ITILv3: Introduction

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What is ITIL?

- ITIL stands for IT Infrastructure Library

- It is a Best Practice framework for IT Service Management.

- It is a guidance rather than a standard, so you can adopt and adapt. Hence there is no such thing as ‘Compliance’

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Key ITIL Objectives

- Support the organization by aligning IT services with the current and future needs of the business and the customer
- Continual improvement of the quality of the IT services delivery
- Reduction in the long-term cost of providing IT services

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Why ITIL is Successful?

- **Vendor-Neutral**: ITIL service management practice is applicable in any IT organization because they are not based on any particular technology platform or industry type. ITIL is owned by the UK government and is not tied to any commercial proprietary practice or solution.

- **Non-prescriptive:** ITIL offers robust, mature and time-tested practices that have applicability to all types of service organization. It continues to be useful and relevant in public and private sectors, internal and external service providers, small, medium, and large enterprises, and within any technical environment.

- **Best Practice:** ITIL represents the learning experiences and thought leadership of the world's best-in-class service providers. ITIL is successful because it describes practices that enable organizations to deliver benefits, ROI, and sustained success.

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Key ITIL Objectives

- ITIL started in 80s.
  - 40 publications!

- v2 came along in 2000-2002
  - Still Large and complex
  - 8 Books
  - Talks about what you should do

- v3 in 2007
  - Much simplified and rationalised to 5 books
  - Much clearer guidance on how to provide service
  - Easier, more modular accreditation paths
  - Keeps tactical and operational guidance
  - Gives more prominence to strategic ITIL guidance relevant to senior staff
  - Aligned with ISO20000 (1st international standard for IT service management, mostly based on ITIL – 2005)

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Life Cycle Approach

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What is Service?

- Service is defined as a means of delivering **value** to customers by facilitating the **outcomes** customers want to achieve without the ownership of specific **costs** and **risks**. E.g. a “backup service” means that you don’t have to care about how much tapes, disks or robots cost and you don’t have to worry if one of the staff is off sick or leaves

- Two types of services:-
  - Internal Service: Internal services are delivered between departments or business units in the same organization.
  - External Service: External services are delivered to external customers
- Two type of customers:
  - Internal or departments who work in the same organization as the service providers
  - External customers are people who are not employed by the organization or organization that are separate legal entities.
  - Both internal and external customers must be provided with the agreed level of service, with the same level of customer service.

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What is IT Service Management?

- Service Management: A set of specialized organizational capabilities for providing value to the customers in the form of services.

- ITSM: The implementation and management of quality IT services that meet the needs of the business.

- IT service management is performed by IT service providers through an appropriate mix of people, process, and IT.

- Who are the Stakeholders?
  - Users
  - Customers
  - Suppliers

- A Service Level Agreement (SLA) is used to document agreements between an IT service provider and a customer.

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Life Cycle Approach

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Service Strategy

- Provides guidance on how to view service management not only as an organizational capability but as a strategic asset.
  - Strategy generation
  - Financial management
  - Service portfolio management
  - Demand management

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Service Design

- Provides guidance for the design and development of services and service management practices. It covers design principles and methods for converting strategic objectives into portfolio of services and service assets.
  - Capacity
  - Availability
  - Info Security Management
  - Service level & Supplier Management

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Service Transition

- Provides guidance for the development and improvement of capabilities for introducing new and changed services into supported environments
  - Planning & Support
  - Release & Deployment
  - Asset & Configuration management

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Service Operations

- Provides guidance on how to maintain stability in service operation, allowing for changes in design, scale, scope and service levels.
  - Problem & Incident management
  - Request fulfilment
  - Event & Access management

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Continual Service Improvement

- Provides guidance on creating and maintaining value for customers through better strategy, design, transition, and operation of services.
  - Service measurement & reporting

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Quiz

1. Which phase of the service lifecycle will identify, select, and prioritize opportunities to deliver services?

A. Service strategy
B. Service design
C. Service transition
D. Service operation

2. Which of the following statements about demand for IT services is correct?

A. It is driven by patterns of business activity
B. It is impossible for demand to be predicted
C. It is impossible to influence demand patterns
D. It is driven by the delivery schedule generated by capacity management

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Service Operation

Reference:

- ITSM Experts, ITIL Foundation Course, Student Manual V3, 2011 edition

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