

ITIL Overview

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Agenda

- What is ITIL
 - ITIL History
 - ITIL Certification
 - ITIL Overview
 - Service Desk (Function)
 - ITIL Service Support Processes
 - ITIL Service Delivery Process
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What is ITIL

□ IT Infrastructure Library

- Library Of Best Practices For Providing IT Services
 - Service Management Framework
 - "Set Of Books"
 - Ten Processes & One Function
 - CMMI GP 1.1 – Perform Best Practices
 - IT Service Management – Align IT Services With The Current & Future Needs Of The Business And Its Customer
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ITIL History

- IBM Yellow Books (~1981)
 - ITIL Version 1 (1986)
 - First ITIL Books Published (1989)
 - Central Computer & Telecommunications Agency (CCTA) Of The UK Government
 - ITIL Version 2 (2000)
 - ITIL Version 3 Development (2005)
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ITIL Certifications

Foundation

- Understand Of The 10 Processes & Service Desk

Practitioner

- Deep Understanding Of One ITIL Process

Masters

- Deeper Understanding Of 10 Processes & Service Desk
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ITIL 'Buckets'

- Service Support
 - Service Desk Function
 - Service Delivery
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Service Desk (Function)

- Service Desk = Expanded Range Of Calls vs. Help Desk
 - Single Point of Contact (SPOC)
 - Provide A Interface For ITIL Processes
 - Activities
 - Receive Calls/Record Track Incidents
 - Initial Support/Classification
 - Own/Monitor/Track Incidents
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Service Desk (cont.)

- Keep Users Informed On Status
 - Goal – Increase % Calls Closed At First Point Of Contact
 - Infrastructure
 - Service Catalog (List Of Services)
 - Access To Service Level Agreements
 - Access To Support Tools
 - Trained Staff/Management Support
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ITIL Service Support

- Service Support = Operational Processes
 - ITIL Library -> Blue Book
 - Incident Management
 - Problem Management
 - Change Management
 - Release Management
 - Configuration Management
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Incident Management

- Incident -Any Event That Is Not Standard Operation Of A Service That Causes Interruption Or Reduction In Service Quality
 - Goal – Restore Normal Service Operation As Quickly As Possible
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Problem Management

- Problem – The Underlying Cause Of One or More Incidents
 - Goals –
 - Minimize Adverse Affects On The Business Of Incidents.
 - Proactively Prevent Incidents
 - CMMI Causal Analysis & Resolution PA
 - CMMI GP 5.2 Correct Root Causes of Problems
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Change Management

- Goal – Ensure standard methods and procedures for handling changes to minimize impact on services
 - RFC – Request For Change
 - CAB – Change Advisory Board
 - FSC – Forward Schedule of Changes
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Release Management

- Goal – Ensure technical & non-technical aspects of a release are considered
 - Ensure changed items are traceable
 - Master copies in Definitive Software Library
 - Current versions of all hardware in Definitive Hardware Library
 - CMMI Process & Product Quality Assurance PA
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Configuration Management

- Goal – Provide Information On IT Infrastructure To Other ITIL Processes
 - CMMI GP 2.6 Manage Configurations
 - CMMI Configuration Management PA
 - Tool – Configuration Management Database (CMDB)
 - Tracks Configuration Items (CI's)
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IT Service Delivery

- Service Delivery = Strategic Processes
 - ITIL Library -> Red Book
 - Service Level Management
 - Financial Management
 - Capacity Management
 - Availability Management
 - IT Service Continuity Management
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Service Level Management

- Goal – Maintain and improve IT service quality based on business needs
 - Service Level Agreements (SLA)
 - Written agreement between IT and the Customer
 - Service Catalog
 - Service Improvement Plan (SIP)
 - CMMI Supplier Agreement Management PA
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Financial Management

- Goal – Cost effective management of IT assets and resources
 - Budgeting
 - IT Accounting
 - Cost Benefit
 - ROI/ROCE
 - Charging Policy
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Capacity Management

- Goal – Provide IT capacity to match current and future business needs
 - When to upgrade
 - Capacity forecasting
 - CDB – Capacity Database
 - Capacity Plan
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Availability Management

- Goal – Deliver availability to the business to satisfy business objectives
 - Reliability Management
 - Metrics
 - % Agreed Service Hours
 - $((\text{Service Time} - \text{Downtime}) / \text{Service Time}) * 100$
 - MTBF/MTBSI/MTTR
 - CMMI Measurement & Analysis PA
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IT Service Continuity Management

- Disaster Recovery (DR)
 - Goal- Ensure that IT services can be recovered within required business timeline
 - Immediate Recovery
 - Intermediate Recovery
 - Gradual Recovery
 - Risk Management
 - CMMI Risk Management PA (PM vs. DR)
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ITIL & CMMI

Which One?

- CMMI -> Product Focused
- ITIL -> Service Focused

Interfaces

- Depends...
 - CMMI For Software Engineering
 - ITIL For Infrastructure
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Getting Started

- Depends Where You Are Today
 - ITIL Infrastructure
 - Service Desk
 - CMDB
 - What If I Don't Have Either?
 - Starting Points
 - Service Catalog
 - Definitive Software Library
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Summary

- ITIL – Library Of IT Service Management Best Practices
 - 10 Processes & 1 Function
 - Operational Processes
 - Strategic Process
 - Service Desk
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Resources

□ IT Service Management Forum

- <http://www.itsmfusa.org/mc/page.do>

□ InformationWeek Article (Metrics)

- <http://www.informationweek.com/software/showArticle.jhtml?articleID=193401033>

□ Service Catalog Article

- http://www.slminfo.org/articles/SLA_catalog_article.pdf
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Questions
