

G33 - Overview and Current Trends with ITIL

Michael Robinson



September 21, 2009 – September 23, 2009

Overview and Current Trends with ITIL®

Michael Robinson
Third Sky, Inc.



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About the Speaker

Michael Robinson

Vice President of Services for Third Sky, Inc.

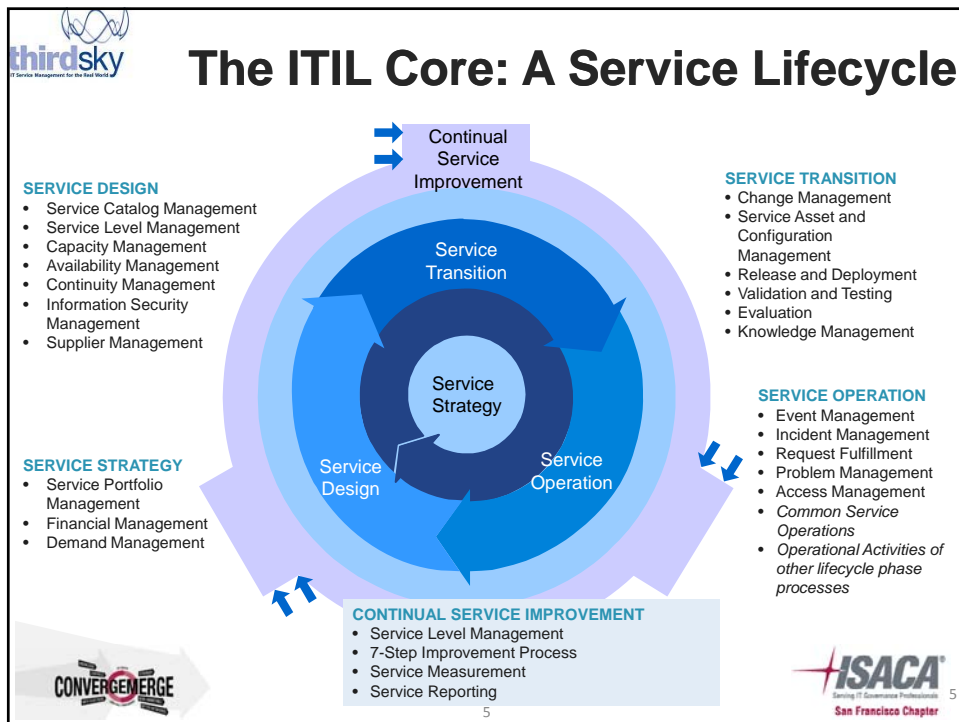
- Third Sky is an IT Service Management consultancy with client experience spanning most verticals, including health care, financial services, education, and high technology verticals
- Michael brings over 14 years of experience in helping clients to mature their processes and better leverage technology to meet their changing business needs
- Michael's Service Management certifications include:
 - Certified ITIL® v3 Service Management Expert
 - ITIL® v3 Intermediate: Release, Control, and Validation
 - ITIL® v3 Intermediate: Service Offerings and Agreements
 - ITIL® v2 Service Manager

Agenda

- ITIL Version 3
 - Overview of the ITIL® Service Lifecycle
 - How and why organizations are using the Service Lifecycle
 - ITIL & CMMI
- ISO/IEC 20000
 - Difference between ITIL certification and ISO/IEC 20000 certification
 - How and why organizations are choosing to pursue the ISO/IEC 20000 certification
- ITIL and COBIT
 - How and why organizations are leveraging both ITIL and COBIT
 - Examples of an integrated approach to IT Service Management improvements

What is ITIL®?

- ITIL® = Information Technology Infrastructure Library
 - A set of best practices and guidelines that define an integrated, process-based approach for managing information technology services
 - Built on good practices that were observed around the world and compiled by the British Government's IT organization– formerly the Central Computer and Telecommunications Agency (CCTA), now the Office of Government Commerce (OGC)
- ITIL is a Framework, not a Methodology, that provides:
 - Good practice guidelines for a set of Service Management processes, and
 - A focus on the services that are delivered to the Service Provider's customers
- Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services.
- ITIL is about integrating the Service Provider with the needs of its business customers
 - Improving service quality
 - Decreasing the costs of Service delivery and support



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IT Service Management for the Real World

How and Why Organizations are using ITIL v3

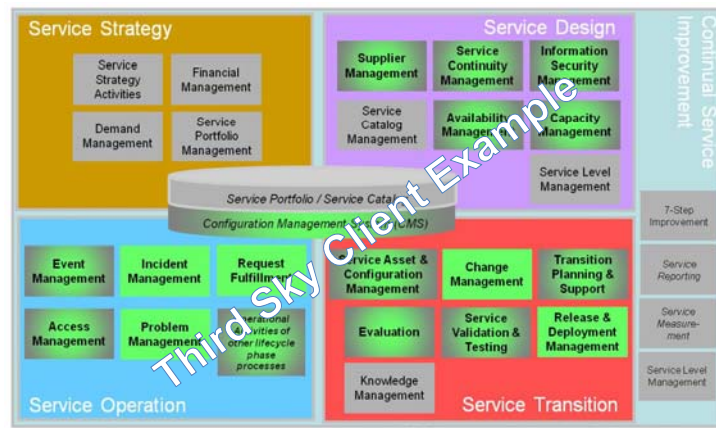
- The “How”
 - “Adopt & Adapt”, rather than “Implement”
 - Align to the framework and use it as the basis for ongoing measurement of Key Performance Indicators (KPI)
 - Establish a roadmap of improvements in the context of the framework
- The “Why”
 - Speak a common language, internally and with partners and peers
 - Leverage guidance and standardized approaches drawn from good practices (seen in wide industry use)
 - Avoid “reinventing the wheel” – accelerate the improvement plan to discuss the core, not the context, of improvements
 - Holistic perspective – view service management through the entire lifecycle of services

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Improvement Roadmaps: Examples of high-level visualization



Current State
Formal IT Service Management (ITSM) process
Siloed process - immature or not integrated with ITSM
Not yet a managed process

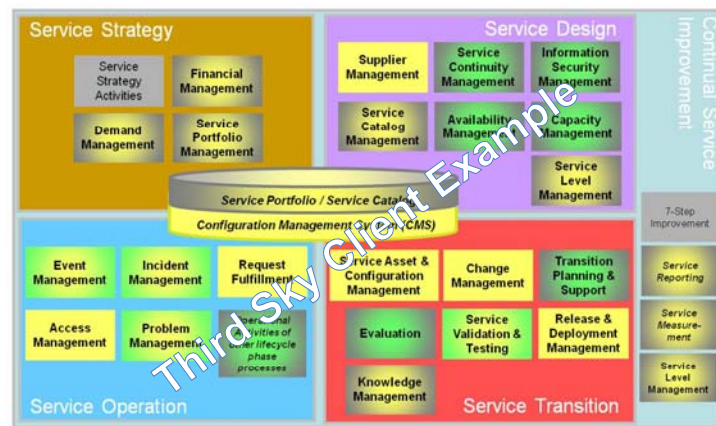
N.B. ITIL processes are in bold text, key artifacts / activities are italicized

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Improvement Roadmaps: Examples of high-level visualization



Current State
Formal ITSM process
Siloed process
Not yet a managed process

2009
Focus of improvement
Partial improvement
Not addressed

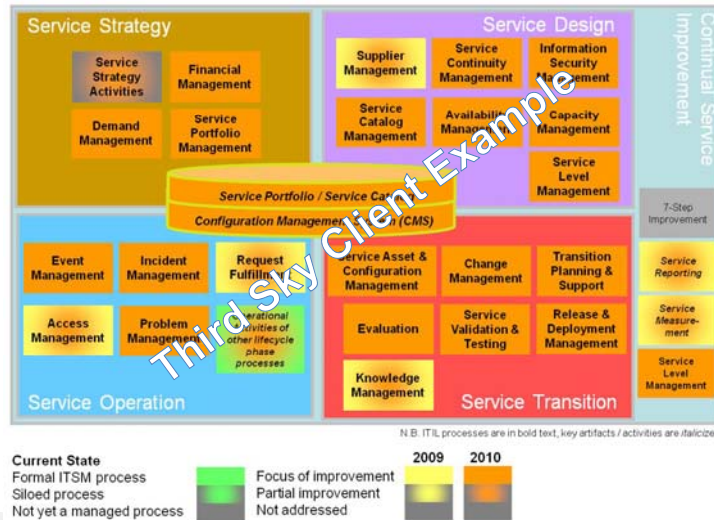
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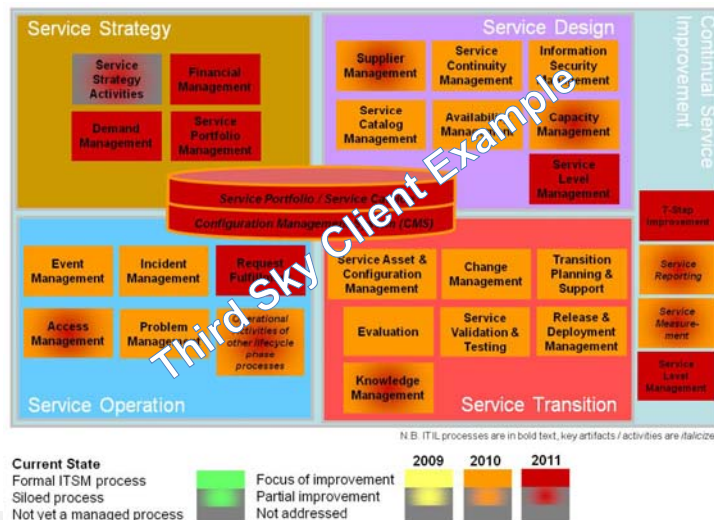
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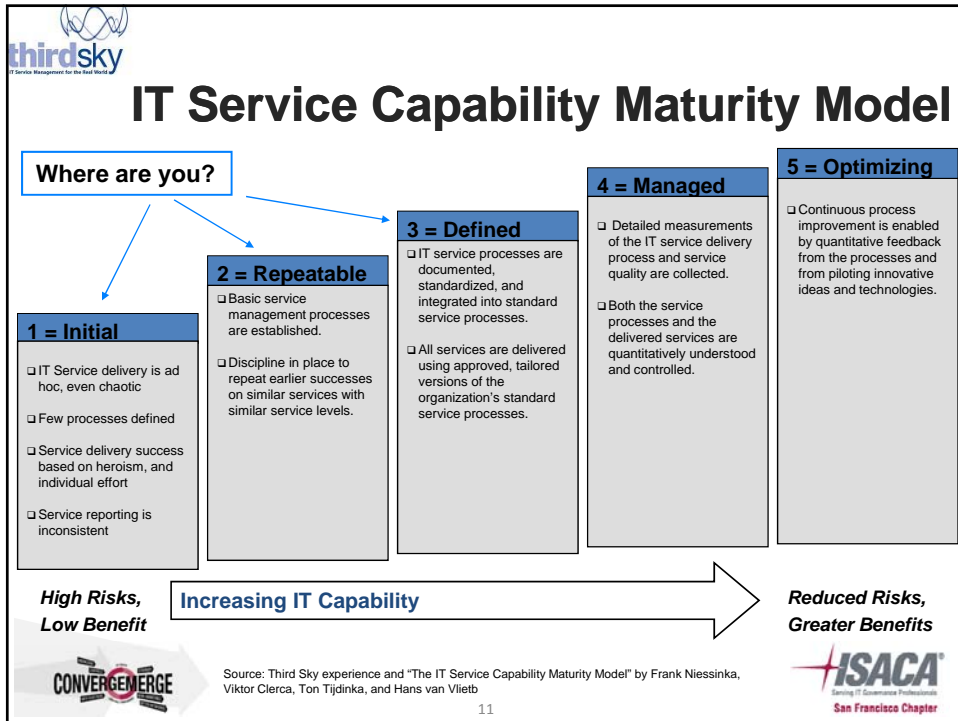
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Improvement Roadmaps: Examples of high-level visualization

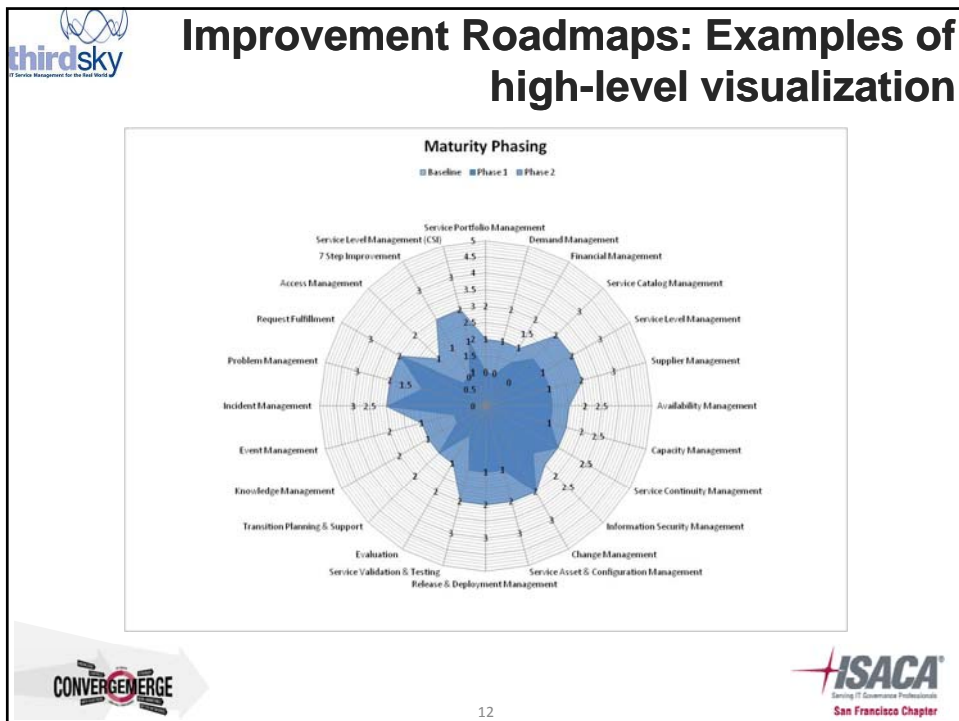


Improvement Roadmaps: Examples of high-level visualization





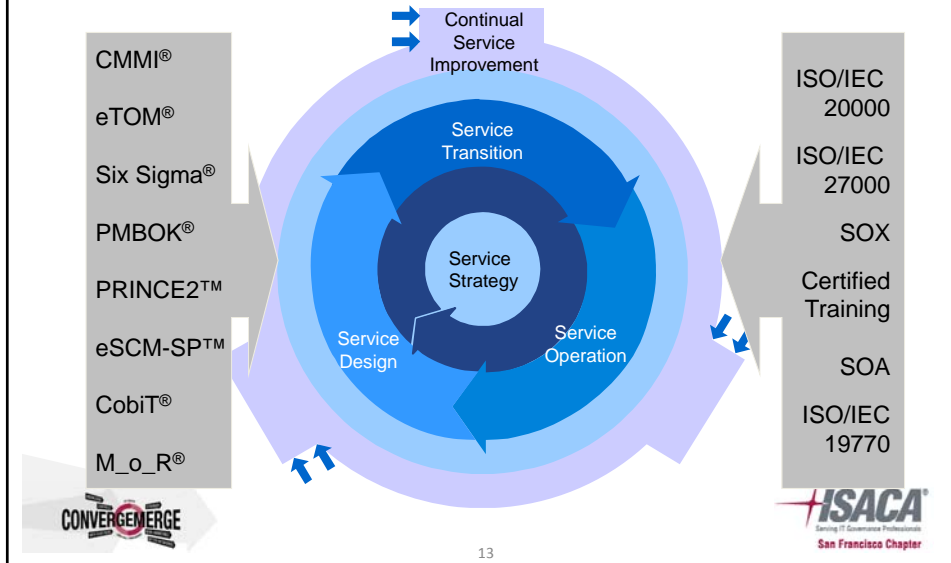
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Convergence: ITIL integration with other frameworks

ITIL can be used in concert with other sources of good practice, including other frameworks and/or standards, to help organizations achieve their goals.



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Contrasting ITIL and ISO/IEC 20000

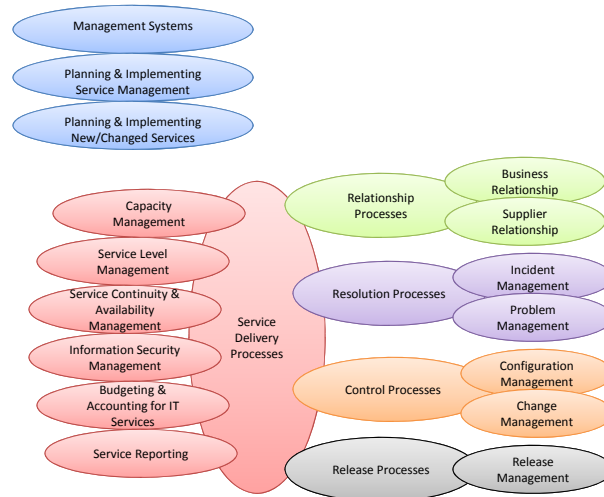
ITIL

- Used by organizations worldwide to establish and improve capabilities in Service Management.
- Can be adopted in whole or in part, per the needs of the organization.
- Offers a body of knowledge useful for achieving the ISO/IEC 20000 standard.
- Certification is for the individuals

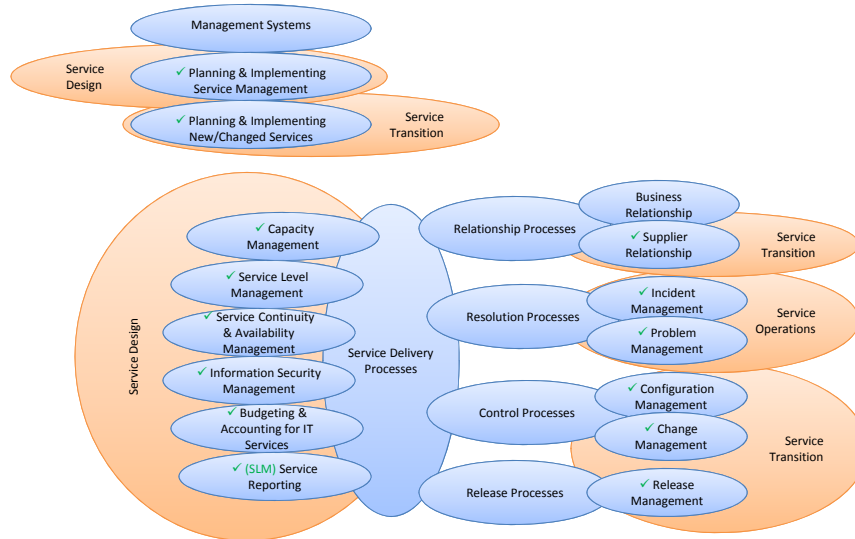
ISO/IEC 20000

- Provides a formal and universal standard for organizations seeking to have their Service Management capabilities audited and certified.
- A standard to be achieved and maintained
- Certification is for an entire company
- Emphasizes a formal and structured IT governance model (echoing COBIT)
- References ISO/IEC 17799 (Information Security Management) as a compliance requirement.
- Underpins ISO 9000 for IT

What is ISO/IEC 20000

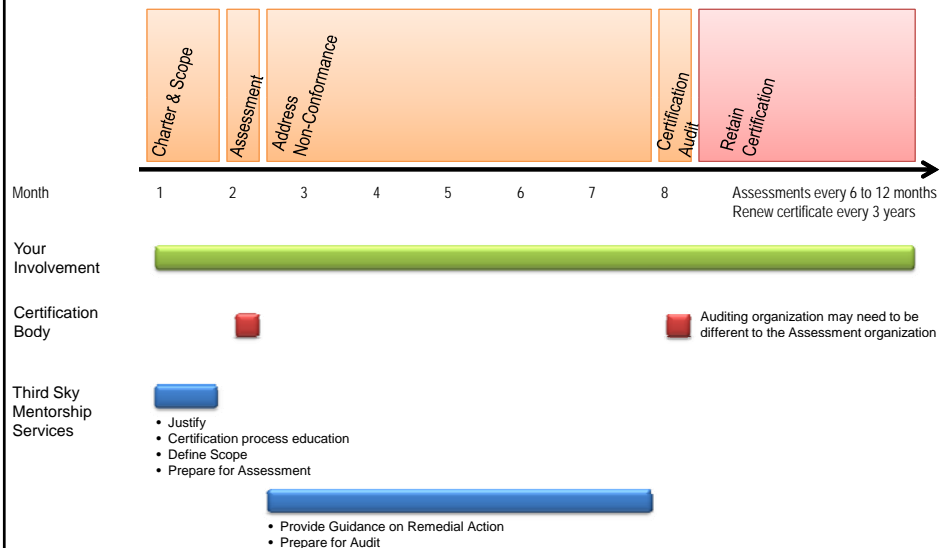


Mapping ISO/IEC 20000 to ITIL v3



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Certification Process



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Why pursue ISO/IEC 20000 Certification?

When there is a need to....

- Provide assurance to internal customers
- Provide competitive differentiation to external customers
- Provide assurance within your own organization (IT) that you have met a global standard, not just leveraged guidance
- Enable “apples to apples” comparison with peers

Why not pursue ISO/IEC 20000 Certification?

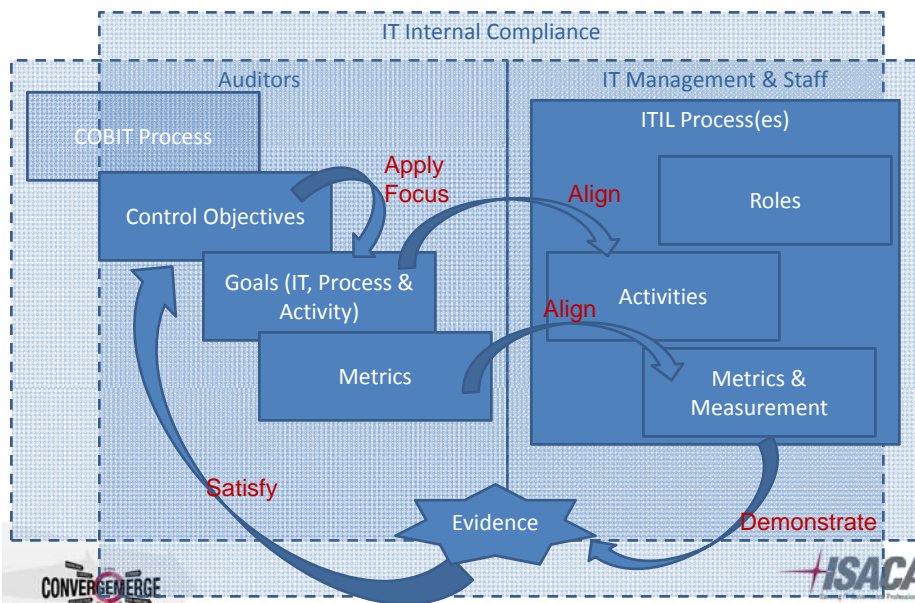
When you have...

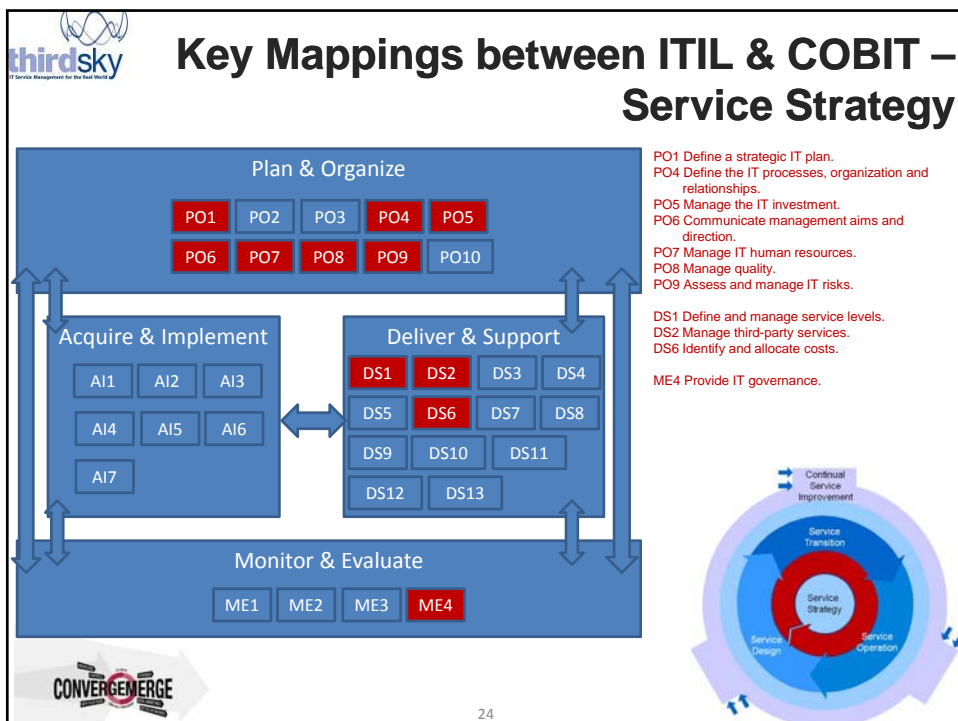
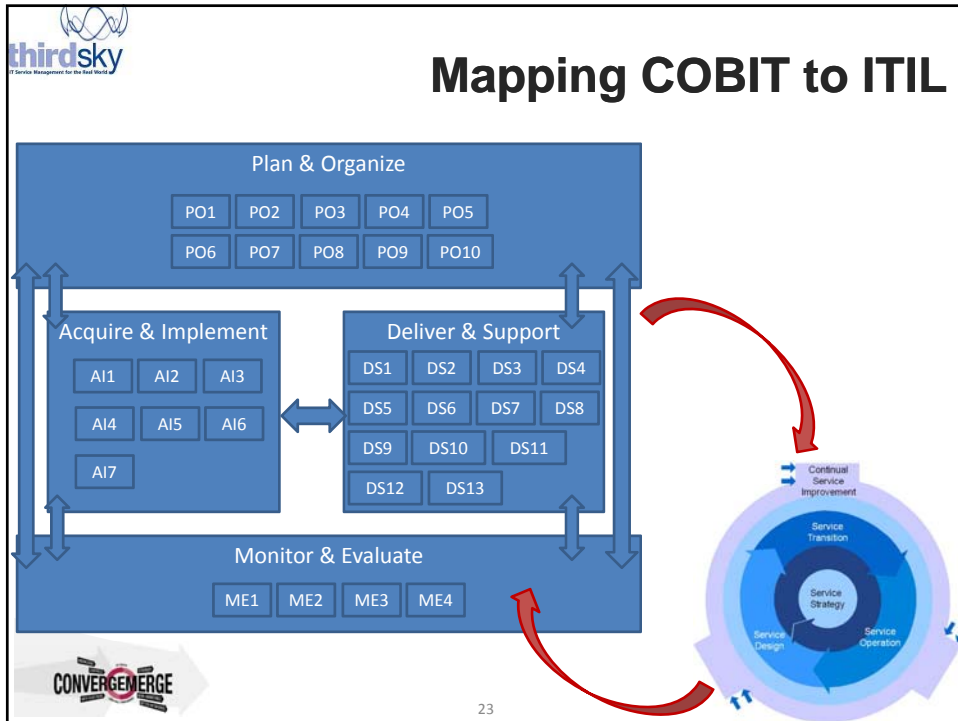
- No need for external differentiation or internal confidence building via a “standard”
- An approach to adopt and adapt ITIL guidance over time (i.e. a roadmap of continual improvement), rather than pursuing an all-or-nothing achievement of a standard
- Budget / resource limitations

Agenda

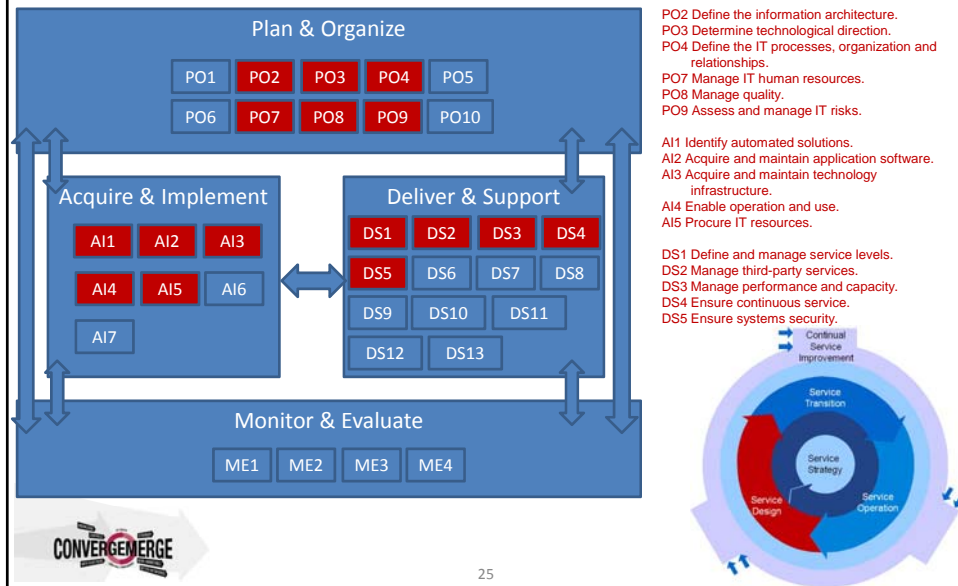
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Leveraging ITIL & COBIT



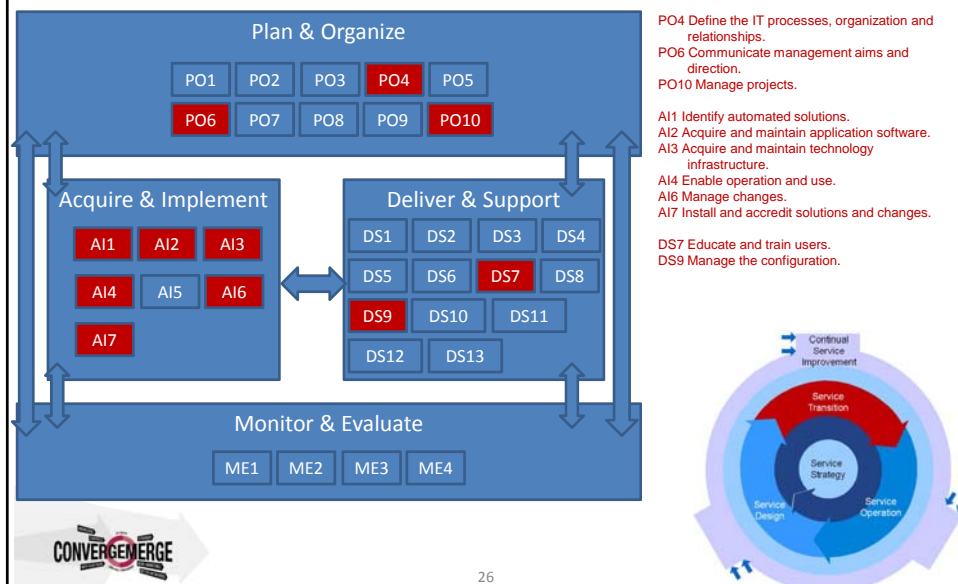


Key Mappings between ITIL & COBIT – Service Design



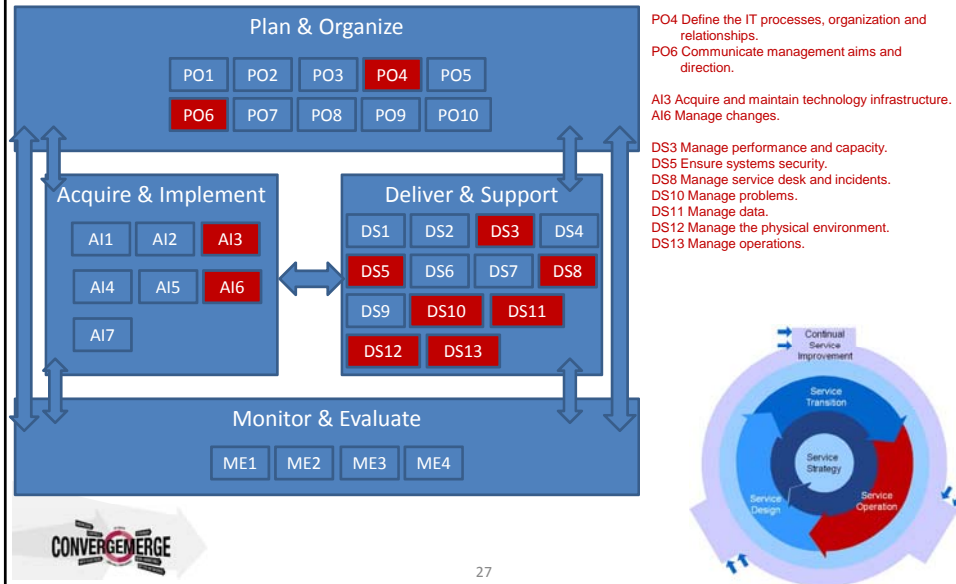
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Key Mappings between ITIL & COBIT – Service Transition



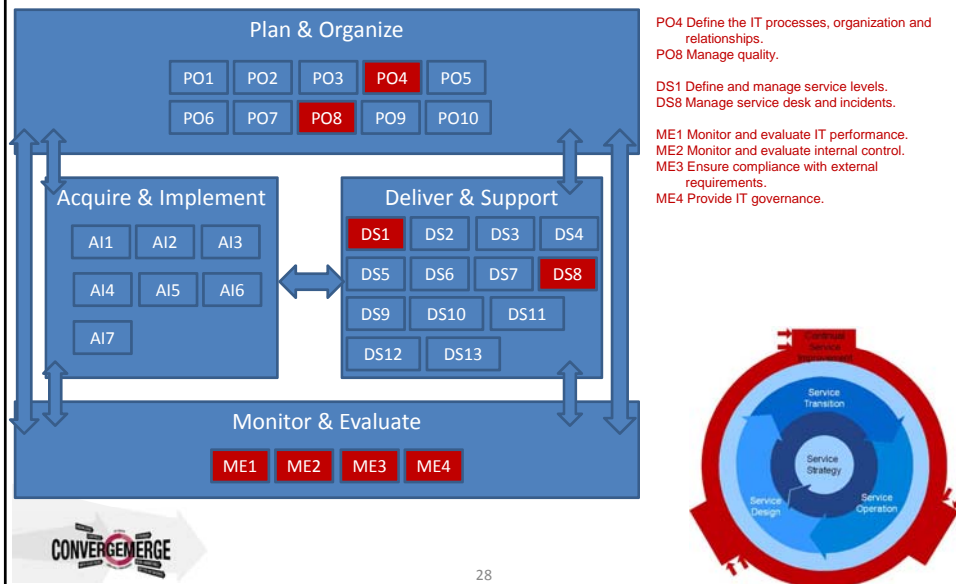
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Key Mappings between ITIL & COBIT – Service Operation



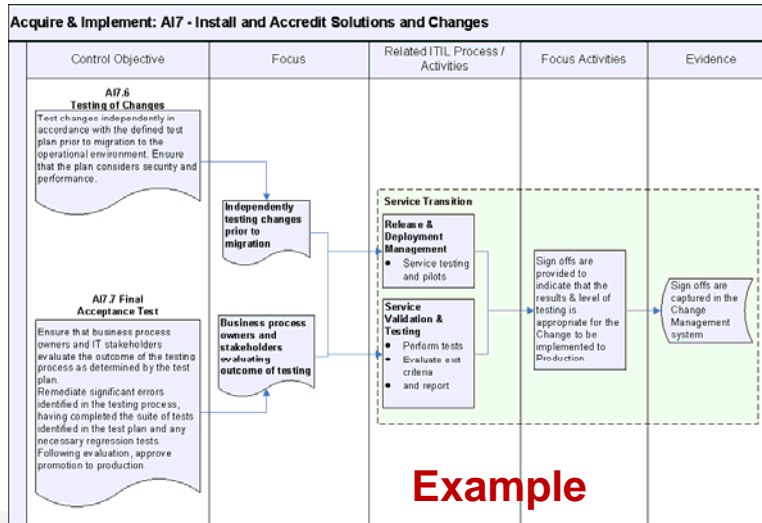
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Key Mappings between ITIL & COBIT – Continual Service Improvement



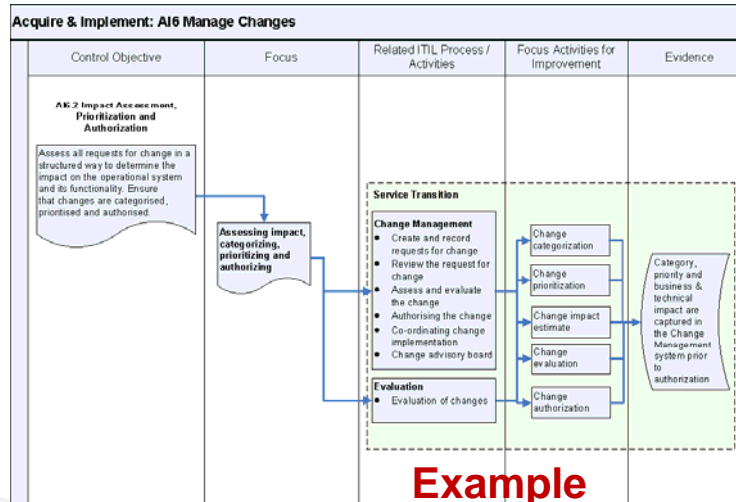
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Embedding Control Objectives in IT Service Management Improvement Plans



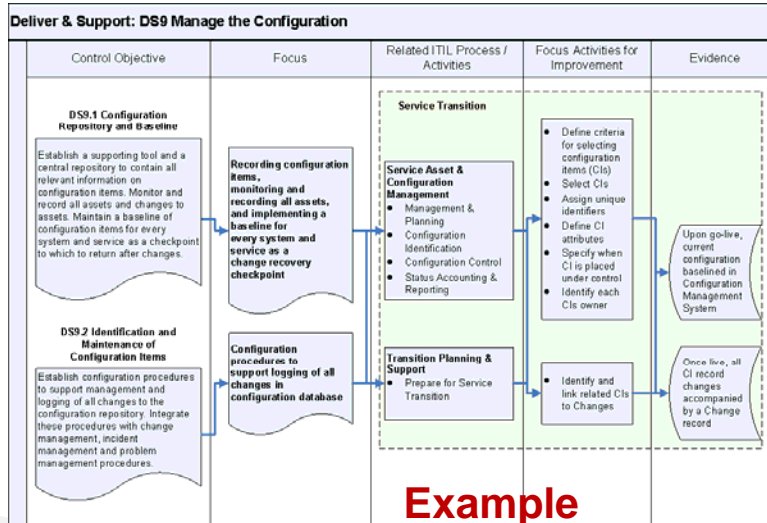
Example

Embedding Control Objectives in IT Service Management Improvement Plans



Example

Embedding Control Objectives in IT Service Management Improvement Plans




Example

Q&A

- Discussion
- Questions?

Worksheet: Embedding Control Objectives in IT Service Management Improvement Plans

COBIT Process: _____					
Focus	Control Objective	Related ITIL Process / Activities	Focus Activities for Improvement	Evidence	

Tips for completing the Worksheet

- Identify the **COBIT process** you are examining.
- Select the relevant **Control Objective(s)** you will examine.
- Apply **Focus** – there are many areas that could focused on to meet your goals... on what Activities should you be focusing?
- Identify the **Related ITIL Process / Activities** - Leverage the COBIT-ITIL[®] mapping to identify the process(es) / activities that can provide evidence re: your area(s) of focus.
- **Focus Activities for Improvement** - there are lots of areas that could be improved within those process(es)... in your environment, on what Activities should you be focusing your improvement efforts?
- What **Evidence** will show that you are succeeding? Be specific, and ideally use metrics.

For more information, contact:

Michael Robinson mrobinson@thirdsky.com 415.307.0378



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