

Section 1

ITIL v3

Introduction

- ITIL (formerly Information Technology Infrastructure Library) is a set of detailed practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business.
- The **ITIL** is a framework designed to standardize the selection, planning, delivery, maintenance, and overall lifecycle of IT (information technology) services within a business.
- The goal is to improve efficiency and achieve predictable service delivery.

ITIL framework

- set of well-defined guidelines that helps Software professionals to deliver the best IT services.
- ITIL guidelines are the best practices that are observed, gathered, and put together over time for delivering quality IT services.
- The full form of ITIL is Information Technology Infrastructure Library.

This Course

- Start learning about both **ITIL® v3** and **ITIL® 4**



- An IT service management (ITSM) framework
- So what is an IT service, and what is IT service management?



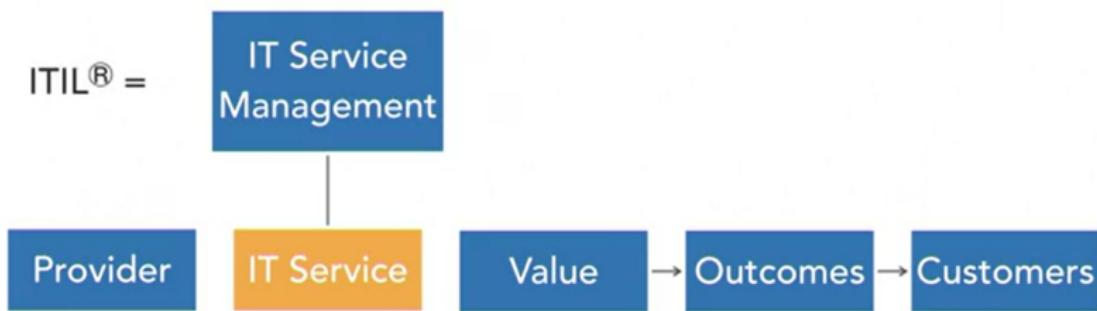
IT Service

- Enabled by **information technology**, in addition to people and processes
- Example: Office365
- *IT-enabled service*: may include goods, resources, actions

Popular IT services covered by ITIL

- Cloud services (AWS, Google, Azure)
- Backup
- Data processing and storage
- IT consulting
- Help desk support

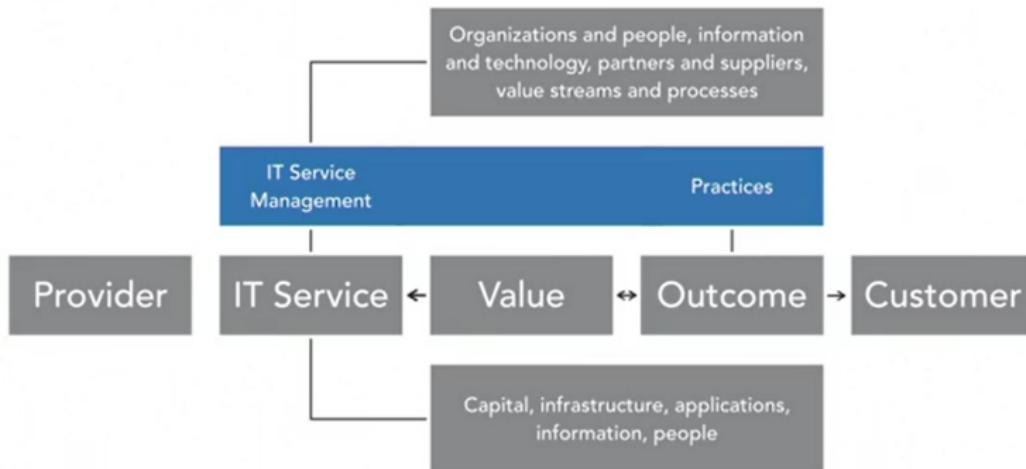
IT Services Provide Value through Outcomes to Customers



Who Are the Stakeholders of an IT Service?

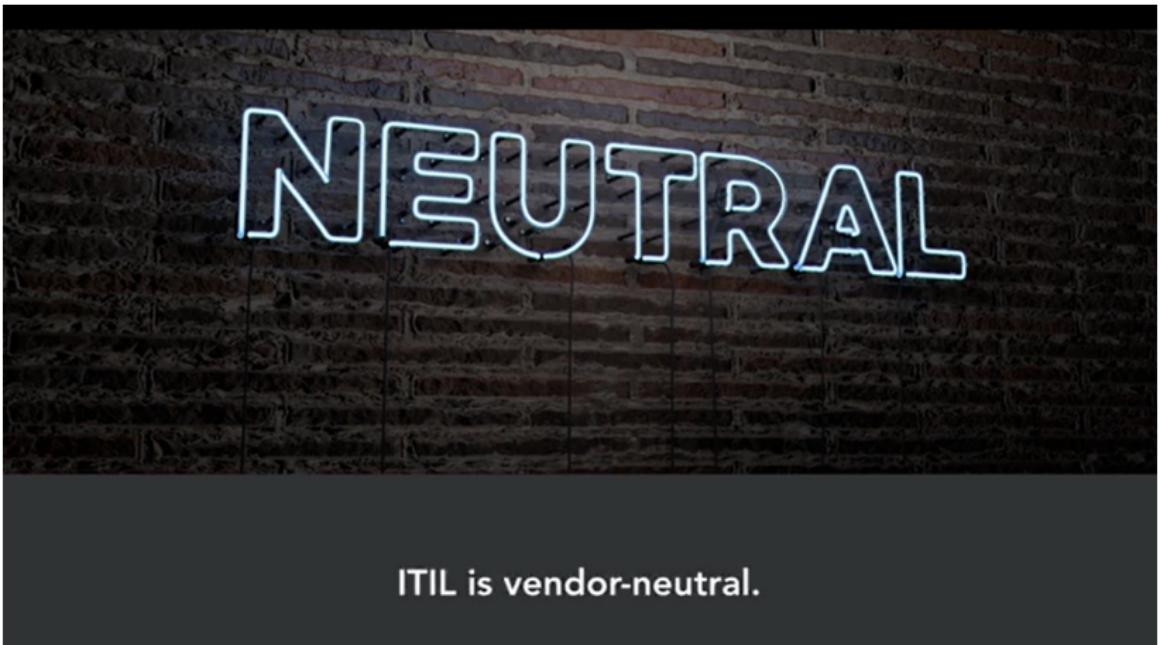


What Is IT Service Management?



point of view.
Ubiquitous [ju:bi'kwi:təs]
everywhere at the
existing or being
time: or

ITIL is the most widely used IT service
management approach.





ITIL is best practice.

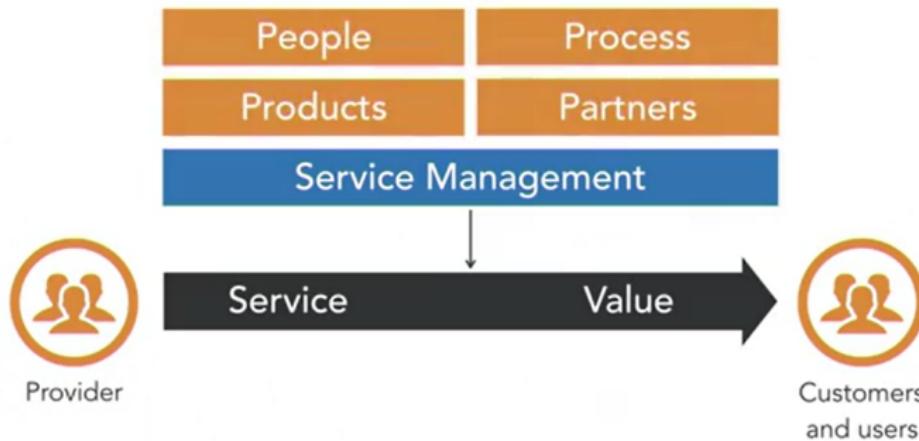
How Does ITIL® V3 Compare to ITIL® 4?

	ITIL® V3/2011 Edition	ITIL® 4
Date introduced	2007	2019
Typical target environment	Traditional IT (physical, some virtual, on-premises)	Hybrid of traditional IT and cloud/mobile
How outcomes are achieved	Through 26 processes, 4 functions arranged in a service lifecycle	Through 34 practices (including DevOps, agile, and lean practices) in a service value chain

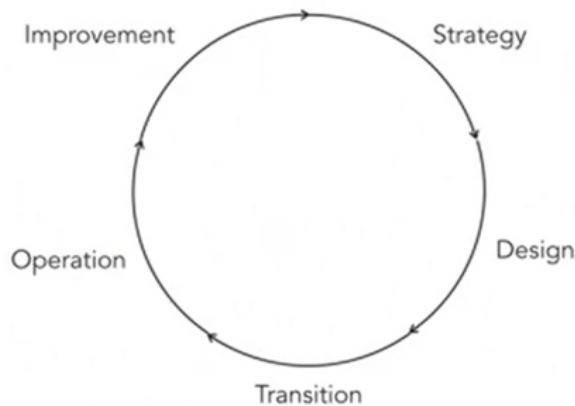
What ITIL® Means for Your Organization

- Alignment – Better match IT capability and costs to business needs
- Efficiency – Extend existing resources
- Reliability – Ensure consistent performance
- Agility – Respond to business and technology-driven change

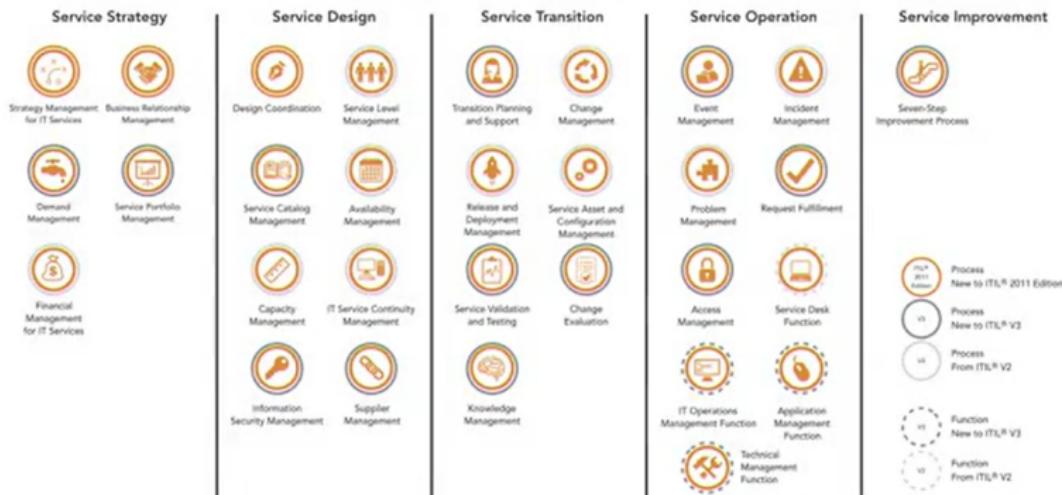
ITIL® V3 Basic Concept #1: Service, Service Management, the Four Ps



ITIL® V3 Basic Concept #2: The Service Lifecycle



ITIL® V3: 26 Processes and 4 Functions



Section 2

Service Strategy

Process

ITIL® V3 Service Strategy Process #1: Strategy Management for IT Services



Service Portfolio Management



Financial Management for IT Services



Demand Management



Business Relationship Management

Section 3

Service Design

Process

ITIL® V3 Service Design Process #1: Design Coordination



Design Coordination



Service Level
Management



Service Catalog
Management



Availability
Management



Capacity
Management



IT Service Continuity
Management



Information
Security
Management



Supplier
Management

Section 4

Service Transition

Process

ITIL® V3 Service Transition Process #1: Transition Planning and Support



Transition Planning
and Support



Change
Management



Service Asset and
Configuration Management



Release and Deployment
Management



Service Validation
and Testing



Change
Evaluation



Knowledge
Management

Why ITIL is required?

ITIL helps business managers and IT managers to deliver services to the customers in an effective manner and hence gaining the customer's confidence and satisfaction. The areas where ITIL plays an effective role are as given below:

- IT and business strategic planning
- Integrating and aligning IT and business goals
- Implementing continuous improvement
- Acquiring and retaining the right resources and skill sets

- Reducing costs and the Total Cost of Ownership
- Demonstrating the business value to IT
- Achieving and demonstrating Value for Money and Return on Investment.
- Measuring IT organization effectiveness and efficiency
- Developing business and IT partnerships and relationships
- Improving project delivery success
- Managing constant business and IT change

Important Terminologies and Definitions used in ITIL

- **Roles:** are defined as collections of particular responsibilities and privileges. It may be held by an individual or team.
- **Service Owner:** The entity which is accountable for the overall design, performance, integration, and improvement of a single service.
- **Process Owner:** Responsible for the overall design, performance, integration, improvement, and management of a single process.
- **Product Manager:** Accountable for development, performance, and quality check and the improvement of a group of related services.

- **Service Manager:** Responsible for the development, performance, and improvement of all services in the environment.
- **Services:** A means of delivering value to customers without the need to specify costs and risks.
- **Access :** The level and scope of the functionality of a service or data that the user is allowed to use.
- **Capabilities:** It is specialized skills of an organization apply to resources in order to create value.
- **Functions:** Self-contained subsets of an organization which is intended to accomplish specific tasks.
- **Processes:** Structured group of activities designed to achieve a specific objective.
- **Resources:** They are raw materials that contribute to a service, such as money, equipment, time, and staff.