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Professional Issues in IT

*Topic 10:
Analysing and Applying IT Service
Management*

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Analysing & Applying IT Service Management Topic 10 - 10.2

Scope and Coverage

This topic will cover:

- ITSM International Standard
- ITSM frameworks



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Learning Outcomes

By the end of this topic students will be able to:

- Identify and describe international ITSM standard;
- Identify and describe ITSM frameworks;
- Show developed practical ITSM skills.



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ITSM Standard and Frameworks

- International Standard
 - ISO 20000
- Frameworks
 - ITIL
 - COBIT
 - ITSM

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ISO 20000 - 1


- First international service management standard
- Replaced UK BS15000
- Launched December 2005
- Published by International Organisation for Standardisation (ISO)
- Aim
 - Proactive approach to IT service management

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ISO 20000 - 2


- Enables organisations to accredit to global standard
 - Audit certification process
 - Annual retention audits
- Demonstrates organisation knowledge/ability
 - Management practices, procedures and controls
 - Potential competitive advantage
- Becoming required standard for Government IT contract bidders
 - UK National Health Service
 - US Air Force
 - <http://tinyurl.com/4yclknx>

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ISO 20000 - 3

- Written to align with ITIL best practice
- ITSM frameworks compatible
 - COBIT
- 5 part international standard
 - 20000-1 certifiable standard
 - 20000-2 code of practice
 - 20000-3 scope definition and applicability guidance
 - 20000-4 process reference model
 - 20000-5 exemplar implementation plan

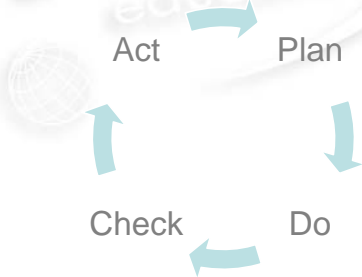
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Plan-Do-Check-Act (PDCA)



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ISO 20000 Part 1

- Formal specification
 - 2011 version
- Defines organisation requirements
 - Managed services quality
- Integrated management processes
 - Deliver effective services
- Includes
 - Plan-do-check-act ISO operating principle

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ISO 20000 Part 2

- Series of best practices:
 - Based on ISO 20000 Part 1
 - Industry based guidance
 - Ideal stepping stone for part 1 auditing

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Information Technology International Library (ITIL) - 1


- Published by Office of Government Commerce (OGC)
 - UK government department
- Pre-dates ISO 20000
- Created in consultation with public and private sectors
- Cohesive best practice framework
- Series of ITSM concepts and practices
 - Checklists and procedures

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ITIL - 2


- ITIL aligned with ISO 20000
 - OGC vowed to continue alignment
- Version 3 launch 2007
- Benefits
 - Focused on customer benefit and efficiency
 - Increased business relevance
 - Increase IT service value
 - Pro-active approach culture
- Issues
 - Not a formal standard

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ITIL - 3

- Standardised SLA and contract materials
- SLS template
- ITIL lifecycle
 - Service strategy
 - Service design
 - Service transition
 - Service operation
 - Continual service improvement

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ITIL Lifecycle

- You can view a complete visual overview of ITIL lifecycle phases at www.itil.org

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COBIT

- Control **OB**jectives for **I**nformation and related **T**echnology
- Developed by Information Systems Audit and Control Association (ISACA)
- Concerned with IT governance of ITSM
 - No tolerance of misconduct
- Best practise framework
 - Provides IT process controls
 - Provides audit and compliance guidance

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ITSM 2.0 - 1

- Traditional and cloud combined framework
 - For cloud environment
- Launched 2011
- Aim
 - Alter approach to current and next generation service management
 - “ITSM 2.0 represents a key milestone in moving to cloud based services...”

(Paul Speers, MD of FoxIT in Bean, S: 2011)




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ITSM 2.0 - 2

- ITIL/COBIT compatible
- Developed by SM organisation
 - ITIL/COBIT developed by institutes
- Organisation focused
- Strengthen best practice and current standards
- Use current best practice as ITSM 2.0 foundation




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