



Simplifying and Streamlining the Implementation of the IT Infrastructure Library (ITIL)

Howard Smith, Regional Sales Manager, MKS Inc.

Craig Hale, Application Engineer, MKS Inc.

Jim Cooper, Chief Relationship Officer, iTegrity Group LLC

Agenda

- Introductions
- ITIL – What is it? Why is Adoption Increasing?
- Jim Cooper, iTegrity Group
 - Streamlining the Implementation of ITIL & Measuring Progress
- Craig Hale, MKS
 - Managing ITIL Processes
- Summary
- Q & A

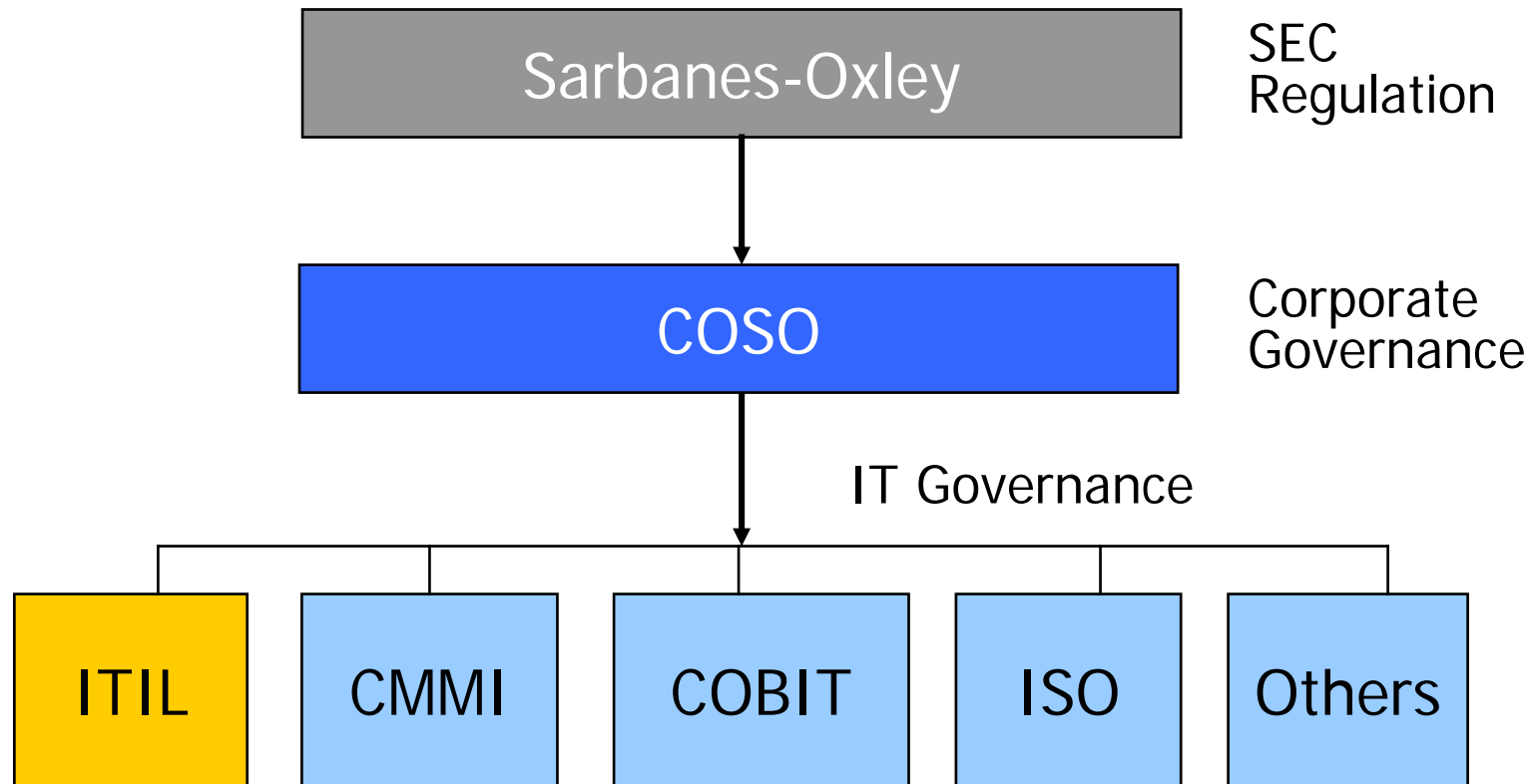
Introductions

- MKS Inc.
 - Offering an enterprise application lifecycle management solution spanning requirements through development to deployment
 - One solution and one architecture provides total visibility across all teams, locations and platforms
 - MKS Integrity Solution for ITIL provides Pink-Verify certified workflows for incident, problem, change and configuration management
- iTegrity Group LLC
 - Independent process consulting firm and MKS Solution Provider partner
 - ITIL Compliance Manager (utilizing MKS Integrity Manager) manages the implementation and monitoring of your ITIL initiative

ITIL – What Is It?

- ITIL stands for Information Technology Infrastructure Library
- ITIL is a cohesive set of best practices for IT Service Management (ITSM)
 - Only comprehensive, non-proprietary guidance for ITSM
 - Developed by the UK Government's Office of Government Commerce (OGC) starting in the late 1980s
 - Based on both public sector & private sector inputs
- ITIL is the basis for BS15000, the British Standard for IT Service Management
 - BS15000 is a candidate for becoming an ISO standard, tentatively identified as ISO 20000

ITIL – Why Is Adoption Increasing?



ITIL Overview – The Core Disciplines

Service Support

- Service Desk (the function)
- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release Management

Service Delivery

- Service Level Management
- Financial Management (for IT Services)
- Capacity Management
- IT Service Continuity Management
- Availability Management

MKS

Streamlining the Implementation of ITIL & Measuring Progress

Jim Cooper, Chief Relationship Officer, iTegrity Group LLC



iTegrity Group, LLC

THE WALL STREET JOURNAL.





Arlene Blum

“Once you find the right team, it's your job as leader to make sure that everyone is in the right role. The best way to do that is to communicate relentlessly and realistically about performance.”

~ Arlene Blum

“Our organization is highly dependent on its *in-sourced* IT capabilities. In fact, one of our corporate goals which aligns with our vision is to be one of the best small IT shops in Victoria...”

Paul Broderick,
Commissioner of State Revenue,

ITIL Compliance Manager

iTegrity  Group, LLC

The MKS logo is displayed in white, bold, sans-serif capital letters on a dark blue horizontal bar. The bar has a fine grid pattern on its right side.

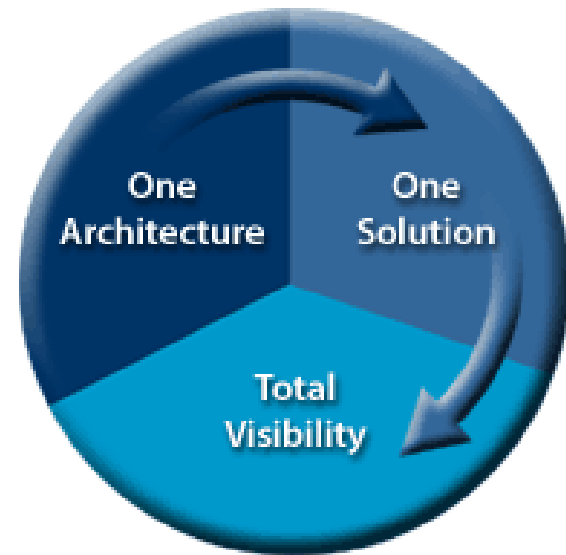
Managing ITIL Processes

Craig Hale, Application Engineer, MKS Inc.



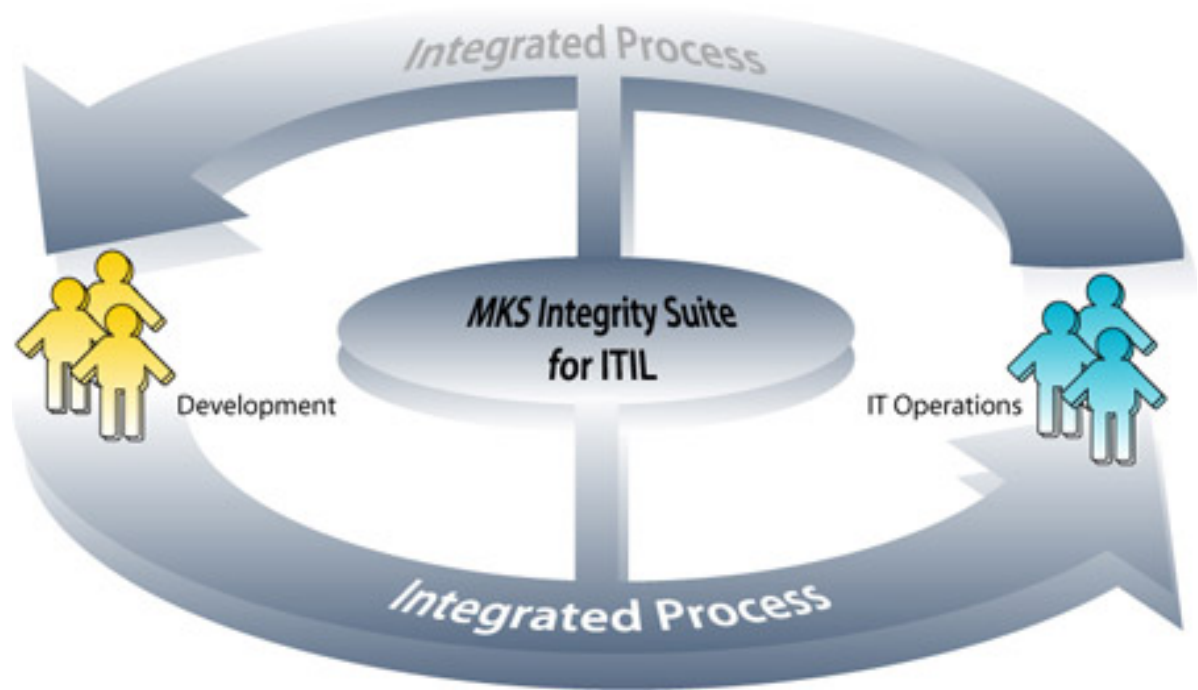
MKS's Unique Solution for ITIL

- Only ALM Vendor to provide certified solution for 4 areas: Incident Management, Problem Management, Change Management, Configuration Management
- PLUS – plan to support Release Management in the near future
- Single solution, single architecture, spans both development and IT operations for total visibility= low TCO

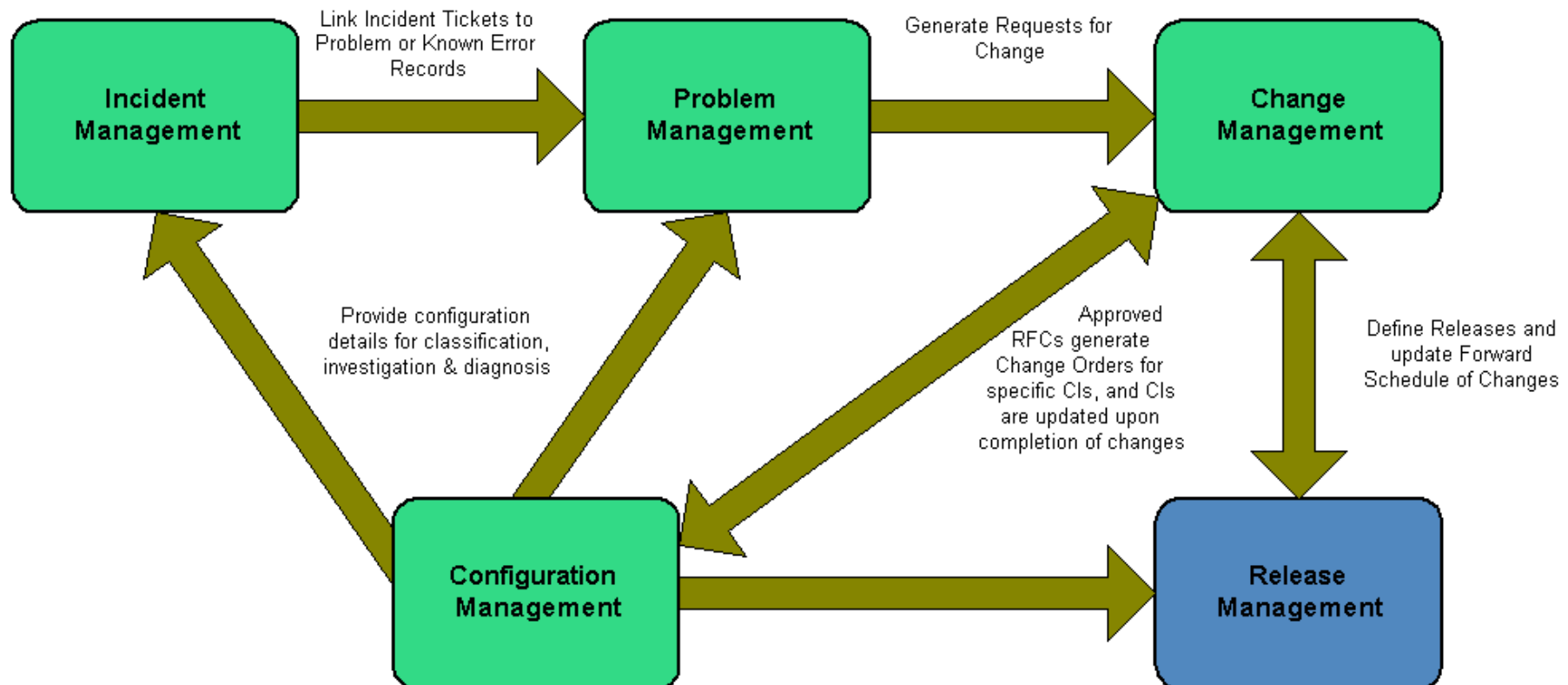


Uniting IT Operations & Application Development

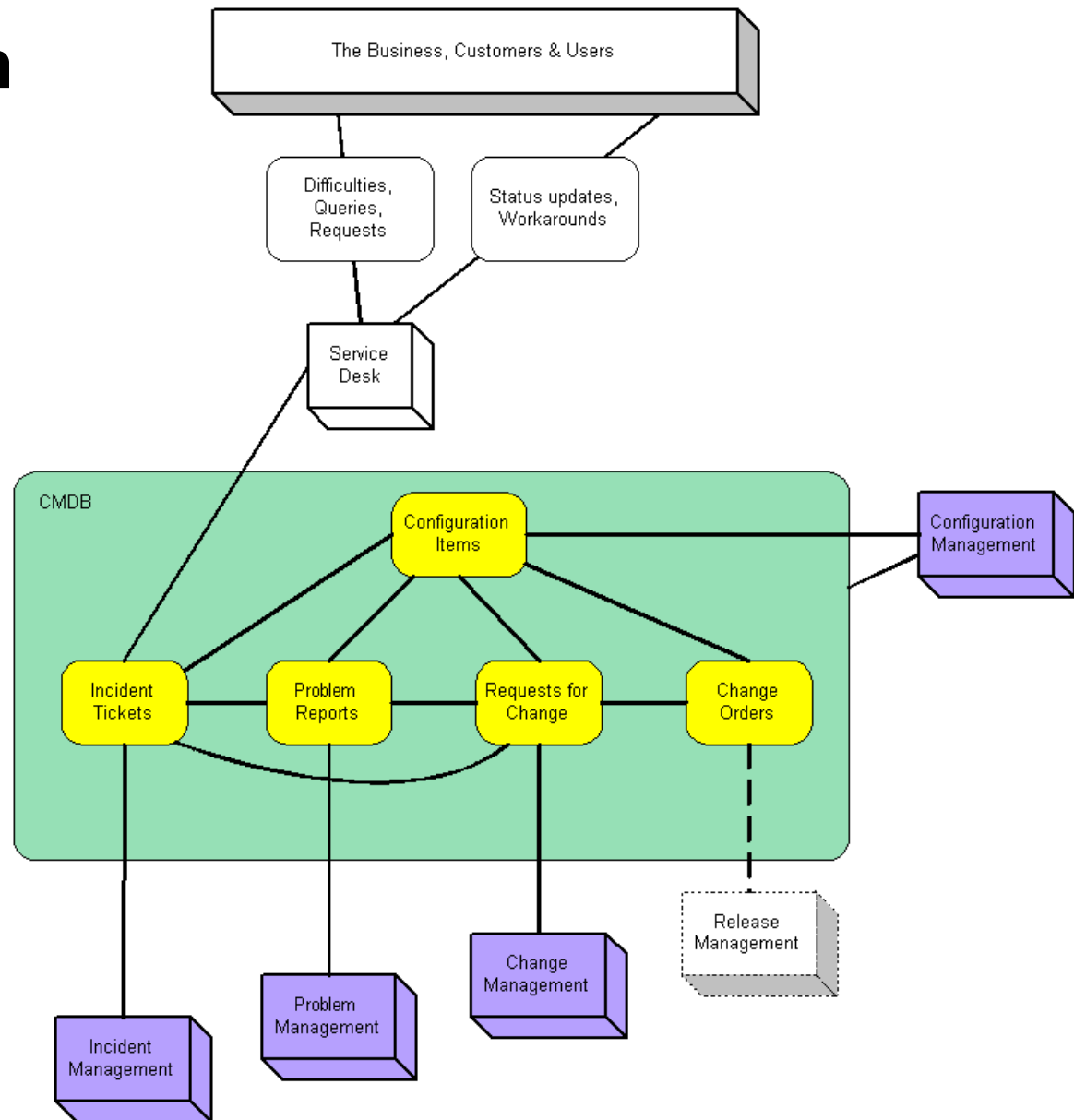
- One system that addresses both Application Development and IT Service Management
- ITIL recommends that the two systems should be closely aligned and integrated
- Only MKS addresses both roles in one system

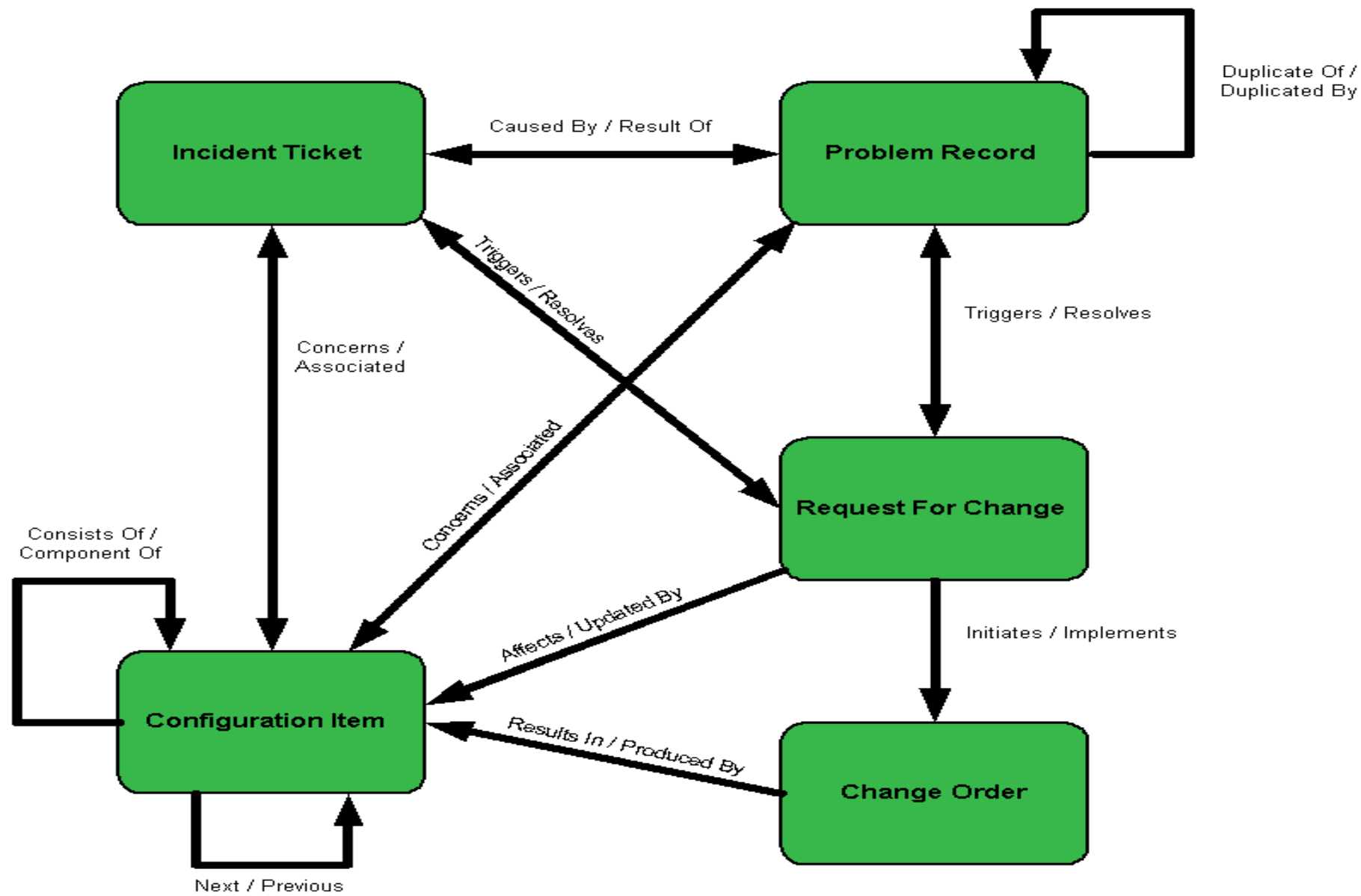


ITIL Overview – Service Support



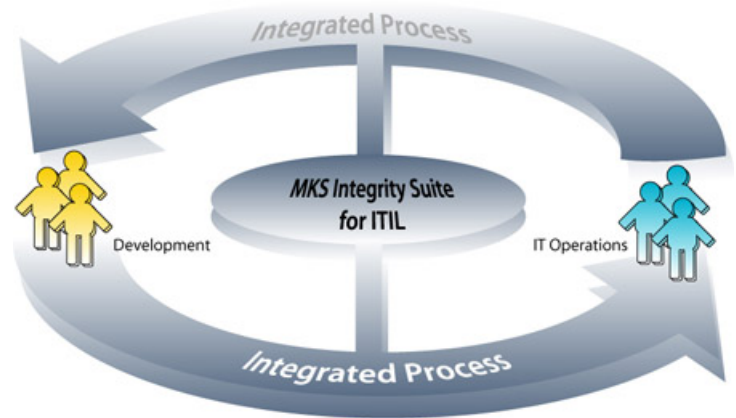
ITIL Solution Template





MKS

Demonstration of MKS Integrity Solution for ITIL



ITIL Solution Template – Key Features

- Ensure proper data is entered at appropriate states in workflow
 - Mandatory fields
- Clear, easy to define categorization of Incidents & Problems
 - Custom pick lists, field relationship rules
- Process automation based on relationships
 - Named relationships, MKS Integrity Manager triggers based on relationship fields
- Authorization controls with full traceability
 - Electronic signature
- Automatic prioritization & escalation
 - MKS Integrity Manager triggers
- Continuous Improvement
 - Process & procedure documents under version control & published via a MKS Source Integrity Sandbox in public_html

Questions?

ITIL Solution Web Page:
<http://www.mks.com/solutions/itil>

MKS Sales – 1-800-613-7535 or sales@mks.com

iTegrity Group LLC - 609-235-5271
WeListen@iTegrityGroup.com