MTI104 - IT Services

Session-08:

Practices to Enable Service Support

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Service Life Cycle

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

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

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

Information Security Areas

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

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
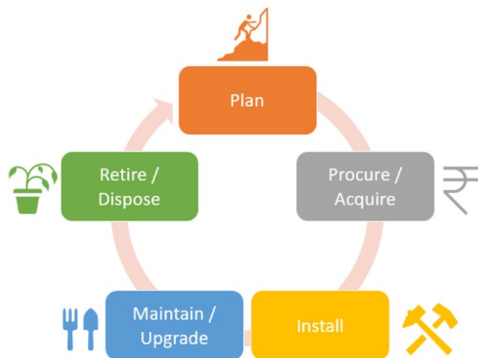
IT Asset Management Practice

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

Types of asset management include:

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

Service Configuration Management

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)

- 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)
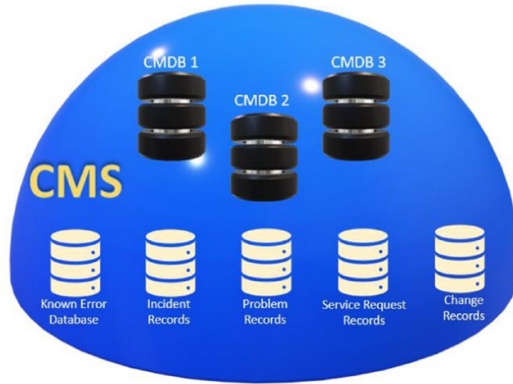
CMDB, CMS, and Service Model

- 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
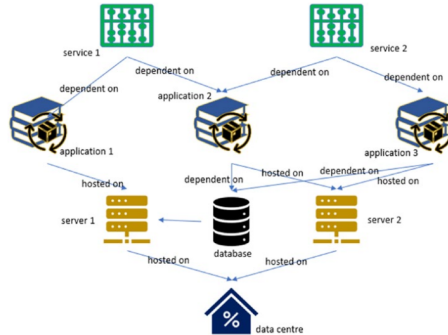
Primary Activities of Service Configuration Mar

- 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

- 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

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