Information Technology Infrastructure Library

Version 3.0

DOCUMENT RELEASE NOTICE

This ITIL V3 presentation, Version 1.0, is released for use in TCS for internal training purpose.

Comments, suggestions or queries should be addressed to ITIL Process Team

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Introduction to ITIL

Service Management

A set of specialized organizational capabilities for providing value to customers in the form of services

and...

A set of Functions and Processes for managing Services over their Lifecycle

ITIL (the IT Infrastructure Library)

- Widely accepted approach to ITSM
- Comprehensive and consistent set of best practices
- Quality approach
- Effective and efficient utilization of IT systems
- Good Practice Vs Best Practice

Introduction to ITIL

- Information Technology Infrastructure Library
- First published by Office of Government Commerce – OGC
- Created in 1980's to improve ITSM at UK Central Government
- Updated to V2 in 2000/2001
    - Improved for International audience
    - New types of service delivery
- Updated to V3 in 2007
    - Lifecycle model
    - Greater focus on strategy and business outcomes

Functions, Roles and Processes

Function:

- A team or group of people and the tools they use to carry out one or more processes or activities

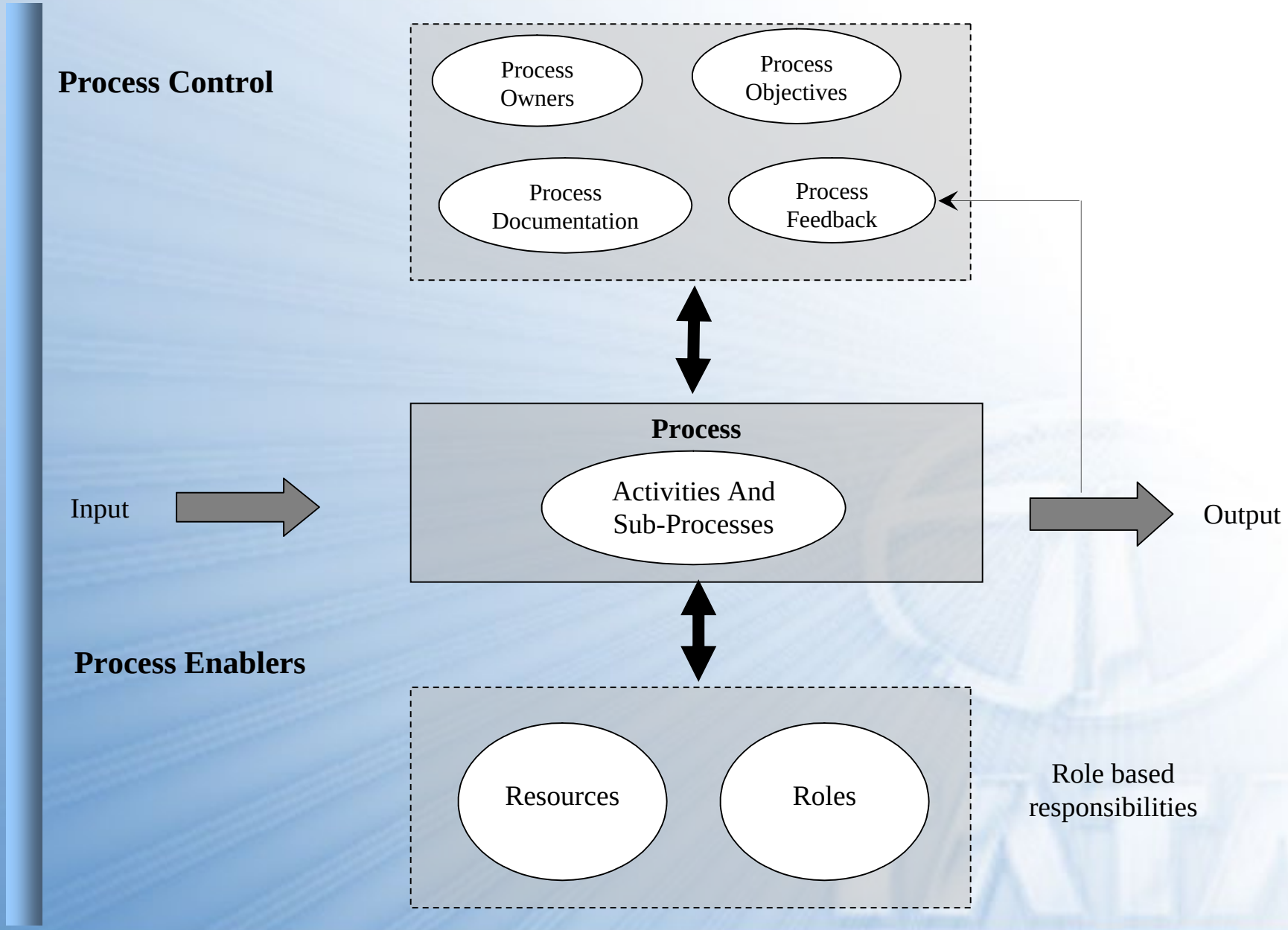
Roles:

- A set of responsibilities, activities and authorities granted to a person or team

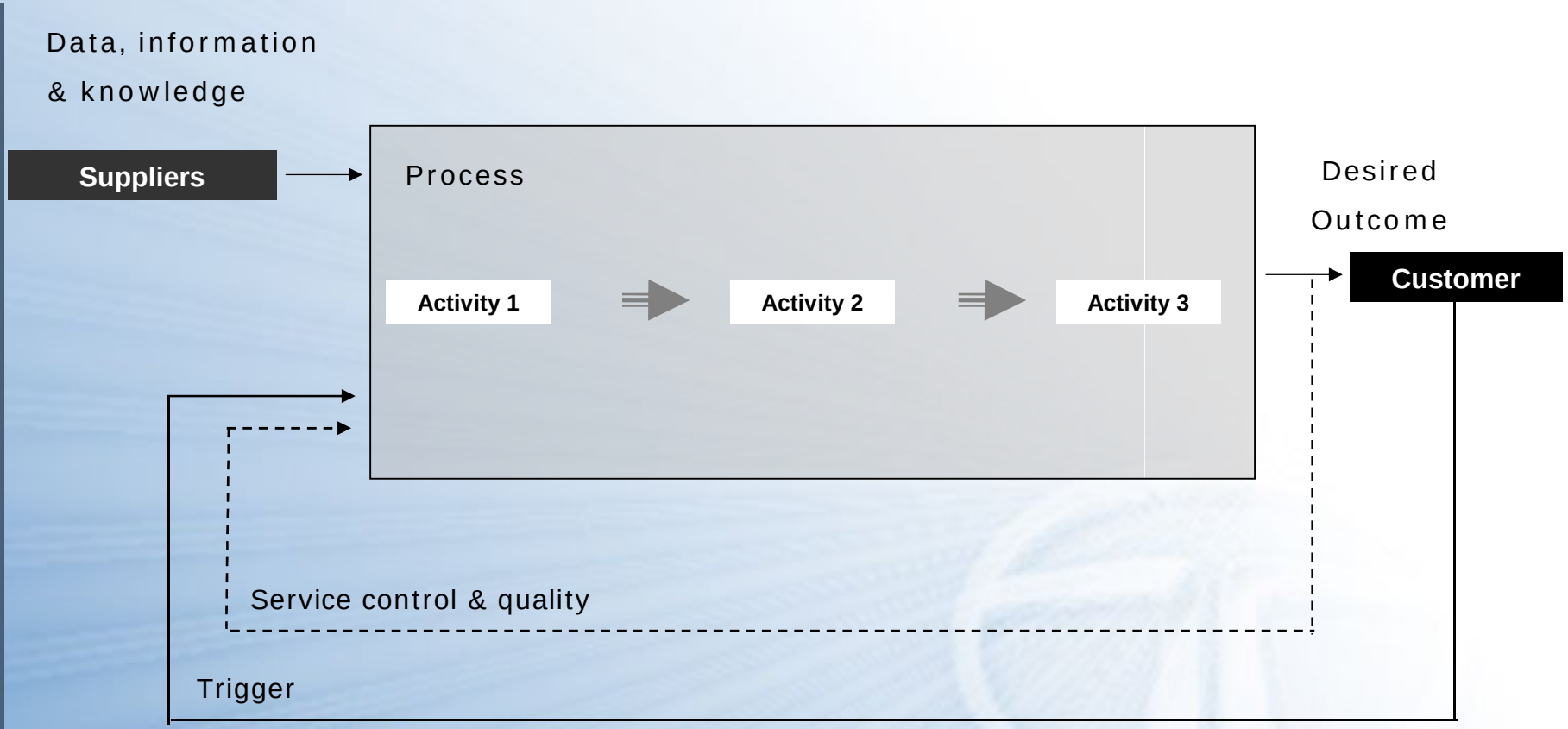
Processes:

- A process is a sequence of activities combined to achieve a certain goal. A process takes defined inputs and turns them into defined outputs

Process


Process Control
Process Owners
Process Objectives
Process Documentation
Process Feedback
Process
Activities And Sub-Processes
Input
Output
Process Enablers
Resources
Roles
Role based responsibilities

Process - Characteristics

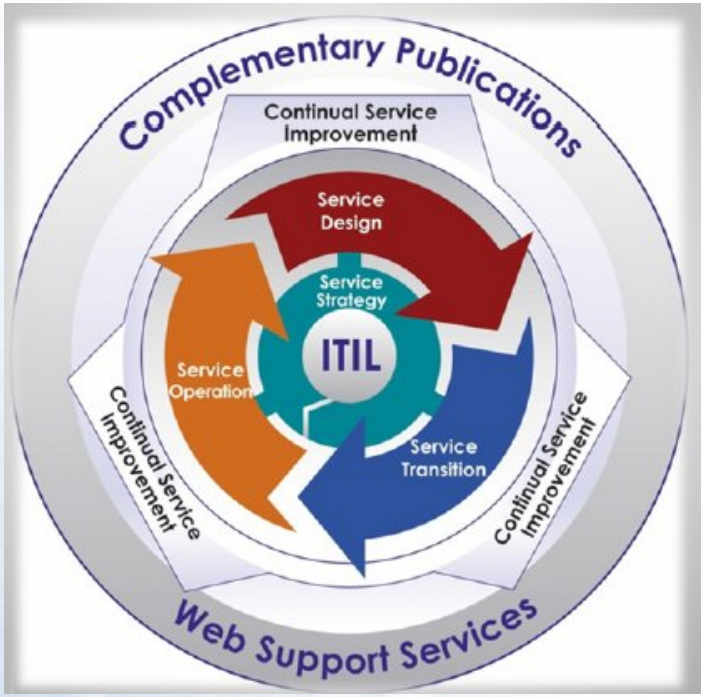


- It is measurable
- It delivers specific results
- Primary results are delivered to customers or stakeholders
- It responds to specific events

The Service Lifecycle

Why Lifecycle?

- Building on a great practice base
- Managing services from cradle to grave
- Removing process silos
- Reflecting the public feedback for holistic lifecycle focus



The Service Lifecycle

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

Service Strategy

Service:

A service is a means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks.

Service Strategy:

- Shows the organizations how to transform Service Management into strategic asset and to then think and act in a strategic manner
- Helps clarify the relationships between various services, systems or processes and the business models, strategies or objectives they support

Service Management as a Practice

Operational efficiency is necessary but not sufficient.

Service strategies are required to create long-term value for Customers and Stakeholders.

Utility:
'What the Customer gets'

Utility is measured on the basis of the number of key 'outcomes supported' and 'constraints removed'

+

Warranty:
'How is it delivered'

Warranty is measured in terms of the levels of Availability, Capacity, Continuity and Security

=

Value Creation

The basis of differentiation in the Market Space

Service Design

Definition:

"The design of appropriate and innovative IT services, including their architectures, processes, policies and documentation to meet current and future agreed business requirements"

Service Design:

- Provides guidance for the design and development of services and service management processes
- The scope includes new services, changes and improvements necessary to increase or maintain value to the customers over the lifecycle of services

Scope of Service Design

Design of:

- New and changed services
- Service Portfolio and Service Catalog
- Technology architecture and management systems
- Processes required
- Measurement methods and metrics

Scope of Service Design

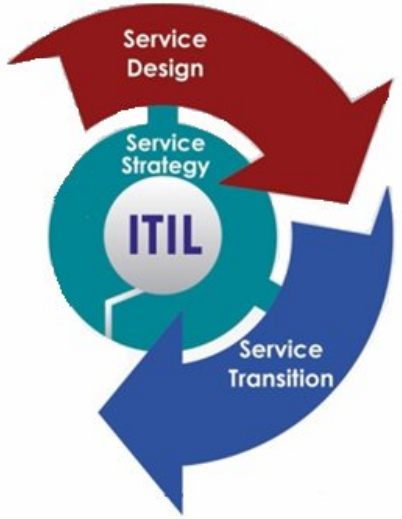
Value to business of SD

- Reduced total cost of ownership (TCO)
- Improved quality & Consistency of service
- Easier implementation of new/changed services
- Improved service alignment
- More effective service improvement
- Improved IT governance
- Improved information and decision making

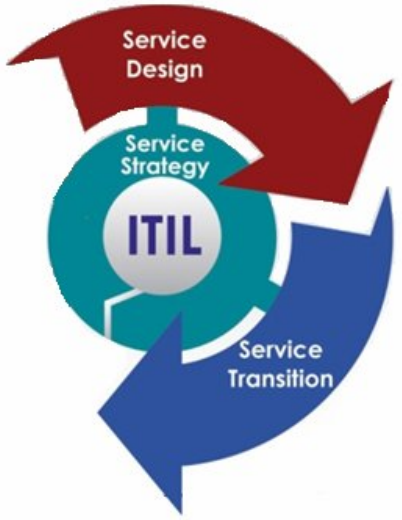
Service Transition

Service Transition:

- Plan and implement the deployment of all releases to create a new service or improve an existing service
- Assure that the proposed changes in the service design package are realized
- Successfully steer releases through testing and into live environment
- Transition services to/from other organizations
- Decommission or terminate services



Scope of Service Transition



Scope of ST:

- Management and coordination of processes, systems and functions to:
  - Package, build, test and deploy a release into production
  - Establish the service specified in the customer and stakeholder requirements

Value to business of ST

- Management of mergers, de-mergers, acquisitions, transfer of services
- Higher success rate of changes and releases
- Better prediction of service levels and warranties
- More confidence in governance and compliance
- Better estimating of resource plans and budgets
- Improved productivity of business and IT
- Timely savings following disposal or de-commissioning
- Reduced level of risk

Service Operation (SO)

Service Operation:

- Coordinate and carry-out day to day activities and processes to deliver and manage services at agreed levels
- Ongoing management of the technology that is used to deliver and support services
- Where the plans, designs and optimizations are executed and measured

Scope of Service Operation

Scope of SO:

- Ongoing management of:
  - The services themselves
  - The Service Management processes
  - Technology
  - People

Achieving balance (Conflicting Motives)

- IT Services v Technology
- Stability v Responsiveness
- Quality of Service v Cost of Service
- Reactive v Proactive

Value to business of SO

- Where actual value of strategy, design and transition are realized by the customers and users

Value of communication

- Good communication is important across all phrases of the service lifecycle but so particularly in SO
- Good communication is needed between all ITSM personnel and with users/customers/partners
- Issues can be often mitigated or avoided through good communication
- All communication should have:

  -Intended purpose and/or resultant action

  -Clear audience, who should be involved in deciding

Continual Service Improvement (CSI)

Service Operation:

- Aims to continually align / Realign IT services to changing business needs by identifying and implementing improvements
- Continually looking for ways to improve process efficiency and effectiveness as well as cost effectiveness

Scope of Continual Service Improvement

Scope of CSI:

- Overall health of ITSM as a discipline and of the services
- Alignment of the service portfolio with business needs
- Maturity of processes

Value to business of CSI

- Improved service quality, higher availability
- Gradual cost reduction and better cost-justification
- Better information about existing services and areas for improvement
- Better business/IT alignment
- Increased flexibility and adaptability
- Improved communication
- ROI/VOI

Key Principles, Models & Concepts

- Service Provider
- RACI Model
- Process Owner
- Service Owner
- Suppliers & Contracts
- Service Portfolio
- Service Catalog
- Risk Management Analysis

Service Provider

An organization supplying services to one or more internal or external customers

Key Principles, Models & Concepts

RACI Model

- A RACI model can be used to define roles and responsibilities
- It identifies the activities that must be performed alongside the various individuals and roles involved
- RACI is an acronym for the four main roles of:
  - Responsible : The person or people responsible for getting the job done
  - Accountable : Only one person can be accountable for each task
  - Consulted : The people who are consulted and whose opinions are sought
  - Informed : The people who are kept up-to-date on progress

Task No	Task	IM	Support Towers	SD	Operations Team
1	**Ticket creation & initial severity assessment**	I	R	AR	R
2	**Severity re-assessment / upgrade / downgrade**	I	R	NA	NA
3	**Ticket reassignment**	C	R	NA	NA
4	**Status update content**	C	R	NA	I
5	**Ticket update and closure**	I	R	AR	I

Key Principles, Models & Concepts

Process Owner

Responsible for:

- Assisting with Process Design
- Documenting the process
- Making sure the process is being performed as documented
- Making sure the process meets its aims
- Monitoring and improving the process over time

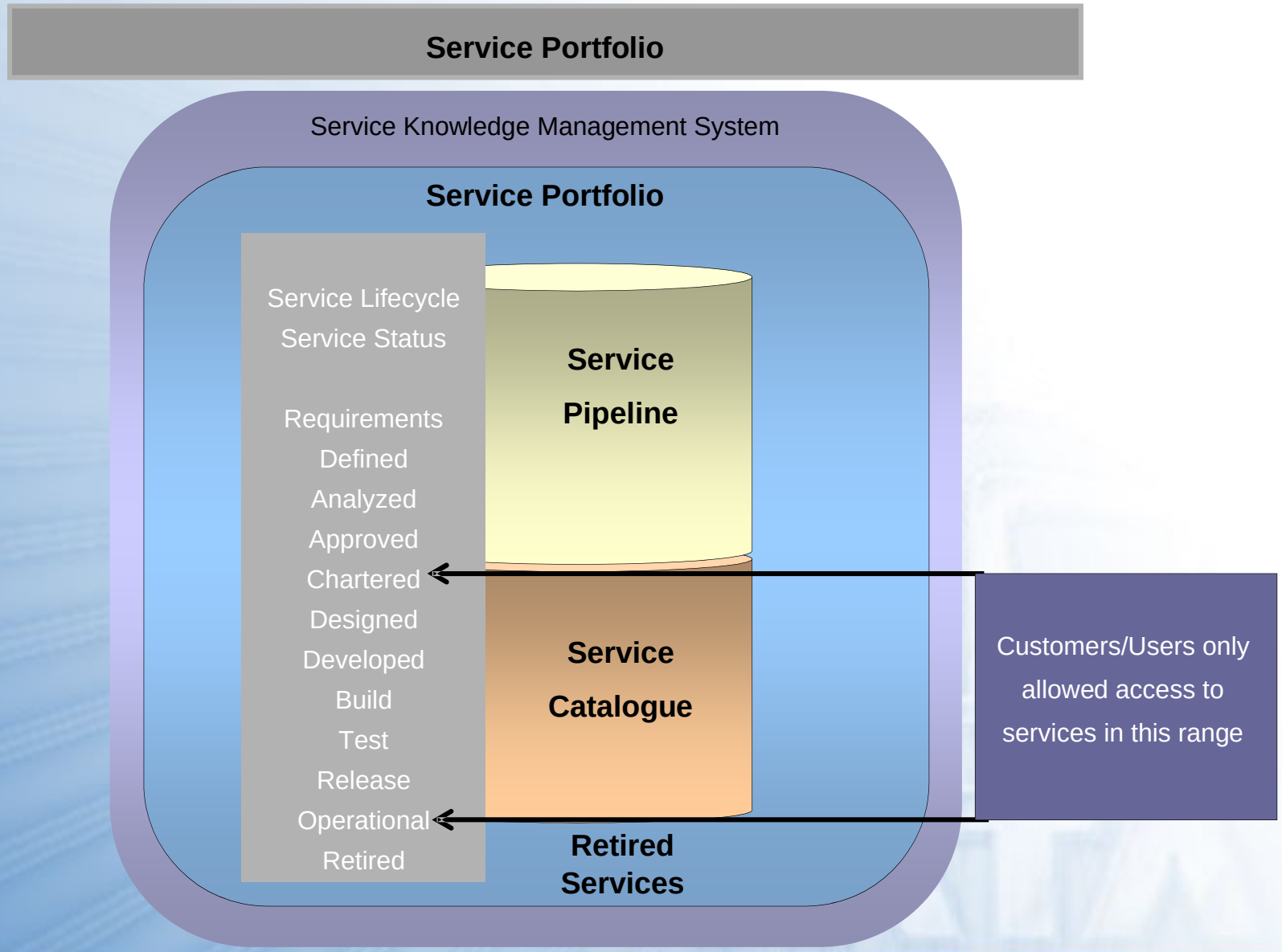
Service Owner

- The Service Owner is responsible to the Customer for a particular service
  - Initiation and transition
  - Ongoing maintenance and support
  - Monitoring and reporting
  - Identifying improvement opportunities
  - Prime customer contact

Suppliers and Contracts

- Supplier
  - A third party responsible for supplying goods or services
  - These are required by the service provider to enable them to deliver services
- Contract
  - A legally binding agreement between two or more parties to supply goods or services

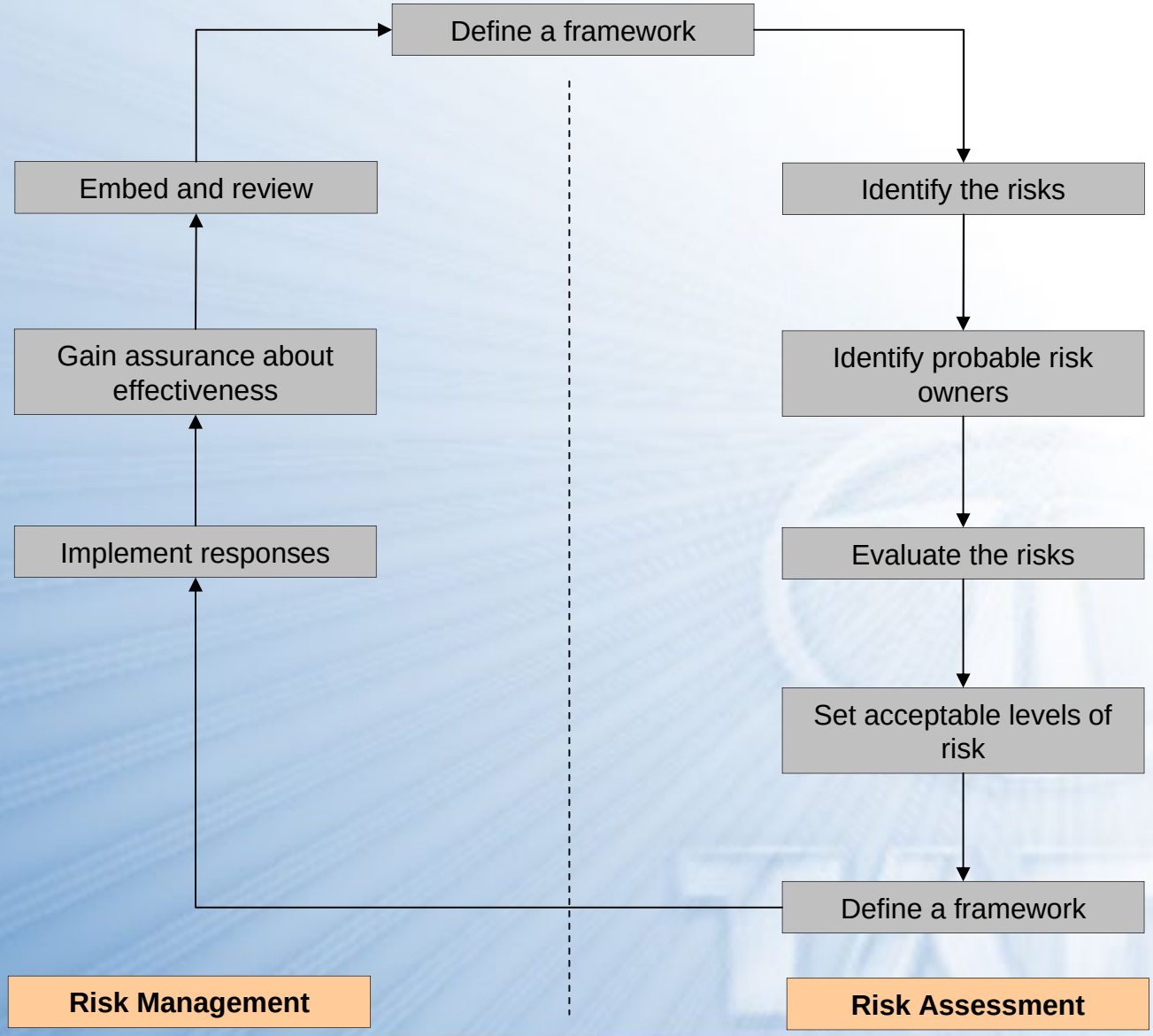
Key Principles, Models & Concepts



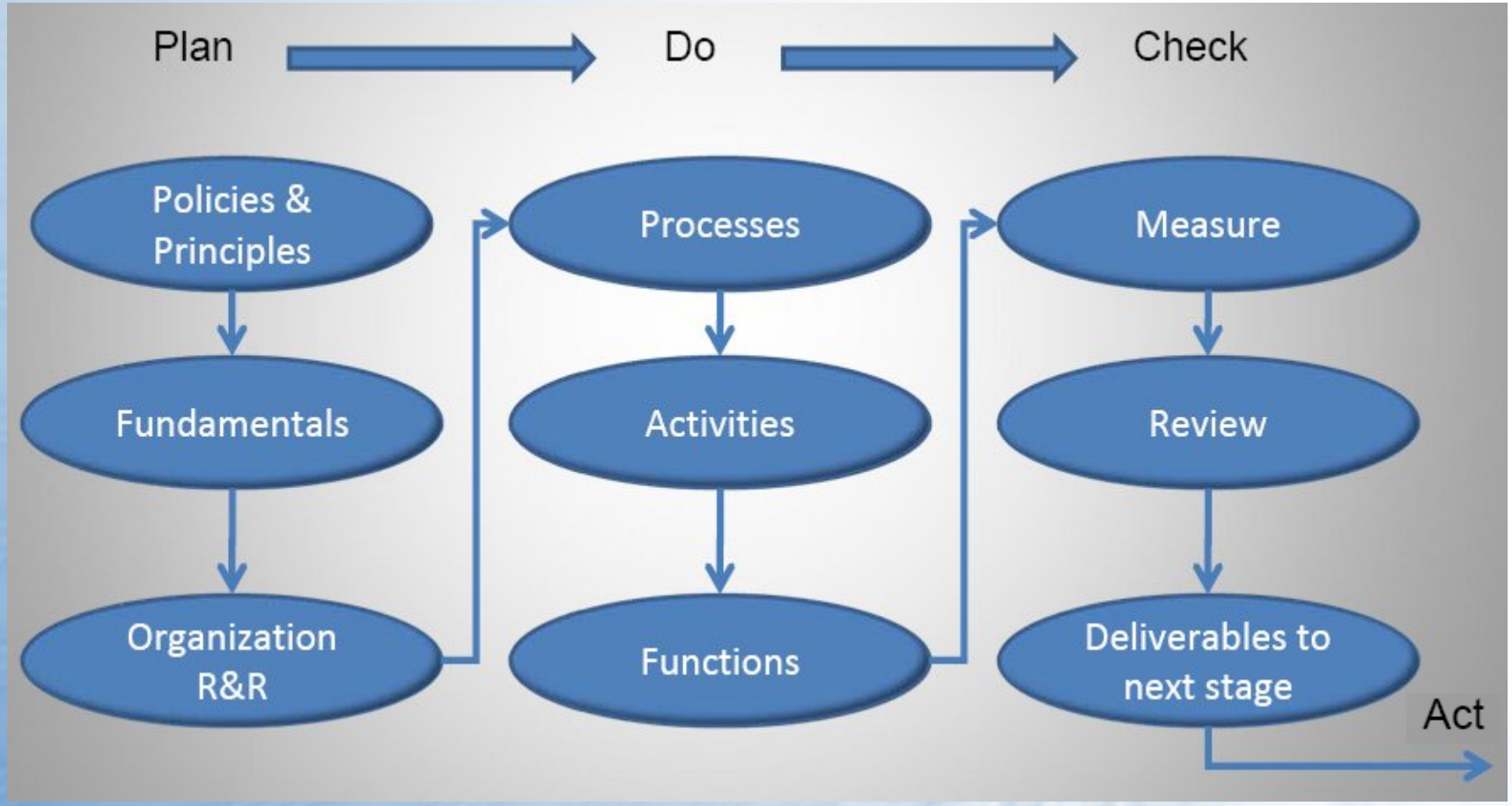
Service Catalog

- Part of Service Portfolio
- Services available for deployment or use
- Information to be shared with customers
- Business Service Catalog
  - Services of interest to customers
- Technical Service Catalog
  - Underpinning services of interest to IT

Risk Management and Analysis



A Lifecycle Stage at Work



Non-Linear Process