



Intro to ITIL Framework

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Agenda

- ▶ ITIL History
- ▶ ITIL Books
- ▶ V3 Objectives
- ▶ Business Benefits of V3
- ▶ V3 Changes
- ▶ Training & Certification
- ▶ V2 or V3?
- ▶ Summary

ITIL History

- ▶ Version 1
 - 31 books developed in the 1980's
 - Focus:
 - Technology based
 - IT Infrastructure only

- ▶ Version 2
 - 8 books developed in the late 1990's
 - Focus:
 - Added people and processes
 - Model to optimize work tasks
 - Bridging the gap between the business and IT

- ▶ Version 3
 - 6 books developed 2005 – 2007
 - Focus:
 - Model begins with customer's desired outcomes
 - Transforming IT into a business unit

ITIL V2 Books

1. Service Support
2. Service Delivery
3. ICT Infrastructure Management
4. Application Management
5. Security
6. The Business Perspective
7. Planning to Implement Service Management
8. ITIL Small-scale Implementation



ITIL V3 Books

1. Introduction to Service Management
2. Service Strategy
3. Service Design
4. Service Transition
5. Service Operation
6. Continual Service Improvement

V3 Objectives

- ▶ Bring it current to industry best practices
- ▶ Meet today's and tomorrow's needs
- ▶ Evolve practices to the next level of maturity
- ▶ Address current practice gaps in V2
- ▶ Embed solid processes into a service lifecycle
- ▶ Stronger connection to converging governance, standards and management frameworks

V3 Objectives

- ▶ More practical “how to” guidance and address vertical markets and industries with complementary guidance publications
- ▶ Extend the focus to measurable business value
- ▶ Visible links to other industry practices
 - Such as CobIT, Six Sigma, CMMI, eSMC
- ▶ Guidance in context to current needs

Business Benefits of V3

- ▶ Improved use of IT investments
- ▶ Integration of business and IT value
- ▶ Portfolio driven service assets
- ▶ Clear demonstration of ROI and ROV
- ▶ Agile, adaptive & flexible service models
- ▶ Performance measures are business value based
- ▶ IT service assets linked to the business

V3 Changes

- ▶ IT integration with business processes
 - V2 was focused on business alignment
- ▶ Services as a business asset
 - Utility: what the customer gets
 - Warranty: how it's delivered
 - Utility + Warranty = Value Creation
- ▶ Removed process silos
 - Focus is on services that have a lifecycle
 - V2 basics reorganized and aligned with industry actual usage and best practices
 - New processes added

Services Definition

Services are the means of delivering value to customers by facilitating outcomes customers want to achieve, without the ownership of specific costs and risks.

Frameworks

- ▶ ITIL is one framework in a network of frameworks that all contribute to IT Service Management (ITSM)
- ▶ Each framework has a specific domain, focus or approach

Frameworks

COSO

Val IT

BPM

ISO20000

COBIT

ISO27001

TQM

ITSM

Six Sigma

SDLC

PMI

ITIL

PMI

ASL

Frameworks

- ▶ ITIL's domain:
 - IT Services delivery and support to the business/user

- ▶ ITIL's focus:
 - IT Services to the business/customer - primarily infrastructure & applications

- ▶ ITIL's approach:
 - Services based processes & procedures
 - metrics & reporting
 - continuous improvement cycles

ITIL V3 Organization

1. Introduction to Service Management
2. Service Strategy
3. Service Design
4. Service Transition
5. Service Operation
6. Continual Service Improvement



Service Strategy

- ▶ Service Management
- ▶ Financial Management
- ▶ ROI Process
- ▶ Service Portfolio Management
- ▶ Demand Management

Service Design

- ▶ Service Catalog Management
- ▶ Service Level Management
- ▶ Capacity Management
- ▶ Availability Management
- ▶ IT Service Continuity Management
- ▶ Information Security Management
- ▶ Supplier Management (e.g. outsourcing)

Service Transition

- ▶ Change Management
- ▶ Service Asset and Configuration Management
- ▶ Release and Deployment Management
- ▶ Knowledge Management

Service Operation

- ▶ Event Management
- ▶ Incident Management
- ▶ Request Fulfillment Process
- ▶ Problem Management
- ▶ Access Management

Continual Service Improvement

- ▶ 7-Step Improvement Process
- ▶ Service Measurement
- ▶ Service Reporting
- ▶ ROI for CSI Process
- ▶ Service Level Management

ITIL V3 Training & Certification

- ▶ Existing certifications for V2 remain valid
- ▶ Bridge courses and tests for those who have V2 Certifications and want to bring them up to V3

ITIL V3 Training & Certification

- ▶ Two new higher levels of achievement added in place of V2 Service Manager certification
 - Expert
 - Master
- ▶ Training & certifications paths for
 - Operational
 - Tactical
 - Strategic

Training & Certification

- ▶ 2 new higher levels of achievement added above V2 Service Manager
 - ITIL Expert
 - ITIL Master

V2 or V3?

- ▶ *There is no wrong answer here!*
- ▶ ITIL is a framework meant to be used and customized as fits your business needs and requirements.
- ▶ Remember that the focus is on adding business value.
- ▶ This is an opportunity to apply the value in ITIL V3 to the analysis of where you are, where you are going and how you want to get there.
 - You may decide to complete your rollout using V2.
 - You may decide to add V3 Continual Service Improvement to it.
 - You may decide to use V3 Service Strategy & Service Design to help you do the analysis and decide the answer.
 - You may decide to pick and choose pieces of V3 to add to what you already have.
 - You may decide to use V3
 - The point is to do the analysis and decide what adds business value

Summary

ITIL Version 3

- ▶ Brings the framework current with today's industry proven best practices and technology
- ▶ Adds links to other major frameworks from many other disciplines

Summary

ITIL Version 3

- ▶ Expands the IT scope from business alignment to business integration and into IT Governance
- ▶ Acknowledges that the maturity lifecycle of IT organizations is taking them toward an operational and cultural transformation of becoming a business unit

Take Aways

1. ITIL and CobIT are complementary frameworks - for IT Governance
2. ITIL's focus is on IT Services and on IT Services Management from a business perspective – running IT like a business
3. New training & certifications
4. V2 or V3? - There is no wrong answer

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