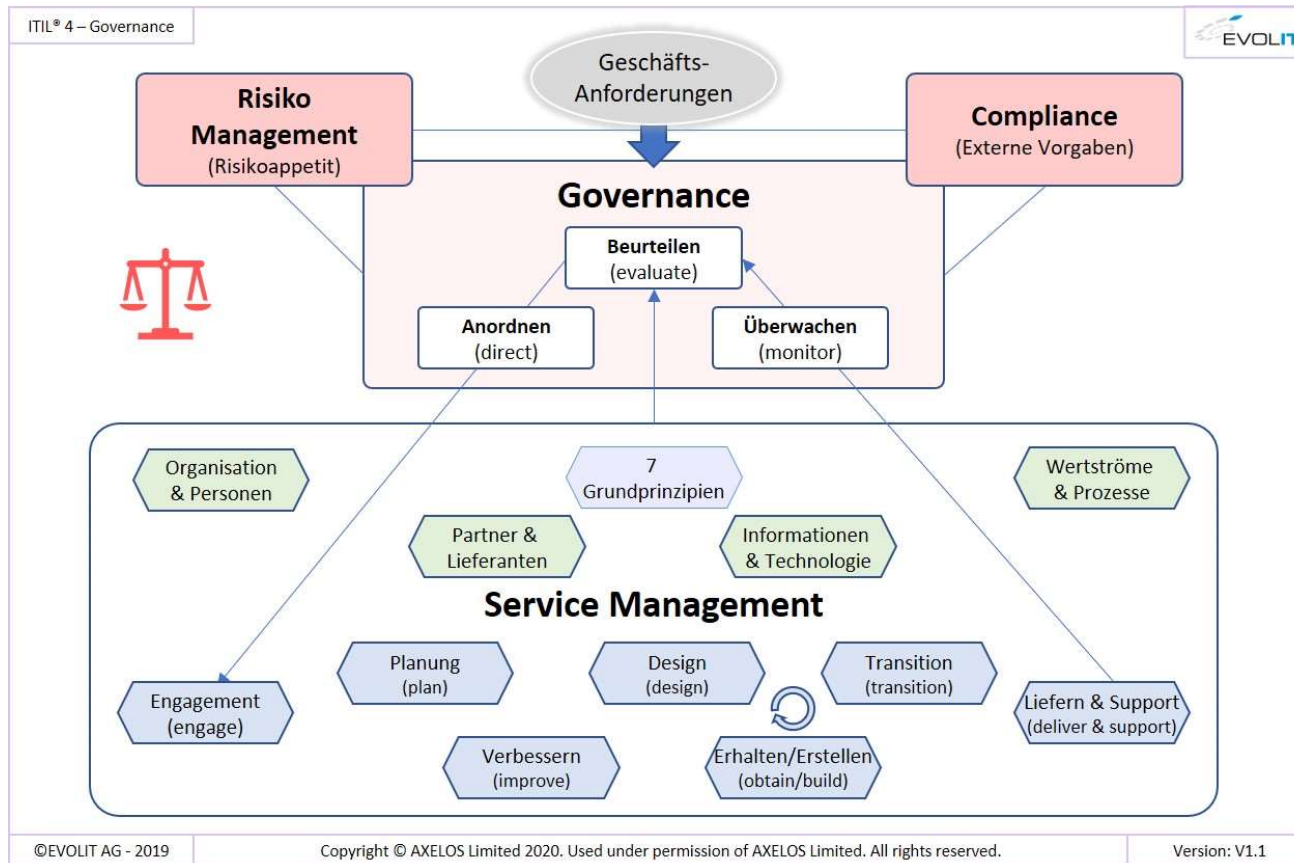Think and work holistically

Collaborate and promote Visibility

# SVS - CONTINUAL IMPROVEMENT

# SVS - GOVERNANCE

# LITERATURE

- Resch, O.: Einführung in das IT-Management. Grundlagen, Umsetzung, Best Practice. 5th edn. Erich Schmidt Verlag, Berlin (2020)