

ITSM : IT Service Management ??



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ITIL : What It is ?

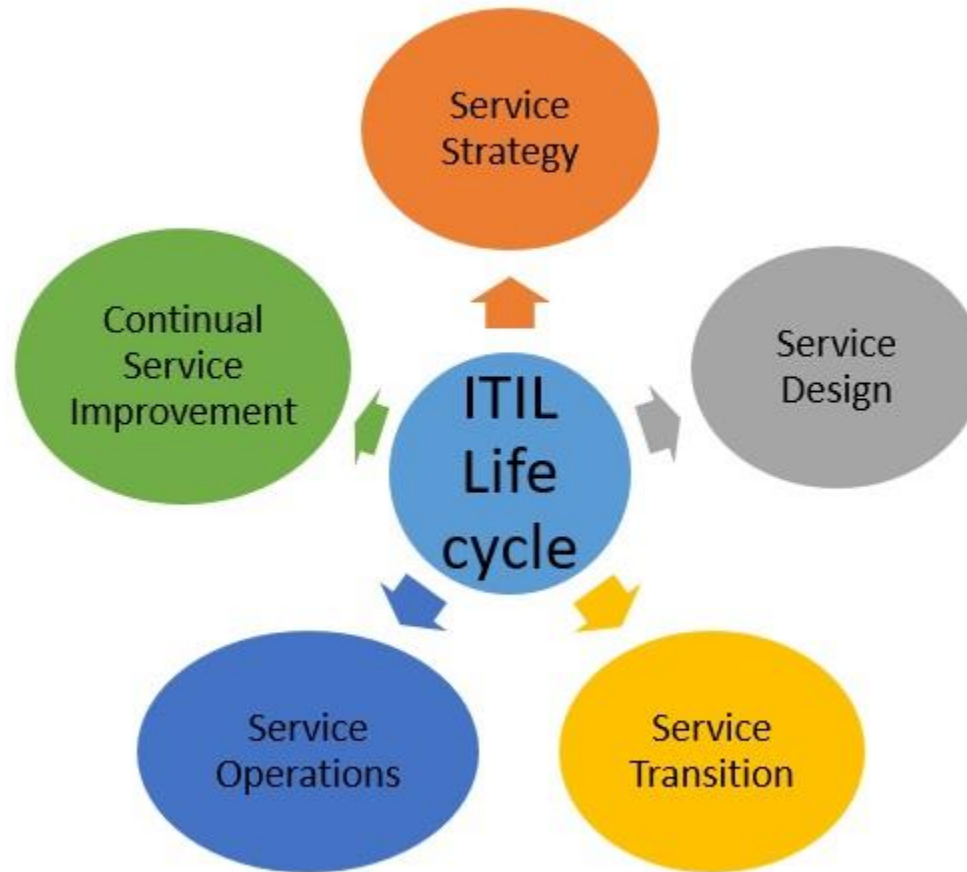
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- Information Technology Infrastructure Library
- Evolve from UK Government's effort to document how successful organization approached Service Management.
- Originally Created in Late 80's by UK Government.

ITIL Considered as Best Practice Frameworks for IT Service Management

ITIL Stages : ??

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Basic Concept

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#Service

- A Service is a mean of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risk.
- Enhance Performance
- Analogy : Want to Have Good Food in Resturant

#IT Service

- IT Service is made up of a Combination of Information Technology, People and Process
- Manage People, Process,Product and Partners

Classification of IT Services ??

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#Core Service

- Represents what the customer wants and is ready to pay for it.
- Example : Core Banking , Email Service

#Enabling Service

- Needed in order for a Core Service to be delivered.
- It may not be visible to Customer.
- Example : Internet Bandwidth, Firewall, Email Hosting

#Enhancing Service

- Value added to Core to make it more exciting for Customers.
- Example : Email on Blackberry, Mbanking, Internet Banking.

Types of IT Services??

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#Internal Customer-Facing Service

- IT Service that directly supports another Business Process.
- Example : IT Supporting of HR, Account

#External Customer-Facing Service

- IT Service that is Provided to External Customers.
- Example : IT Supporting of Other Organization

#Supporting Service

- A Service that is not directly Used by Business but is required.
- Example : DHCP, DNS, Firewall.

Services Providers ??

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#Internal Service Providers

#External Service Providers

#Shared Service Units

Services Management

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A Set of Specialized Organizational Capabilities for Providing Value to Customers in the Form of Services

Transforming Resource into Valuable Service is at the Core of Service Management.

Matured Service Providers's Capabilities helps to Enhance better Quality Services



"Ok, how about this motto: 'If you are unhappy for any reason, we will feel really bad'."

IT Services Management

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The Implementation and Management of Quality IT Services that meet the Needs of the Business.

IT Service Management is Performed by IT Service Providers through the mix of People, Process and Information Technology.

IT Service Management is Used by Different Management Frameworks and Organizations Seeking Governance and Increased Maturity of IT Operations

IT Services Management

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Roles and Responsibilities : RACI Matrix

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#Responsible [Do It]

- ✓ Person or People Responsible for Doing it.

#Accountable [Get It Done]

- ✓ Only one person can be accountable for each task.

#Consulted [Give and Take]

- ✓ People who are Consulted

#Informed [Get Informed]

- ✓ People who are Kept Up to Date

RACI Matrix : Sample ??

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Example RACI Chart					
Project Deliverable (or Activity)	Project Manager	Strategist	Designer	Front End Developer	Back End Developer
Design site map	C	R	A	I	I
Design wireframes	C	A	R	I	I
Create style guide	A	C	R	C	I
Code templates	A	I	C	R	C

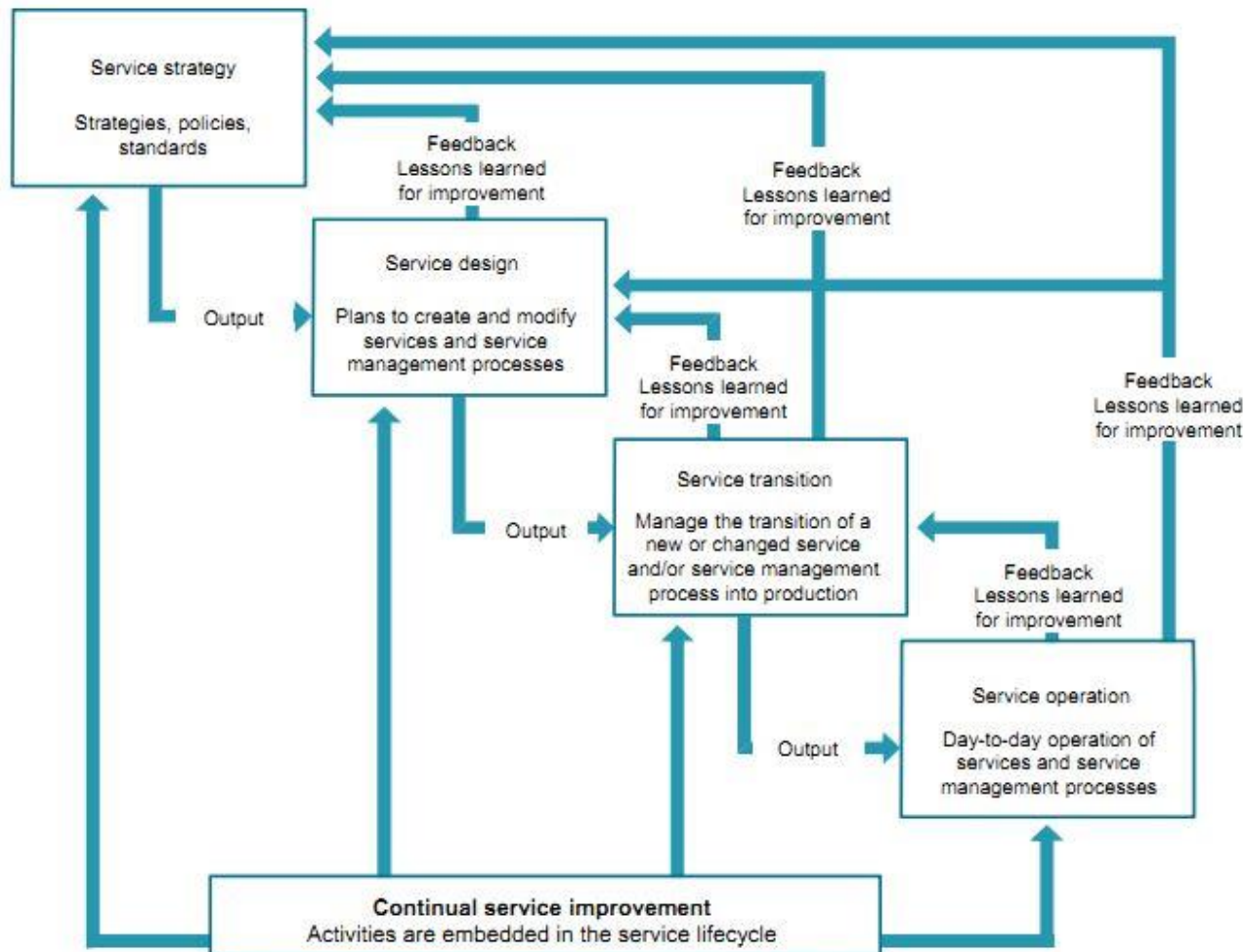
ITIL Structure : What are They ??

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1. Service Strategy
2. Service Design
3. Service Transition
4. Service Operation
5. Continual Service Improvements

ITIL Structure : What are They ??

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Discussions ??

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How we can Build Effective IT Service Management in
Our Organization ??



Thank You