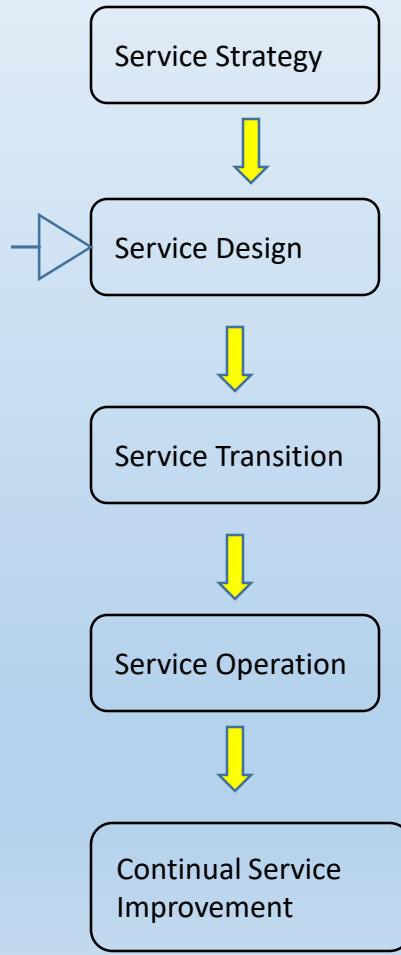


# L14 & 15 F & P of Service Design



- Service Catalogue Management
  - Service Portfolio & Catalogue
  - Key processes
- Service Level Management
  - SLA processes
  - Implications on business values
- Capacity & Availability Management
  - Definitions
  - Key processes
- IT Services Continuity Management
  - Strategy for disaster recovery
  - Implementation of strategies
- Information Security
  - Framework for information security
  - Security controls for threats
- Supplier Management
  - Objectives
  - Steps in contract lifecycle

Learning outcome:

Student will be able to:

- Describe the key activities within service design
  - Service catalogue management (SCM)
  - Service level management
  - Capacity management
  - Availability management
  - IT service continuity management
  - Information security management
  - Supplier management

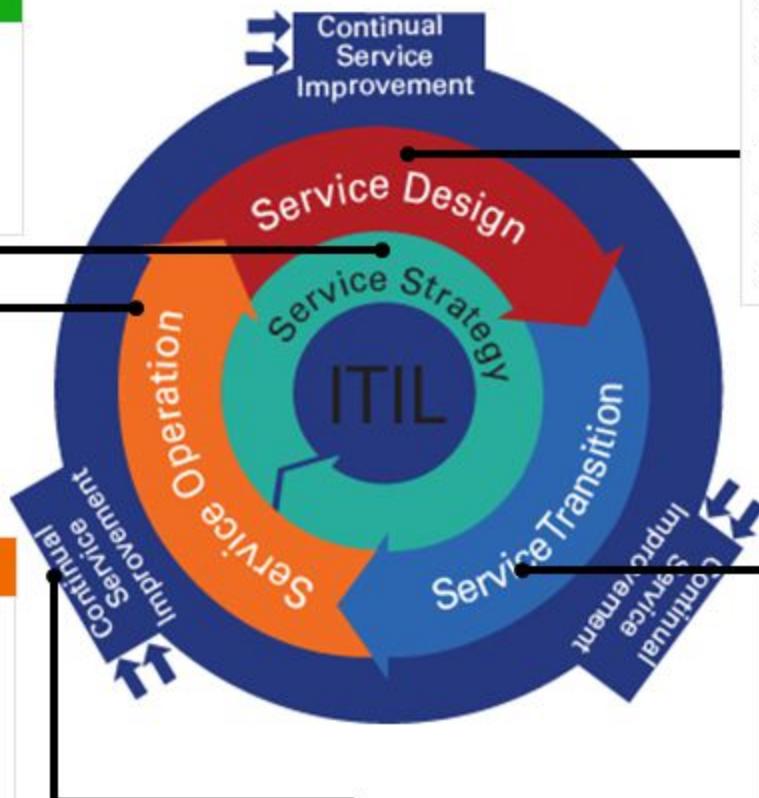
# ITIL processes

## SERVICE STRATEGY

- Financial Management
- Return on Investment
- Service Portfolio Mgmt
- Demand Management

## SERVICE OPERATION

- Event Management
- Incident Management
- Request Fulfilment
- Problem Management
- Access Management



## CONTINUAL SERVICE IMPROVEMENT

- 7-Step Improvement Process

## SERVICE DESIGN

- Service Catalogue Management
- Service Level Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management

## SERVICE TRANSITION

- Transition Planning and Support
- Change Management
- Service Asset & Configuration Management
- Release & Deployment Management
- Service Validation
- Evaluation
- Knowledge Management

# Service Catalogue Management

# \*Service Catalogue Management

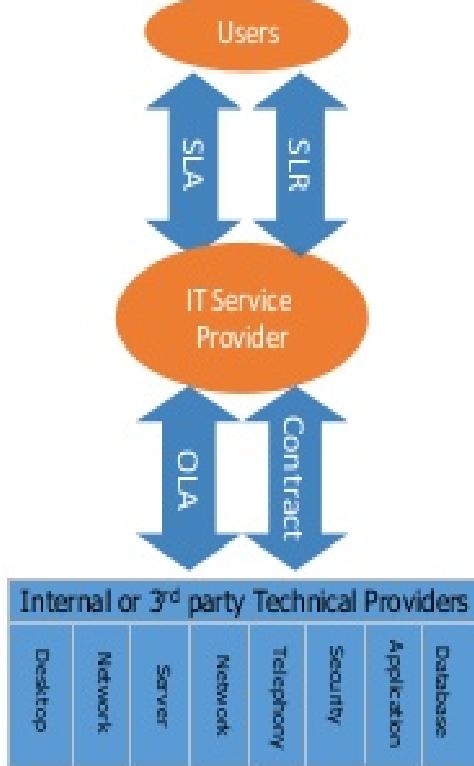
- The **purpose** of Service Catalogue Management (SCM) is to provide a single source of consistent information on all of the agreed services, and ensure that it is available to the authorized stakeholders.
- The **goal** of service catalogue management is to develop and maintain a service catalogue that contains accurate details, status, interactions and mutual dependencies of all current and future services.

# \*Service Catalogue Management

## • **Service portfolio & Catalogue**

- It contains information about each service and status.
- Portfolio describes the entire process, starting with the client requirements for the development, building and execution of the service.
- It represents all active and inactive services in the various phases of the lifecycle.
- Service Catalogue is a subset of the service portfolio and consists only of active and approved services.
- The catalogue divides services into components.
- It contains policies, guidelines and responsibilities, as well as prices, service level arrangements and delivery conditions.
- The client gets to review the largest part of the service catalogue.

# Service Level Management (SLM)



- Customer requirements are documented within the SLR (Service Level Requirements) document
- The process is then responsible for determining whether these requirements are achievable by reference to OLAs (Operational Level Agreement) and Contracts
- This ensures that SLA targets are achievable prior to customer sign off
- Gaps in capability are addressed through a CSIP

# Service Level Management

# \*Service Level Management

- Goal : To ensure that an agreed level of IT service is provided for all current IT services, and that future services are delivered to agreed achievable targets.

# \*Objectives

- Defining, documenting, agreeing, monitoring, measuring, reporting and executing a review of the service level.
- Delivering and improving the relation and communication with the business and the clients.
- Ensure specific targets are being developed.
- Monitor customer satisfaction with the quality of service being delivered.
- Ensure that the IT and the customers have a clear expectation of the level of service.
- Ensure that proactive measures to improve levels of service delivered are implemented wherever it is cost-justifiable to do so.

# \*Service Level Management

- **Value for the business**

- SLM process entails planning, coordinating, drafting, agreeing, monitoring and reporting on Service Level Agreements (SLAs).
- Ongoing review of service achievements to ensure that the required and cost-justifiable service quality is maintained and gradually improved.
- SLA is written agreement between the Service Provider and its customers defining service targets and responsibilities of both parties.
- OLA is an agreement between an IT service provider and another part of same organization that assists with the provision of services.

# \*SLM Process

Determine & agree requirements of new service levels requirements



Monitor the performance of SLA & report outcomes



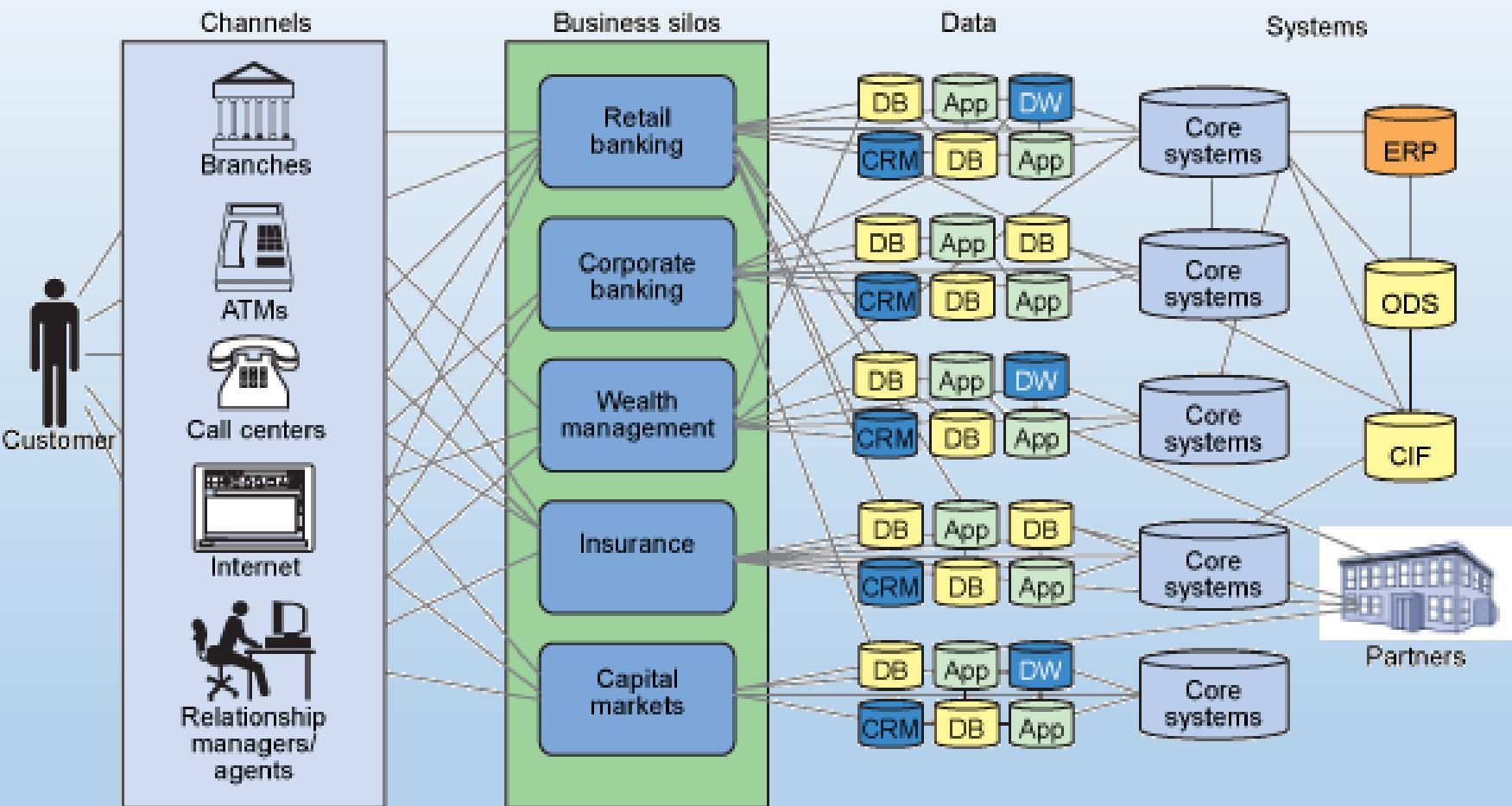
Conduct review to improve customer satisfaction



Review SLA & underpinning contracts



Develop contacts & relationships



# Capacity Management

# \*Capacity Management

- The **goal** of capacity management is to ensure that cost-justifiable IT capacity in all areas of IT always exists and is matched to the current and future agreed needs of the business in timely manner.
- Capacity management is supported initially in Service Strategy where the decisions and analysis of business requirements and customer outcomes influence the development of Patterns of Business Activity (PBA), Lines of Service (LOS) and Service Level Packages (SLP).

# \*Capacity Management

- Provides the predictive and ongoing capacity indicators needs to align capacity to demand.
- The **objectives** of capacity management are:
  - Creating and maintaining an up-to-date capacity plan that reflects the current and future needs of the customer.
  - Internal and external consulting on services in terms of capacity and performance.
  - Ensuring that the services provided comply with the defined objectives by managing both the performance and the capacity of services.
  - Contributing to diagnosis of performance and capacity-related incidents and problems.
  - Investigating the impact of all changes to the capacity plan.
  - Taking proactive measures to improve performance.

# Availability Management

# \*Availability Management

- The **goal** of availability management is to ensure that the level of service availability delivered in all services is matched to or exceeds the current and future agreed needs of the business, in a cost effective manner.
- The **objectives** are:
  - Creating and maintaining an up-to-date availability plan that reflects the current and future needs of the customer.
  - Advising on availability-related issues.

# \*Availability Management

- The main activities of availability management are :
  - Determining the availability requirements of the business.
  - Determining the Vital Business Functions (VBFs).
  - Determining the impact of failing components.
  - Defining the targets for availability, reliability and maintainability of the IT components.
  - Monitoring and analyzing IT components.

# \*Availability Management

- Services must be restored quickly when they are unavailable to users.
- The **Mean Time to Restore Service (MTRS)** is the time within which a function (service, system or component) is restored to operational use after a failure.
- The MTRS depends on a number of factors, such as:
  - Configuration of service assets.
  - MTRS of individual components.
  - Competencies of support personnel.
  - Available resources.

# IT Service Continuity Management

# IT Service Continuity Management

- The **goal** of IT Service Continuity Management (ITSCM) is to support the overall business continuity process by ensuring that the required IT technical and service facilities (including computer systems, networks, applications, data repositories, telecommunications, environment, technical support and service desk etc.) can be resumed within required and agreed business timescales.

# Information Security Management

# Information Security Management

- The **goal** of information security management is to align IT and business security and ensure that information security is managed effectively in all services and service management activities.
- Its **objectives** are:
  - Information is available and unable when required (availability).
  - Information is available exclusively to authorized persons (confidentiality).
  - Information is complete, accurate and protected against unauthorized changes (integrity).

# Supplier Management

# \*Supplier Management

- The **goal** of the supplier management process is to manage suppliers and the services they supply, to provide seamless quality of IT service to the business, ensuring value for money.
- **Objectives** are:
  - Obtain value for money from suppliers and contracts.
  - Ensure that underpinning contracts and agreements with suppliers are aligned to business needs.
  - Manage relationships with suppliers and their performance.
  - Negotiate and agree contracts with suppliers.
  - Maintain a supplier policy and a supporting supplier and contract database (SCD).

# F & P of Service Design ( Review Questions )

- Q1     What is the goal of service catalogue management?
- Q2     What is the goal of service level management?
- Q3     List the 5 key processes in service level management.
- Q4     List 5 key objectives of capacity management.
- Q5     List 5 main activities of availability management.

# Revision MCQ

1 Which is NOT a process within service design ?

- a)Financial management
- b)Service portfolio management
- c)Availability management
- d)Supplier management

2 Which is the contract document used for a service provider who offer services to users within the same organization ?

- a)Service level agreement
- b)Underpinning contract
- c)Operational service agreement
- d)Supplier agreement

## Revision MCQ

3 Which is NOT a process within service design ?

- a) Determining the availability requirements of the business.
- b) Determining the Vital Business Functions (VBFs).
- c) Determining the impact of failing components.
- d) Defining the IT services & related service targets.

4 Which of the following does not affect MTRS ?

- a) Configuration of service assets.
- b) MTRS of individual components.
- c) Competencies of support personnel.
- d) OLA.