What is ITIL?

- ITIL stands for Information Technology Infrastructure Library

- It helps businesses to improve service levels and reduce the cost of IT operations

- The goal of ITIL is to enhance efficiency and achieve high service quality

History of ITIL

ITIL was created in
1989 to standardize IT
service management

ITIL V1

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ITIL V2

It was introduced in 2001 to perform a uniform structure for service delivery

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ITIL V1 — — ITIL V2 — — — — ITIL V3 — — — — — — — —

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ITIL V1

ITIL V2

ITIL V3

ITIL 2011 V3

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It was released in 2011. It is an upgraded version of V3 and clarifies processes of ITIL V3

History of ITIL

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It was updated in 2007 with a feedback looping feature in order to improve ITIL service lifecycle

It has been released in 2019. It has a flexible and integrated system for effective management of IT-enabled services

| ITIL V1 | ITIL V2 | ITIL V3 | ITIL 2011 V3 | ITIL 4 |

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Benefits of ITIL

Better reliability

Improves decision making

Better return on investment

Better quality of service

Cost-efficient

ITIL types

ITIL has 5 revisions:

ITIL V1

ITIL V2

ITIL V3

ITIL 2011 V3

ITIL V4

ITIL V1

ITIL V1 consists of four major concepts:

Available management	Capacity management	Contingency management	Cost Management

ITIL V1

ITIL V1 consists of four major concepts:

AVAILABILITY MANAGEMENT

This ensures that IT services (infrastructure, processes, tools, roles, etc.) are available based on the business requirement

CAPACITY MANAGEMENT

It focuses and manages any performance-based issues, related to both services and resources

ITIL V1

ITIL V1 consists of four major concepts:

CONTINGENCY MANAGEMENT

It helps in identifying vulnerabilities and helps in preventing such incidents

COST MANAGEMENT

It helps in delivering and managing cost-effective IT assets and resources

ITIL V2

ITIL V2 consists of two major concepts:

Service support

Service delivery

ITIL V2

SERVICE SUPPORT

It delivers processes for controlling service interruptions

SERVICE DELIVERY

It has a set of principles, policies, and constraints which can be utilized for designing, building and deploying of services delivered by service providers

ITIL V3

ITIL V3 comprises of five sections:

Let us look at what each of these sections are comprised of:

| Service strategy | Service design | Service transition | Service operations | Continual service improvement |

ITIL V3

SERVICE STRATEGY

It is a process of understanding client requirements

SERVICE DESIGN

It aims at designing IT services efficiently and effectively

SERVICE TRANSITION

It plans, builds, tests, and deploys the services into customer environments

ITIL V3

SERVICE OPERATIONS

It ensures to maintain access to IT services for only authorized users and minimizes the issue of service failure

CONTINUAL SERVICE IMPROVEMENT

It ensures whether IT services are continuously aligned to business needs

ITIL 2011 V3

This version has less changes to the concept of ITIL V3, but it has few important updates:

SERVICE STRATEGY

ITIL 2011 V3 proposed a new service called service strategy manager for people who creates and implements IT strategy that aligns with business requirements

SERVICE DESIGN

It coordinates activities across all designs and implements technical standards to the service design process

SERVICE TRANSITION

It introduces effective change management which minimizes the risk of service failure

ITIL V3

SERVICE OPERATIONS

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ITIL 2011 V3

SERVICE OPERATIONS

The latest update of service operation provides and maintains the processes for effective and efficient handling of service requests
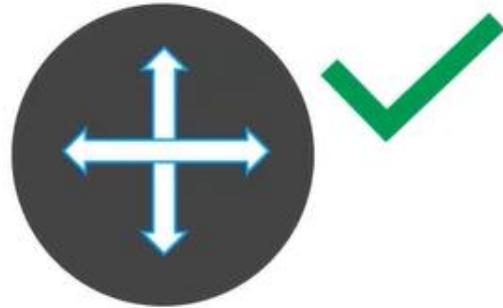
CONTINUAL IMPROVEMENT

It introduces improvement process into a clear and concise **seven step model**

1. Identify the strategy for improvement
2. Define what you will measure
3. Gather the data
4. Process the data
5. Analyze the information
6. Present and use the information
7. Implement improvement

ITIL 4

ITIL 4 consists of two components:

The four dimensions model

ITIL service value system

ITIL 2011 V3

ORGANIZATIONS AND PEOPLE

People in the organization should understand their roles and responsibilities towards creating value to the organization
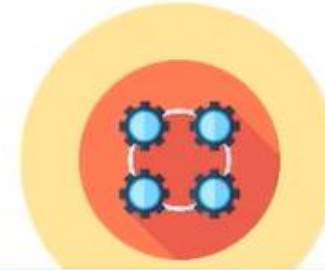
INFORMATION AND TECHNOLOGY

This includes the information, knowledge, and techniques that are required for managing services

ITIL 2011 V3

PARTNERS AND SUPPLIERS

It incorporates contracts and other agreements between organizations and their partners

VALUE STREAMS AND PROCESSES

A value stream is a series of steps that an organization uses to create and deliver products and services to a consumer, whereas a well-defined process can improve productivity within or across organizations

ITIL 2011 V3

An organization should address all four dimensions in order to maintain the service quality

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ITIL 4 – Service value system

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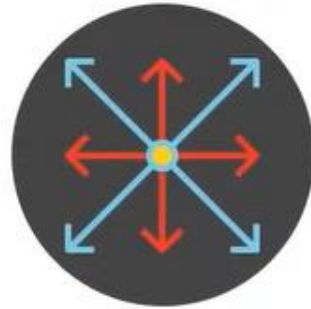
ITIL service value system

The service value system (SVS) is a set of activity performed by an organization to deliver a valuable output to end-users

ITIL 4 – Service value system

The ITIL 4 SVS includes several elements:

- Guiding principles

- Governance

- Service value chain

- Continual improvement

- Practices

ITIL 4 – Service value system

GUIDING PRINCIPLES

It has a set of principles that guide by creating value for your customers and your organization
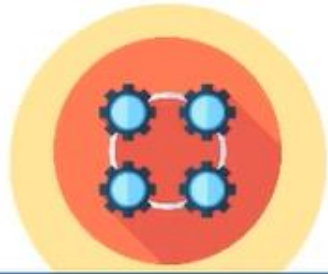
GOVERNANCE

It controls and monitors the performance of the organization

SERVICE VALUE CHAIN

It is a set of activities that a business performs in order to deliver a valuable product or service to its consumers

ITIL 4 – Service value system

CONTINUAL IMPROVEMENT

It is an iterative approach which ensures that an organization's performance meets customers' expectations
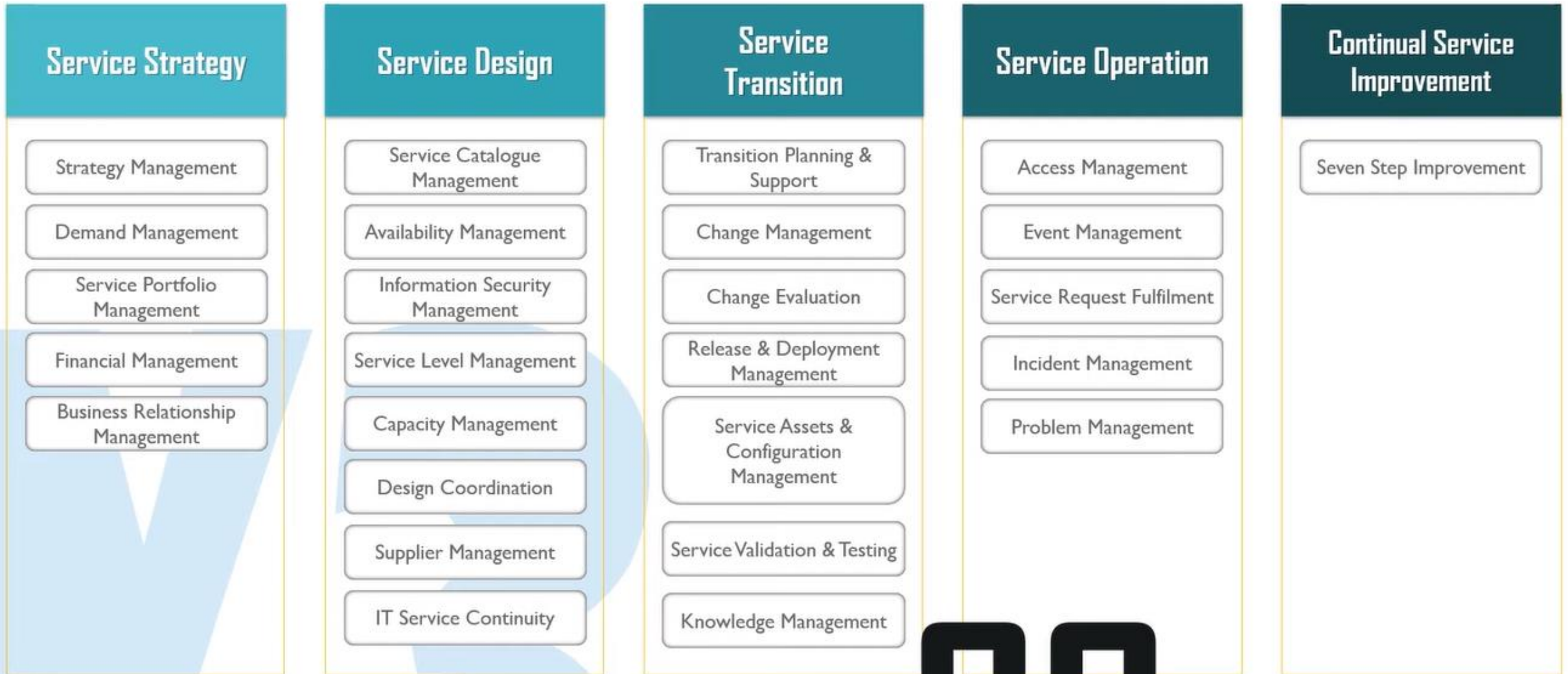
MANAGEMENT PRACTICES

It has 34 management practices which are designed for accomplishing organization goals

26 PROCESSES

34 PRACTICES

General Management

1. Architecture Management
2. Continual Improvement
3. Information Security Management
4. Knowledge Management
5. Measurement and Reporting
6. Organizational Change Management
7. Portfolio Management
8. Project Management
9. Relationship Management
10. Risk Management
11. Service Financial Management
12. Strategy Management
13. Supplier Management
14. Workforce and Talent Management

Service Management

15. Availability Management
16. Business Analysis
17. Capacity and Performance Management
18. Change Control
19. Incident Management
20. IT Asset Management
21. Monitoring and Event Management
22. Problem Management
23. Release Management
24. Service Catalog Management
25. Service Configuration Management
26. Service Continuity Management
27. Service Design
28. Service Desk
29. Service Level Management
30. Service Request Management
31. Service Validation and Testing

Technical Management

32. Deployment Management
33. Infrastructure and Platform Management
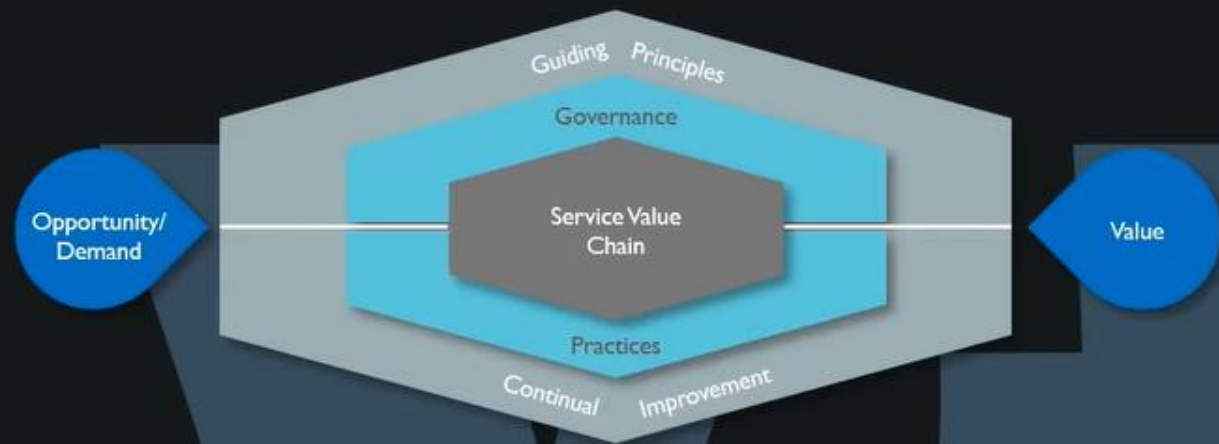34. Software Development and Management

34 PRACTICES

edureka!

Service Lifecycle

V3

Service Value System

V4