WIPRO NGA Program – DC DWS Batch 7

Capstone Project Presentation – 4th and 5th Sept 2024

Project Title Here - ITIL

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ITIL

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What is ITIL ?

ITIL **(Information Technology Infrastructure Library)** is a framework of best practices for delivering high-quality IT services. It focuses on aligning IT services with business goals, improving efficiency, and ensuring consistent service management. ITIL provides guidelines for managing risk, improving customer satisfaction, and optimizing IT processes. By adopting ITIL, organizations can enhance service delivery, reduce costs, and increase overall effectiveness in IT service management.

What are the core components of the ITIL framework ?

The core components of the ITIL framework include:

1. **Service Value System (SVS):** Ensures a holistic approach to service management, integrating various components like governance, service value chain, practices, and continual improvement.

2. **Service Value Chain:** A model that describes key activities required to respond to demand and facilitate value creation through services.

3**. ITIL Practices**: Includes a set of 34 practices divided into three categories: General Management Practices, Service Management Practices, and Technical Management Practices.

4. **Continual Improvement:** A model for ongoing service enhancement, ensuring that services remain relevant and effective in meeting customer needs.

OBJECTIVE

Understand the ITIL concepts and principles.

Understand the ITSM concept.

Explain the RACI matrix.

Difference between ITIL v3 and ITIL v4.

Understand Service Value chain

Understand the ITIL concepts and principles.

ITIL Framework Overview

Key ITIL Principles

ITIL Framework Overview

- **Service Lifecycle:** ITIL focuses on managing the entire lifecycle of IT services, from planning and design to delivery and improvement.

- **Processes and Functions:** It provides structured processes (e.g., incident management) and functions (e.g., service desk) to ensure efficient service delivery.

- **Best Practices**: ITIL incorporates industry best practices for aligning IT services with business needs and improving service quality.

- **Continuous Improvement:** Emphasizes the importance of regularly evaluating and enhancing IT services to meet evolving requirements.

Key ITIL Principles

- **Service Value System (SVS):** Ensures that all components and activities of the IT organization work together to create value.

- **Focus on Value:** Everything ITIL does is aimed at delivering value to customers and stakeholders.

- **Collaboration and Communication:** Encourages effective teamwork and information sharing across all levels of the organization.

- **Adaptability:** Provides a flexible framework that can be tailored to fit different organizational needs and contexts.

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Understand the ITSM concept.

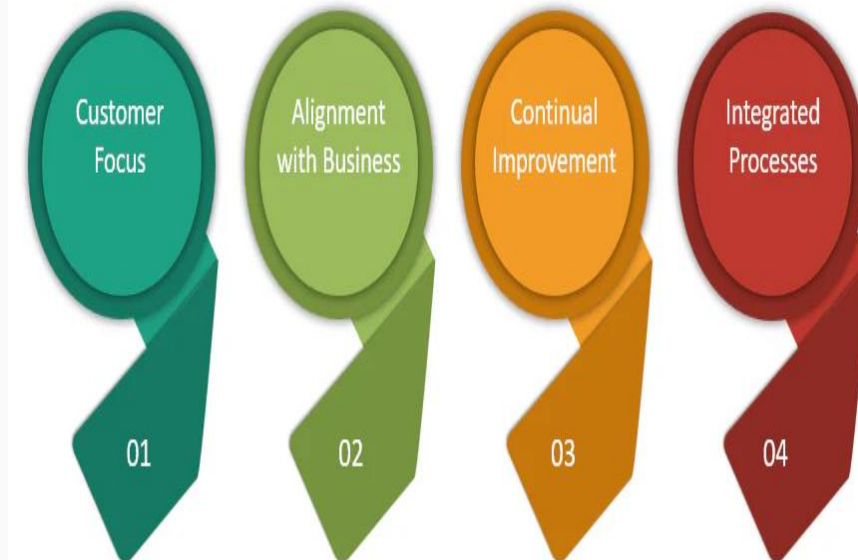## Benefits of ITSM

Core ITSM Principles

Benefits of ITSM

- **Improved Efficiency:** Streamlines IT operations by implementing standardized processes and practices.

- **Enhanced User Satisfaction:** Provides a better experience for users by resolving issues more effectively and efficiently.

- **Cost Management:** Helps in controlling and optimizing IT expenditures by managing resources and services effectively.

- **Risk Reduction:** Identifies and mitigates risks associated with IT services, leading to greater reliability and stability.

Core ITSM Principles

- **Service Delivery:** ITSM focuses on delivering high-quality IT services that meet the needs of users and businesses.

- **Customer - Centric Approach:** Emphasizes understanding and addressing the needs and expectations of customers.

- **Process Management:** Utilizes structured processes (e.g., incident management, change management) to ensure consistent and efficient service delivery.

- **Performance Measurement:** Involves tracking and assessing service performance to ensure continuous improvement and alignment with business goals.

Core Principles of ITSM

Customer Focus 01 | Alignment with Business 02 | Continual Improvement 03 | Integrated Processes 04

Explain the RACI matrix.

RACI Matrix Overview

Benefits of Using a RACI Matrix

RACI Matrix Overview

- **Definition:** The RACI Matrix is a tool used to clarify roles and responsibilities in a project or process by defining who is Responsible, Accountable, Consulted, and Informed.

- **Roles Defined:** Responsible is the person who performs the task, accountable is the person who owns and ensures the task's completion, consulted refers to those who provide necessary input, and informed are those who receive updates on progress.

- **Clarity in Communication:** Ensures everyone involved understands their role and responsibilities, reducing confusion and overlap.

- Decision-Making: Helps streamline decision-making by clearly identifying who is accountable for final approvals and who needs to be consulted.

Benefits of Using a RACI Matrix

- **Improves Accountability:** Clearly assigns ownership of tasks, ensuring accountability and reducing the risk of tasks falling through the cracks.

- **Enhances Efficiency:** Prevents duplication of effort and conflicts by specifying who is responsible and who needs to be consulted.

- **Facilitates Communication:** Provides a clear framework for communication, making it easier to manage stakeholder expectations and updates.

- **Supports Project Management:** Assists in planning and tracking progress by delineating roles and responsibilities throughout the project lifecycle.

Benefits of using a RACI chart

Clarity | Accountability | Consistency | Efficiency
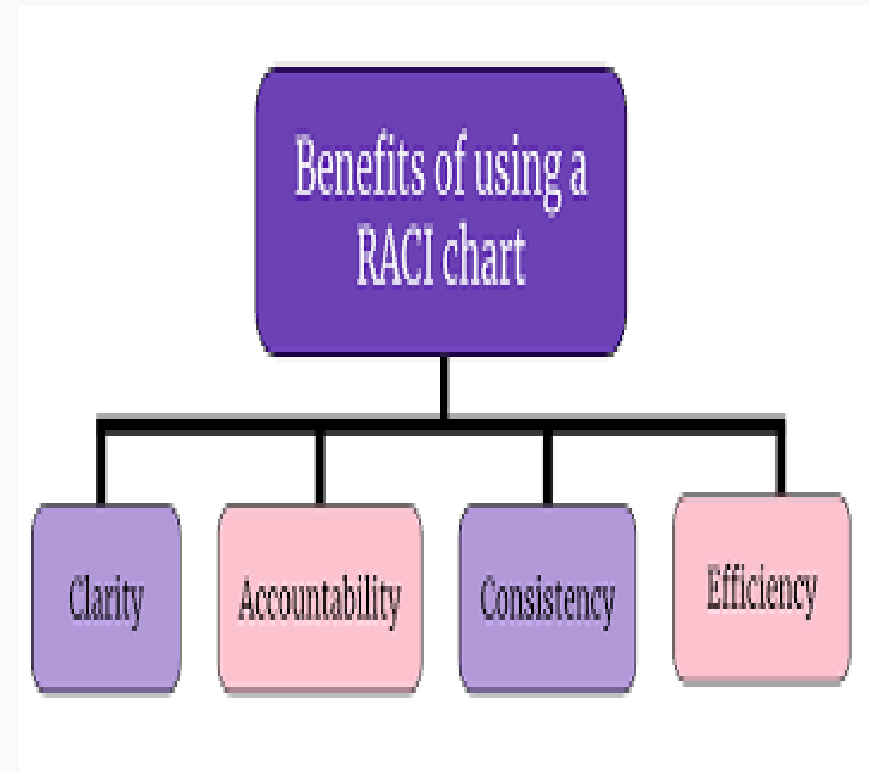
Difference between ITIL v3 and ITIL v4.

Framework Structure and Approach

Integration and Flexibility

Framework Structure and Approach

1. ITIL v3 Framework Structure: Utilizes a Service Lifecycle Model consisting of five stages—Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement—emphasizing detailed processes within each stage.

2. ITIL v3 Guidance: Provides prescriptive, detailed guidance for implementing processes and practices across the lifecycle stages.

3. ITIL v4 Framework Structure: Adopts a holistic Service Value System (SVS) that integrates various components to create value, offering a comprehensive approach to service management.

4. ITIL v4 Guidance: Focuses on flexible practices instead of rigid processes and introduces seven guiding principles to help organizations effectively tailor and adopt practices.

Integration and Flexibility
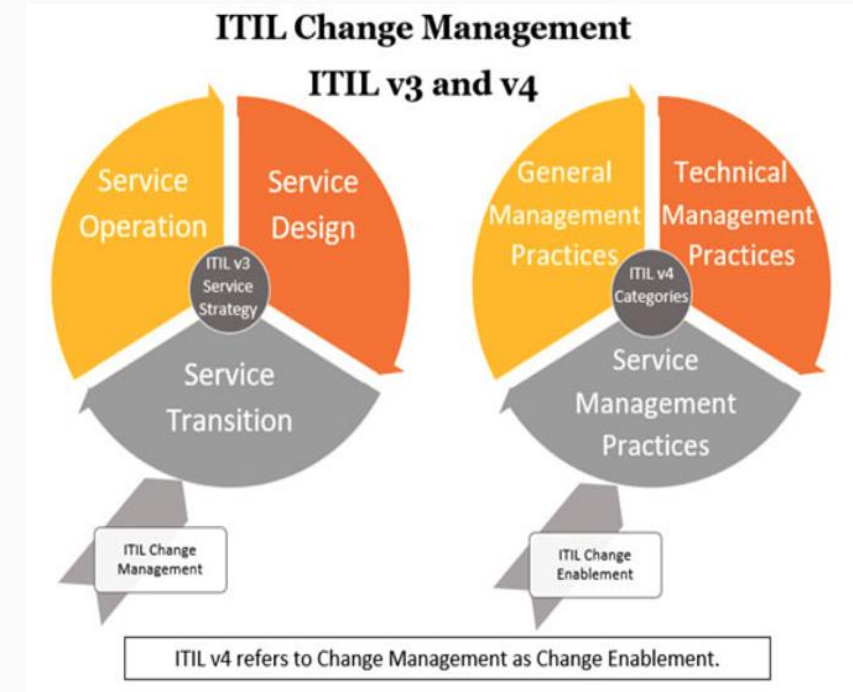
- **ITIL v3:**

  - Limited Integration: Primarily focused on IT service management with less emphasis on integration with other frameworks or methodologies.

  - Complexity: Can be complex and rigid due to its structured approach and detailed processes.

- **ITIL v4:**

  - Holistic Integration: Designed to integrate seamlessly with other frameworks and methodologies like Agile, DevOps, and Lean.

  - Increased Flexibility: Offers greater flexibility and adaptability, allowing organizations to customize practices based on their specific needs and contexts.

ITIL Change Management ITIL v3 and v4

ITIL v4 refers to Change Management as Change Enablement.

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Understand Service Value chain

Service Value Chain Components

Benefits of the Service Value Chain

Service Value Chain Components

- **Value Chain Overview:** The Service Value Chain is central to ITIL v4, illustrating the key activities involved in delivering and enhancing IT services.

- **Key Activities:**

  - Plan, Design & Transition: Develop strategic plans, design services, and transition them to production.

  - Engage, Obtain/Build, Deliver & Support: Interact with stakeholders, acquire resources, and deliver and maintain services to ensure value.

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Benefits of the Service Value Chain

- **Holistic View:** Provides a comprehensive view of all activities involved in delivering value, ensuring alignment and coordination across different functions.

- **Enhanced Efficiency:** Streamlines processes by clearly defining and integrating key activities, reducing duplication and inefficiencies.

- **Focus on Value Delivery:** Emphasizes the importance of delivering continuous value through a structured approach to service management.

- **Adaptability:** Allows organizations to adapt and optimize the value chain activities based on changing needs, technologies, and business environments.

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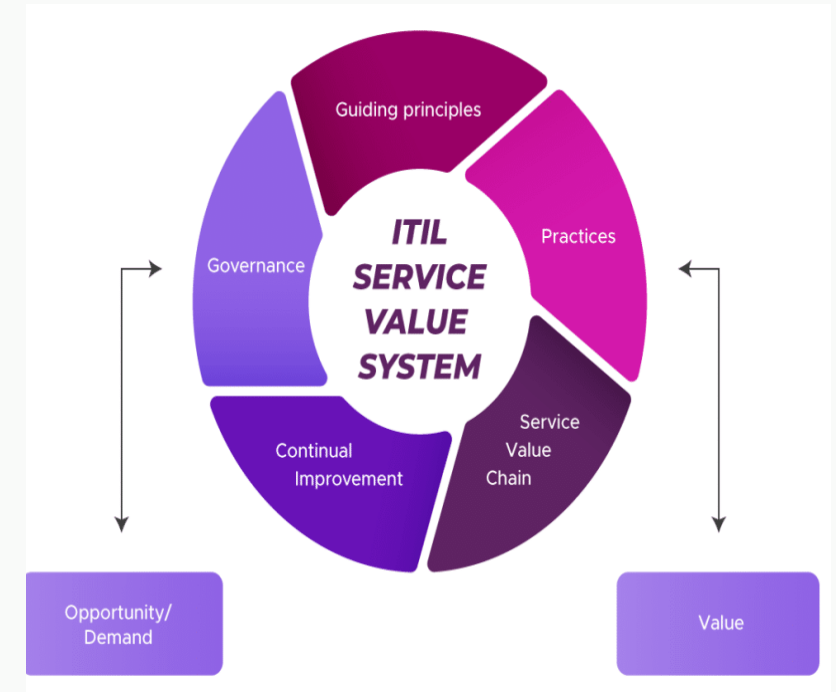
PROJECT SCOPE

Explain the Service value chain.

Understand all types of management levels.

Implement the RACI matrix in a project.

Understand the life cycle of ITIL

Explain the Service value chain.

1. Core Structure:

The Service Value Chain outlines the key activities involved in delivering and improving IT services, ensuring that all steps from planning to delivery are integrated.

2. Key Activities:

Plan sets strategic objectives; Design & Transition creates and implements services; Deliver & Support manages service delivery; and Improve focuses on ongoing enhancement.

3. Value Creation:

Each activity contributes to creating and delivering value by aligning IT services with business needs and customer expectations.

4. Enhanced Efficiency:

Provides a structured approach to streamline processes, reduce redundancies, and improve coordination across service management functions.

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Understand all types of management levels.

1. Strategic Management:

- Focuses on long-term goals and overall direction.

2. Tactical Management:

- Implements strategies through departmental plans and resources.

3. Operational Management:

- Manages daily operations and immediate tasks.

4. Administrative Management:

- Supports and handles routine administrative tasks.

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Implement the RACI matrix in a project.

1. Define Tasks and Deliverables:

  - List all tasks and deliverables needed for the project.

2. Assign RACI Roles:

  - Identify who will execute the task (Responsible), designate who is ultimately answerable (Accountable), determine who provides input or expertise (Consulted), and specify who needs to be kept updated (Informed).

3. Communicate Roles:

  - Share the RACI matrix with the project team to ensure clarity.

4. Review and Adjust:

  - Regularly review the RACI matrix and adjust roles as needed throughout the project.

Understand the life cycle of ITIL.

1. Service Strategy: Develops long-term goals and service objectives aligned with business needs.

2. Service Design: Creates detailed plans and designs for new or improved services.

3. Service Transition: Manages the rollout and deployment of services into the live environment.

4. Service Operation: Ensures effective service delivery and day-to-day management.

5. Continual Service Improvement: Continuously evaluates and enhances services to meet changing needs and improve performance.

PREREQUISITES & PROJECT REQUIREMENTS

Basic Knowledge of ITSM.

Basic understanding how ITIL is followed in IT companies.

Understanding of service level agreements

Understanding of Service value and core principles..

DELIVERABLES

Obtain and approve change management.

Able to create Incident report.

Explain the problem management and prioritization.

Service management and Service request.

Implement and evaluate RACI matrix in a project.

Summary

Objective: Equip students with foundational knowledge of ITIL and ITSM.

Coverage: Includes ITIL concepts, ITIL v3 vs. v4, the RACI matrix, and the service value chain.

Practical Skills: Focus on RACI matrix implementation, service level agreements, and incident reporting.

Scope: Comprehensive training on ITIL lifecycle, problem management, and service management, all within 1 day.

Conclusion

Foundational Knowledge: Students will gain a solid understanding of ITIL and ITSM concepts, including key differences between ITIL v3 and v4.

Practical Skills: The project will develop skills in applying ITIL principles, such as using the RACI matrix and managing service tasks.

Real-World Readiness: Students will be equipped to manage incidents, handle change management, and understand service level agreements.

Efficient Training: The project delivers comprehensive knowledge and skills in a focused, one-day training session.

THANK YOU

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