Day 1 Review

Service:

Value - Utility (FFP) + Warranty (FFU)

Warranty -> Availability, security, capacity, continuity

Outcomes

Cost

Risk

Why is ITIL successful

Vendor neutral

Non-prescriptive

Best practice

Service assets

Resources (capital, infrastructure, information, applications)

Capabilities (org, management, knowledge, process)

Types of services

Internal

External

1. Core
2. Enabling
3. Enhancing

Process

Control

Process

Service assets

Process characteristics

Measurability

Responsiveness to triggers

Outputs result to customer

Process control elements

1. Owner
2. Policy
3. Objectives
4. Documentation
5. Feedback (Reporting/measurements)

Roles

1. Process owner
2. Process manager
3. Process practitioner
4. Service owner

RACI

Responsible  
Accountable  
Consulted  
Informed

Service lifecycle

Strategy

Service portfolio management

Pipeline, catalogue, retired services

Business relationship management

PBAs - Patterns of business activities

Demand management

Financial management

Accounting

Budgeting

Charging (optional)

Design

Capacity plans

Transition

Operation

CSI

Deming - Plan, do, check, act

Vision, baseline, target, do, check

Seven step - identify, define, gather, process, analyze, present, implement

Measurements - TPS - technical, process, service

CSFs underpinned by KPIs (2 - 5 each)