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IT Service Management

ITIL als leidraad naar goede ITSM praktijk

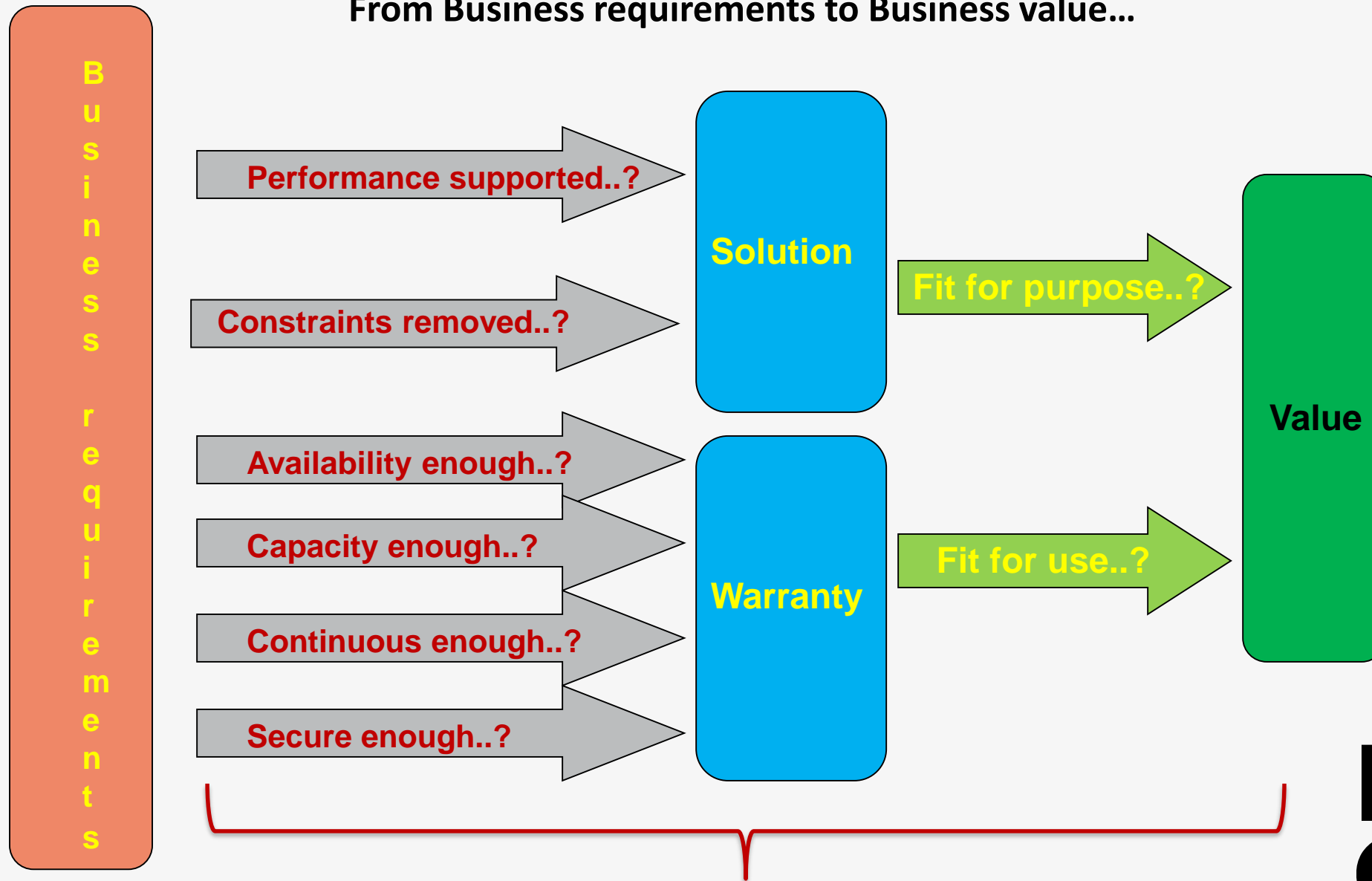HO GENT

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IT Service Management

ITSM als projectoplevering
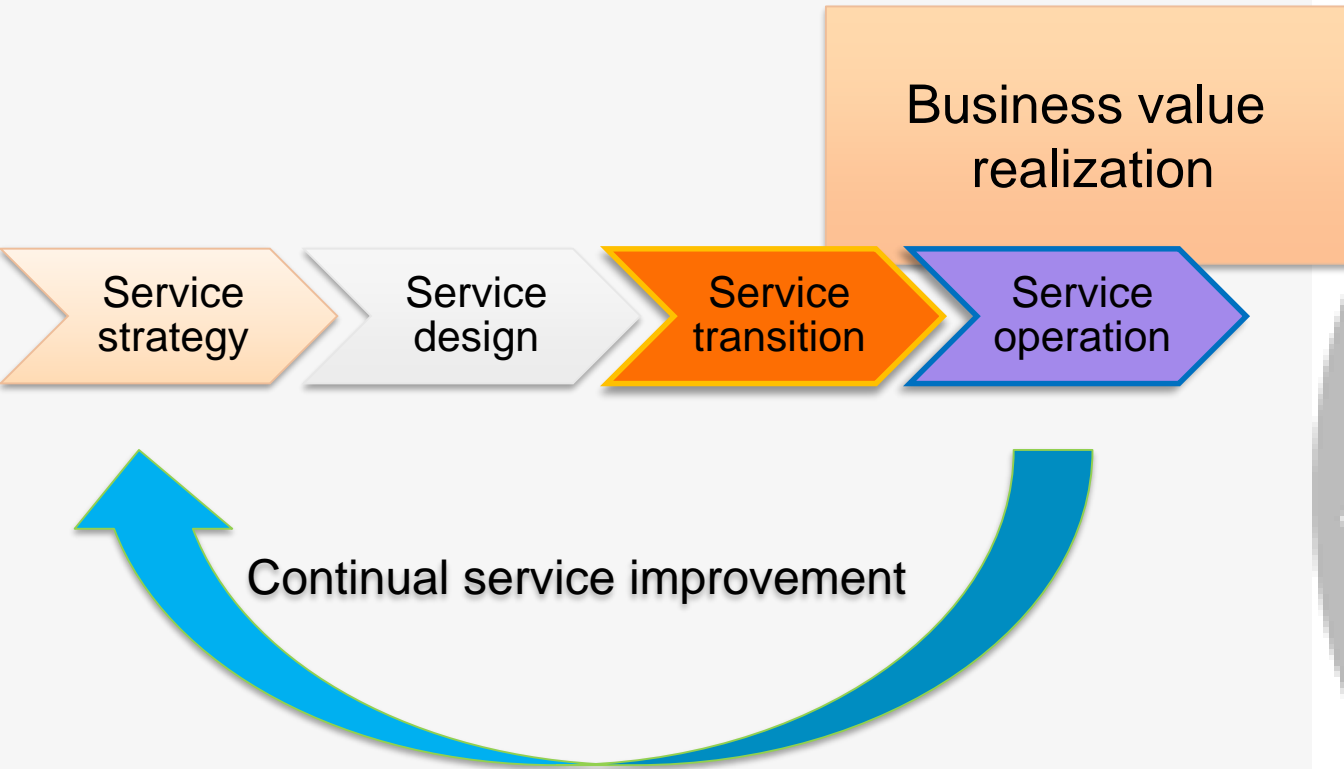
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From Business requirements to Business value…

Business requirements

Performance supported..? →
Constraints removed..? →

Solution

Fit for purpose..? →

Availability enough..? →
Capacity enough..? →
Continuous enough..? →
Secure enough..? →

Warranty

Fit for use..? →

Value

Service requirements are functional & non-functional metrics

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ITIL v3 - Service lifecycle – the overal picture

Project life-cycle … recap …

FIGUUR 1.3 Fasering en producten van elke fase

Fase		Product
Initiatief *Het idee*	→	Projectvoorstel
Definitie *Wat moet er gebeuren?*	→	Plan van aanpak
Ontwerp *Hoe gaat het worden?*	→	Ontwerp
Voorbereiding Hoe moet het gemaakt worden?	→	Gedetailleerd ontwerp
Realisatie Doen!	→	Projectresultaat
Nazorg Gebruik en instandhouding	→	Gebruik projectresultaat Aanpassingen projectresultaat

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How to integrate service objectives in the a project?

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Service design is a project deliverable

FIGUUR 1.3 Fasering en producten van elke fase

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Service design

Service design is a project deliverable

FIGUUR 1.3 Fasering en producten van elke fase

Why?

- Do gather the resuested services objectives of the customer

What is requested to be delivered?

- Define the IT service targets towards the users
- Define the IT service support model the user should use in case of disruption
- Define the terms and conditions a service porvider should meet
- Define availability – capacity – continuity service targets the IT solution should meet
- Define how the IT services will be organised towards the user
- Etc …
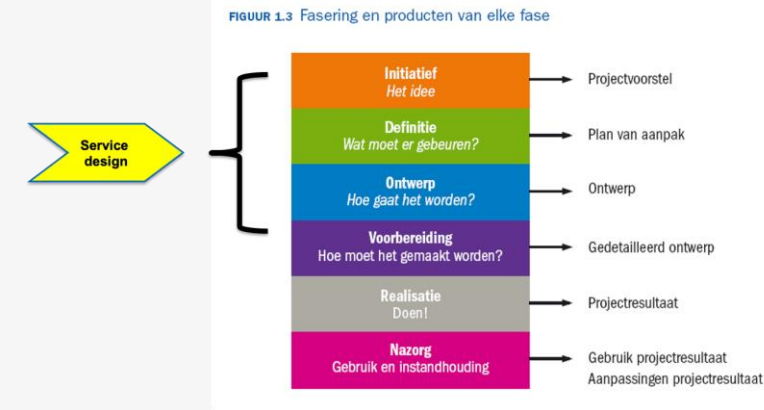
Service Measurement – Metrics

- **Metrics – tips to take into account to define performance indicators**

  – define what is to be measured

  – metric translation of the gathered resuested services

  – are a system of parameters or ways of quantitative assessment

  – include the way of how the measurement is carried out

- **Types of metrics:**

  – **Technology metrics**

    - (ex. Application performance, component serviceability, etc.)

  – **Process metrics**

    - (ex. efficiency, compliance, etc.)

  – **Service metrics**

    - (ex. availability, quality, etc.)

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Service transition is a project deliverable

FIGUUR 1.3 Fasering en producten van elke fase

Fase	Product
Initiatief — *Het idee*	Projectvoorstel
Definitie — *Wat moet er gebeuren?*	Plan van aanpak
Ontwerp — *Hoe gaat het worden?*	Ontwerp
Voorbereiding — *Hoe moet het gemaakt worden?*	Gedetailleerd ontwerp
Realisatie — *Doen!*	Projectresultaat
Nazorg — *Gebruik en instandhouding*	Gebruik projectresultaat / Aanpassingen projectresultaat

Service transition

Service transition is a project deliverable

FIGUUR 1.3 Fasering en producten van elke fase

Why?

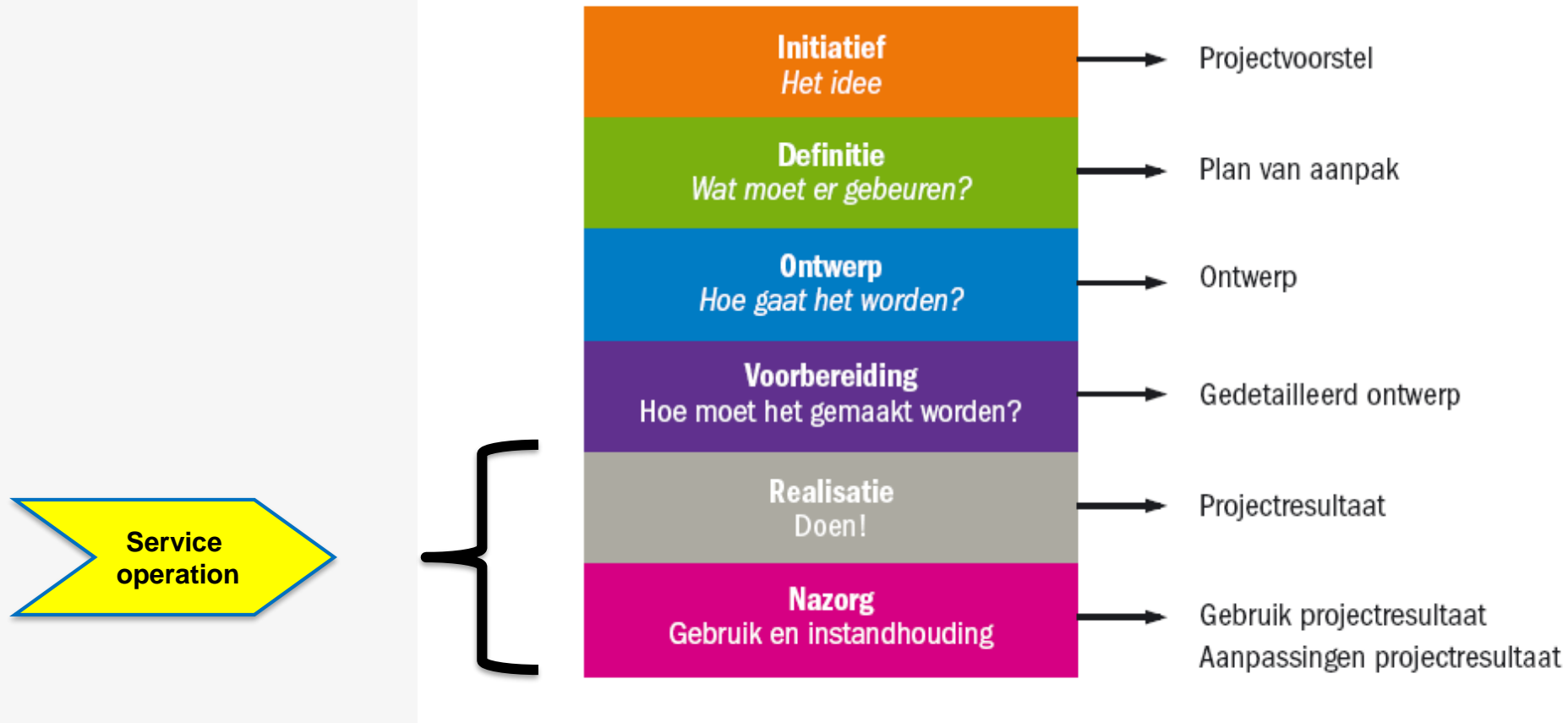- Do build the service requests of the customer

What will be build?

- Support documentation
  - SOP – standard operatonel procedures
  - WI – work instructions
  - LEM - list of error messages
  - LLD - low level design of applications / systems
- Support organisation
  - Define roles – responsibilities – who will do what – when?
    - Service level 1 – Service Level 2 – Service level 3 …
- Support contracts – SLA
- Set-up of application – system – network monitoring
- Set-up Service reports
- Set-up Business – IT relationship board

Service Operation is a project deliverable

FIGUUR 1.3 Fasering en producten van elke fase

Fase	Product
Initiatief — *Het idee*	Projectvoorstel
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Ontwerp — *Hoe gaat het worden?*	Ontwerp
Voorbereiding — Hoe moet het gemaakt worden?	Gedetailleerd ontwerp
Realisatie — Doen!	Projectresultaat
Nazorg — Gebruik en instandhouding	Gebruik projectresultaat / Aanpassingen projectresultaat

Service operation

Service Operations is a project deliverable

FIGUUR 1.3 Fasering en producten van elke fase

Why?

- The IT operations do approve and is ready to *on-board* an IT-solution.
- The Project is CLOSED

What will be in scope of the IT-Operations

- All defined service requests and artefacts are 'ready' for day-2-day service delivery towards the user
- At recurrent basis service reports will be produced for the customer
- At recurrent basis a service review will be organised to propose Service Improvements

Service Reporting – *A Service operations objective*

- Identify the purpose, the target audience and what the report will be used for.

- Build a business-focused Service Reporting Framework.

- Define and agree the policy and rules with the Business and Service Design about how reporting will be implemented and managed.

  – **Agreement on what to measure and what to report on**

  – **Agreed definitions of all terms and boundaries**

  – **Basis of all calculations**

  – **Reporting schedules**

  – **Access to reports and medium to be used**

  – **Meetings scheduled to review and discuss reports.**

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Service Reporting - Activities
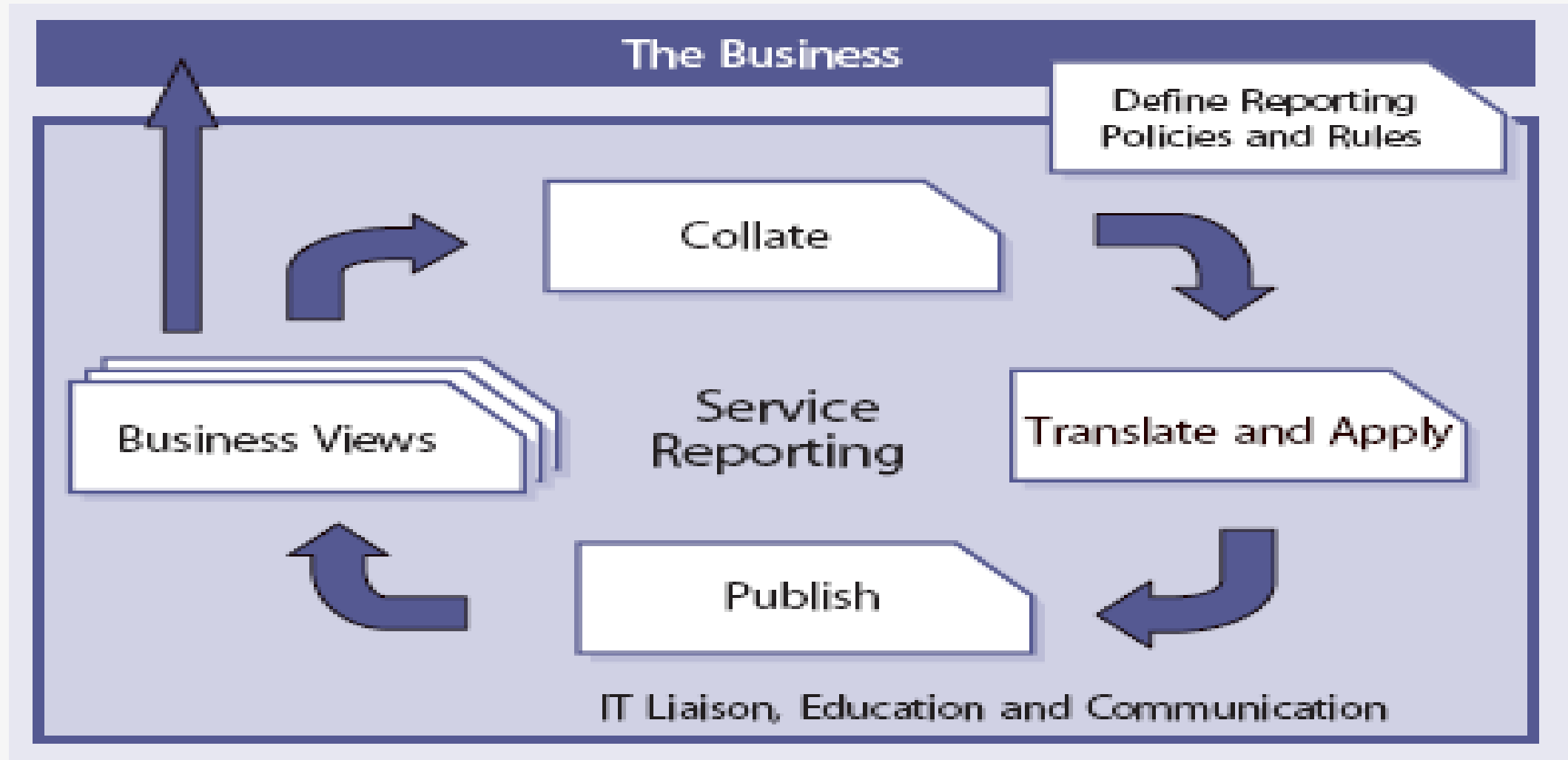
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