ITIL Overview

Configuration Management Working Group
February 8, 2011

ITIL and CMMI

	Level of Abstraction	Audience	Approach	Granularity (perceived view)
CMMI	Collection of best practices for software development, product integration, suppliers management and maintenance, ordered along a *maturity / capability levels*	Specifically developed for software development, product integration, suppliers management and maintenance organizations	Provides quantifiable goals, practices and an approach for 'what' to do without Being prescriptive. Assessments are conducted to determine if a maturity level / capability level has been attained	25 Process Areas **Specific**
ITIL	A framework of best practices documented in an abstract Fashion to be applicable to any IT organization. Process maturity was measured to determine, if maturity level has been attained for ITIL processes	Specifically developed for IT Service Management and Operations	Provides service objectives and some key activities and key indicators for review. Maturity measurements.	48 modules/ processes **Specific**
ISO 9001	A generic quality management model with emphasis on auditing	Originally developed for manufacturing, but generic enough to be applied to any product/service organization	Provides high level auditable requirements without 'how to' guidance to prepare for an audit. Organizations either pass or fail the audit.	23 high level requirements **General**

IntelliDyne
Above and Beyond

ITIL

Information Technology Infrastructure Library (ITIL) v3

- Management framework of 'good practices' for IT Service Management covering the service life cycle

- The ITIL framework provides good practice guidance applicable to all types of organizations that provide IT services to a business

- ITIL takes a lifecycle approach to IT Service Management

ITIL Phases

Service Strategy

- Provides guidance on how to use Service Management as a strategic tool to satisfy business needs

Service Design

- Provides guidance for the design of services (new or changed) and Service Management processes

- The focus of ITIL is a lifecycle management system with emphasis on service management.

Service Transition

- Provides guidance for the smooth transition of new and changed services into Operations

IntelliDyne
Above and Beyond

ITIL Phases

Service Operation

- **Provides guidance on achieving effective and efficient delivery and support of services to ensure value for the customer and the service provider**
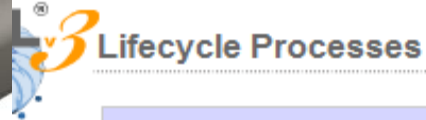
Continual Service Improvement

- **Provides guidance to help maintain and improve the design, transition, and operations of services in line with changing business requirements**

Service Lifecycle, Processes & Functions

Phases

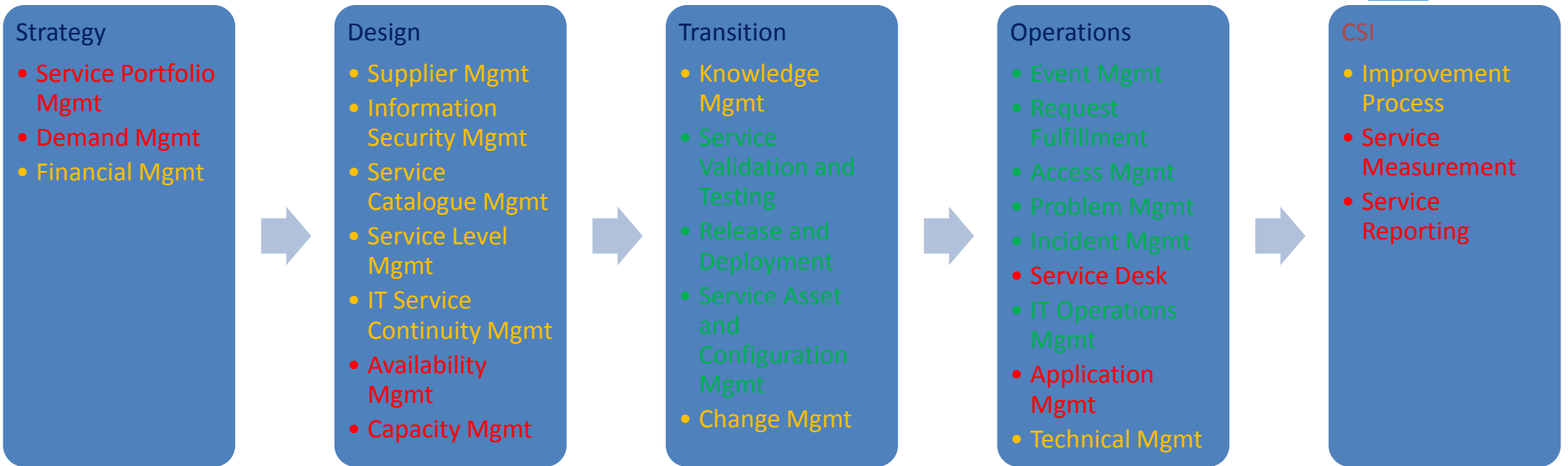**Processes**

Functions

Service Strategy	Service Design	Service Transition	Service Operation
	Supplier Mgt		Service Desk Function
			IT Operations Mgt Function
			Application Mgt Function
	Information Security Mgt		Technical Mgt Function
	Service Catalogue Mgt		Event Mgt
	Service Level Mgt	Knowledge Mgt	Request Fulfillment Mgt
	IT Service Continuity Mgt	Release & Deployment Mgt	Access Mgt
Demand Mgt	Availability Mgt	Service Asset & Configuration Mgt	Problem Mgt
Financial Mgt IT	Capacity Mgt	Change Mgt	Incident Mgt

Continual Service Improvement

Service Measurement & Reporting

ITIL Service Lifecycle

Lifecycle Processes

V3 Process Covered in Foundation Course Material		Service Strategy	Service Design	Service Transition	Service Operation	Continual Service Improvement
Service Strategy	SS	■				
Financial Management	SS	■				
Demand Management	SS	■				
Service Level Management	SD		■			
Service Catalogue Management	SD		■			
Availability Management	SD		■			
Capacity Management	SD		■			
Information Security Management	SD		■			
Service Continuity Management	SD		■			
Supplier Management	SD		■			
Change Management	ST			■		
Service Asset and Configuration Management	ST			■		
Release and Deployment Management	ST			■		
Knowledge Management	ST			■		
Event Management	SO				■	
Incident Management	SO				■	
Request Fulfillment	SO				■	
Problem Management	SO				■	
Access Management	SO				■	
The 7-Step Improvement Model	CSI					■

IntelliDyne's Implementation of ITIL

Service Lifecycle (ITIL)

Strategy
- Service Portfolio Mgmt
- Demand Mgmt
- Financial Mgmt

Design
- Supplier Mgmt
- Information Security Mgmt
- Service Catalogue Mgmt
- Service Level Mgmt
- IT Service Continuity Mgmt
- Availability Mgmt
- Capacity Mgmt

Transition
- Knowledge Mgmt
- Service Validation and Testing
- Release and Deployment
- Service Asset and Configuration Mgmt
- Change Mgmt

Operations
- Event Mgmt
- Request Fulfillment
- Access Mgmt
- Problem Mgmt
- Incident Mgmt
- Service Desk
- IT Operations Mgmt
- Application Mgmt
- Technical Mgmt

CSI
- Improvement Process
- Service Measurement
- Service Reporting

Project Lifecycle (CMMI)

9

ITIL process	As Is State	Target State	How we get there?
Event Mgmt	Provides the capability to detect events. Identify the key issues and take appropriate control actions (What's up Gold, network monitoring tools, Dell Open Manage).		
Request Fulfillment	IMAC procedures	Procedures for all requests documented	1/31 – Changed from yellow to green.
Access Mgmt	Procedures exist for adding, deleting users and assigning rights.		
Problem Mgmt	Documented reactive problem management and proactive problem management. Examples include SRT and MEAN procedures, "Incident Escalation" and "After Action" reports.	-Prevent problems and resulting incidents from happening. -To prevent recurring incidents. -Minimize impact of incidents that can't be prevented.	1/31 – Changed to green.

ITIL process	As Is State	Target State	How we get there?
Incident Mgmt	Restore normal services operation as quickly as possible and minimize adverse impact on business.	Operating within agreed SLAs.	1/31 – Changed to green.
IT Operations Mgmt	Performs daily operational activities necessary to manage the IT infrastructure.	NOC staff, Engineering staff performs Event Management, job scheduling and backups, etc. Facility Management, Data Centers, consolidation and contractor maintenance.	1/31 - Changed from red to green.
Service Desk			
Applications Mgmt			
Technical Mgmt	-Project Engineers are the "custodians" of technical knowledge and expertise. -Project Engineers provide senior system expertise to assist support teams.	Involve system engineers, project engineers, service developers in service design.	1/31 – Changed to yellow. Incorporate support requirements/SLAs into the design of the service.

Main Activities of Service Strategy

Define the Market

- **Understand the opportunities**

- **Classify and visualize the opportunities**

Develop the Offerings

- **Define the market space**

- **Define the services**

Main Activities of Service Strategy

Develop the Strategic Assets

- **Use capabilities and resources to support the defined services**

- **Create value for the customer and capture value for the provider**

Prepare to Execute

- **Define Critical Success Factors that will determine the success or failure of a service strategy**

  - **Influenced by customer needs, competitors, regulations**

- **Define the services**

- **Set policies and objectives in line with customer needs**

IntelliDyne
Above and Beyond

Main Activities of Service Strategy

Output of Service Strategy: Service Catalog

- **Visible to the customer**

- **Includes those services presently active in Service Operation, and those services approved to be offered to current or prospective customers**

- **Service Catalog is an important tool for Service Strategy**

- **Service Catalog represent the service provider's actual and present capabilities**

- **Catalog items can be clustered into Lines of Service (LOS)**

IntelliDyne
Above and Beyond

Main Activities of Service Strategy

Output of Service Strategy: Service Catalog

- Service Catalog forms one part of the overall Service Portfolio and details all services currently in the live environment or being developed; i.e., the Service Lifecycle

- Service Pipeline details services due to be delivered in the future and when combined with the Service Catalog, these two form the Service Portfolio

IntelliDyne
Above and Beyond

Service Portfolio

Service Pipeline

Service Catalog

Retired Services

IntelliDyne's Implementation of ITIL

Service Portfolio

Description

Value proposition

Business cases

Priorities

Risks

Offerings and packages

Cost and pricing

Service Catalogue(s)

Services

Supported products

Policies

Ordering and request procedures

Support terms and conditions

Entry points and escalations

Pricing and chargeback
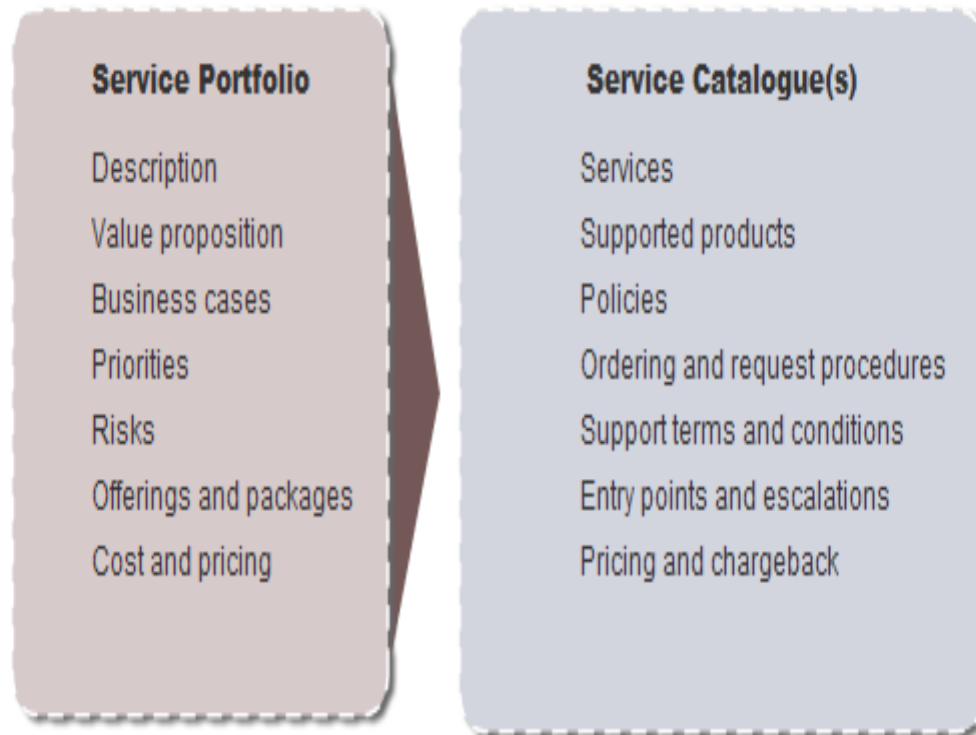
Elements of a Service Portfolio and Service Catalogue © Crown Copyright 2007 Reproduced under licence from OGC

IntelliDyne
Above and Beyond

ITIL Service Catalog Prototype

MCiS Service Catalog Prototype

January 31, 2011

Abstract: This is a prototype of how the MCiS Service Catalog could be pr[...] elaborated, and then eventually web-enabled. The vision is that a link to [...] Catalog will appear on the MCiS Intranet or Extranet. When that link is used [...] the user to a Table of Contents where each entry will have links that describe[...] services in detail and how to go about acquiring them. This document repr[...] Table of Contents and one service description (Project and Quality Mana[...] provided as an example.

IntelliDyne
Above and Beyond

ITIL Service Catalog Prototype

ITD Services
Information Technology - SERVICE CATALOG

Table of Contents

CLIENT FACING SERVICES

APPLICATION SUPPORT SERVICES

- Service Offerings
    - Application Hosting
    - Application Support
        - COTS
        - Legacy
        - GOTS
        - Custom
- Hours of Operation
- Geographical Area of Support
- How to Request Service
- Application Support Service Rates

ASSET MANAGEMENT SERVICES

- Service Offerings
    - Track and Manage HW/SW and End-User Systems
    - IT Asset Life Cycle Management
    - Inventory Control
- Hours of Operation
- Geographical Area of Support
- How to Request Service
- Asset Management Service Rates

IntelliDyne
Above and Beyond

ITIL Service Catalog Prototype

ENGINEERING AND ARCHITECTURE SERVICES

- Service Offerings
  - Technical Design
    - Evaluate Emerging Technologies
    - Develop and Test Technical Solutions
    - Design Network/Computer Systems
    - Implement Solutions
    - Verify & Validate Solution
  - Enterprise Architecture Consulting
  - Enterprise Assessment and Optimization
  - Information Assurance Accreditation Support
  - Capacity Planning
  - Demand Management
- Hours of Operation
- Geographical Area of Support
- How to Request Service

IntelliDyne
Above and Beyond

ITL Framework
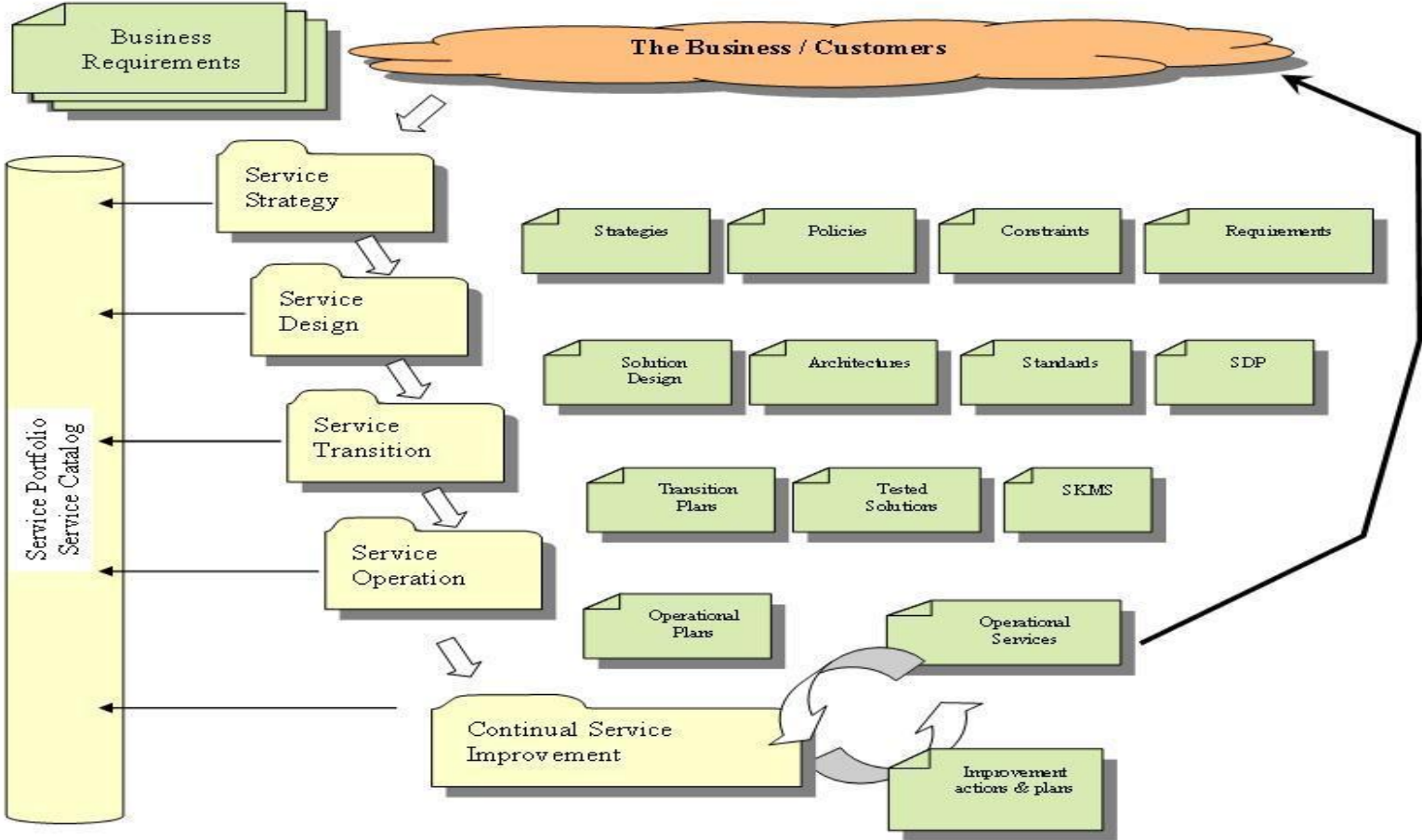
ITIL Certification

ITIL Certification

23