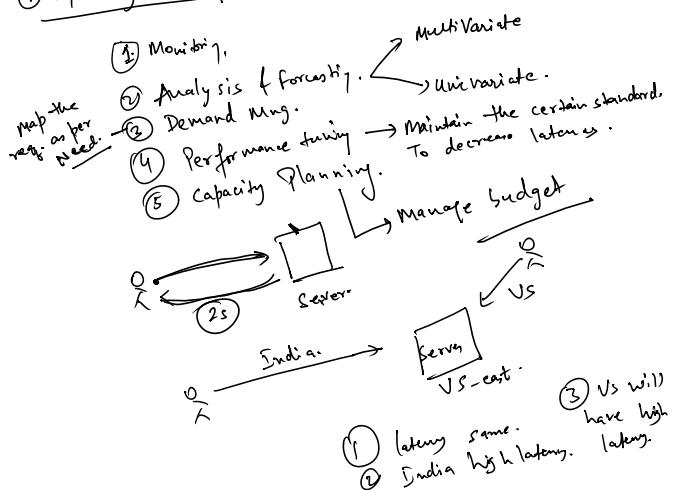


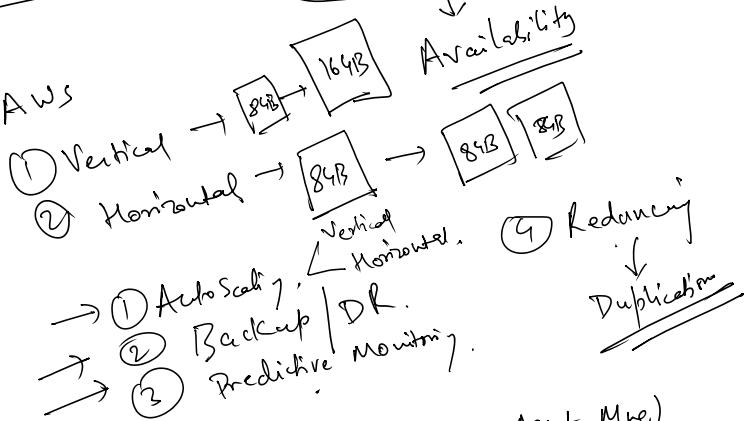
① Capacity & Performance Mng.: -



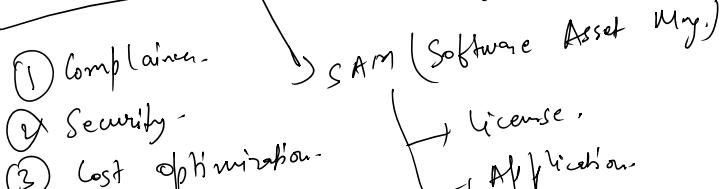
Availability Mng.: -

SLA - 99.5%

AWS



Asset Mng.: -



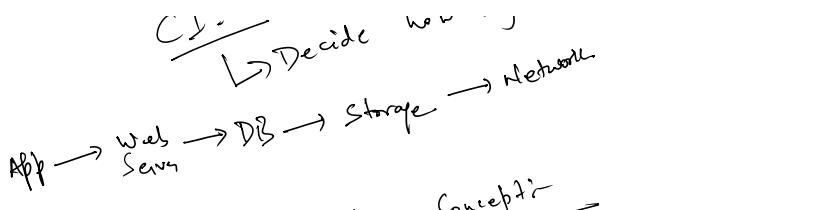
ITAM Control

- ① Warranty Tracker
- ② Renewal Alert
- ③ Unauthorized SW detection.
- ④

* Service Configuration Mng. (MDB).:-

Maintain the configuration Backup.

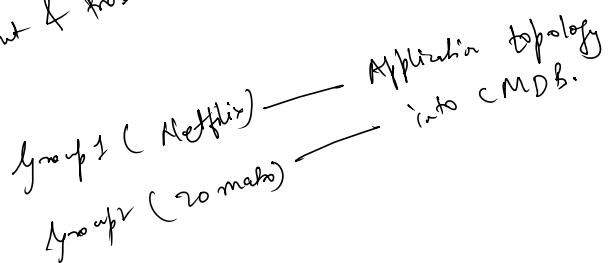
CI: Configuration item
 ↳ Decide how any service behave?
 ↳ Latency → Network
 ↳ Latency



- CMDB Key Concept
- ① CJ Attributes → - license key, owns, manufacturer etc.
 - ② CJ Relationship → depend-on, hosted-on, user-key.
 - ③ Config Baseline → Approved/verified CJ Version
 - ④ Reconciliation → fixing Duplicate/Inaccuracy.

Practices

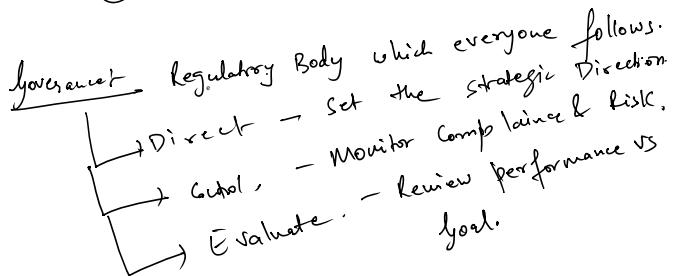
- ① Change Enablement
- ② ITAM. - HW & SW Asset
- ③ Incident & Problem mapping



Value = Minimized Risk + Optimized Cost + Outcome Achieved.

Value is not delivered from producer / services.
It's done by collaboration b/w producer / consumer & partner.

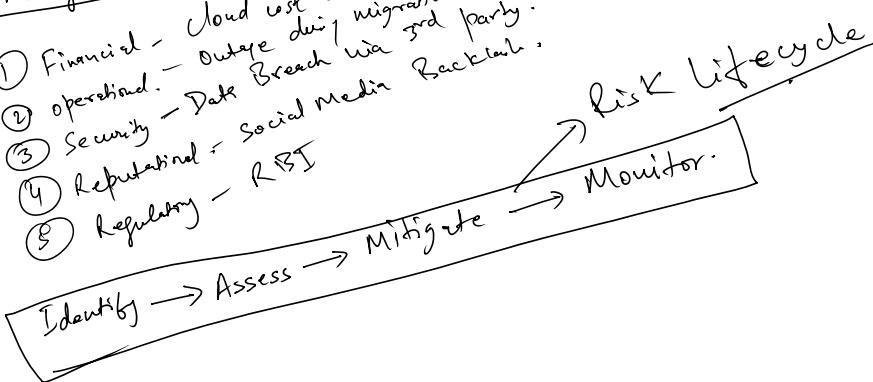
- Stakeholders (Phone)
- ① Customer → Bank (HDFC, SBI, ICICI)
 - ② User → User regular user that feed back & make
 - ③ Service Provider → AWS / Azure
 - ④ Supplier / Vendor → HP / Cisco
 - ⑤ Regulator → RBI



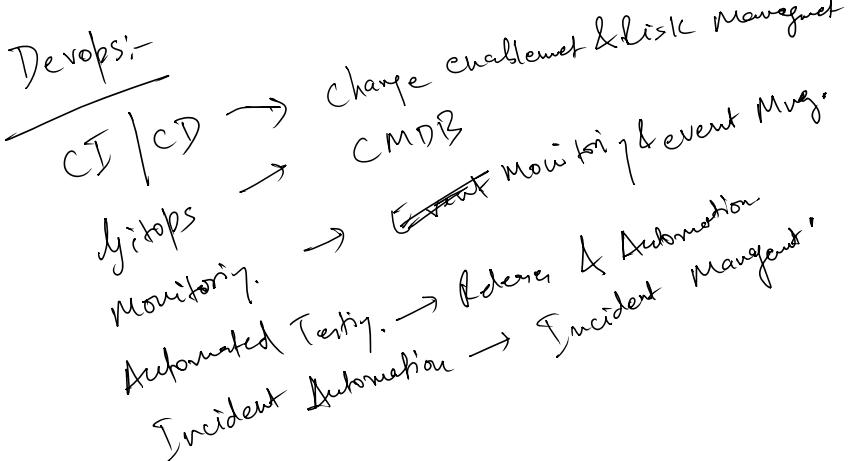
 Evaluate your

Risk Management & compliance:-

- ① Financial - Cloud cost overrun.
- ② operational - Outage during migration.
- ③ Security - Data Breach via 3rd party.
- ④ Reputation - Social Media Backlash.
- ⑤ Regulatory - RBSI



Compliant Alignment :-



SRE Environment:-

- ① SRE / SLO → Service level Mng.
- ② Error Budget → Change enablement & Risk
- ③ Toil Reduction → Continuous Improvement
- ④ Incident Response → Incident Mng.
- ⑤ Post-mortem → Problem Mng.
- ⑥ Observability → Monitoring & event Mng.
- ⑦ Reliability Review → Availability & Capacity Mng.

ITIL vs ITSM vs COBIT

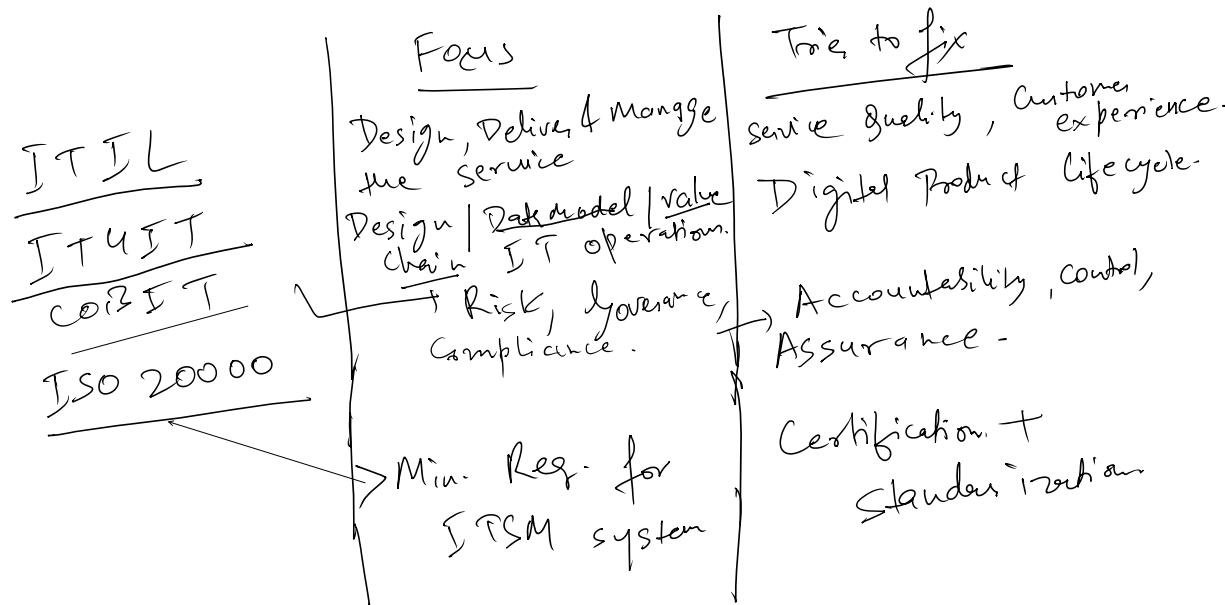
↓
Process
Reference Architecture
for managing IT

Compliance,
Risk management
Governance.

ISO 20000
↓
Certified
ITSM
System.

Process " " for managing " " Governance.

Service



Practical Integration with Cloud & Digital Transformation

Initiative: ITIL + cloud + Digital Transformation.

