<u>DEFENITIONS</u>

IT Assets - Any valuable component that can contribute to the delivery of an IT product or service. <mark>(Valued)</mark>

Configuration Item - Any component that needs to be managed in order to deliver an IT service. <mark>(Component)</mark>

Release Management - to make new and changed services and features available for use. <mark>(Available)</mark>

Deployment Management - deals with live operations. The purpose is to move new or changed hardware, software, documentation, processes, or any other component to live environments. <mark>(Moving them to the live operations)</mark>

<u>4 Types of Deployment</u>:

1. Big Bang
2. Phased
3. Continuous
4. Pull

Engage - One output is customer requirements**. [The Service Value Chain (SVC)]**

<u>Understanding the basics of ITIL practices in regard to:</u>

− The Service Desk
− Monitoring and events
− Incidents, problems, and requests
− Change Enablement
− Service level agreements
− Continual Improvement

➢ <u>The Service Desk</u>

Is the entry point/single point of contact for the IT or service organization as well as users. (<u>Note</u>: Hire people that have good people skills).

Purpose:

- It is about both <mark>incident resolution</mark> and <mark>service requests.</mark>
- <mark>●</mark> To log incidents and track requests
- To classify, acknowledge, own and action issues, queries, and requests.
- To serve as an empathetic and informed link between the service provider and its users.

- To have excellent customer service, <mark>incident analysis, (one of the most important skill)</mark>, and prioritization skills.

➢ MONITORING AND EVENTS

Event - Any change of state that has significance for the management of a configuration item (CI) or IT service.

Purpose:

- To systematically observe services and service components, and record and report selected changes of state identified as events.

3 TYPES OF EVENTS

1. Information events
2. Warning events
3. Exception events

2 TYPES OF MONITORING

1. **Active**: Tools will poll key CIs, looking at their status to generate alerts when an exception occurs
2. **Passive**: The CI itself generates the operational alerts.

➢ INCIDENT MANAGEMENT

Incident - An unplanned interruption to a service or reduction in the quality of a service.

Purpose:

- To minimize the negative impact of incidents by restoring normal service operation as quickly as possible.

Big idea:

- Handling incidents requires good documentation, sometimes that's just simply gathering user data via automatic scripting.

<mark>********************FROM THE <u>ITIL FOUNDATION BOOK</u>*******************</mark>

Incident Management

- Low impact incidents must be handled efficiently so that they don't consume resources.
- People working on incidents should provide good quality updates in a timely manner.
- All major incidents require a dedicated (perhaps temporary) team with representatives from different stakeholder groups.

==***==

Problem - A cause, or potential cause, of one or more incidents. ==(Root cause of the incident).==

Known Error - A problem that has been analyzed and has not been resolved. Known Errors are put into a "Known Errors Database, (KEDB).

Workaround - A solution that reduces or eliminates the impact of an incident or problem for which a full resolution is not yet available. Some workarounds reduce the likelihood of incidents. ==(Can be recorded at any stage and doesn't have to wait for analyzes to be complete)==.

➢ PROBLEM MANAGEMENT

Purpose:

- To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors.

3 PHASES OF PROBLEM MANAGEMENT

1. Problem identification activities identify and log problems, this can include performing trend analysis of incident records.
2. Problem control considers all contributory causes, it's important to analyze problems from all angles of the four dimensions.
3. Error control manages known errors, this includes identifying potential permanent solutions.

Problem Management

- Relies on the knowledge and experience of staff.
- Needs personnel that understands complex systems and has excellent analytical and creative skills.
- Is closely related to incident management.
- Works with change enablement, risk management, and continual improvement.

➢ SERVICE REQUEST

A request from a user or user's authorized representative that initiates a service action that has been agreed as a ==normal part of service delivery==.

Service Request Management

Purpose:

- To support the agreed quality-of-a-service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner.

Examples:

- Replacing laser toner
- Request for access to software or a folder

➢ CHANGES AND SLAs

Change - The addition, modification, or removal of anything that could have a direct or indirect effect on services.

CHANGE ENABLEMENT

Purpose:

- To maximize the number of successful IT changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing a change schedule. (<mark>All change produce risk of some sort</mark>).

3 TYPES OF CHANGE

1. Standard
2. Normal
3. Emergency

SERVICE LEVEL MANAGEMENT

Purpose:

- To set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets. (You should use **SMART** Targets).

S.M.A.R.T - Specific. Measurable. Attainable. Relevant. Timebound.

- Since many services are 'bundled', these targets might need to be combined and aggregated together to reflect a more realistic view.

Service Level Management provides the end-to-end visibility of the organization's services, this means:

- Capturing and reporting on service issues including performance against the SLAs.
- Performing service reviews to make sure the current set of services continues to meet the needs of the organization and customers
- Establishing a shared view of the services and target service levels with customers.

Key items to consider about successful SLA's

- They must be related to a defined service in the service catalogue

* Otherwise, they are simply individual metrics without a purpose, that do not provide adequate visibility or reflect the service perspective.

- They should relate to ==defined outcomes== and not simply operational metrics.

* This can be achieved with balanced 'bundles' of metrics, such as customer satisfaction and key business outcomes.

Building a Better SLA

Customer engagement

-Initial listening and discovery with customers

Customer feedback

-Surveys (event-based and scheduled)

-Key business-related measures

Operational metrics

Business metrics

The Continual Improvement Model is part of the SVS (Continual Improvement).

- It can be applied to any type of improvement.
- Using the model increases the likelihood that initiatives will be successful.
- The model supports an iterative approach to improvement.

Continual Improvement Practice

Purpose:

- To align the organization's practices and services with changing business needs through the on-going identification and improvement of service, service components, practices, or any element involved in the efficient and effective management of products and services. ==(Alignment of Practices is to Business needs)==.

KEY ACTIVITIES AND CONCEPTS

- Encouraging continual improvement across the organization. ==(Make sure Senior Management controls Continual Improvement Registers).==
- Securing time and budget for continual improvement
- Identifying and logging improvement opportunities
- Assessing and prioritizing improvement opportunities

- Making business cases for improvement action
- Planning and implementing improvements
- Measuring and evaluating improvement results
- Coordinating improvement activities across the organization