

Unveiling The ITIL V3

Y.S. Choi

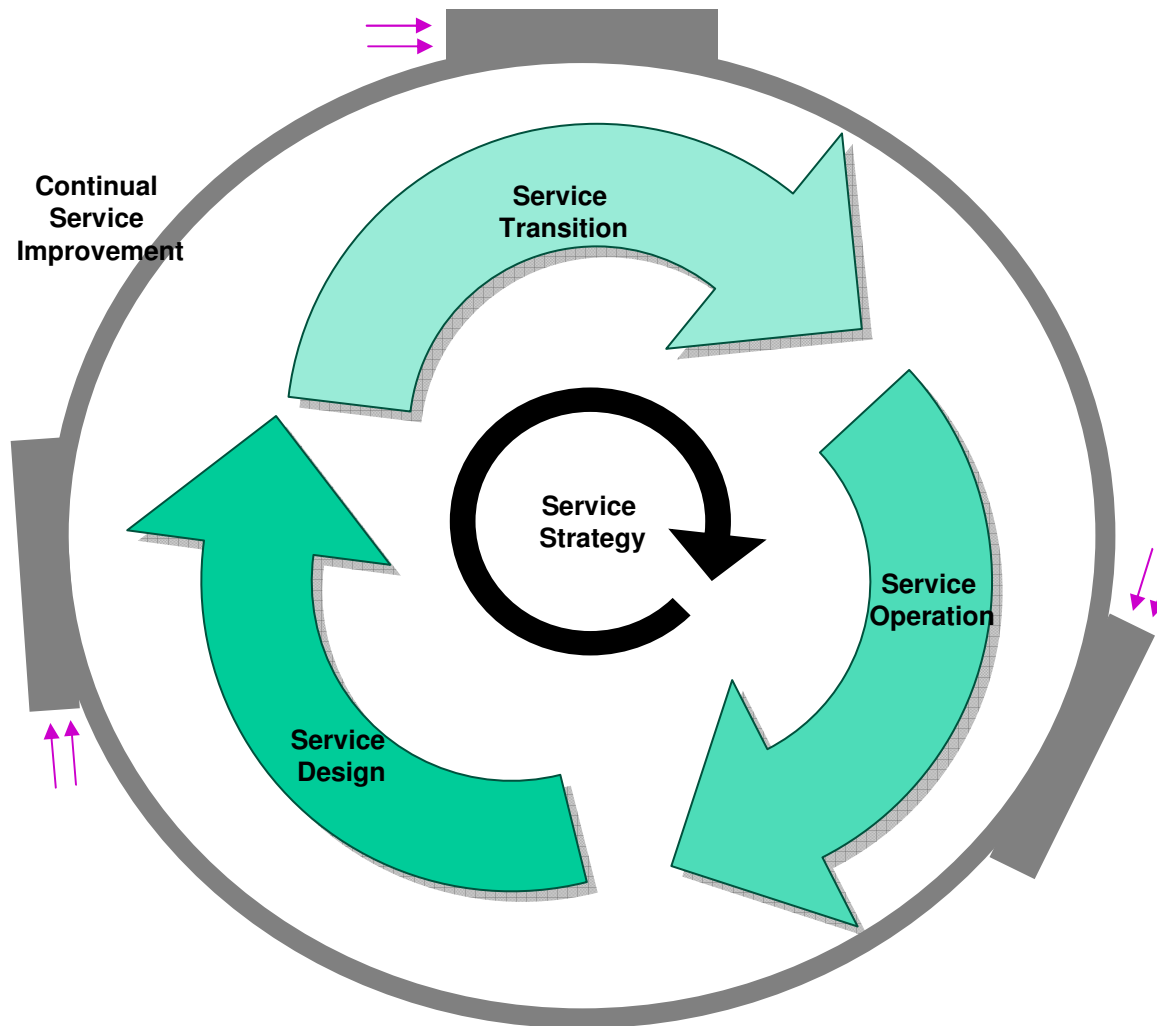
The product manager
of ISO 20000



raising standards worldwide™



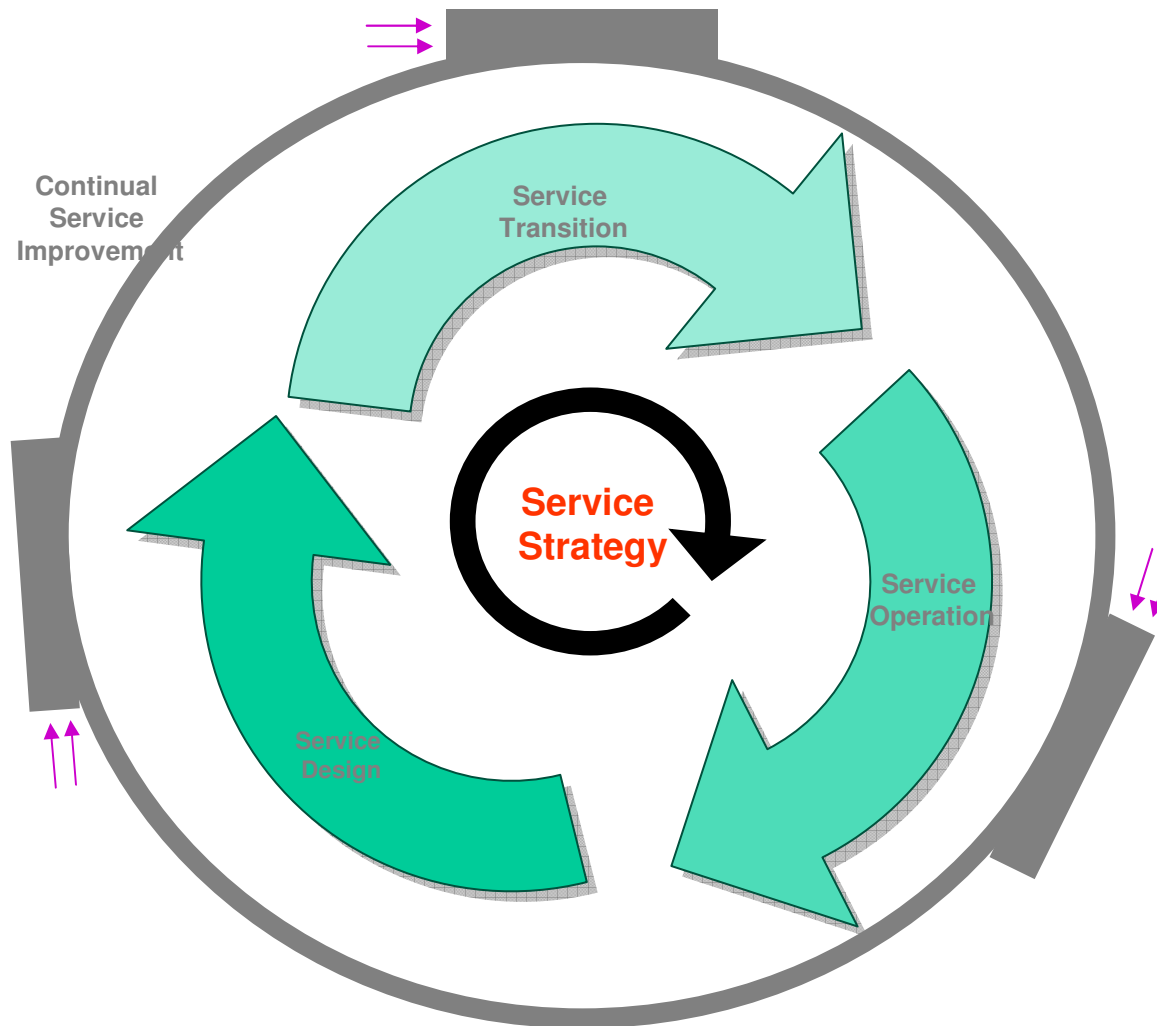
ITIL Core



Service and Service Management

- ❑ A service is a means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks

- ❑ Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services



- ❑ Introduction
- ❑ The Practice of Service Management
- ❑ Service Strategy Principles
- ❑ Service Strategy
- ❑ Service Economics
- ❑ Strategy and Organization
- ❑ Strategy to Tactics and Operations
- ❑ Technology and strategy
- ❑ Challenges, opportunities and risks

- Introduction
- The Practice of Service Management
- Service Strategy Principles
- Service Strategy
- Service Economics
- Strategy and Organization
- Strategy to Tactics and Operations
- Technology and strategy
- Challenges, opportunities and risks

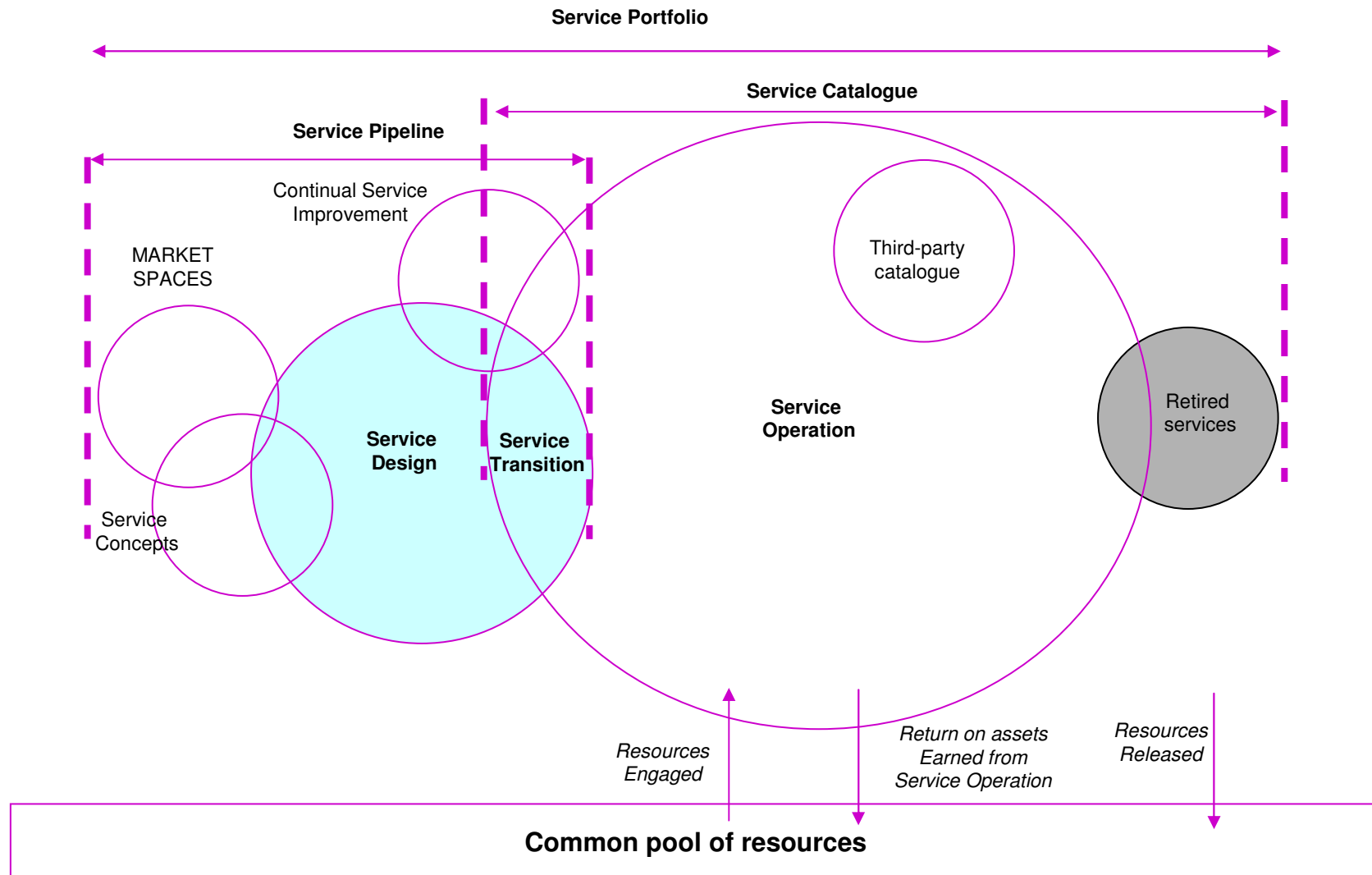
- Value creation
- Service Assets
- Service Provider Types
- Service Structure
- Service Strategy Fundamentals

*“ People do not want quarter-inch drills. They want quarter-inch holes.”
Professor Emeritus, Theodore Levitt, Harvard Business School*

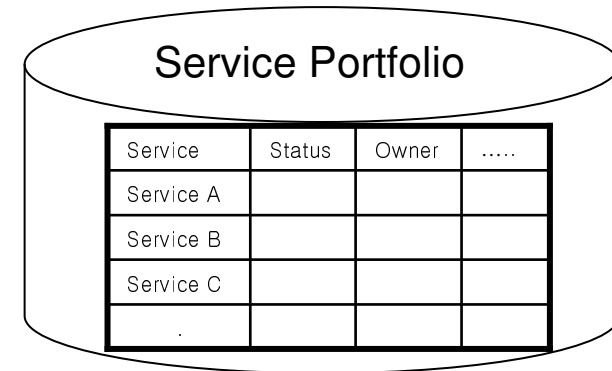
From/To	Type1	Type2	Type3
Type1	Functional reorganization	Disaggregation	Outsourcing
Type2	Aggregation	Corporate Reorganization	Outsourcing
Type3	Insourcing	Insourcing	Value net reconfiguration

- Internal Service Provider – Type1
- Shared Services Provider – Type2
- External Service Provider – Type3

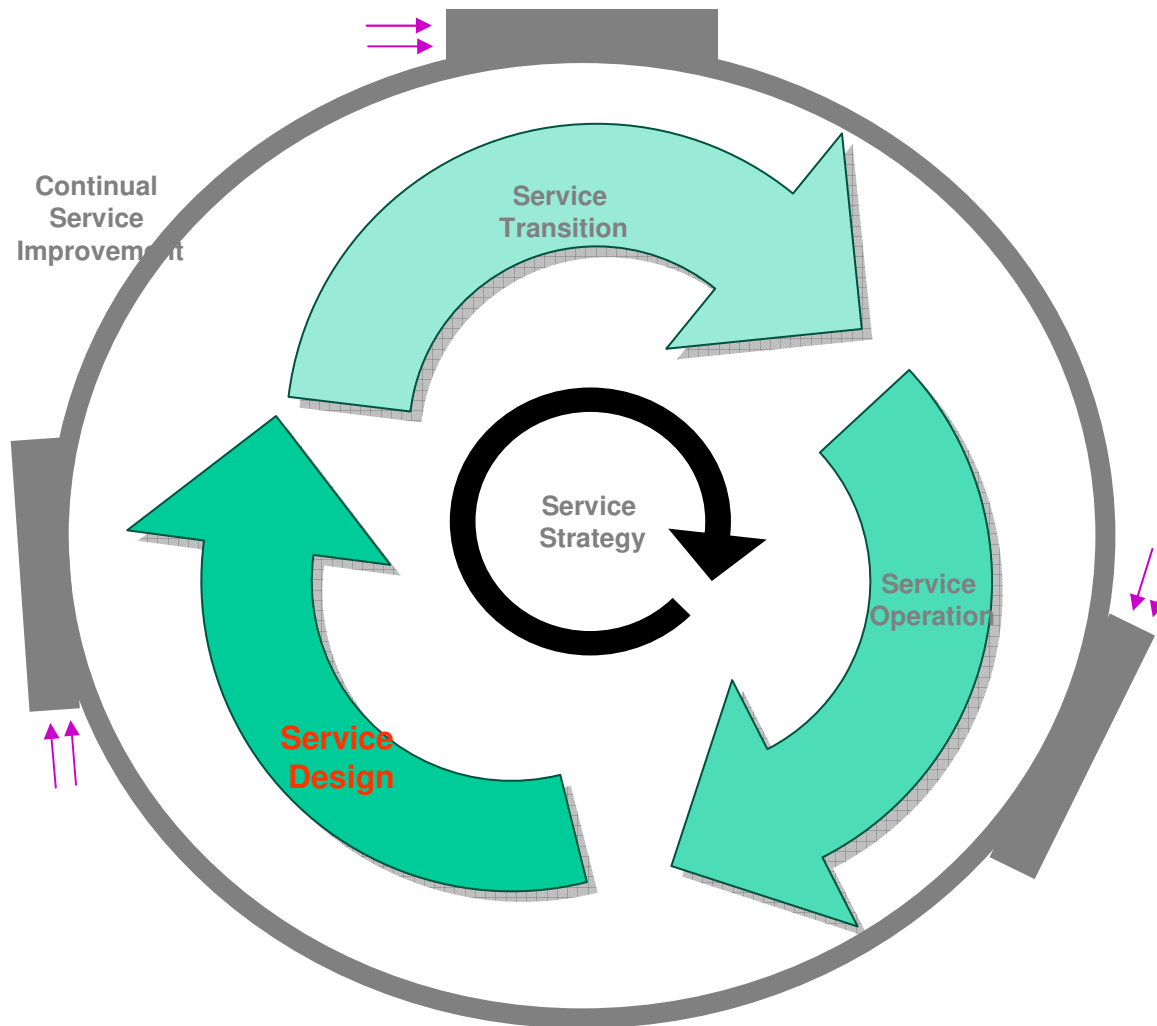
- Introduction
- The Practice of Service Management
- Service Strategy Principles
- Service Strategy
- Service Economics
- Strategy and Organization
- Strategy to Tactics and Operations
- Technology and strategy
- Challenges, opportunities and risks



- Service name
- Service description
- Service status
- Service classification and criticality
- Applications used
- Data and / or data schema used
- Business processes supported
- Business owners
- Business users
- IT owners
- Service warranty level, SLA and SLR references



- Supporting services
- Supporting resources
- Dependent services
- Supporting OLAs, contracts and agreement
- Service costs
- Service charges (if applicable)
- Service revenue (if applicable)
- Service metrics



- ❑ Service design ensure that not only the functional elements are addressed by the design, but also that all of the management and operational requirements are also addressed as a fundamental part of the design and are not added as an afterthought

- Reduced Total Cost of Ownership
- Improved quality of service
- Improved consistency of service
- Easier implementation of new or changed services
- Improved service alignment
- More effective service performance
- Improved IT governance
- More effective Service Management and IT processes
- Improved information and decision making

- ❑ Introduction
- ❑ Service Management as a Practice
- ❑ Service Design Principles
- ❑ Service Design Processes
- ❑ Service Design Technology Related activities
- ❑ Organizing for Service Design
- ❑ Service Design Technology Considerations
- ❑ Service Design Process Implementation Considerations
- ❑ Service Design Challenges Factors and Risks

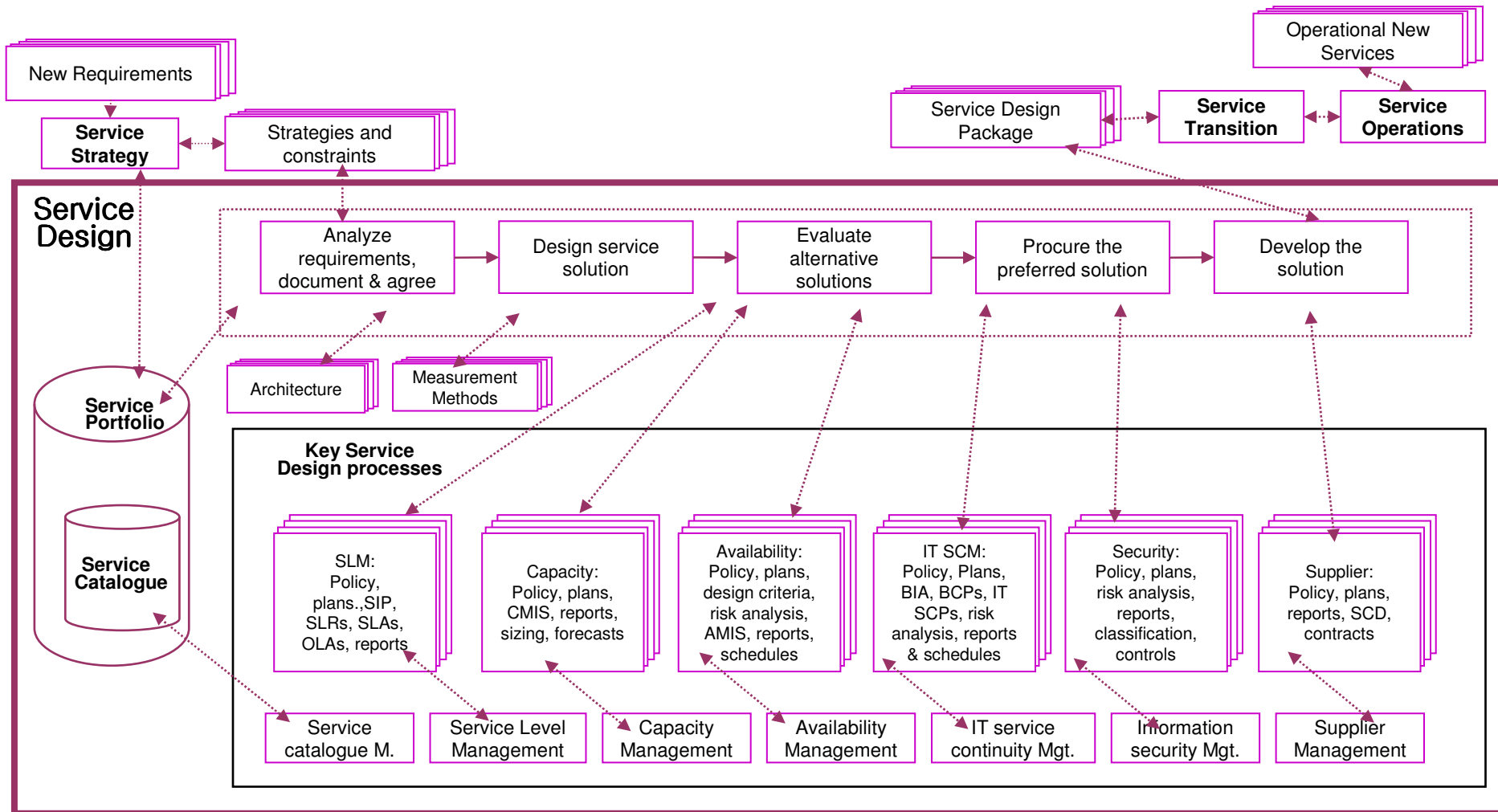
- Introduction
- Service Management as a Practice
- Service Design Principles
- Service Design Processes
- Service Design Technology Related activities
- Organizing for Service Design
- Service Design Technology Considerations
- Service Design Process Implementation Considerations
- Service Design Challenges Factors and Risks

- The design of new or changed service
- The design of the Service Portfolio, including the Service Catalogue
- The design of the technology architecture and management systems
- The design of the processes required
- The design of measurement methods and metrics

- Introduction
- Service Management as a Practice
- Service Design Principles
- Service Design Processes
- Service Design Technology Related activities
- Organizing for Service Design
- Service Design Technology Considerations
- Service Design Process Implementation Considerations
- Service Design Challenges Factors and Risks

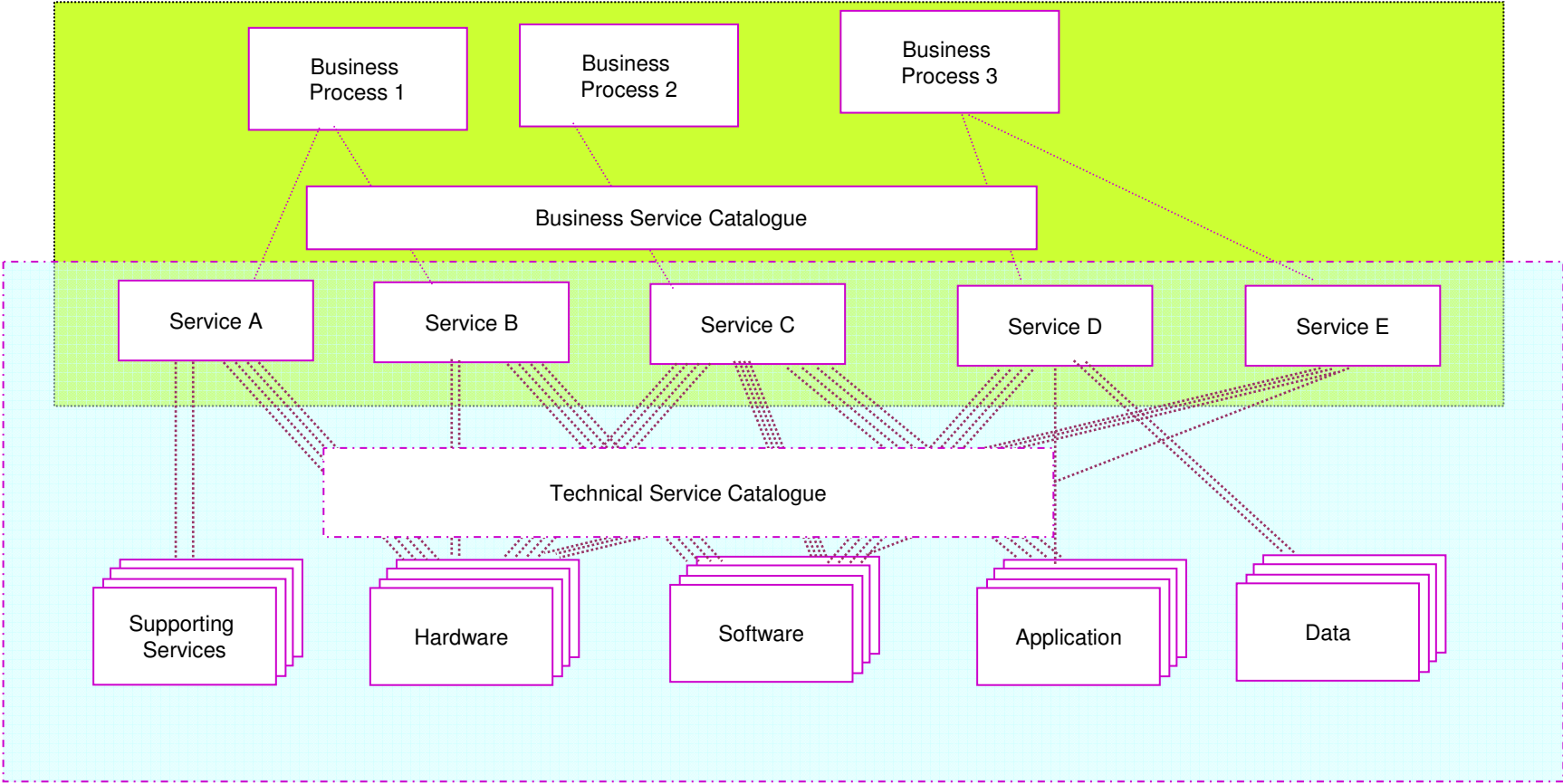
Service Design Processes

II. Service Design



* CMIS: Capacity Management Information System
 AMIS: Availability Management Information System

* SCD: Supplier and Contracts Database



- Introduction
- Service Management as a Practice
- Service Design Principles
- Service Design Processes
- Service Design Technology Related activities
- Organizing for Service Design
- Service Design Technology Considerations
- Service Design Process Implementation Considerations
- Service Design Challenges Factors and Risks

Requirements engineering

→ Functional requirements, Management and Operational requirements, Usability requirements

Data and Information Management

→ Valuing data, Classifying data, Setting data standards, Data ownership, Data migration, Data storage, Data capture, Data retrieval and usage, Data integrity and related issues

Application Management

→ consistent coding conventions, application independent building guidelines, operability testing, management checklist for the building phase, organization of the build team roles

Table of Contents

- ❑ Introduction
- ❑ Service Management as a Practice
- ❑ Service Design Principles
- ❑ Service Design Processes
- ❑ Service Design Technology Related activities
- ❑ Organizing for Service Design
- ❑ Service Design Technology Considerations
- ❑ Service Design Process Implementation Considerations
- ❑ Service Design Challenges Factors and Risks

Organizing for Service Design

- Functional roles analysis
- Activity analysis
- Skills and Attributes
- Roles and Responsibilities

Table of Contents

- ❑ Introduction
- ❑ Service Management as a Practice
- ❑ Service Design Principles
- ❑ Service Design Processes
- ❑ Service Design Technology Related activities
- ❑ Organizing for Service Design
- ❑ Service Design Technology Considerations
- ❑ Service Design Process Implementation Considerations
- ❑ Service Design Challenges Factors and Risks

Service Design Technology Considerations

- Service Design Tools
- Service management Tools

Table of Contents

- ❑ Introduction
- ❑ Service Management as a Practice
- ❑ Service Design Principles
- ❑ Service Design Processes
- ❑ Service Design Technology Related activities
- ❑ Organizing for Service Design
- ❑ Service Design Technology Considerations
- ❑ Service Design Process Implementation Considerations
- ❑ Service Design Challenges Factors and Risks

Service Design Process Implementation Considerations

- Business Impact Analysis
- Service level requirements
- Risks to the Service and processes
- Implementing Service Design
- Measurement of Service Design

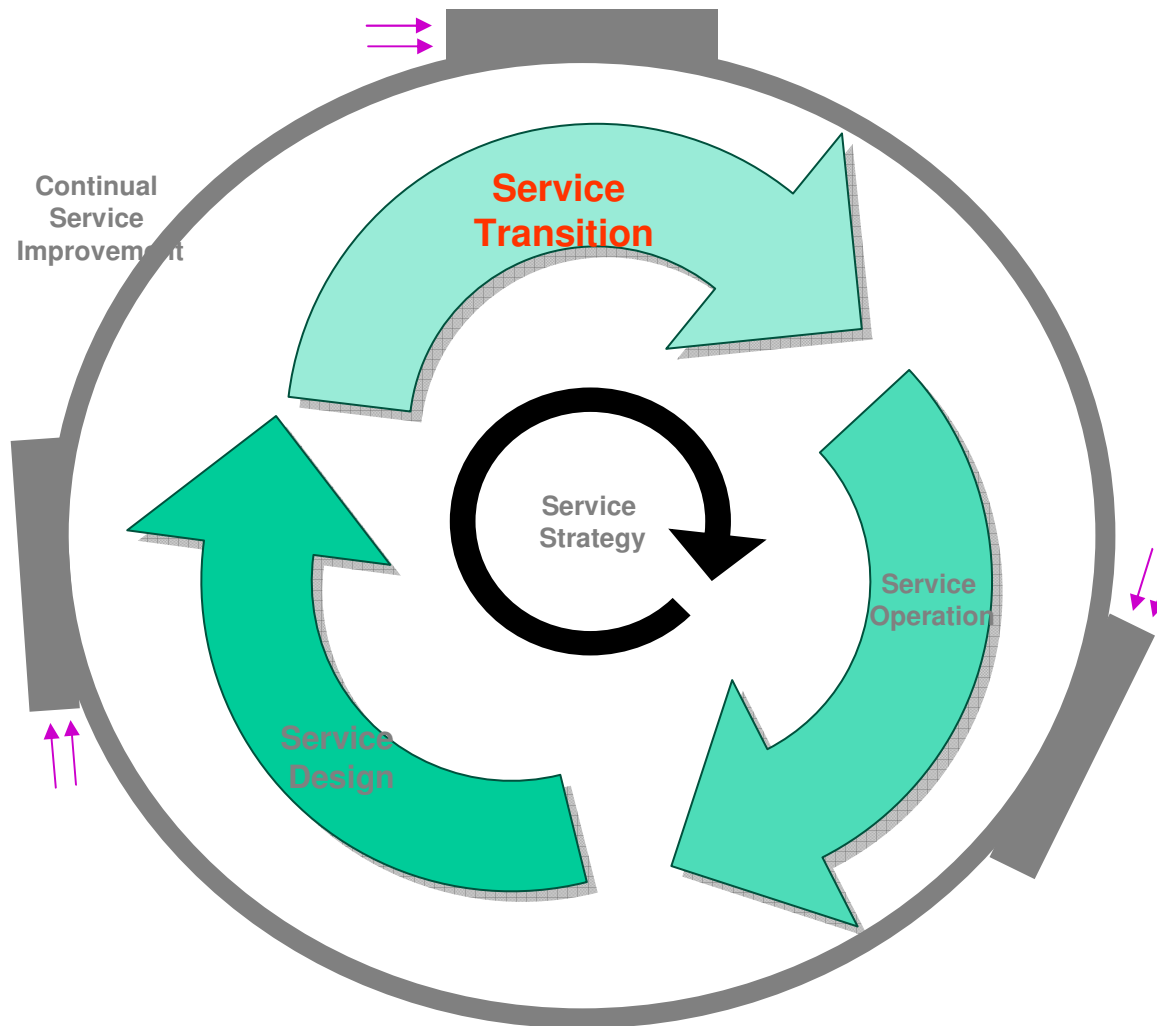
- Introduction
- Service Management as a Practice
- Service Design Principles
- Service Design Processes
- Service Design Technology Related activities
- Organizing for Service Design
- Service Design Technology Considerations
- Service Design Process Implementation Considerations
- Service Design Challenges Factors and Risks

❑ Challenges

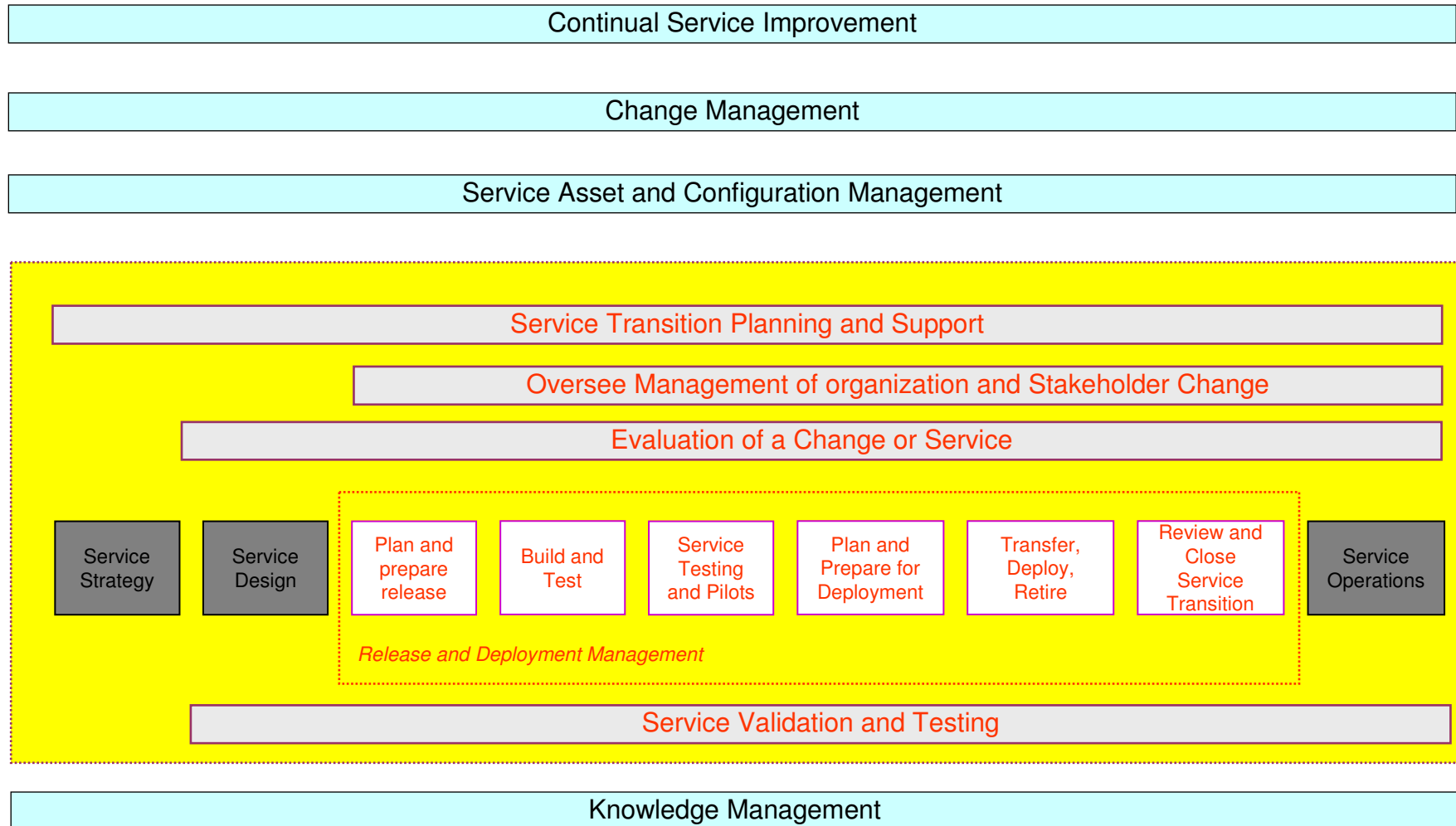
- ✓ The use of diverse and disparate technologies and applications
- ✓ Documentation and adherence to agreed practices and processes
- ✓ Unclear requirements
- ✓ A lack of awareness and knowledge of service and business targets and requirements

❑ Risks

- ✓ Maturity levels of one process is low
- ✓ Insufficient testing resulting in poor design



- Introduction
- Service Management as a Practice
- Service Transition Principles
- Service Transition processes
- Organizing Service Transition
- Implementing Service Transition
- Challenges, Critical Success Factors and Risks



- ❑ Plan and manage the capacity and resources required to package, build, test and deploy a release into production and establish the service specified in the customer and stakeholder requirements

- Introduction
- Service Management as a Practice
- Service Transition Principles
- Service Transition processes
- Service Transition common operation activities
- Organizing Service Transition
- Implementing Service Transition
- Challenges, Critical Success Factors and Risks

- ❑ The Utility of service is in the form of enhancing or enabling the performance of the customer assets, and contributing to the realization of business outcomes
- ❑ A warranty of service is an assurance that some product or service will be provided or will meet certain specification (i.e. availability, capacity, security)

- Define and implement a formal policy for service transition
- Implement all changes to services through service transition
- Align service transition plans with the business needs
- Establish and maintain relationships with stakeholders
- Provide systems for knowledge transfer and decision support
- Plan release and deployment package
- Proactively improve quality during service transition

- ❑ Introduction
- ❑ Service Management as a Practice
- ❑ Service Transition Principles
- ❑ Service Transition processes
- ❑ Service Transition common operation activities
- ❑ Organizing Service Transition
- ❑ Implementing Service Transition
- ❑ Challenges, Critical Success Factors and Risks

- Goals/objectives and purpose of service transition
- Scope
- Applicable standards, agreements, legal, regulatory and contractual requirements
- Framework for service transition
- Criteria
- Identification of requirements and content of the new or changed service
- People, Approach, Deliverables
- Schedule of milestone

Type of change	Documented work procedures	Service Strategy	Service Design	Service Transition	Service Operation	Continual Service Improvement
RFC to Service Portfolios	Service Change Management	√				
RFC to Service or Service Definition		√	√	√	√	√
Project Change Proposal	Project Change Management Procedure		√	√		√
User Access Request	User Access Procedure				√	
Operational Activity	Local procedure				√	

The purpose is:

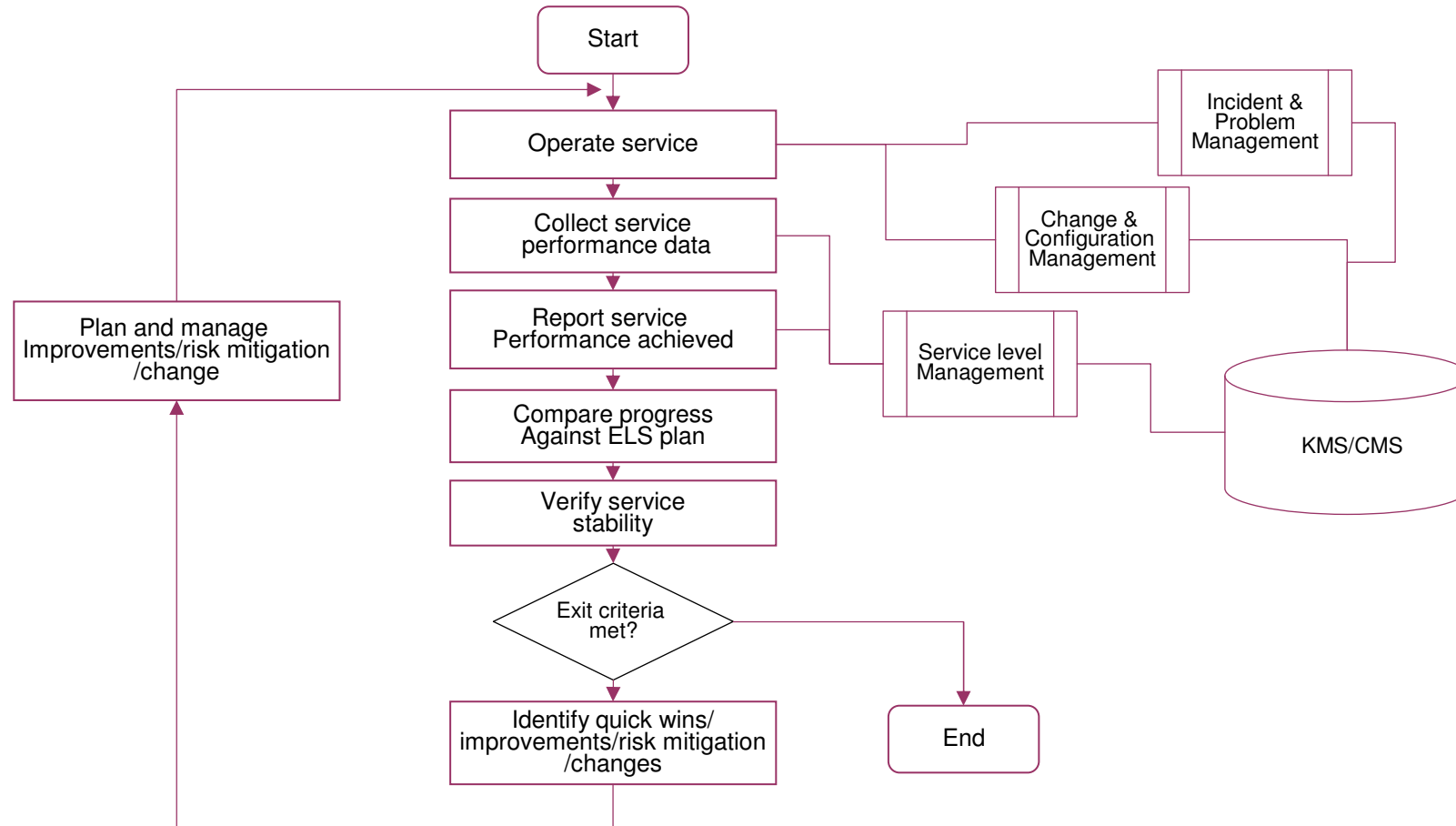
- ❑ To protect the integrity of service assets and configuration items (and where appropriate, those of its customers) through the Service Life Cycle
- ❑ Support efficient and effective business and service management processes by providing accurate information about assets and configuration items

** SACM may cover non-IT assets, work products used to develop the services and configuration items required to support the Service that are not formally classified as assets*

Danish Clock

- ❑ There is a traditional Danish proverb that runs 'When you have a clock in your house, you know the time- once you get two clocks you are no longer certain'. SACM delivers that one clock for all processes and so glues them together, delivers consistence and helps achieve common purpose

Early Life Support



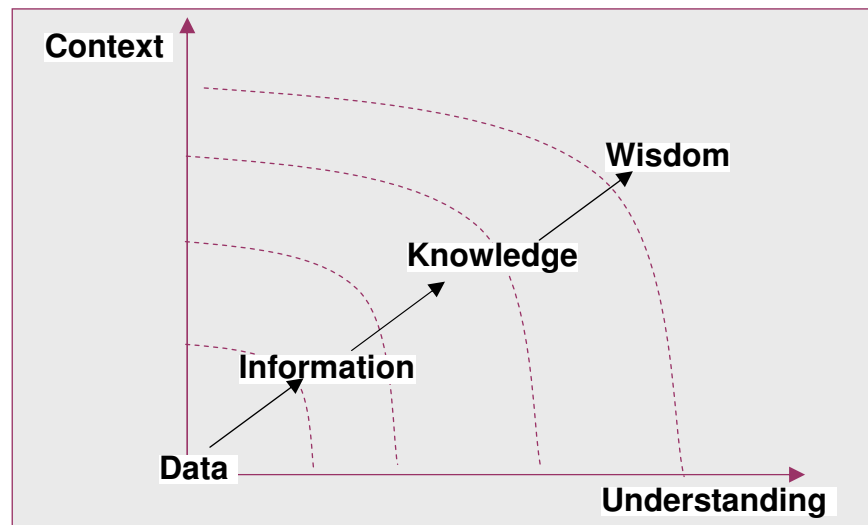
The objectives are to:

- Provide confidence that a release will create a new or changed service or service offerings that deliver the expected outcomes and value for the customers within the projected costs, capacity and constraints
- Validate that a service is 'Fit for Purpose'
- Assure a service is 'Fit for Use'

Type of testing

- Usability testing
- Accessibility Testing
- Process and procedure testing
- Knowledge transfer test, competence testing
- Performance, capacity and resilience testing
- Volume testing, stress testing, load testing, scalability testing
- Availability testing
- Back-up and Recovery testing
- Documentation testing
- Regulatory and compliance testing
- Remediation, continuity and recovery testing
- Configuration testing

- ❑ Data: a set of discrete facts
- ❑ Information: providing context to data
- ❑ Knowledge: the tacit experiences, ideas, insights, values and judgements of individuals
- ❑ Wisdom: giving the ultimate discernment of the material and having the application and contextual awareness to provide a strong common sense judgement.

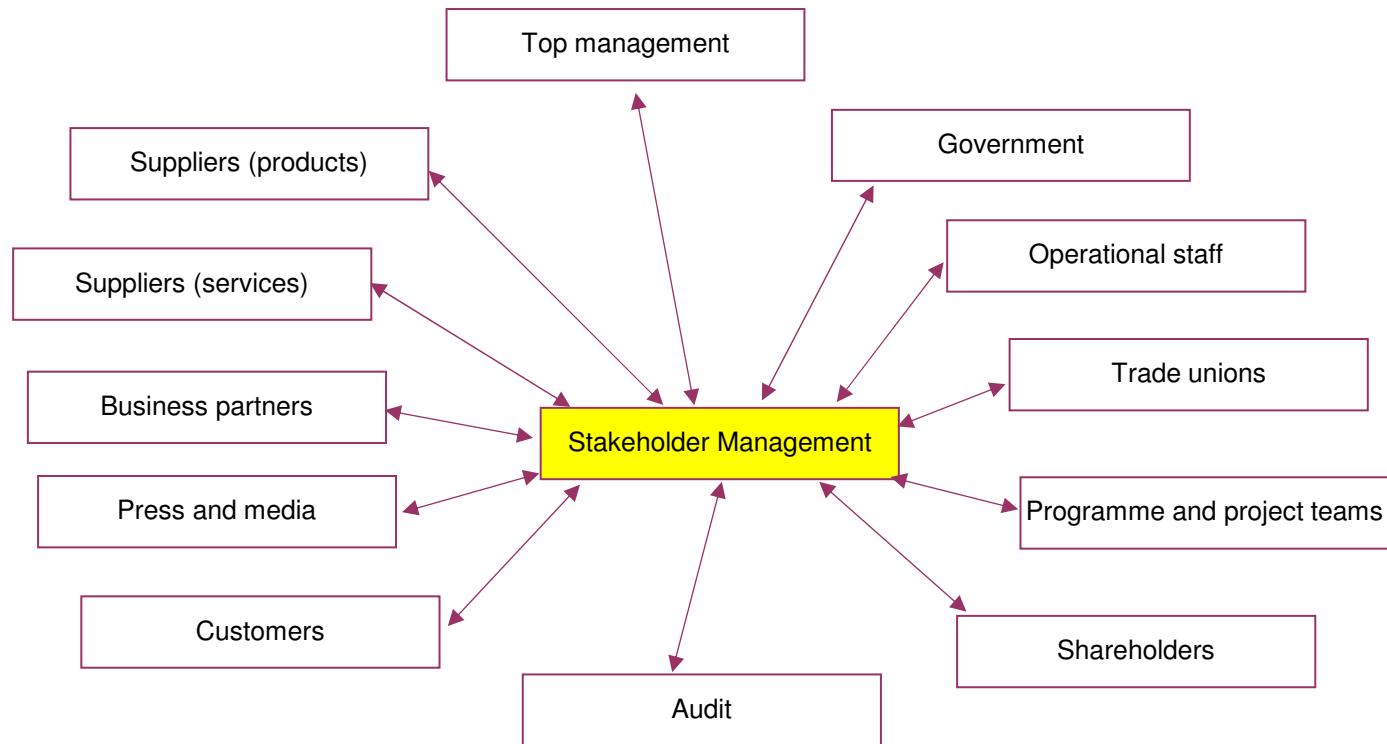


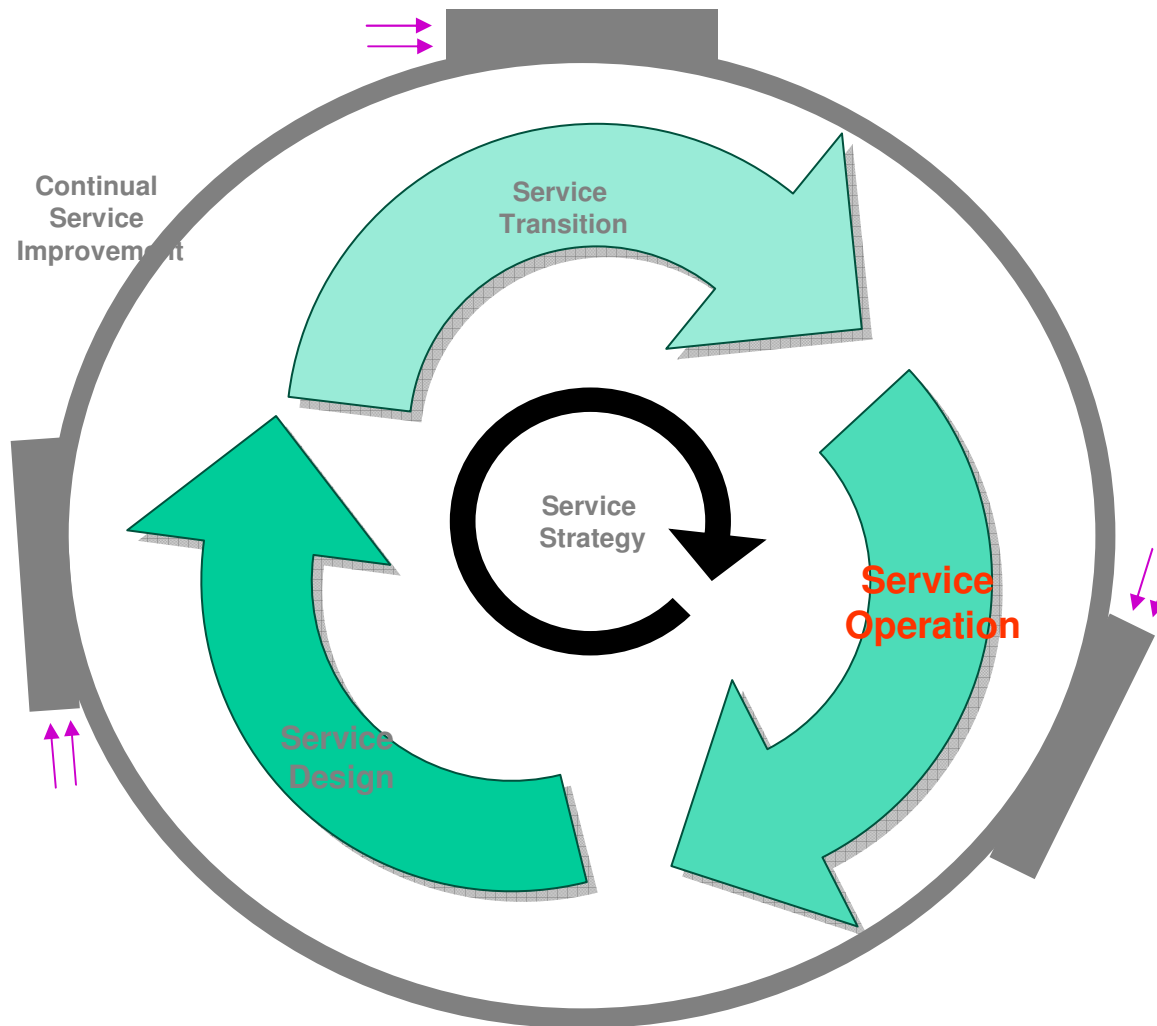
- ❑ Introduction
- ❑ Service Management as a Practice
- ❑ Service Transition Principles
- ❑ Service Transition processes
- ❑ Service Transition common operation activities
- ❑ Organizing Service Transition
- ❑ Implementing Service Transition
- ❑ Challenges, Critical Success Factors and Risks

- Managing communications and Commitment
- Managing Organization and Stakeholder Change
- Stakeholder Management

- Who the stakeholders are
- What their interests and influences are likely to be
- How the project or program will engage with them
- How feedback will be processed

Potential Stakeholders



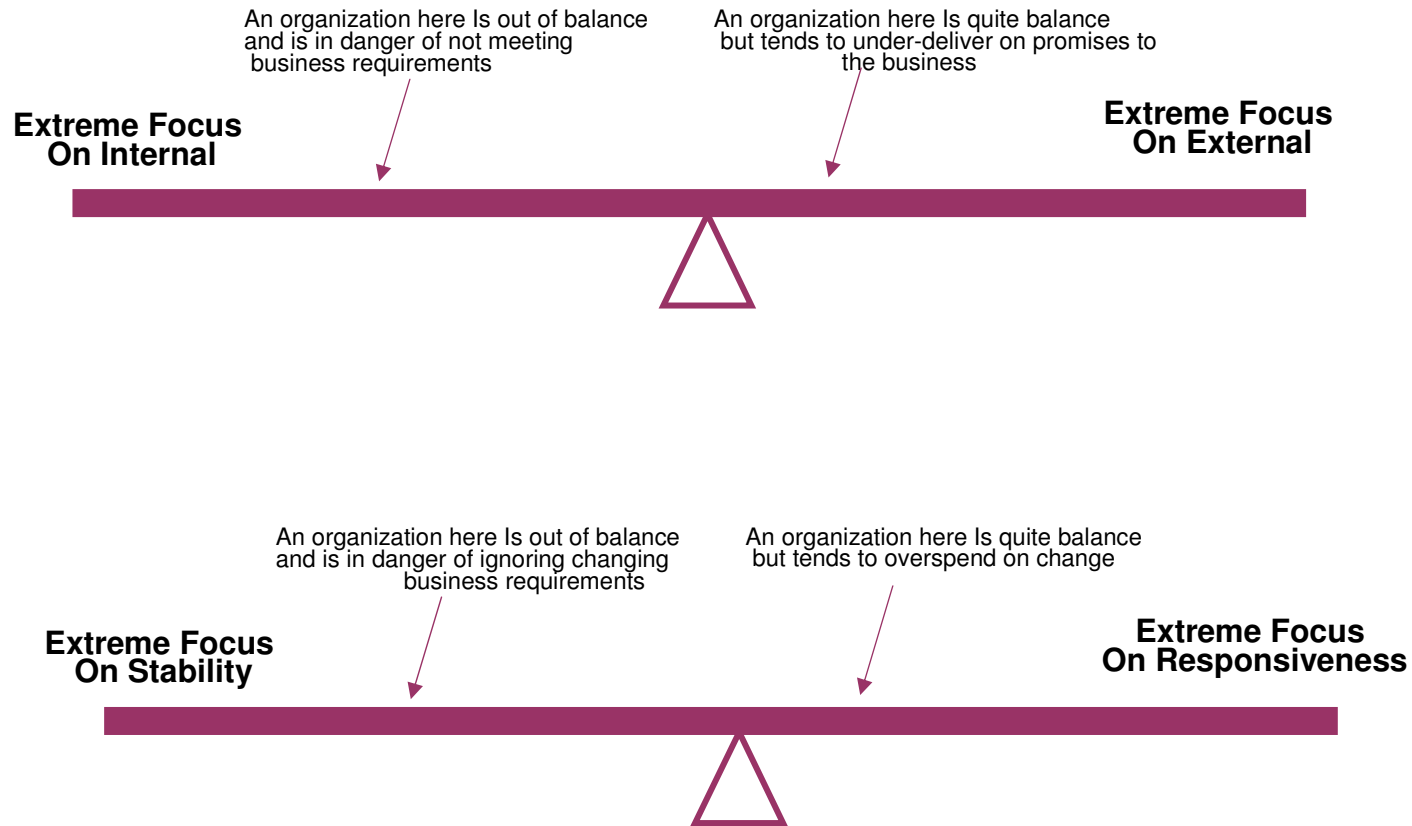


- ❑ Introduction
- ❑ Service Management as a Practice
- ❑ Service Operation Principles
- ❑ Service Operation processes
- ❑ Common Service Operation Activities
- ❑ Organizing Service Operation
- ❑ Technology Considerations
- ❑ Implementation Considerations
- ❑ Challenges, Critical Success Factors and Risks

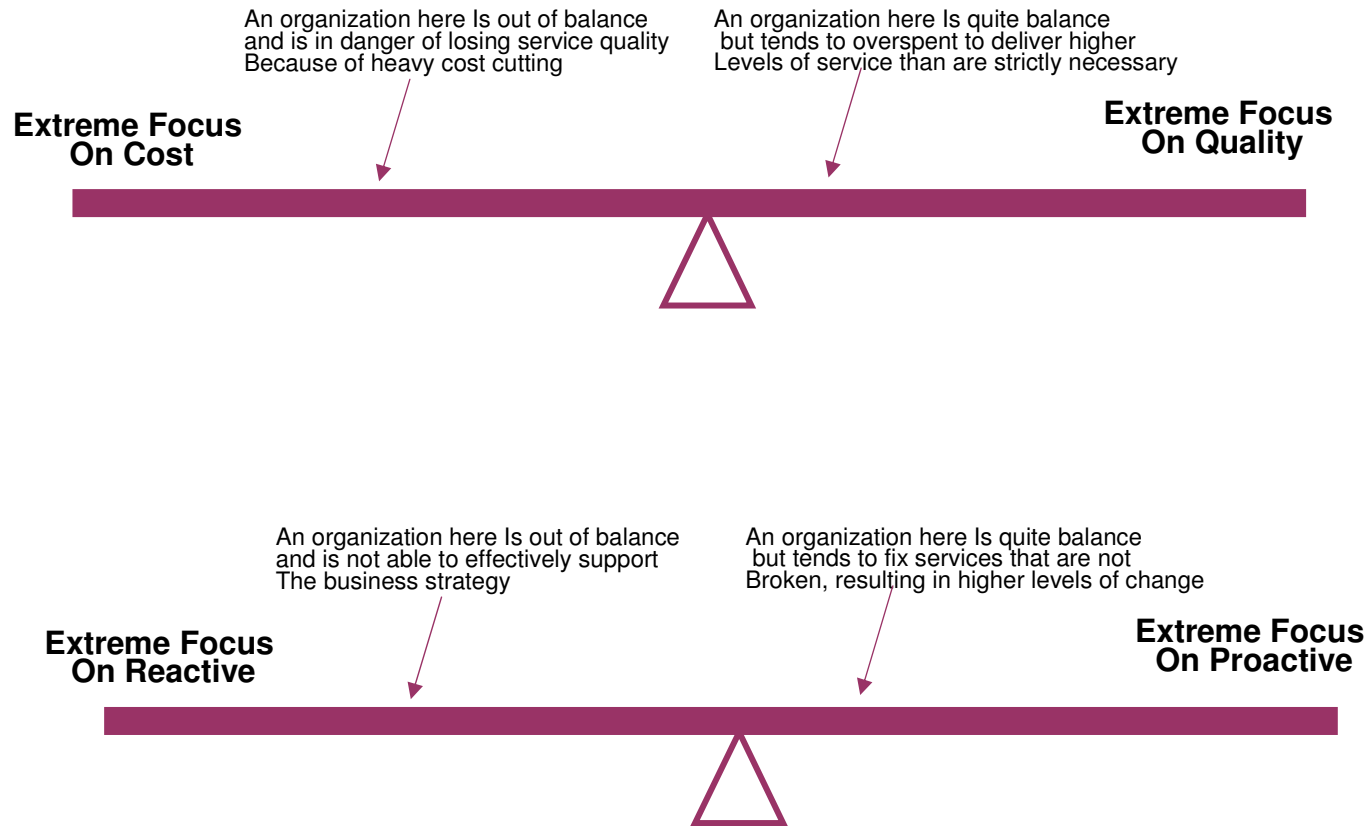
- Introduction
- Service Management as a Practice
- Service Operation Principles
- Service Operation processes
- Common Service Operation Activities
- Organizing Service Operation
- Technology Considerations
- Implementation Considerations
- Challenges, Critical Success Factors and Risks

- Internal IT View vs. External Business View
- Stability vs. Responsiveness
- Quality of Service vs. Cost of Service
- Reactive vs. Proactive

Achieving Balance in Service Operation IV. Service Operation



Achieving Balance in Service Operation IV. Service Operation

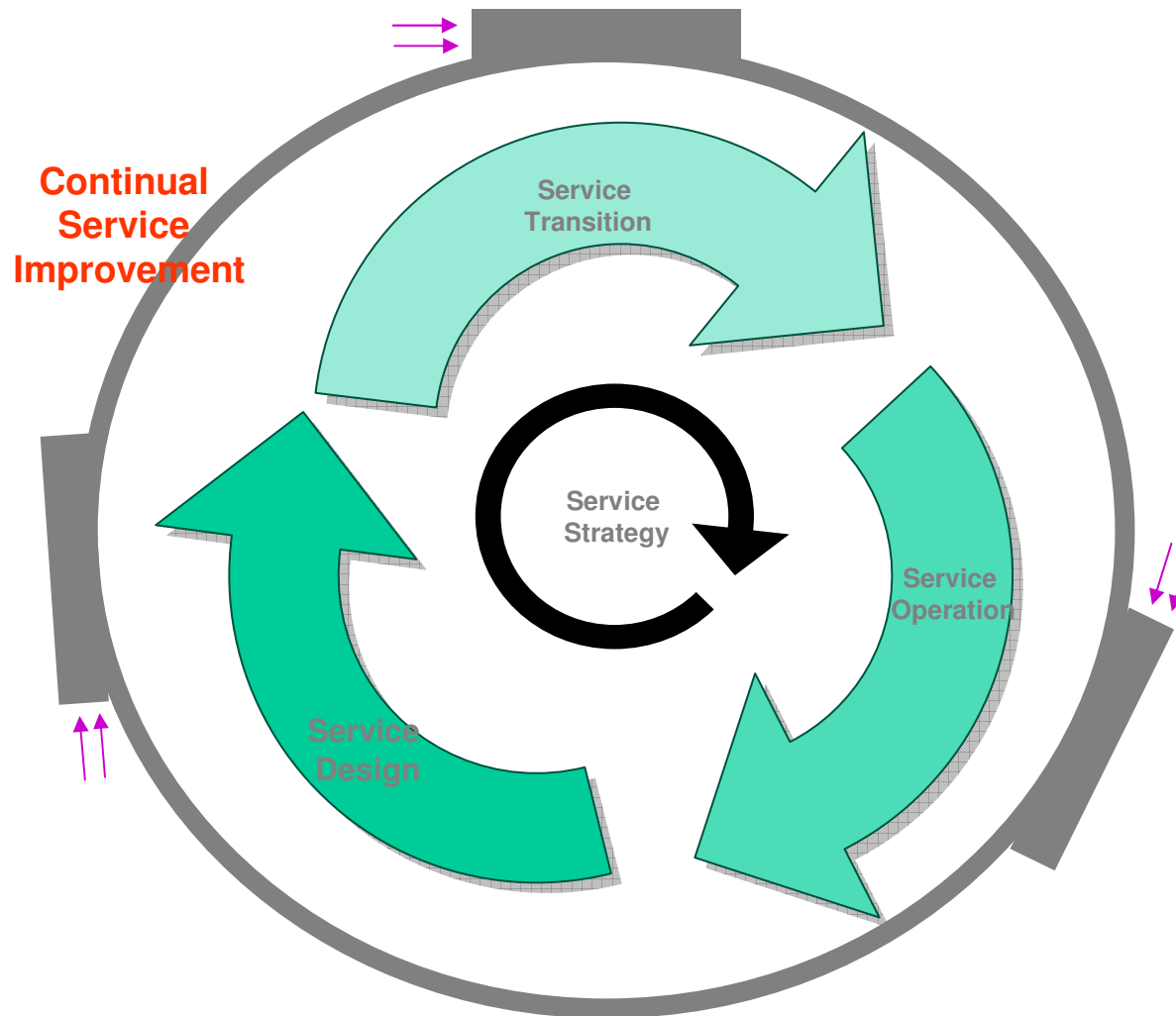


- Introduction
- Service Management as a Practice
- Service Operation Principles
- Service Operation processes
- Common Service Operation Activities
- Organizing Service Operation
- Technology Considerations
- Implementation Considerations
- Challenges, Critical Success Factors and Risks

- Event Management
- Incident Management
- Request Fulfilment
- Problem Management
- Access Management

- Introduction
- Service Management as a Practice
- Service Operation Principles
- Service Operation processes
- Common Service Operation Activities
- Organizing Service Operation
- Technology Considerations
- Implementation Considerations
- Challenges, Critical Success Factors and Risks

- Monitoring and Control
- IT Operations (Console Management, Job scheduling, Back-up and Restore, Print & Output)
- Mainframe Management
- Server Management
- Network Management
- Storage & Activities
- Database Administration
- Directory Services Management
- Desktop Support

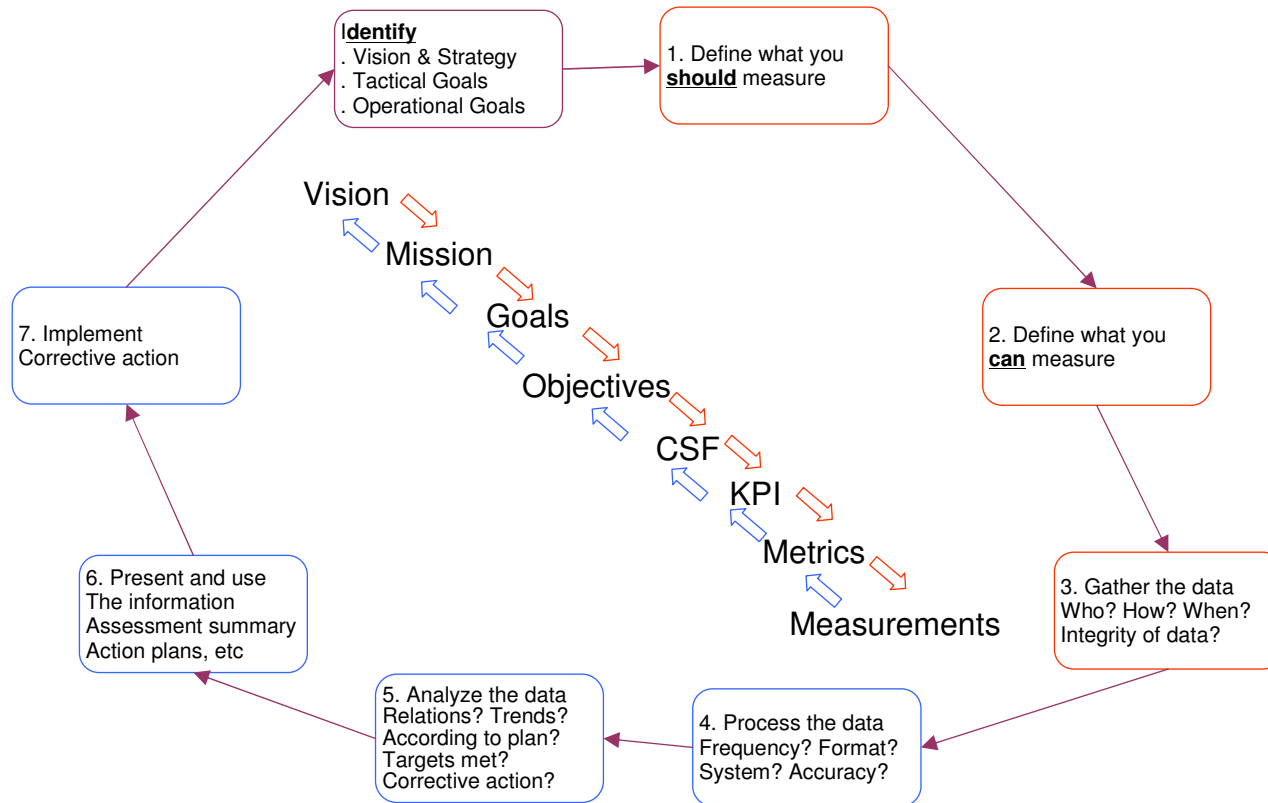


- ❑ Introduction
- ❑ Service Management as a Practice
- ❑ Continual Service Improvement Principles
- ❑ Continual Service Improvement processes
- ❑ CSI Methods and Techniques
- ❑ Organizing Continual Service Improvement Technology Considerations
- ❑ Continual Service Improvement Technology Considerations
- ❑ CSI Implementation Considerations
- ❑ Challenges, Critical Success Factors and Risks

- ❑ Introduction
- ❑ Service Management as a Practice
- ❑ Continual Service Improvement Principles
- ❑ Continual Service Improvement processes
- ❑ CSI Methods and Techniques
- ❑ Organizing Continual Service Improvement Technology Considerations
- ❑ Continual Service Improvement Technology Considerations
- ❑ CSI Implementation Considerations
- ❑ Challenges, Critical Success Factors and Risks

- Service Measurement
- Knowledge Management
- Benchmarks
- Governance

- ❑ Introduction
- ❑ Service Management as a Practice
- ❑ Continual Service Improvement Principles
- ❑ Continual Service Improvement processes
- ❑ CSI Methods and Techniques
- ❑ Organizing Continual Service Improvement Technology Considerations
- ❑ Continual Service Improvement Technology Considerations
- ❑ CSI Implementation Considerations
- ❑ Challenges, Critical Success Factors and Risks



Closing

- ❑ Don't worry about these changes to ITIL
- ❑ ISO 20000 is not the goal, but the Baseline
- ❑ ITIL V3 helps you to improve your current ITSM
- ❑ ITIL V3 is a Best Practice, and a journey to
success

Any questions?

