

MTI104 - IT Services

Session-01: ITIL's Management of Practices

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Introduction to ITIL 4 Practices

- ITIL 4 introduces practices, replacing processes and functions.
- Previous concepts were often complex and had a steep learning curve.
- Processes represented activities needed to turn input into output.
- Functions were team structures providing resources for processes.
- Practices combine processes and functions into a unified approach.

Definition of a Practice in ITIL 4

- A practice is a set of organizational resources for performing work or achieving an objective.
- It includes people, infrastructure, software, and processes.
- Resources are aligned to achieve a specific objective.
- Practices are not general; they are designed for specific purposes.
- Example: A practice for making burgers is not suitable for making burritos.

Categories of Practices in ITIL 4

- Practices are integral to the service value system.
- Each practice supports multiple value chain activities.
- Practices include resources based on the four dimensions of service management.
- ITIL practices are categorized into three parts:
 - General management practices
 - Service management practices
 - Technical management practices

General Management Practices

- General management practices are generic and common across frameworks.
- These practices are adapted from general business management domains.
- There are fourteen general management practices in ITIL:
 - Architecture management
 - Continual improvement
 - Information security management

General Management Practices (Continued)

- Additional general management practices include:
 - Knowledge management
 - Measurement and reporting
 - Organizational change management
 - Portfolio management
 - Project management
- In the ITIL Foundation exam, specific practices are in scope:
 - Continual improvement
 - Information security management

Service Management Practices

- Service management practices evolved in ITSM organizations like IBM and HP.
- These practices were a collection of best practices in the industry.
- Service management practices in ITIL 4:
 - Availability management
 - Business analysis
 - Capacity and performance management
- These practices have become the de facto standard for service management.

Service Management Practices (Continued)

- Additional service management practices include:
 - Change control
 - Incident management
 - IT asset management
 - Monitoring and event management
 - Problem management
- In the ITIL Foundation exam, specific practices are in scope:
 - Change control
 - Incident management

Technical Management Practices

- Technical management practices originated in technology-based organizations.
- They provide a linkage between technical activities and workflow-related activities.
- Technical management practices have been adapted for service management.
- Three technical management practices in ITIL 4:
 - Deployment management
 - Infrastructure and platform management
 - Software development and management
- Deployment management is in scope for the ITIL Foundation exam.

Multiple Choice Question

Which of the following practices does not figure in the technical management practices?

- A.** Deployment management
- B.** Release and deployment management
- C.** Infrastructure and platform management
- D.** Software development and management