

ITIL V3. Basic Notions

What is ITIL?

ITIL – Information Technology Infrastructure Library – A set of best-practice publications for IT service management.

Service Strategy is the center and origin point of the ITIL **Service** Lifecycle.

Service Management – a set of specialized organizational capabilities for providing value to customers in the form of service.

What is **service**? – it is a means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks.

Customer – the one, who transfers costs, risks, retains focus, and accountability for outcomes.

Service Provider – the one, who takes on costs and risks, responsible for achieving outcomes.

Service Value Creation = Utility (what the service does) + Warranty (how it is delivered).

Process – a structured set of activities designed to accomplish specific objectives, includes roles, responsibilities, tools, it is an organized set of activities.

It should be **measurable**, as it is performance-driven, should have specific **results**, deliver results to **customers**, it should **respond to a specific trigger**.

(*The main outputs from the process should be driven by the objectives and should include process measurements (metrics), reports, and process improvement.*)

Metric – something that is measured and reported to help manage a process, IT service, or activity.

RACI matrix – describes the participation by various roles in completing tasks or deliverables for a project or business process:

- *Responsible* (for getting the job done)
- *Accountable* (1 person can be accountable for one task; The one ultimately answerable for the correct and thorough completion of the deliverable or task, and the one who delegates the work to responsible)
- *Consulted* (whose opinions are sought)
- *Informed* (kept up-to-date on progress)

Service owner – is accountable for the delivery of a specific IT service. Often, the Service Owner will lead a team of technical specialists or an internal support unit.

Process owner – responsible for ensuring that the process is fit for the desired purpose and accountable for the outputs. The Process Owner's responsibilities include sponsorship, design, and continual improvement of the process and its metrics.

Stakeholders – have interest in organization, project, or service and may be interested in the activities, targets, resources from service management.

(*Internal* – functions, groups, and teams who deliver the services within an organization. *External* – customers, use services, or goods. *Suppliers* – 3rd parties, supply goods, and services.)