

IT SERVICE MANAGEMENT AND ITIL

Section 2

SECTION 2: ITSM & ITIL > AGENDA

ITSM meaning

Different ITSM
methodology

ITIL history

ITIL framework

Service Management (ITSM)

- **Service Management** refers to the way you manage the information systems that deliver value to your customers
- It is a generic term, indicates the subject area
- Service Management encompasses all activities (including policies, processes, and procedures) that an enterprise performs in order to design, plan, deliver, operate, maintain, and control IT-enabled services

Service Management (ITSM) methodologies

- ITIL (IT Infrastructure Library)
 - we will see this in detail during the course
- COBIT (Control Objectives for Information and Related Technologies)
 - a framework for managing and governing enterprise IT
- ISO/IEC 20000
 - a framework from the International Organization of Standardization (ISO) and considered the international standard for IT
- MOF (Microsoft Operations Framework)
 - compiled documents to guide businesses through everything involved in IT service, with a focus on Microsoft technology

Service Management (ITSM) methodologies

- Six Sigma
 - a framework developed by Motorola with tools for data analysis to support process improvement and reduce service flaws
- TOGAF (The Open Group Architecture Framework)
 - a framework designed to give businesses a structure and methodology when implementing technology, especially software
- USMBOK (Universal Service Management Body of Knowledge)
 - this isn't a framework but provides additional information and documentation for ITSM resources

DIFFERENT ITSM METHODOLOGY



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Which method?

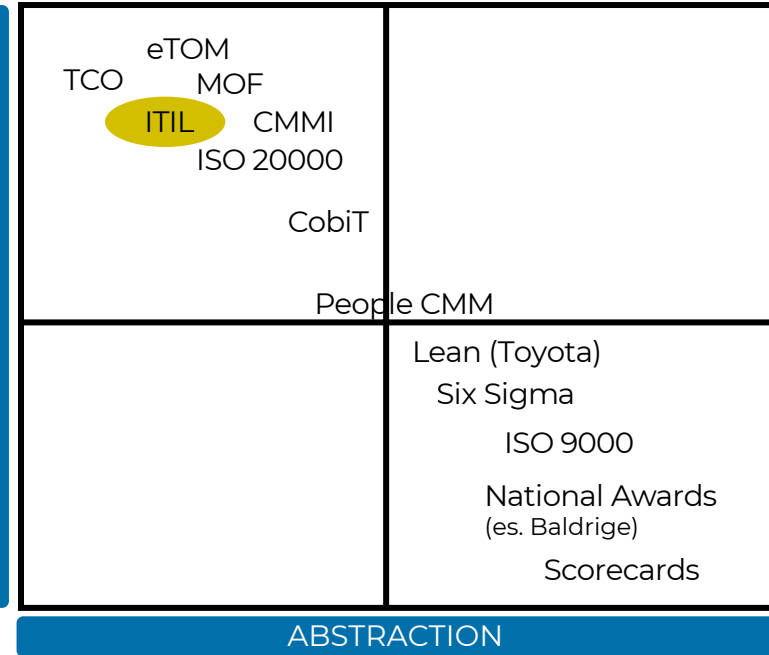
Specific



RELEVANCY



Holistic



ABSTRACTION

Low



High

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- **Margaret Hilda Thatcher**, was Prime Minister of the United Kingdom from 1979 to 1990 and Leader of the Conservative Party from 1975 to 1990
- As prime minister, she implemented policies that became known as Thatcherism
- A Soviet journalist dubbed her the "Iron Lady", a nickname that became associated with her uncompromising politics and leadership style



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- When Margaret Thatcher was prime minister of the United Kingdom, she instructed government IT departments to document best practices. The reason for this was simple. The British government did not think it was getting value for money from its technology.
- Consequently, the effort was not a theoretical exercise but a practical one. The basic commandment from the Iron Lady could be paraphrased as, "Document, do not invent." That led to the first release of ITIL® in 1989.



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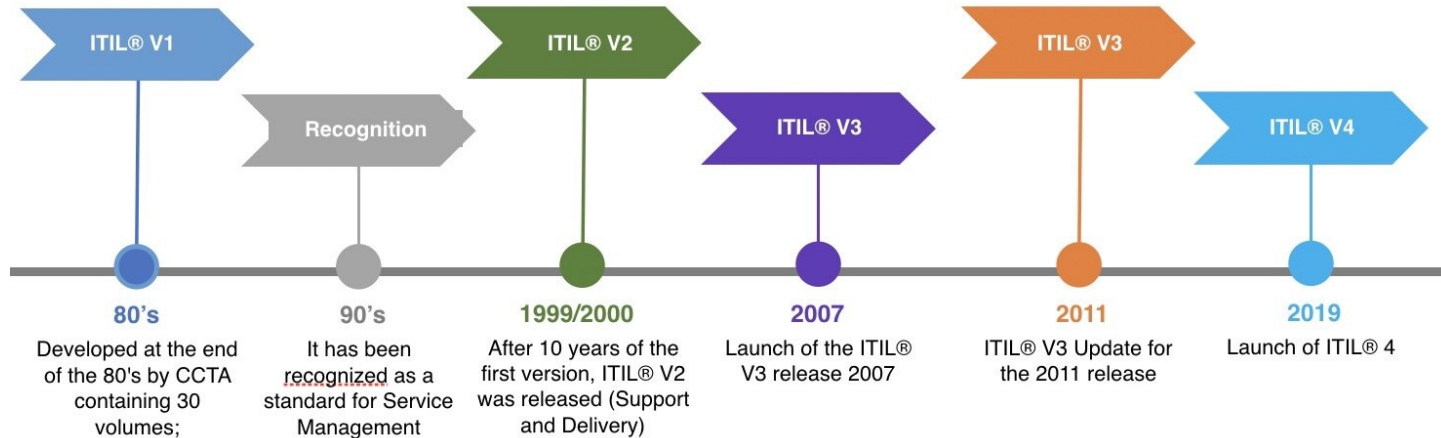
- Responding to growing dependence on IT, the UK Government's Central Computer and Telecommunications Agency (CCTA) in the 1980s developed a set of recommendations designed to standardise IT management practices across government functions, built around a process model-based view of controlling and managing operations
- In April 2001, the CCTA was merged into the Office of Government Commerce (OGC), an office of the UK Treasury

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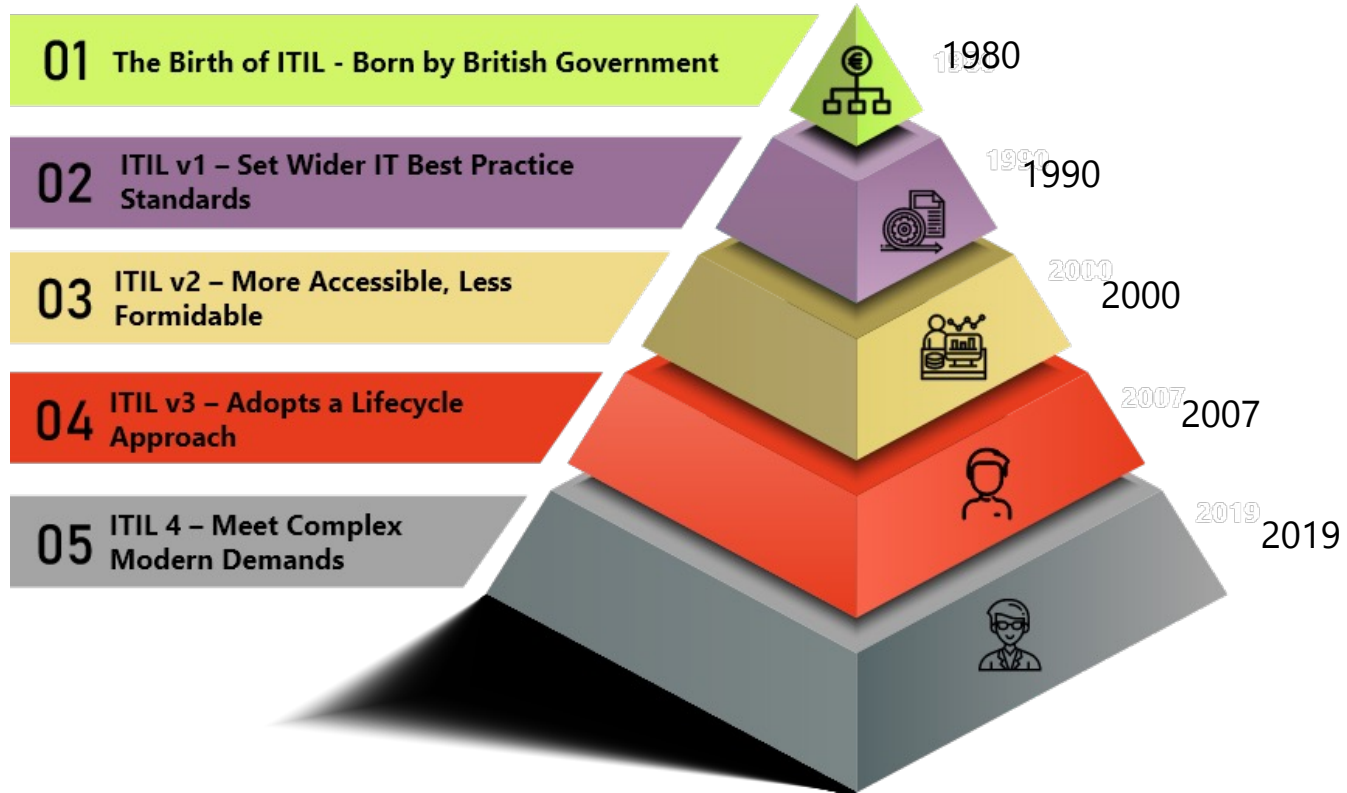
ITIL explained in 3 minutes <https://youtu.be/vp2wfoVRMDE>

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Service Management (ITSM) vs ITIL: what's the difference?

- **Service Management** relates to how you manage the services you deliver to your business partners or customers
- **ITIL** is simply one of many items you may have in your toolbox to help you do this well

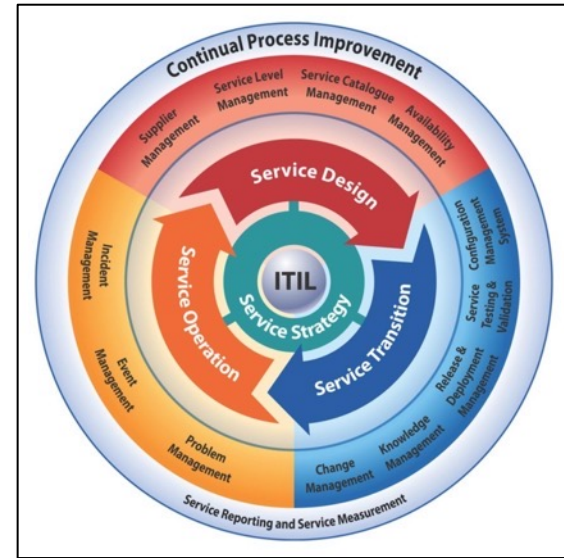
Before we go any further, let's make sure we are on the same page about both service management as a discipline and ITIL as a good practice framework

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ITIL v2

ITIL v3

ITIL v3
2011 release



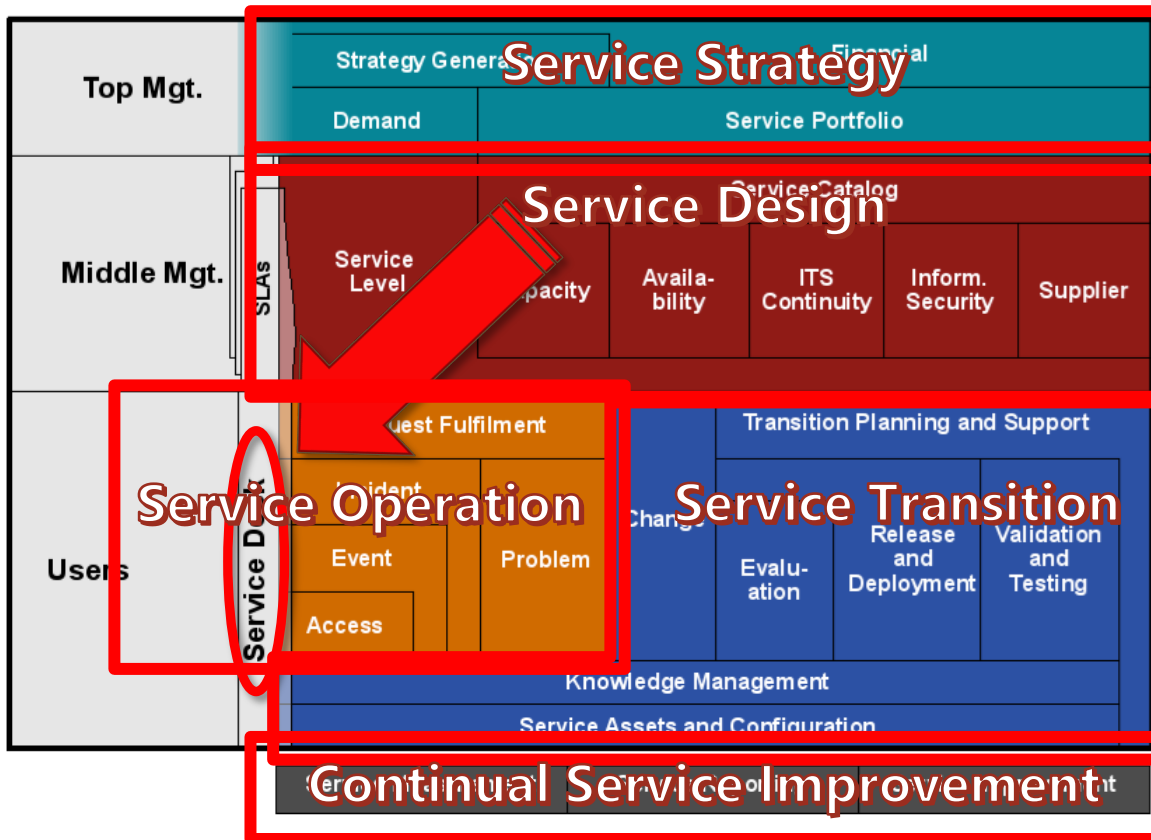
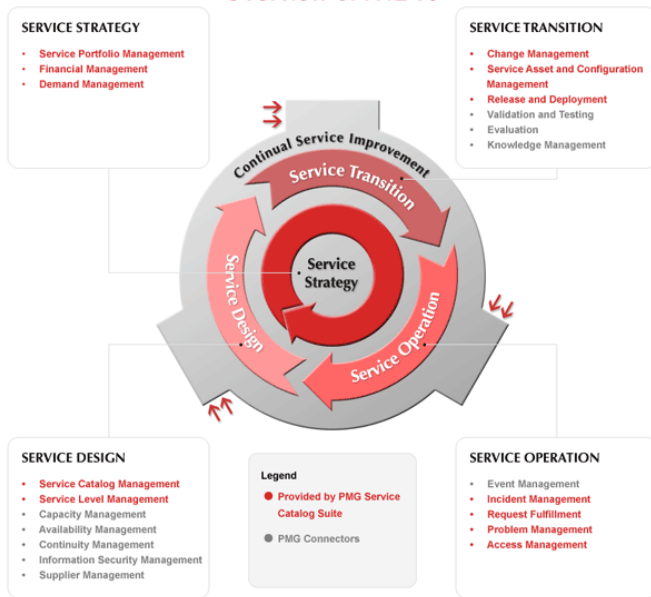
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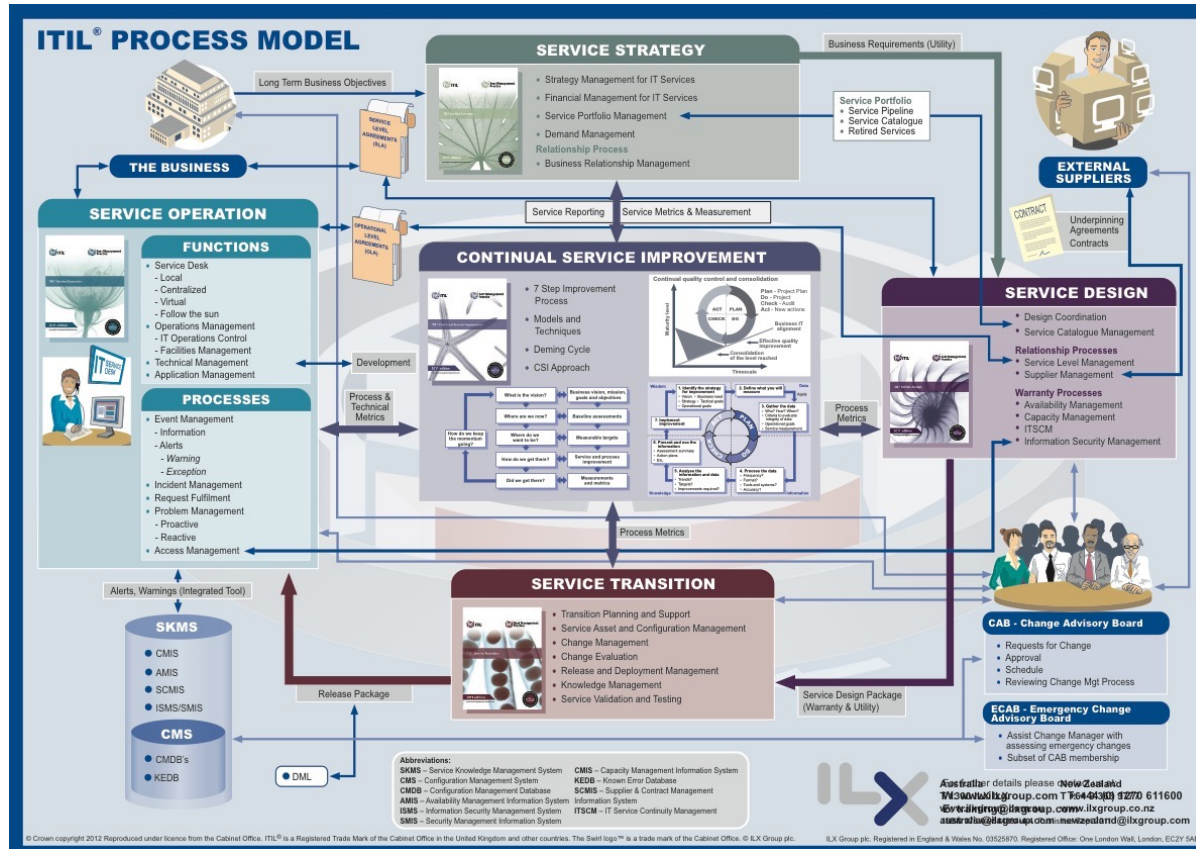
ITIL 2011 Overview <https://youtu.be/rXLUf3ug3aQ>

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Overview of ITIL v3



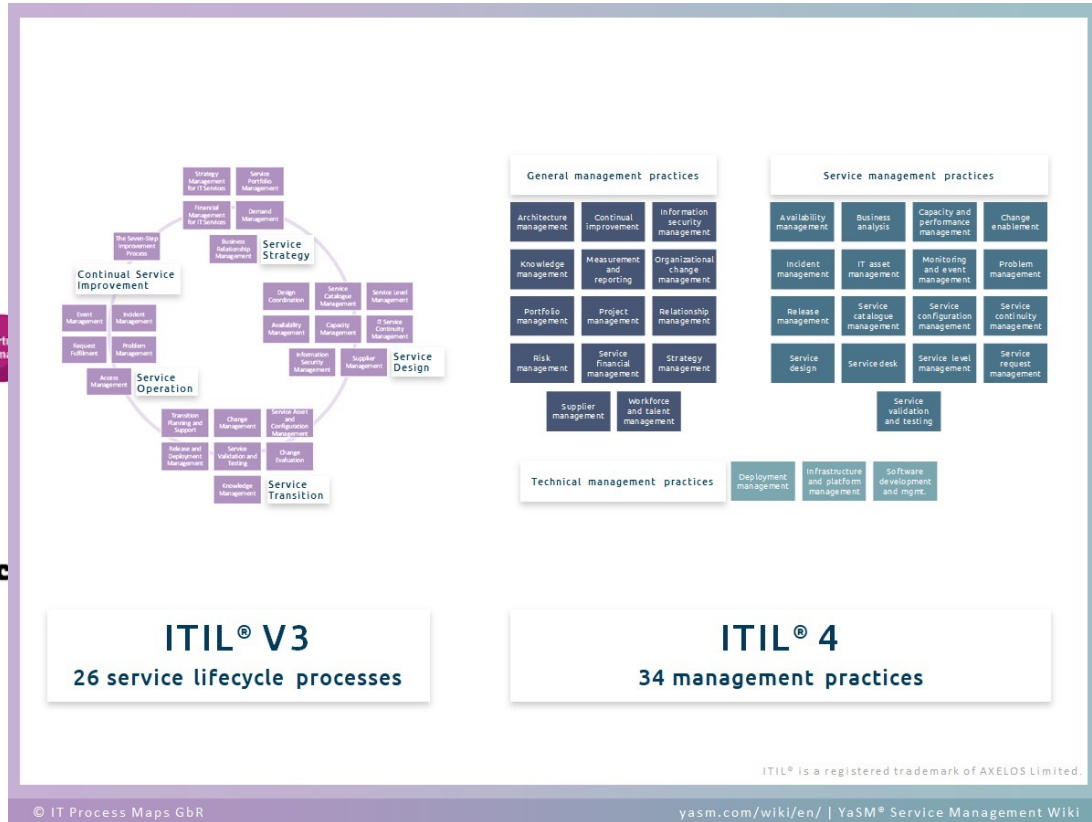
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Difference-Service lifecycle



in Activities

Has ITIL V4 dropped the ITIL V3 service lifecycle?

A key innovation of ITIL V3 was the introduction of the service lifecycle, consisting of five service lifecycle stages. The ITIL V3 processes are distributed across this service lifecycle; for instance, the incident management process is part of the service operation stage.

The idea behind organizing the ITIL processes in this way was to establish a Deming-like plan-do-check-act cycle focused on continual improvement.

ITIL V4 has dropped most references to the service lifecycle, but continual improvement has remained a key concept. For example, continual improvement is an element of the service value system, and the service value chain with its six activities is very reminiscent of the ITIL V3 service lifecycle.

Where in ITIL 4 are the ITIL V3 processes?

ITIL V3 defines 26 processes across the service lifecycle.
In ITIL 4, these 26 processes have been replaced by 34 "practices".

Some of them are new, but many of these practices were formerly known as processes.

So the ITIL V3 processes are still alive, and what is more, the authors of ITIL 4 state that ITIL V3 is still valid guidance that can be used for defining service management processes.

But it is also worth noting that ITIL 4 is not prescriptive about processes, and gives service providers more freedom to design tailor-made processes that work for the organization.

This presents an opportunity for a fresh start with ITIL 4 processes, in line with the advice in ITIL 4 to "keep things simple and practical".

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ITIL v4 Big Picture <https://www.youtube.com/watch?v=1ZqhiwEAAtA>

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