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MTI104 - IT Services

Session-01:

Practices to Enable Service Support

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Service Life Cycle

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A service is conceived, designed, built, and supported throughout its life cycle. Key aspects include:

- Services are supported to ensure proper functioning.
- Break-fix is applied when issues occur.
- Smaller modifications are done ad hoc.
- Major changes undergo a continual improvement cycle.
- Activities visible to stakeholders highlight achievements.
- Enablers support service support practices.
- This chapter covers three support enabling practices.

Support Enabling Practices

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The three support enabling practices discussed are:

- Information Security Management
- IT Asset Management
- Service Configuration Management

Information Security Management Overview

Information Security Management is crucial due to increasing threats:

- Introduced in design, not as an afterthought.
- Blurred lines with DevSecOps and Rugged DevOps.
- ITIL retains exclusivity in managing internal security.
- Collaboration with DevSecOps for external interfaces.

Information Security Management Practice

The purpose is to protect the organization's information:

- Implement security controls, policies, and processes.
- Activities include Detection, Correction, Prevention.
- Detection: Monitoring and identifying threats.
- Correction: Addressing detected threats.
- Prevention: Avoiding future threats.

Information Security Threats

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Key areas of information security threats include:

- Confidentiality: Unauthorized access protection.
- Integrity: Prevention of unauthorized modifications.
- Availability: Ensuring access to authorized parties.
- Authentication: Identifying and verifying entities.
- Nonrepudiation: Proof of actions and agreements.

Areas of information security

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Information Security Areas

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Expanding field of information security:

- Confidentiality, Integrity, Availability.
- Added areas: Authentication, Nonrepudiation.
- Evolution from ITIL v3 to the current framework.

Information Security in Service Value Chain

Information Security Management in SVC:

- Plan: High involvement.
- Design and Transition: High involvement.
- Obtain/Build: High involvement.
- Engage: High involvement.
- Deliver and Support: High involvement.
- Improve: High involvement.

IT Asset Management Overview

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IT Asset Management involves:

- Planning and managing IT asset life cycles.
- Maximizing value and controlling costs.
- Managing risks and supporting decision-making.
- Meeting regulatory and contractual requirements.

Life cycle of an IT asset

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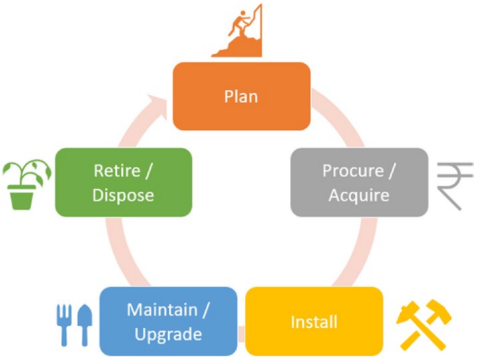

IT Asset Management Practice

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Purpose and importance of IT asset management:

- Tracking asset life cycles.
- Managing procurement, reuse, retirement, disposal.
- Reducing risks and controlling costs.
- Complying with standards and regulations.

Types of Asset Management

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Types of asset management include:

- Hardware Asset Management
- Software Asset Management
- Client Asset Management
- Cloud-Based Asset Management

Service Configuration Management

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Importance of Service Configuration Management:

- Manages configurations and components.
- Essential for complex systems with multiple dependencies.
- Foundation for project success and service delivery.

ITIL Definition of Service Configuration Manage

- Purpose: Ensure accurate and reliable configuration information
- Includes CIs and their relationships
- Provides a blueprint of IT services and dependencies
- Enables ease of change, impact analysis, and outage resolution
- Keeps configuration data alive and accessible
- Avoids problems from lack of configuration management
- Essential for current fast-changing environments

Configuration Items (CI)

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- CI: Component managed to deliver an IT service
- Examples: Servers, routers, applications
- Can be individual components or whole systems
- Decision on CI level: Configuration architect
- Attributes: Owner, location, status, etc.
- Controlled through change management
- Ensures accuracy and prevents unauthorized changes

Configuration management system (CMS)

CMDB, CMS, and Service Model

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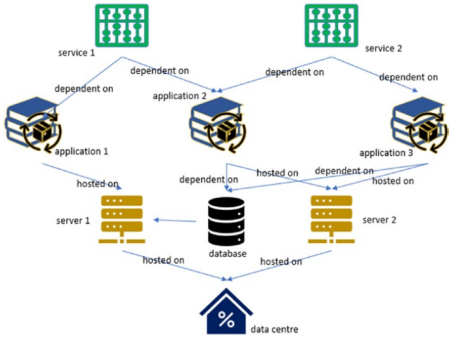
- CMDB: Repository of CIs and their relationships
- Tracks dependencies and impacts visually
- CMS: Integrates multiple CMDBs and other databases
- Service Model: Graphical view of CMDB
- Shows relationships between interconnected CIs
- Assists in incident and change management
- Value in application, not just representation

Illustration of a service model



Primary Activities of Service Configuration Ma

- Identify and populate CIs in CMDB
- Modify CMDB with changes
- Conduct periodic validations
- Use auditors and discovery tools for accuracy
- Validate CIs in CMDB and against physical CIs
- Ensure changes are authorized and accurate
- Maintain up-to-date configuration data

Engagement in Service Value Chain

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- Plan: Low involvement, but useful for change proposals
- Design and Transition: High involvement, supports design changes
- Obtain/Build: CIs created during this phase
- Engage: High involvement, identifies dependencies
- Deliver and Support: Leverages CIs for efficiency
- Improve: Medium involvement, adapts to improvements
- Evolving practice based on IT needs

Multiple Choice Question

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Which of the following is the right definition of an IT asset?

A. An IT component that goes through the life cycle starting from procurement to disposal

B. A component that has a financial value and is owned by the service provider to provide services

C. An IT component that is required to deliver a service

D. Any financially valuable component that can contribute to the delivery of an IT product or service