Information Technology Infrastructure Library - ITIL®

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presented by Donett Murphy

January 2005
BRIEFING OUTLINE

- Define ITIL
- Identify ITIL Core Processes
- Discuss IT Delivery & Support Model
- Identify ITIL Publication
- Address Who Is Implementing ITIL
- Discuss Training and Certification
The goal was to develop an approach that would be vendor-independent and applicable to organizations with differing technical and business needs. This resulted in the creation of the ITIL.
What is ITIL?

- ITIL is a set of **best practices standards** for Information Technology (IT) service management.
- The United Kingdom’s Central Computer and Telecommunications Agency (CCTA) created ITIL in response to the growing dependence on Information Technology to meet business needs and goals.
- ITIL provides businesses with a **customizable framework of best practices** to achieve quality service and overcome difficulties associated with the growth of IT systems.
- Emerged as the world’s most widely accepted approach to the management and delivery of IT Services because it is **scaleable**.

Gartner measurements show that no adoption of IT Service Management to full adoption can reduce an organization’s Total Cost of Ownership by as much as 48%.
ITIL Core Processes

IT planning, delivery and support for IT Services:

Service Delivery
- Availability Management
- Capacity Management
- IT Service Continuity Planning
- Financial Management
- Service Level Management

Service Support
- Incident Management
- Problem Management
- Change Management
- Release Management
- Configuration Management

Planning
Identification
Control
Status Accounting
Verification
Management Reporting
IT Service Management Processes

Strategic Processes
- Business/IT Alignment
- IT Strategic Planning
- IT Service Support and Delivery
- Customer Management
- Vendor Management

Tactical Processes
- IT Service Delivery
  - Service Level Management
  - Financial Management
  - IT Service Continuity Management
  - Capacity Management
  - Availability Management
- IT Service Support
  - Incident Management
  - Problem Management
  - Change Management
  - Configuration Management
  - Release Management

Operational Processes
- System Management
- Network Management
- Operations Management
- Security Management
- Database Management

Strategy & Policy
- Business/IT Performance Metrics
- Service Level Achievements
- Transactional Feedback
- Corrective Action & Quality Improvement
- QoS Directives
Coordinate The Rapid Restoration of IT Services.

Permanent Removal of Errors from the IT Infrastructure

Identify the Components and Maintain the Content and the Context of the IT Infrastructure

Bring All Changes Under the Control of a Single Set of Processes.

Protect the Live Environment by Controlling the Release of Components.

Service Level Management

Service Level Management

Financial Management

Budgeting, Accounting, Charging

Availability Management

Capacity Management

Change Management

Configuration Management

Release Management

Incident & Problem Management

Incident Management

Problem Management

Service Delivery

IT Service Delivery & Support Model

Front Office

Back Office

Service Support

Service Support

IT Service Planning

Financial Management

Budgeting, Accounting, Charging

Availability Management

Capacity Management

Change Management

Configuration Management

Release Management

Coordinate The Rapid Restoration of IT Services.

Permanent Removal of Errors from the IT Infrastructure

Identify the Components and Maintain the Content and the Context of the IT Infrastructure

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US Government and Commercial Implementation

- IBM Global Services
- HP Services
- Procter and Gamble
- Caterpillar
- Shell Oil
- Boeing
- State Farm Insurance
- Nationwide Mutual Insurance Company

- Internal Revenue Service
- Central Intelligence Agency (CIA)
- Department of Commerce
- National Institute of Standards (NIST)
- Department of Agriculture (USDA)
- National Security Agency (NSA)
- Department of Defense (DOD) ARMY
- National Reconnaissance Office (NRO)
Individual Certification is Available
Join Fellow CMers in Profession Growth

Training Providers:
- IntelQ
- Pink Elephant
- FoxIT
- DreamCatcher
- Others

Cost: $850 - $1100 Based on Group Size
Location: Local with No Travel

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ISO 9000 - BRIEFING SUMMARY

- Defined ITIL
- Identified ITIL Core Processes
- Discussed IT Delivery & Support Model
- Identified ITIL Publication
- Addressed Who Is Implementing ITIL
- Discussed Training and Certification
The following Slides Were Not Part of the Briefing.

Carol Farrall sent them for distribution (part of training material).
Service Support covers 1 functional area, and 5 processes:
- Incident Management
- Problem Management
- Change Management
- Configuration Management
- Release Management
- The Service Desk (Function)

Service Delivery covers 5 processes:
- Service Level Management
- Capacity Management
- Availability Management
- Financial Management
- IT Service Continuity
Service Delivery Processes

The Business, Customers or Users

Service Level Management
- Queries
- Enquiries
- Communications
- Updates
- Reports

Availability Management
- Availability Plan
  - Design criteria
  - Targets / Thresholds
  - Reports
  - Audit reports

Capacity Management
- Capacity Plan
  - Capacity database or CDB
  - Targets / Thresholds
  - Capacity Reports
  - Schedules
  - Audit reports

Financial Management for IT Services
- Financial Plan
  - Types & models
  - Costs & Changes reports
  - Budgets & Forecasts
  - Audit reports

IT Services Continuity Management
- IT Continuity Plans
  - BIA & Risk Analysis
  - Control centers
  - DR Contracts reports
  - Audit reports

Availability
- Alerts and Exceptions
- Changes

Requirements
- Targets
- Achievements

SLAs, SLRs, OLAs, Ucs
- Service reports
- Service catalogue
- SIP
- Exception reports
- Audit reports

Capacity
- Capacity Plan
  - Capacity database or CDB
  - Targets / Thresholds
  - Capacity Reports
  - Schedules
  - Audit reports

Financial
- Financial Plan
  - Types & models
  - Costs & Changes reports
  - Budgets & Forecasts
  - Audit reports

Management
- Tools & IT Infrastructure

Source: ITIL - CCTA Crown Copyright 2000
ITIL Process Linkages

- IT Service Continuity Management
- Availability Management
- Capacity Management
- Configuration Management
- Change Management
- Release Management
- Incident Management and Service Desk
- Problem Management
- Financial Management
- Service Level Management

Strong Relationship
Uses
Communicates With
Configuration Management Relationships


Asset Management

Inventory

Problem Management  Incident Management  Change Management  Release Management

Greater Linkage to Business  Better ROI  Higher Customer Satisfaction  Reduced Costs

Financial Information  Service Level Thresholds  Service Components  Responsibilities  Business Impact

Impact Assessments  Relationships  Verification  Lower Costs  Fewer Errors

Prioritization  Reduced MTTR  Greater User Satisfaction  Better User Productivity  Efficiency
**Release Management**

**Release Management Environments**

- **Development Environment**
  - Release Policy
  - Release Planning
  - Design and develop, or order and purchase the software

- **Controlled Test Environment**
  - Build and configure the Release
  - Fit-for-Purpose testing
  - Release Acceptance

- **Live Environment**
  - Roll-out planning
  - Communication Preparation and Training

**Release Management**

- Distribution + installation

**Configuration Management Database (CMDB)**

- and

**Definitive Software Library (DSL)**

Source: ITIL CCTA Crown Copyright 2000
Version Control

Development

Test

Production

CMDB

App1 v 2.1
Status = In Prod

App1 v 2.0
Status = Failed Test

App1 v 1.0
Status = Archive

Archive (remains in DSL, but status changed to archive)
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<th>Description</th>
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<td>The OGC – the organization that publishes the ITIL books</td>
</tr>
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<td>ITIL UK – Official Web Site</td>
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