

Designing and Transitioning Practices: Get It Right the First Time



Chris Ward

@CHRIS_ITIL

Author and trainer



Acknowledgements

ITIL® is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

The Swirl Logo™ is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.



What You'll Learn



Understanding the basics of ITIL® practices in regards to:

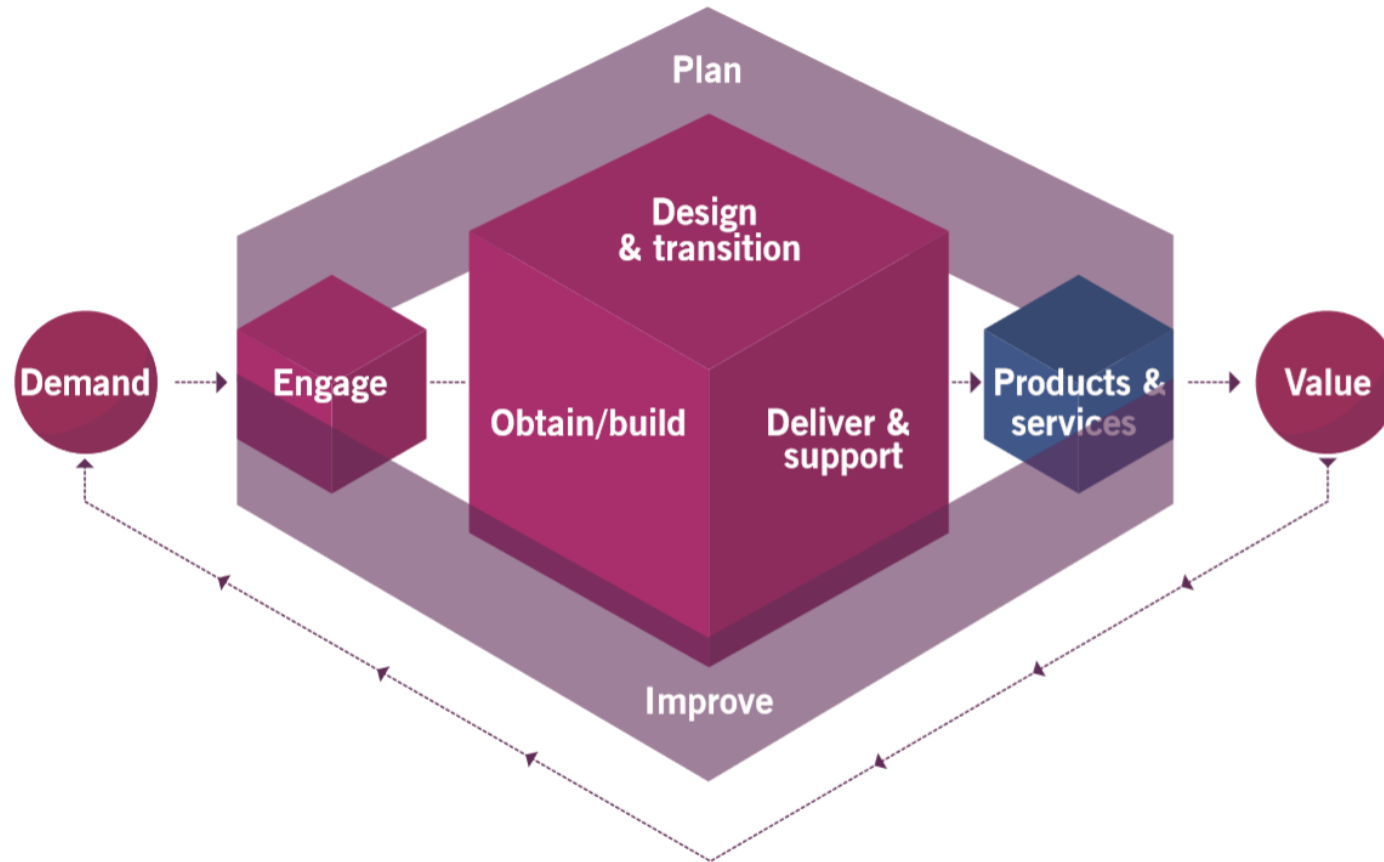
- Strategic planning
- Warranty
- Assets and configuration
- Release and deployment



ITIL® Practices and the SVC



The Service Value Chain (SVC)



ITIL[®] Management Practice

A set of organizational resources designed for performing work or accomplishing an objective.



ITIL® 4 Practices

General Management Practices	Service Management Practices	Technical Management Practices
<ol style="list-style-type: none">1. Architecture management2. Continual improvement3. Information security management4. Knowledge management5. Measurement and reporting6. Organizational change management7. Portfolio management8. Project management9. Relationship management10. Risk management11. Service financial management12. Strategy management13. Supplier management14. Workforce and talent management	<ol style="list-style-type: none">1. Availability management2. Business analysis3. Capacity and performance management4. Change control5. Incident management6. IT asset management7. Monitoring and event management8. Problem management9. Release management10. Service catalogue management11. Service configuration management12. Service continuity management13. Service design14. Service desk15. Service level management16. Service request management17. Service validation and testing	<ol style="list-style-type: none">1. Deployment management2. Infrastructure and platform management3. Software development and management



Things to remember

- There are many ways the practices can be combined
- 34 total: 14 general, 17 service, and 3 technical
- The practices will produce both inputs and outputs in the SVC activities
- The exam *will not* expect you to align the practices to the SVC activities



Strategic Planning



Relationship Management



Purpose:

- *To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels*

Big idea:

- Customers' priorities for new or changed products and services, in alignment with desired business outcomes are effectively established and articulated



Supplier Management



Purpose:

- *To ensure that the organization's suppliers and their performance are managed appropriately to support the provision of seamless, quality products and services*

Big idea:

- Maintaining a supplier strategy, policy, and contract management information
- Negotiating and agreeing to contracts and arrangements



The Warranty Practices



Availability Management



Purpose:

- *To ensure that services deliver agreed levels of availability to meet the needs of customers and users*

Big idea:

- Designing infrastructure and applications that can deliver required availability levels, ensuring that services and components are able to collect data required to measure availability



Availability

The ability of an IT service or other configuration item to perform its agreed function when required. It relies on reliability (MTBSI/MTBF) and maintainability (MTTRS).



Capacity and Performance Management



Purpose:

- *To ensure that services achieve agreed and expected performance, satisfying current and future demand in a cost-effective way*

Big idea:

- Designing infrastructure and applications that can deliver required capacity and performance of products and services



Service Continuity Management



Purpose:

- *To ensure that the availability and performance of a service is maintained at a sufficient level in the event of a disaster*

Big idea:

- Provides a framework for building organizational resilience with the capability of producing an effective response that safeguards the interests of key stakeholders



Information Security Management



Purpose:

- *To protect the information needed by the organization to conduct its business*

Big idea:

- Understanding confidentiality, integrity, and availability
- Understanding authentication and non-repudiation



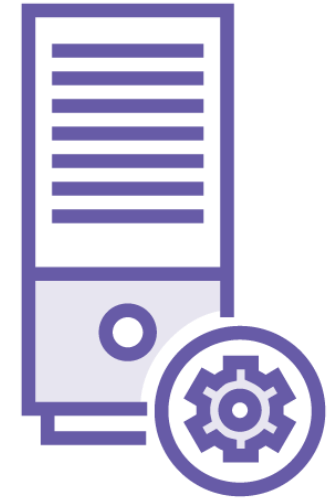
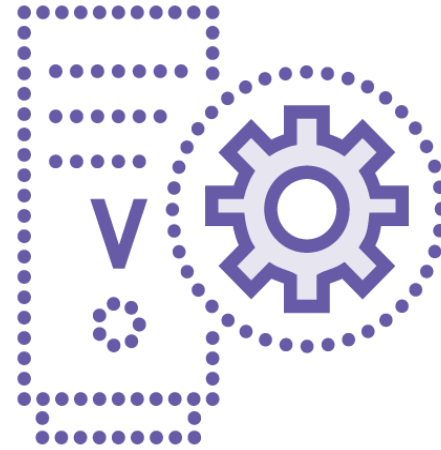
Putting All the Pieces Together: Assets and Configuration



Assets and Configuration



IT Asset Management



Service Configuration Management



Purpose:

- *To plan and manage the full lifecycle of all IT assets*

Big idea:

- Define, populate and maintain the asset register in terms of structure and content, and the storage facilities for assets and related media
- Control the asset lifecycle in collaboration with other practices



IT Assets

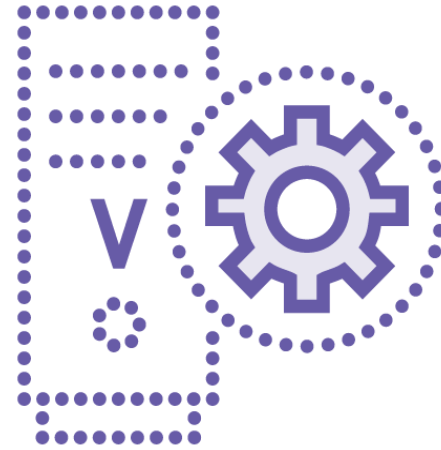
*Any **valuable** component that can contribute to delivery of an IT product or service.*



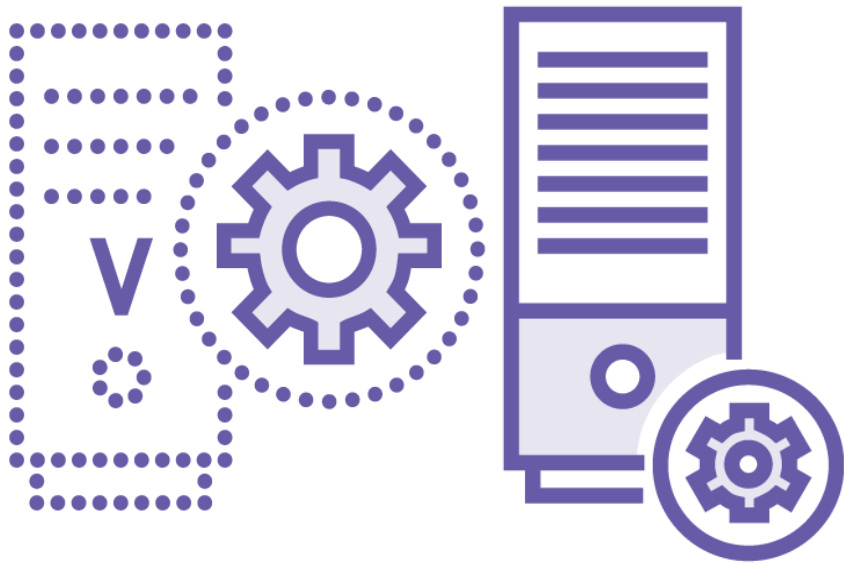
Assets and Configuration



IT Asset Management



Service Configuration Management



Service Configuration Management

- *Ensures that accurate and reliable information about the configuration of services, and the CIs that support them, are available when and where it is needed*
- This includes information on how CIs are configured and the relationships between them



Configuration Item

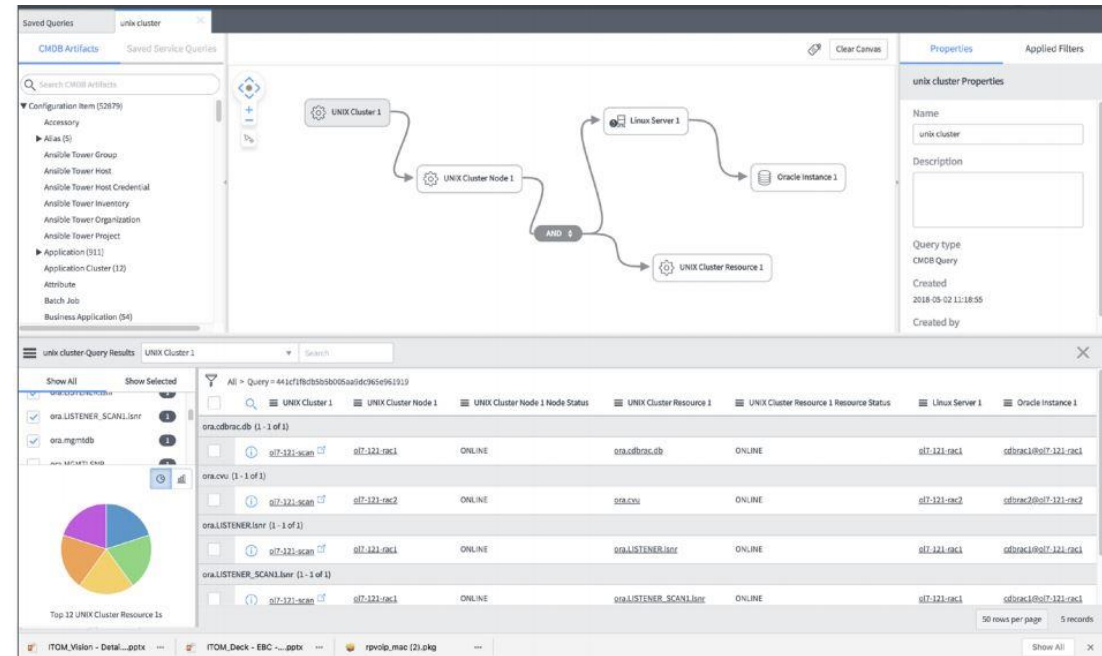
Any component that needs to be managed in order to deliver an IT service.



CMS and CMDBs

Configuration Management System

- A collection of CMDBs that allow organizations to know and understand how their configuration items are integrated and configured



Getting the Services into Your Customers Hands: Release and Deployment



Product and Service Delivery



Release Management



Deployment Management

Release Management



Purpose:

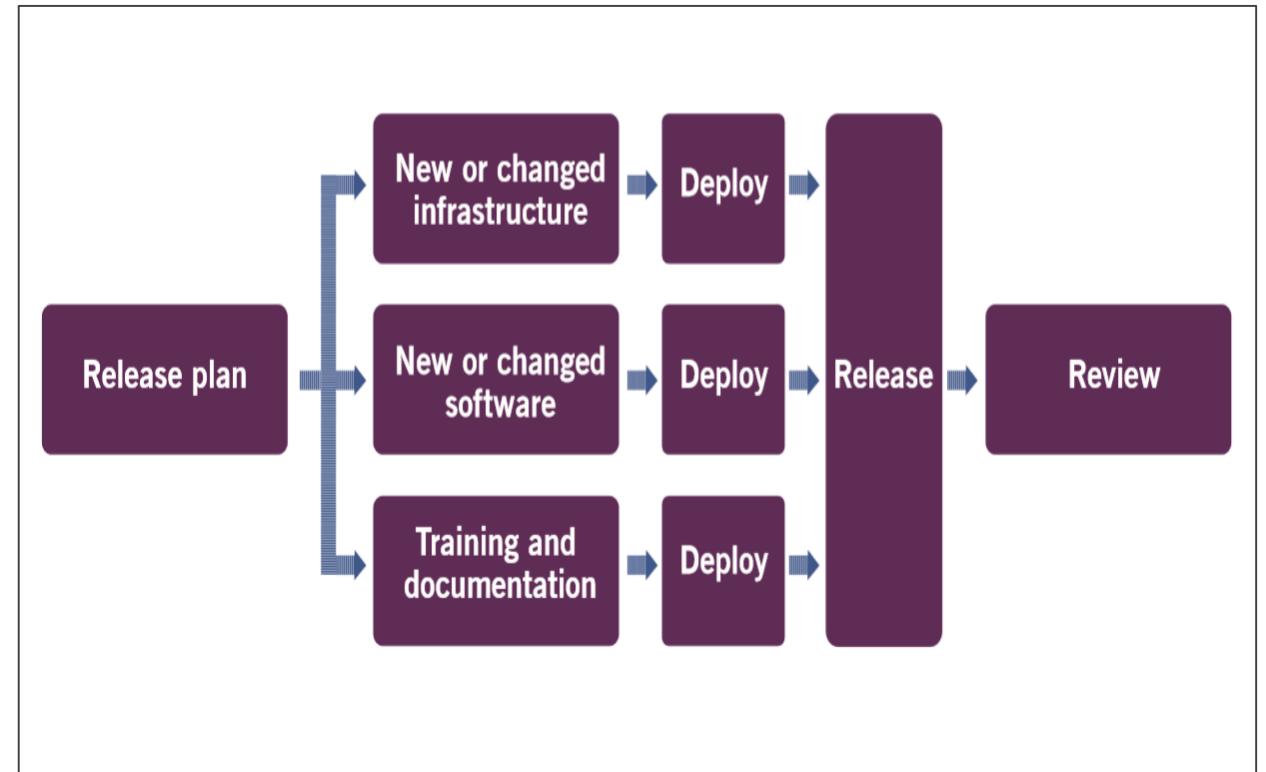
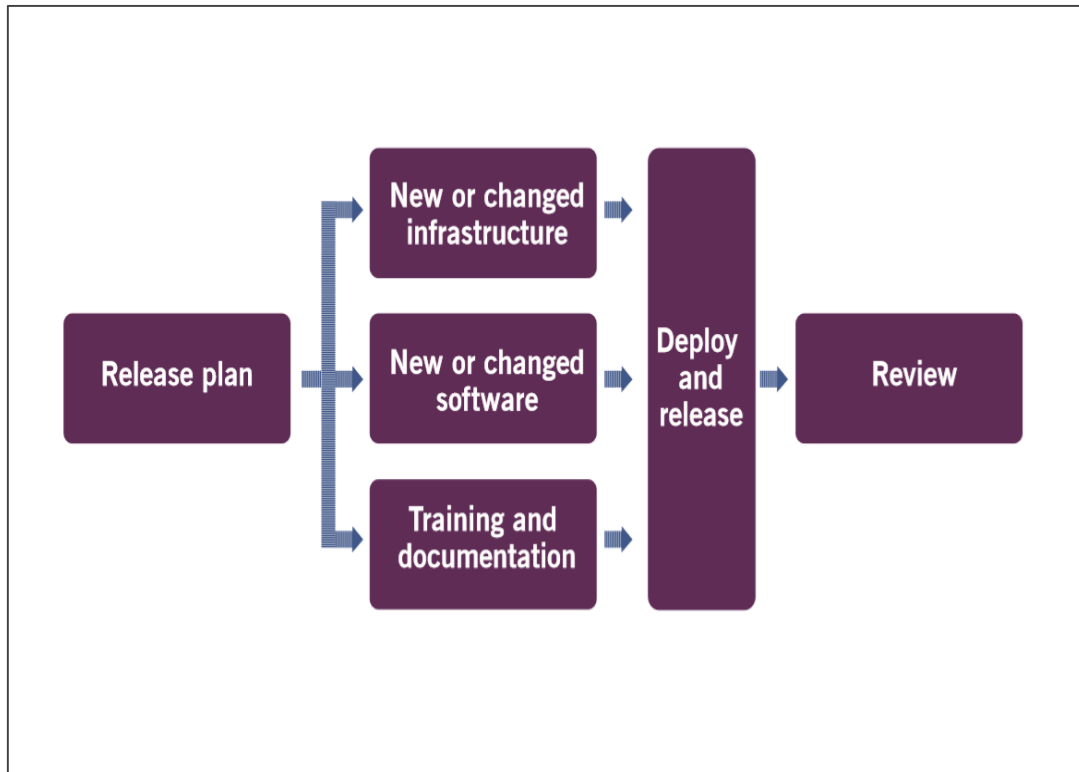
- *To make new and changed services and features available for use*

Big idea:

- A release may comprise many different infrastructure and application components that work together to deliver new or changed functionality



Waterfall vs. Agile/DevOps



Product and Service Delivery



Release Management



Deployment Management

Deployment Management



Purpose:

- *To move new or changed hardware, software, documentation, processes, or any other component to live environments*
- It may also be involved in deploying components to other environments for testing or staging

Types of deployment:

- Big Bang
- Phased
- Continuous
- Pull



What You Learned



Understanding the basics of ITIL[®] practices in regards to:

- Strategic planning
- Warranty
- Assets and configuration
- Release and deployment