**1. Describe ITIL**

**What it is? History, aims, scope, approach, versions**

**Where is it used?**

**What does it consist of?**

**How is it applied to help desk operations? Give examples**

**2. Give examples of the activities of professional institutions out with activities supporting individual members**

**3.** **Choose 2 roles in an organisation, concerning IT and describe why you join a specific professional institution.**

**4. Describe the aims of the 5 core volumes of ITIL in 3 sentences on each – in your own words.**

**5. Draw a typical hierarchy within an IT department – describe SFIA levels and how they apply, give 6 examples of staff development activities appropriate to various levels.**

**100 words per answer**

1. ITIL stands for Information Technology Infrastructure Library and was created by the British government in 1986. It is a set of publications which covers the ITSM (IT service management) life cycle which allows organisations to plan, implement and measure its IT framework. ITIL is for individuals within an organisation who will become ITIL qualified which in turn will be beneficial for both employee and the business. IT will give the practitioner the skills and knowledge as well as a qualification which they can use and apply to a lot of ITSM services around the world. ITIL consists of 5 volumes, service strategy service design, service transition, service operation and continual service improvement and is currently on its 3rd version.

In the case of a practitioner on the help desk, they would receive a notification of a potential incident or problem via email, phone, self-help portal or by someone coming to the desk. Once the job has been logged on the CMDB (configuration management database). and the type of job identified (i.e. problem or incident) and the depending on the urgency of the job, which will be dictated by the SLA in place, the help desk will then attempt to resolve the job. Once the job has been completed and been tested to ensure it is solved then the log will be updated as well as the CMDB

1. BCS for example advise the government with legislation on IT related policies as well as defining standards and creating a code of conduct. They also liaise with other professional bodies when debating professional issues within computing. Other professional institutions have created industry standards for example the a IEEE created wlan (wireless local area network) standard 802.11 which is basically a set of protocols and techniques for what we know as wifi.
2. Helpdesk operator would choose BCS as their professional institution as it perfectly suited to their environment. BCS will give the employee the knowledge and skills required to bring a better customer experience as there are standards which should be followed. This is a skill which can be transferable to other jobs that they may be involved with as it is recognised worldwide.

A programmer may choose the IAP (institution of analysts and programmers). They would join this as it can help the member with finding employment within the IT industry. Membership shows competence within the industry as it is an accredited profession. They will also help their members with any legal guidance that may be required.

1. **Service strategy** – Achieving an understanding of what the customer needs satisfying this with a quality service. Identifying what services should be offered and who they should be offered to.

**Service design** – Designing services to meet the agreed business needs and identify and manage the risks.

**Service transition** – Delivering the services required by the business which includes testing and evaluation.

**Service operation** – operating the business at best practice levels depending on which SLA’s (service level agreement) have been achieved. This stage is usually the largest of the ITIL process as it is where the service is directly delivered.

**Continual service improvement** – The aims of this process are to implement and identify and improvements in the service which may be required ensuring that the product stays up-to-date.