

ITIL

By

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Topics to discuss

1. Introduction to ITIL and ITSM
2. What is ITIL?
3. ITSM Introduction — ITSM
4. Why ITSM — ITSM
5. Basic concept of ITIL4 and RACI
6. What Is ITIL V4?
7. RACI Matrix
8. Difference between ITIL v3 and ITIL 4
9. Service Value System and Framework v0.1
10. ITIL v4 Service Value Chain Defined
11. Service Level Management and Change Control v0.1
12. SLM Example - Explained using Pizza Delivery

Topics to discuss

1. What is change Management
2. What Is Change Management Flow
3. Change Management- Example
4. Service Management Practice Overview v0.1
5. Event Management
6. Incident Management v0.1
7. Incident Management - Explained
8. Prioritization
9. Problem Management
10. Problem Management - Explained
11. Service Request Fulfillment

What is ITIL?

- Full form – *Information Technology Infrastructure Service*
- ITIL is a framework for IT service management (ITSM – Information Technology Service Management).
- ITSM encompasses various processes, policies, and procedures aimed at designing, delivering, managing, and improving the way IT services are utilized within an organization.
- For business, ITIL Provides best practice & technique for:
 - Selecting
 - Planning
 - Delivering
 - Maintaining,

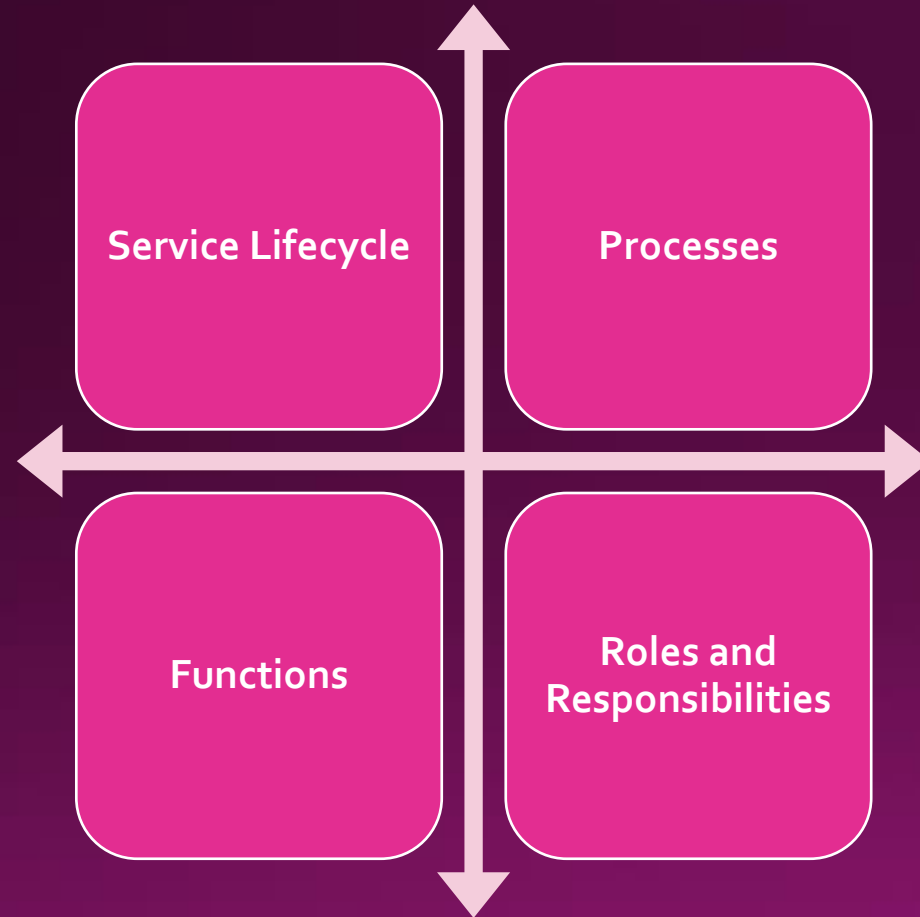
What is ITIL?

- ITIL is a set of best practices for IT service management (ITSM) that focuses on aligning IT services with the needs of the business.
- Originally developed by the UK government's Central Computer and Telecommunications Agency (CCTA) in the 1980s, ITIL has evolved into a globally recognized framework used by organizations worldwide.

ITIL history timeline

- ITIL V1 --> 1989
- ITIL V2 --> 2001
- ITIL V3 --> 2007
- ITIL 4 --> 2019

Key Concepts of ITIL



Benefits of ITIL

- Lower cost
- High-Quality of IT service.
- Increased business productivity.
- Improved Return on Investment (ROI).
- Greater Satisfaction.
- Improved resources utilization.



What is ITSM?

- It focuses on meeting the needs of customers and aligning IT services with business objectives.
- ITIL is a specific framework for ITSM, providing detailed guidance on **processes, functions, roles, and best practices**, while ITSM is a broader concept encompassing the overall **management and delivery of IT services** within an organization.
- Both ITIL and ITSM aim to improve the quality, efficiency, and alignment of IT services with business objectives.

Key Components of ITSM

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement (CSI)



Benefits of ITSM

- Improved Service Quality
- Increased Efficiency
- Enhanced Customer Satisfaction
- Better Decision-Making
- Cost Optimization

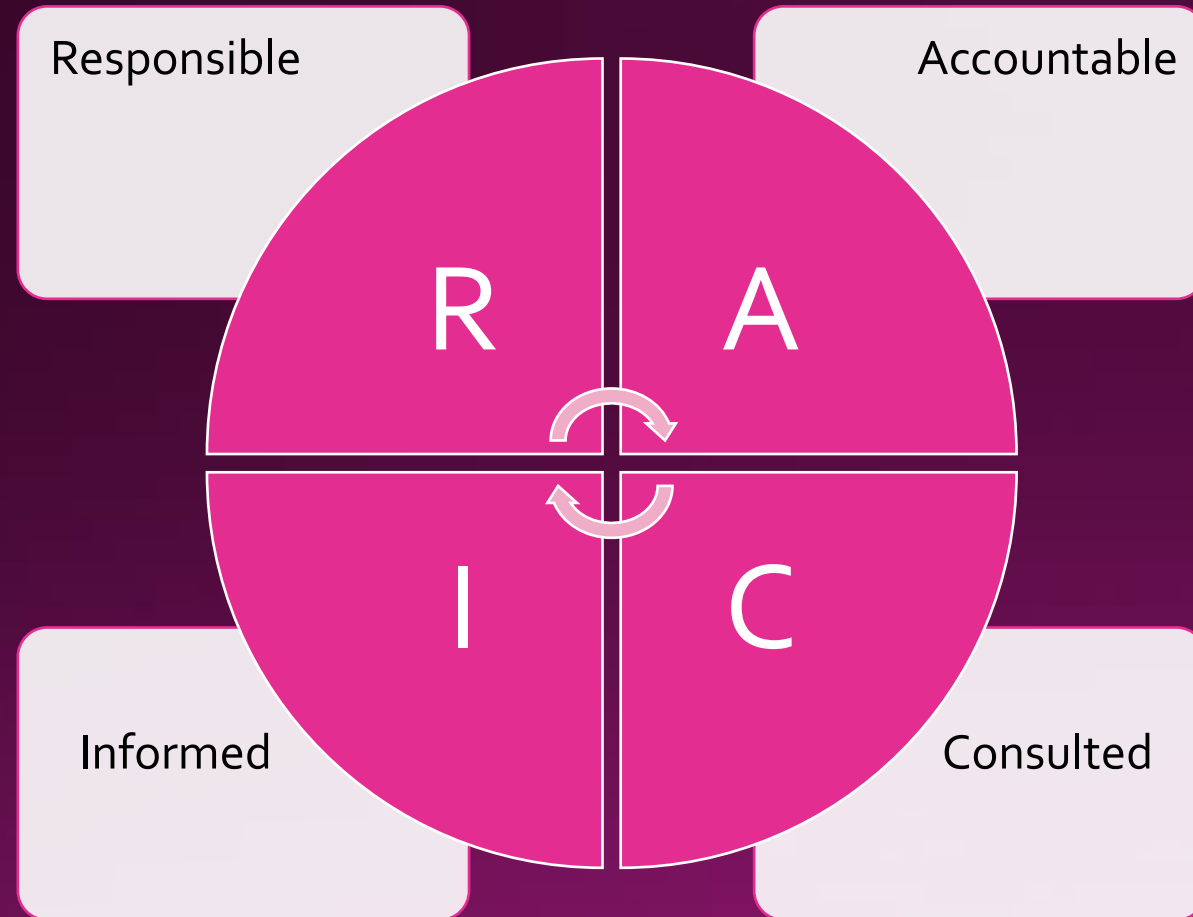
Why ITSM???

- Improved Service Quality
- Enhanced Customer Satisfaction
- Efficient Resource Utilization
- Better Decision-Making
- Alignment with Business Goals
- Risk Reduction
- Cost Optimization

Basic concept of ITIL4

- Service Value System (SVS)
- Service Value Chain (SVC)
- Guiding Principles
- Four Dimensions of Service Management
- Service Value System (SVS) Components
- ITIL Practices
- Continual Improvement

RACI



RACI matrix – task VS people

Step	Project Initiation	Project Executive	Project Manager	Business Analyst	Technical Architect	Application Developers
1	Task 1	C	A/R	C	I	I
2	Task 2	A	I	R	C	I
3	Task 3	A	I	R	C	I
4	Task 4	C	A	I	R	I

Why RACI?

- Facilitates communication
- Helps to avoid people overload
- Helps to avoid work overload
- Helps to eliminate confusion.

How to create RACI matrix?

1. Identity the roles of the project.
2. Identify tasks & deliverables of the project.
3. Assign tasks to each role.
4. Share with your team.
5. Share with the major stakeholders.

Rules of a RACI matrix creation

- Every row must contain at an “R” – responsible.
- There should be single “A” – accountable for a task.
- No too many “C” – consulted for a task.

Assigning person to a project

	Adam	Ali	Emir	Peter	Sara	Nermin
Collect data	A	I	C	R		I
Analyze data	A	I		R	C	
Order parts	C	A	I			R
Install parts	I	A	R	C		I
Test		A	R	I		
Document	A	I	I		C	R

Disadvantages of RACI

1. It can add confusion through a lack of understanding of differences between the terms.
2. It can be time-consuming to create.
3. It's often ignored after approval.
4. It can add unnecessary complexity to a project.
5. It does not account for the approval process on tasks or deliverables.

RACI alternatives

DACI | RASCI

Difference between ITIL v3 and ITIL 4

	ITIL v3	ITIL v4
Service value system (SVS)	Focuses on service lifecycle.	Introduces the service value system (SVS)
Service Value Chain (SVC)	Does not include the concept of a Service Value Chain	ITIL 4 introduces the Service Value Chain
Guiding Principles	v3 does not explicitly define a set of Guiding Principles	ITIL 4 introduces seven Guiding Principles.
Four Dimensions of Service Management	v3 does not explicitly define four dimensions of service management.	ITIL 4 expands the focus beyond traditional processes and functions
Flexibility and Integration	provides a structured approach to IT service management	ITIL 4 emphasizes flexibility and integration

Framework v0.1

- ITIL 4 introduces the concept of the "ITIL 4 Framework," which is an evolution from the previous version of ITIL.
- The ITIL 4 Framework encompasses various components and concepts aimed at modernizing IT service management and aligning it with evolving business practices.
- Here are some key aspects of the ITIL 4 Framework v0.1:
 - Service Value System (SVS)
 - Service Value Chain (SVC)
 - Guiding Principles
 - Continual Improvement
 - Practices

ITIL v4 Service Value Chain Defined

- Plan
- Improve
- Engage
- Design and Transition
- Obtain/Build
- Deliver and support.

Service Level Management & Change Control v0.1

- Service Level Management (SLM) and Change Control are two key components of service management aimed at ensuring that IT services meet agreed-upon service levels and that changes to IT infrastructure are managed effectively.
- While these concepts are not explicitly defined as separate components in the ITIL 4 Framework v0.1, they are integral parts of the broader framework and are addressed within the context of service management practices and processes.

Service Level Management (SLA)

- SLM focuses on defining, negotiating, documenting, and managing service level agreements (SLAs) with customers and stakeholders.
- The primary objective of SLM is to ensure that IT services meet agreed-upon service levels and performance targets.
- SLM involves activities such as identifying service requirements, defining SLAs, monitoring service performance, and reporting on service level achievements.
- By establishing clear SLAs and continuously monitoring service performance, organizations can ensure that IT services align with business needs and customer expectations.

Change Control

- Change Control is the process of managing changes to IT infrastructure, systems, applications, and services in a controlled and systematic manner.
- The goal of Change Control is to minimize the risk of disruptions and negative impacts on service quality and stability.
- Change Control involves activities such as assessing proposed changes, prioritizing changes based on impact and urgency, reviewing change requests, approving changes, implementing changes, and evaluating their effectiveness.
- By implementing effective Change Control processes, organizations can ensure that changes are implemented smoothly and that service disruptions are minimized.

SLM Example - using Pizza Delivery

1. Defining Service Level Agreements (SLAs)
2. Monitoring Service Performance
3. Responding to Service Issues
4. Continual Improvement
5. Reporting and Review