

IT Infrastructure Library

A tool for creating and
maintaining
value in IT services

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- Certified ITIL Expert
- IT Operations background
- Design and management of processes supporting IT service delivery
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Agenda



Introduction to ITIL



Value creation & the Service Lifecycle



**Working with other frameworks,
standards and methodologies**



Questions

ITIL is:

Suite of best practice publications

Process framework for IT Service Management

Body of knowledge, guidance

Tool for achieving goals

ITIL is not:

A Standard

All or Nothing

Prescriptive

ITIL Evolution



1980s
UK gov seeks to improve and standardize IT services on best practices

1990s
Becomes the *de facto* standard in Europe

Late 1990s
Introduced to North America

Early Publications
Process model-based approach to managing IT services; v1 grew to 30 books; v2 9 books of logically-grouped processes

2007 v3
A complete refresh; scope extended to full life cycle of IT services; 5 core integrated books

2011 edition
Added clarity, guidance, consistency; 26 total processes

Service Lifecycle in 5 defined phases



1. Strategy
2. Design
3. Transition
4. Operation
5. Continual Improvement

ITIL definition of Service

A means of delivering **value** to customers by facilitating **outcomes** customers want to achieve, without the ownership of specific **costs** and **risks**

IT Service is a combination of Technology, People and Process

Value is defined by customers



Business outcomes achieved

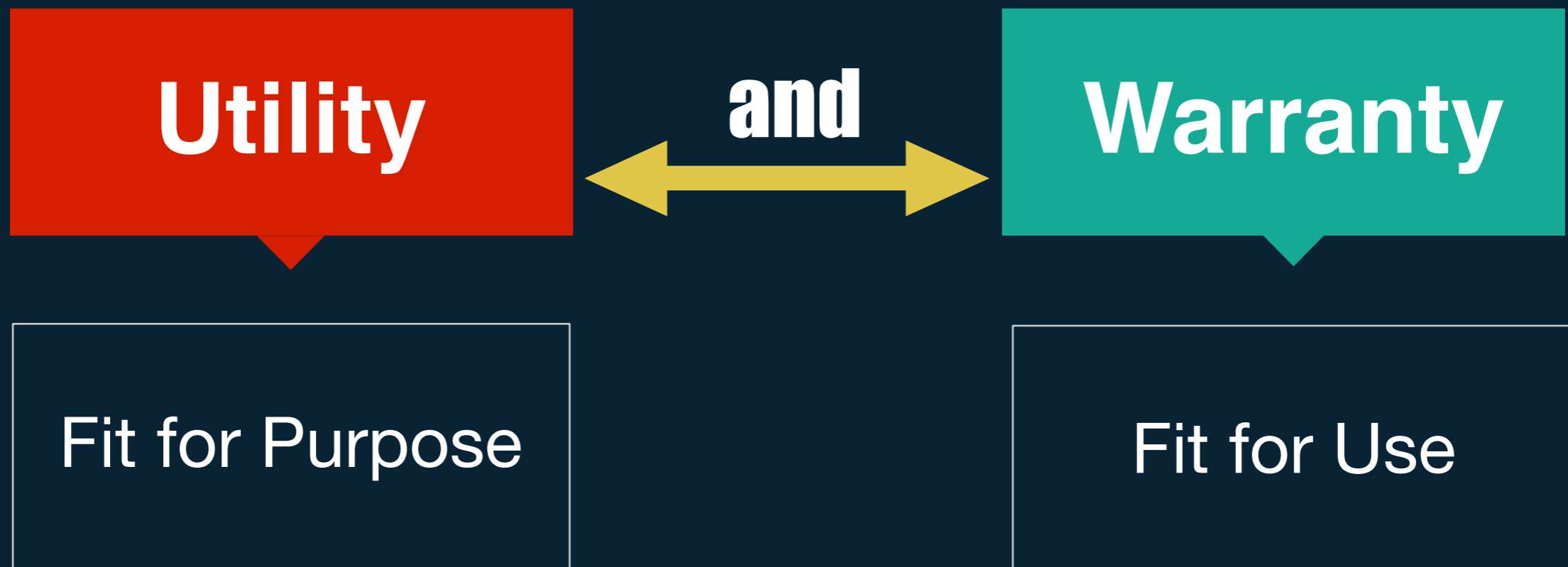


Customer's preferences



Customer's perception of what was delivered

Value = Utility + Warranty



Fit for Purpose — Utility

What the service does

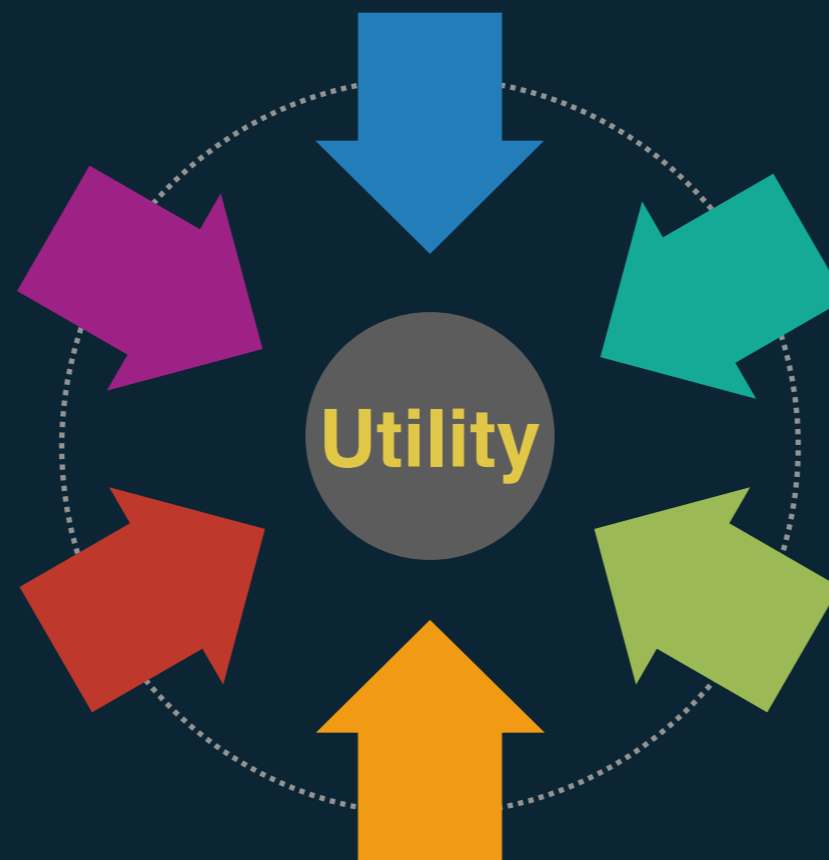
Does it improve performance?

Does it function as needed?

Desired features?

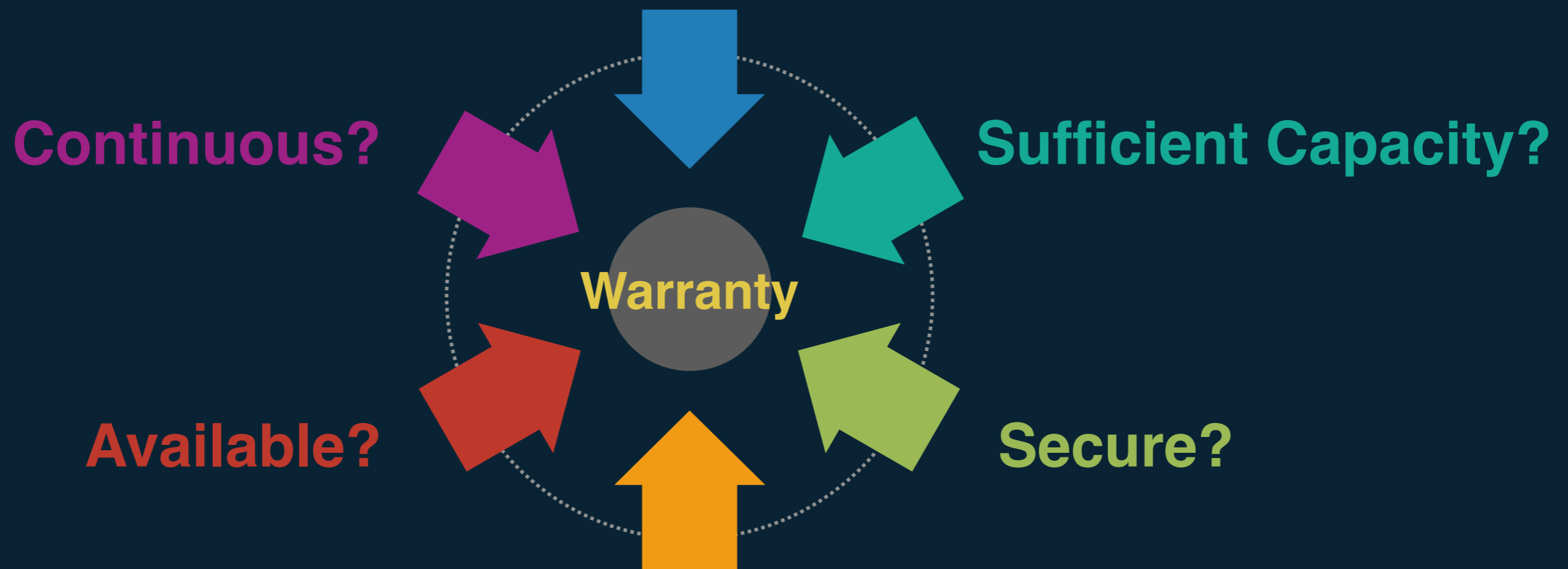
Constraints removed?

Functional Requirements



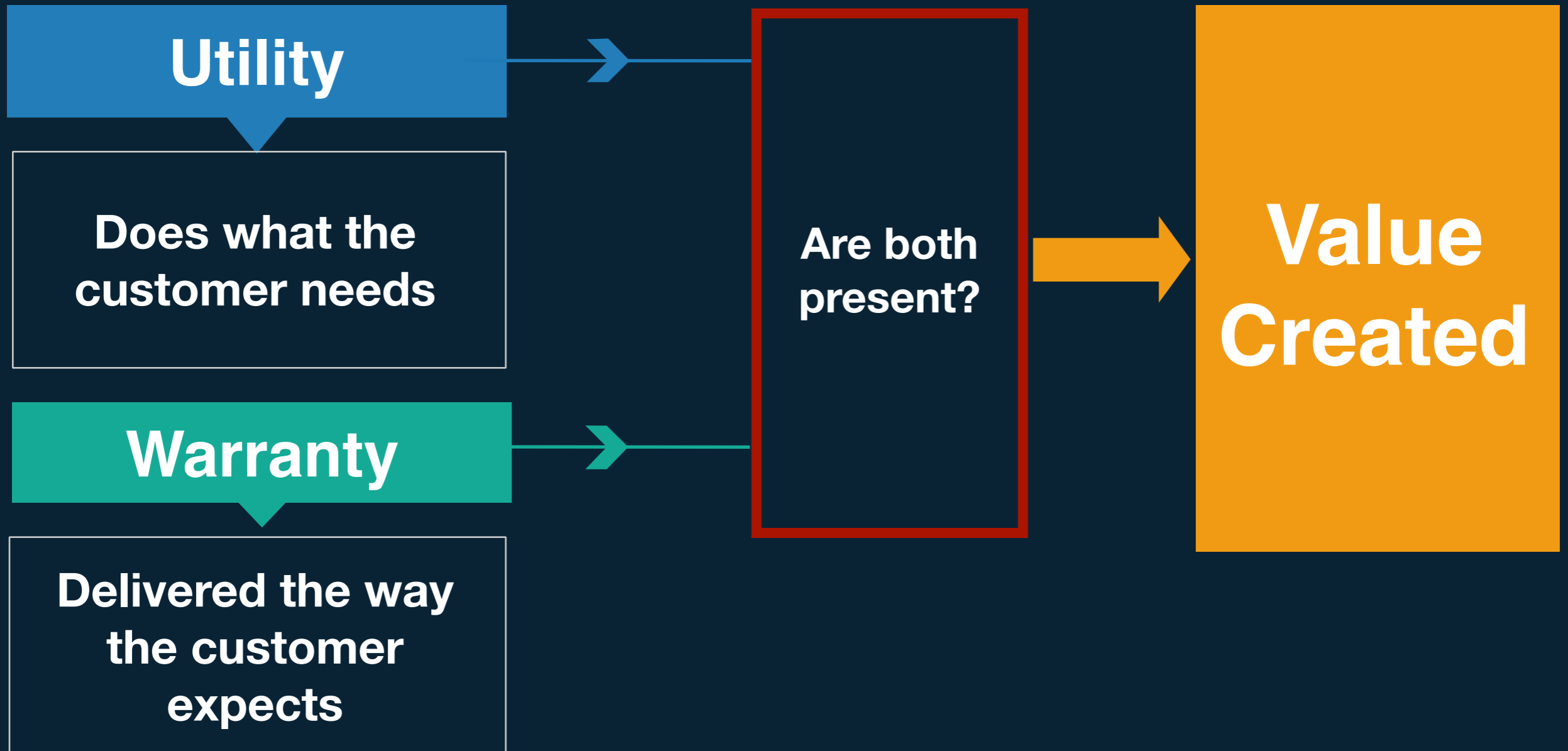
Fit for Use – Warranty

How the service is delivered



Non-Functional Requirements

Utility + Warranty Creates Value



Service Lifecycle Phases

Strategy

Design

Transition

Operations



Envision

Plan

Prepare

Value realized



Strategy Drives Design

Strategy

Design

Transition

Operations



Envision Value:

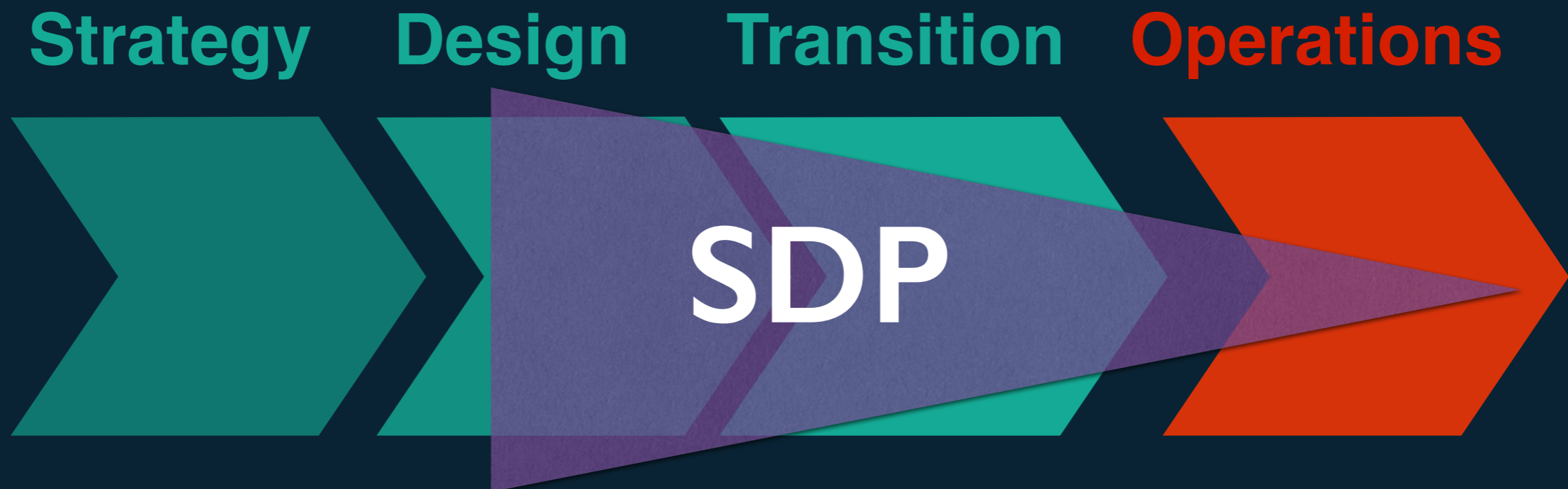
- Know the customer
- What outcomes do they want to achieve?
- What will it cost?
- Align IT with Business Objectives

Service Strategy



- **Business Relationships**
- **Demand**
- **Financial**
- **Portfolio of services**

Vision into a Blueprint



Service Design Package:

- **Describes the service throughout its life**
- **Input to Transition and Operations**
- **Info needed to build, test, install, support**
- **Business requirements**

Service Design

- **Availability**
- **Security**
- **Continuity**
- **Design Coordination**
- **Service Level Requirements**



Realize the Design

Strategy

Design

Transition

Operations



Transition Design into Live Service:

- Build as per designs
- Test and evaluate to ensure Value
- Install

Service Transition



- Changes
- Testing and Validation
- Release & Deployment
- Configuration & Assets
- Knowledge

Service Operations



- **Access**
- **Events (monitoring)**
- **Incident resolution**
- **Problems (root cause analysis)**
- **Request Fulfillment**

Continual Service Improvement



- **Measurement framework**
- **7 Step Improvement process**
- **Incremental improvements**
- **Large-scale improvements**
- **Align IT w/ changing business needs**

7 Step Improvement process

1. Identify the strategy for improvement

2. Define what you will measure

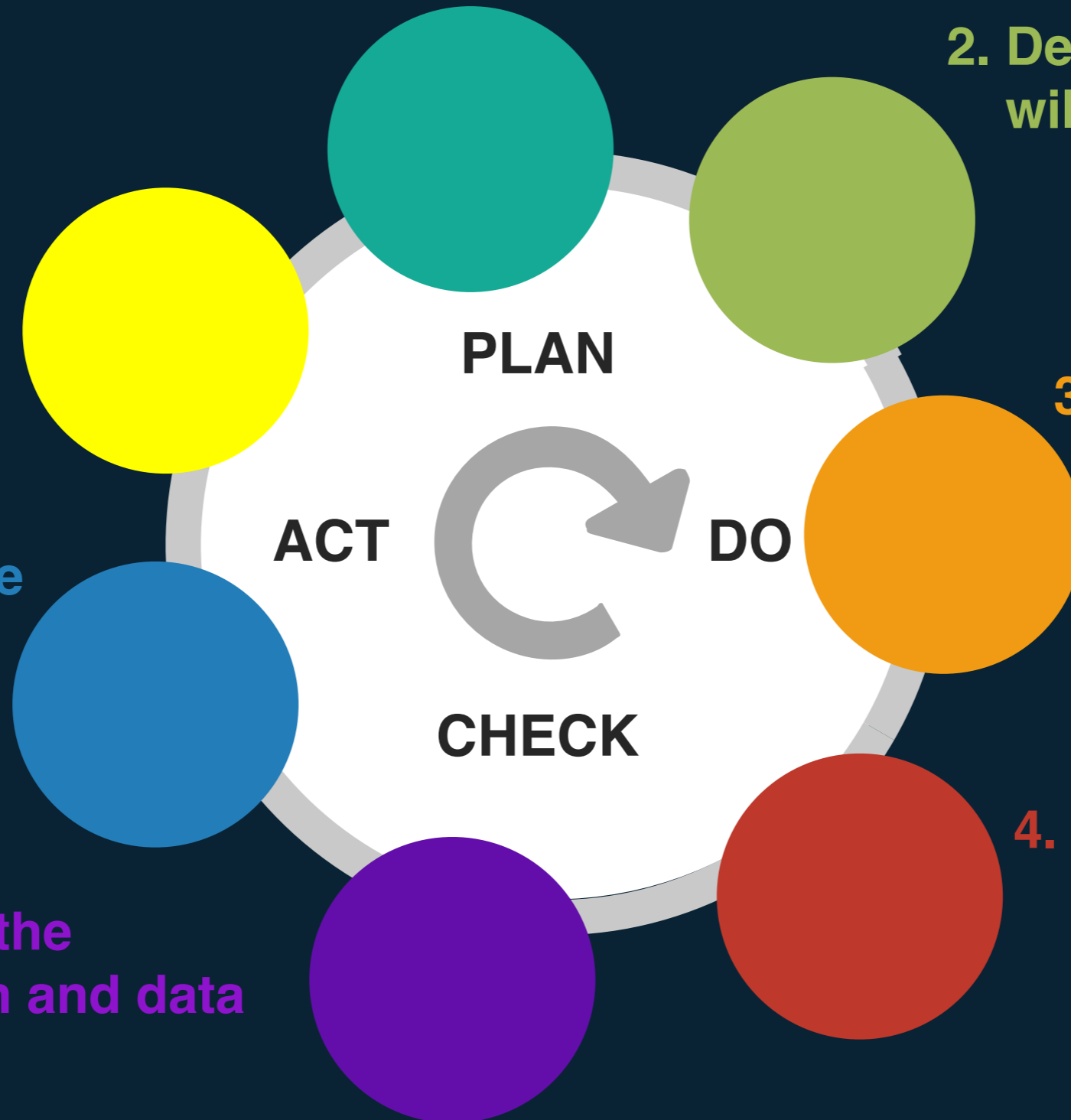
3. Gather the data

4. Process the data

5. Analyze the information and data

6. Present and use the information

7. Implement improvement



Complimentary

ISO 9000/1

- Quality Management System/Standard
- Deming's Plan-Do-Check-Act Cycle
- Supports CSI 7-step improvement process

Six Sigma / LEAN

- Data driven process improvement
- Reduce defects and process variation
- DMAIC model supports CSI

COBIT 5

- Governance & control framework
- High level principles and policies
- Broader scope (culture, ethics)
- The “what” and “why”; ITIL is the “how”

Agile & Kanban

- Agile dev + rapid ITIL release & deploy
- Apply Lean to ITIL change processes
- Customers realize value faster

ITIL & ITSM resources

- The Visible OPs Handbook: Implementing ITIL in 4 Practical and Auditable Steps. Behr, Kim & Spafford
- The Phoenix Project: A Novel about IT, DevOps, and Helping Your Business Win. Behr, Kim & Spafford
- PinkElephant.com - leading consulting and training company; articles, blogs, podcasts
- ITIL Foundations Course - can be taken online
- Axelos.com - owners of ITIL since 2013

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