

SLC 기반의 ITIL V3 - Beyond ITSM을 위한 제언

배 정훈

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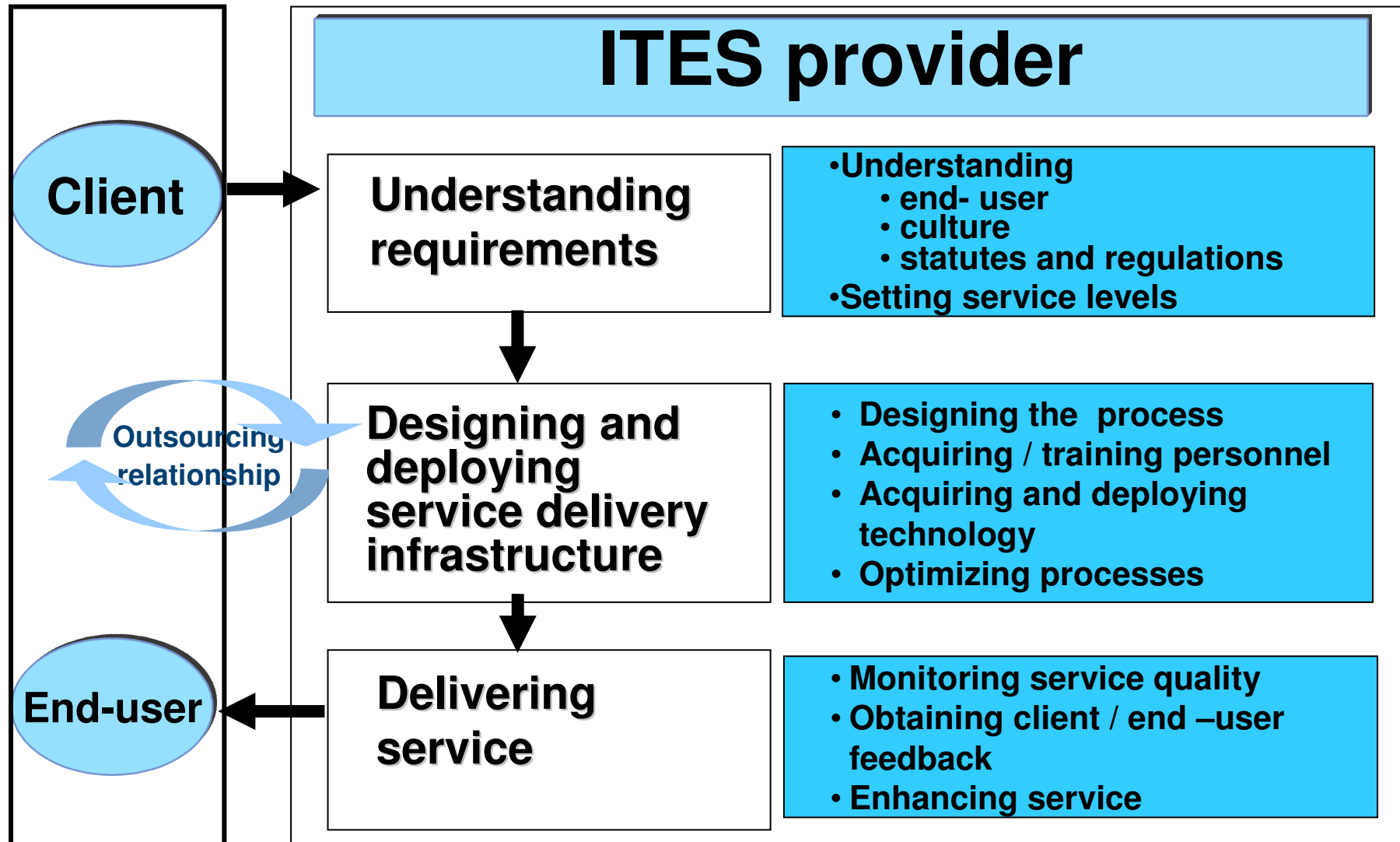
raising standards worldwide™

BSI
Management
Systems

- I. IT Service Life Cycle**
- II. Beyond ITSM**
- III. Key for Success**



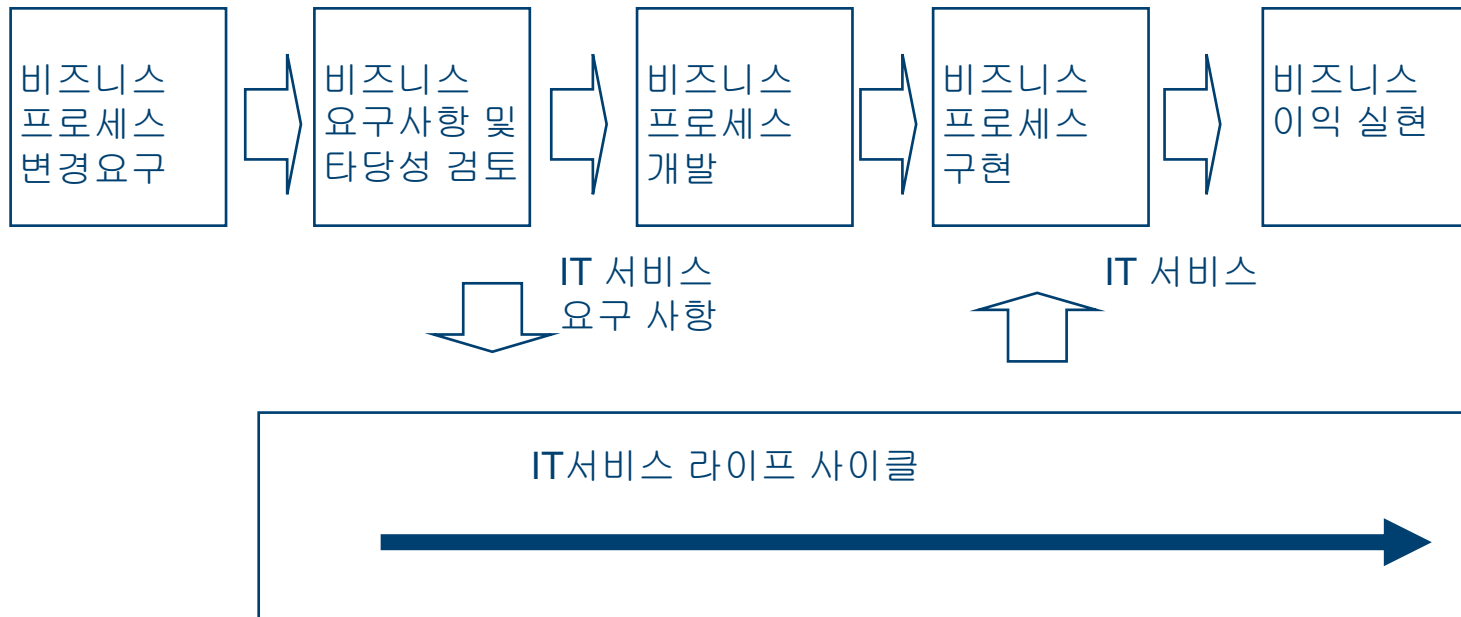
I. IT Service Life Cycle



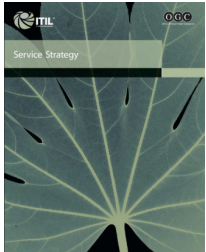
Why Life Cycle ?

실질적인 고객관계를 반영하는 IT 서비스 관리 필요

- Business Process 와 연계
- “End to End” 서비스
- Not Individual, Process Integrity (<-> Process Silos)



ITIL V3 구성



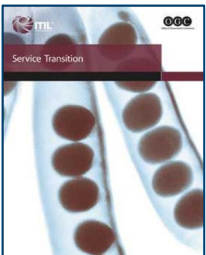
Service Strategy

Michael Nieves – Accenture
Majid Iqbal – CMU



Service Design

Colin Rudd – ITEMS Ltd
Vernon Lloyd – Fox IT



Service Transition

Shirley Lacy – ConnectSphere
Ivor Macfarlane – Guillemot Rock



Service Operation

David Wheeldon – HP
David Cannon – HP



Continual Service Improvement

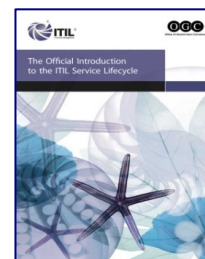
George Spalding – Pink Elephant
Gary Case – Pink Elephant

GLOSSARY

Ashley Hannah – HP
Stuart Rance - HP

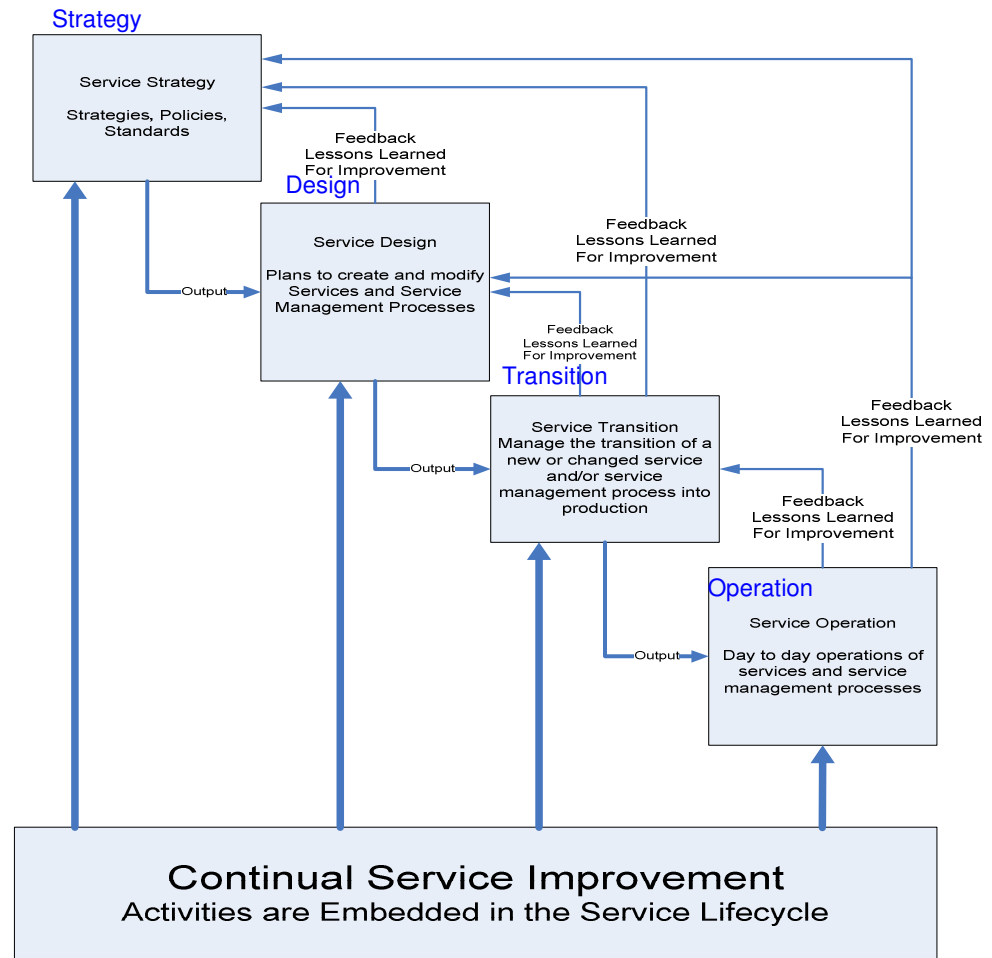
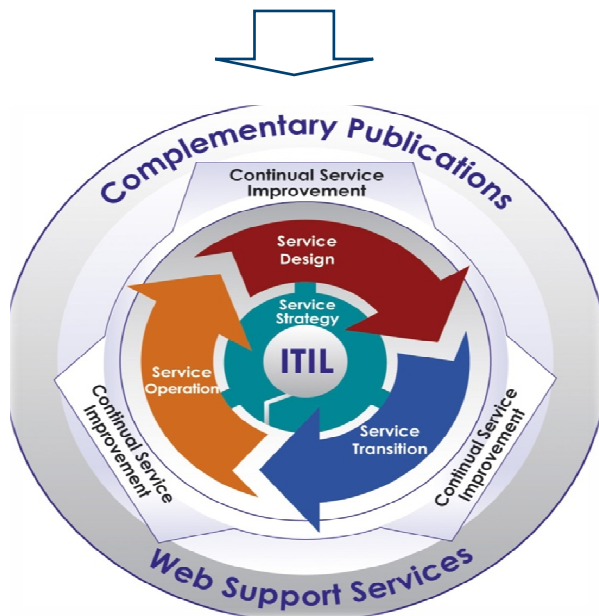
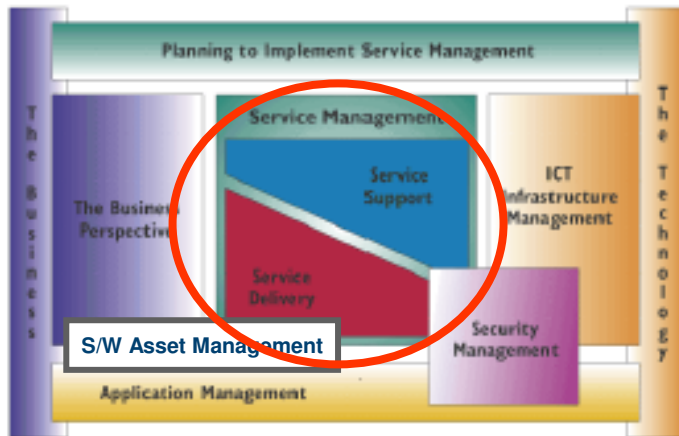
SERVICE MODEL

Jeroen Bronkhorst - HP



**The Official Introduction
to the ITIL Service Lifecycle**
Sharon Taylor – Aspect Group

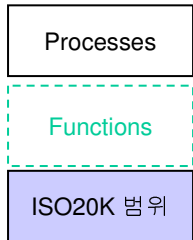
ITIL V3 的 Life Cycle



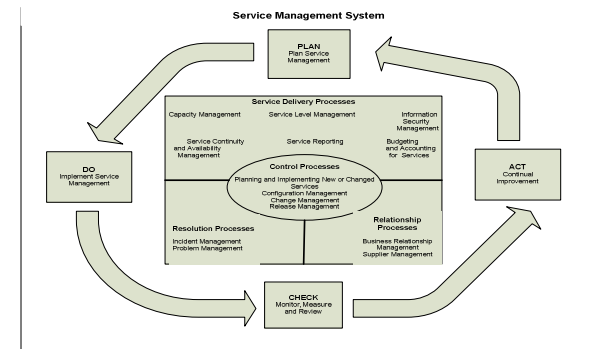
SLC 기반의 ITIL V3

ISO 20000과의 관계

Strategy	Design	Transition	Operation	Continual Improvement
IT Financial Management	Service Catalog Mgmt	Transition Planning and Support	Event Mgmt	7Step Improvement Process
Service Portfolio Mgmt	Service Level Mgmt	Release & Deployment Mgmt	Incident Mgmt	Service Reporting
Demand Management	Capacity Mgmt	Service Validation and Testing	Request Fulfillment	Service Measurement
	Availability Mgmt	Performance and Risk Evaluation	Problem Mgmt	ROI for CSI
	IT Service Continuity Mgmt	Change Mgmt	Access Mgmt	Business questions for CSI
	Information Security Mgmt (ISO 27001)	Service Asset & Configuration Mgmt	Service Desk	SLM
	Supplier Mgmt	Knowledge Mgmt	Technical mgmt.	
			IT Operations mgmt.	
			Application mgmt.	



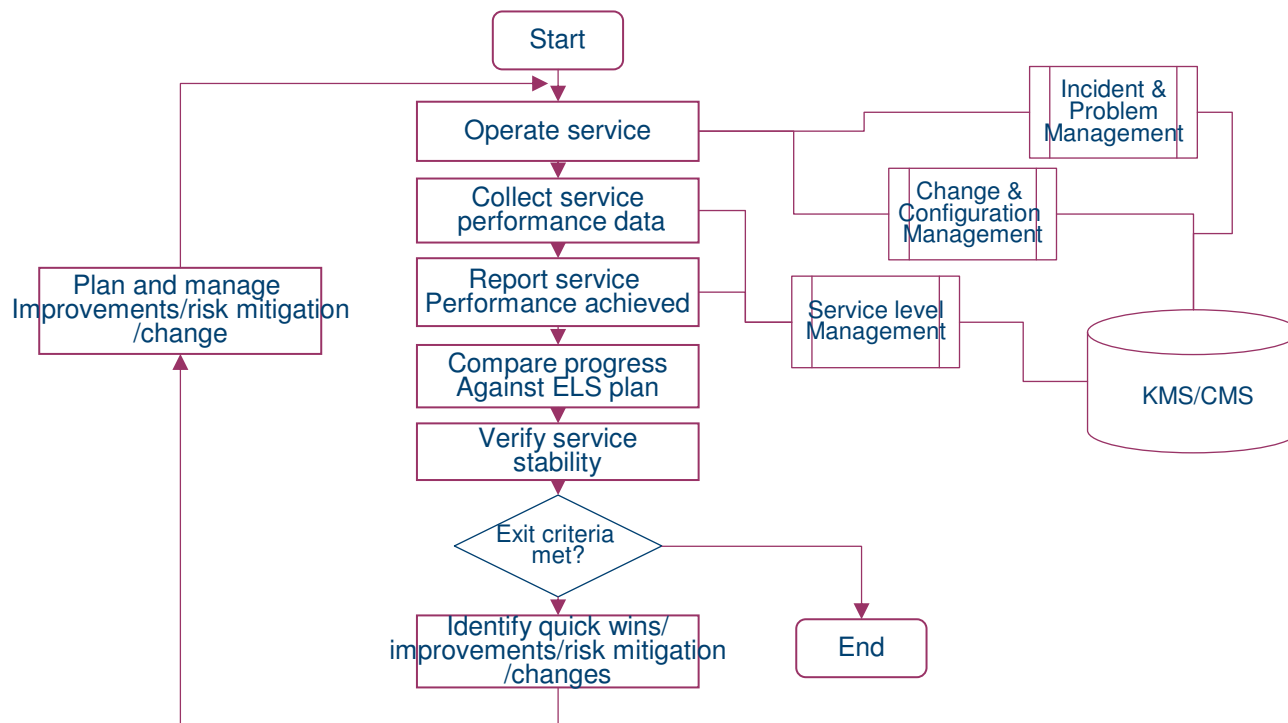
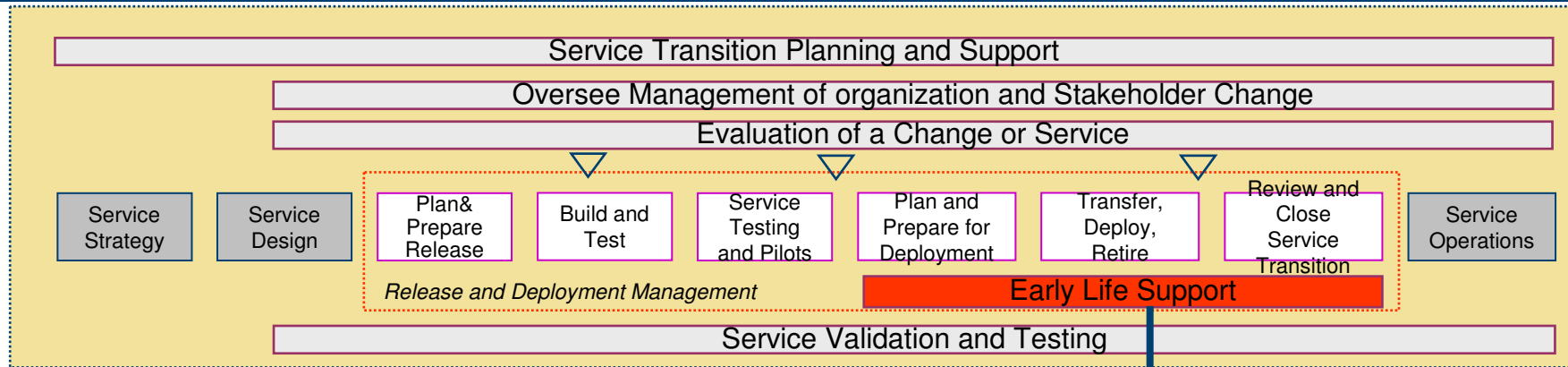
New ISO 20K





II. Beyond ITSM

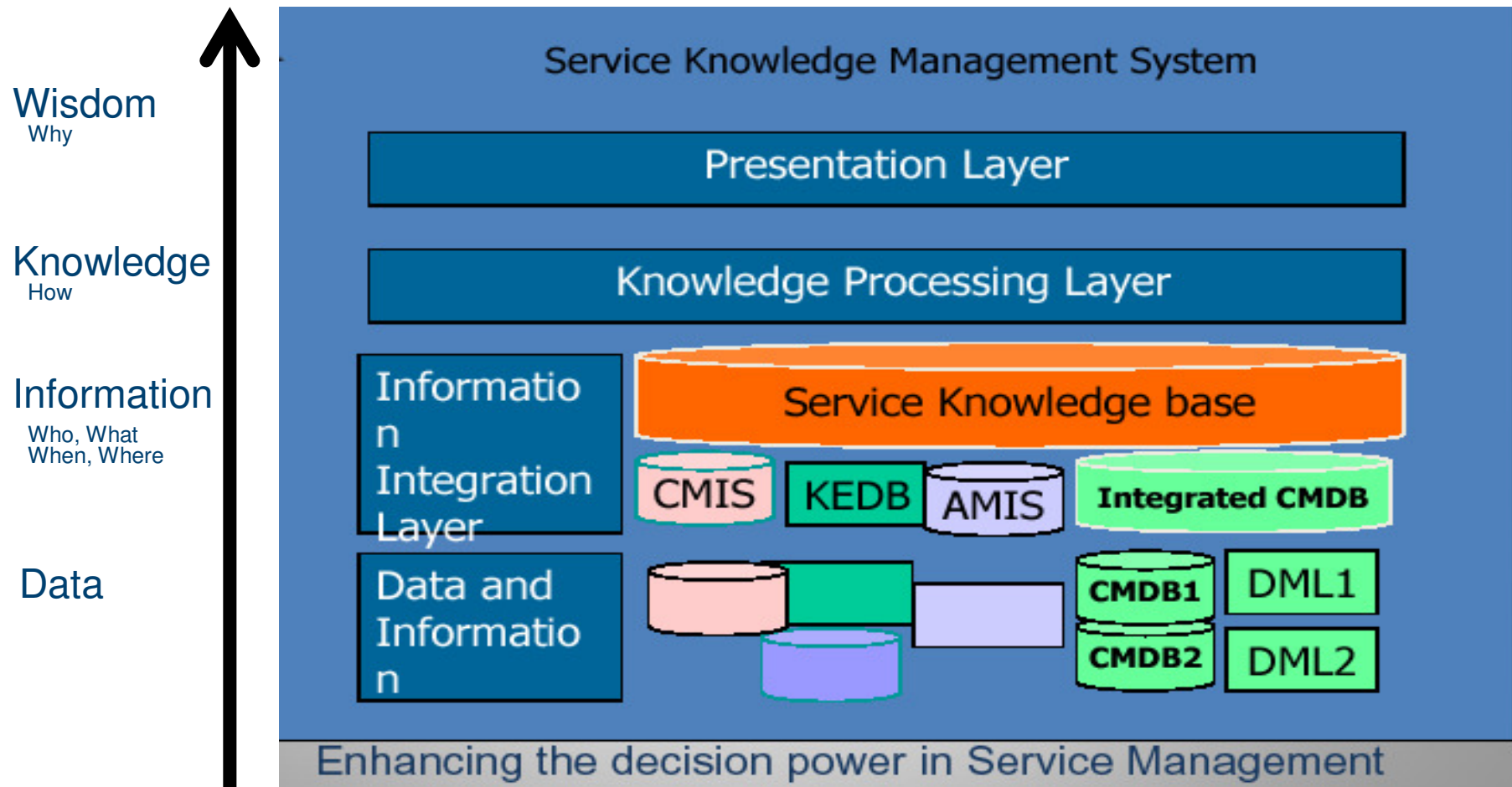
Service Transition – Early Life Support



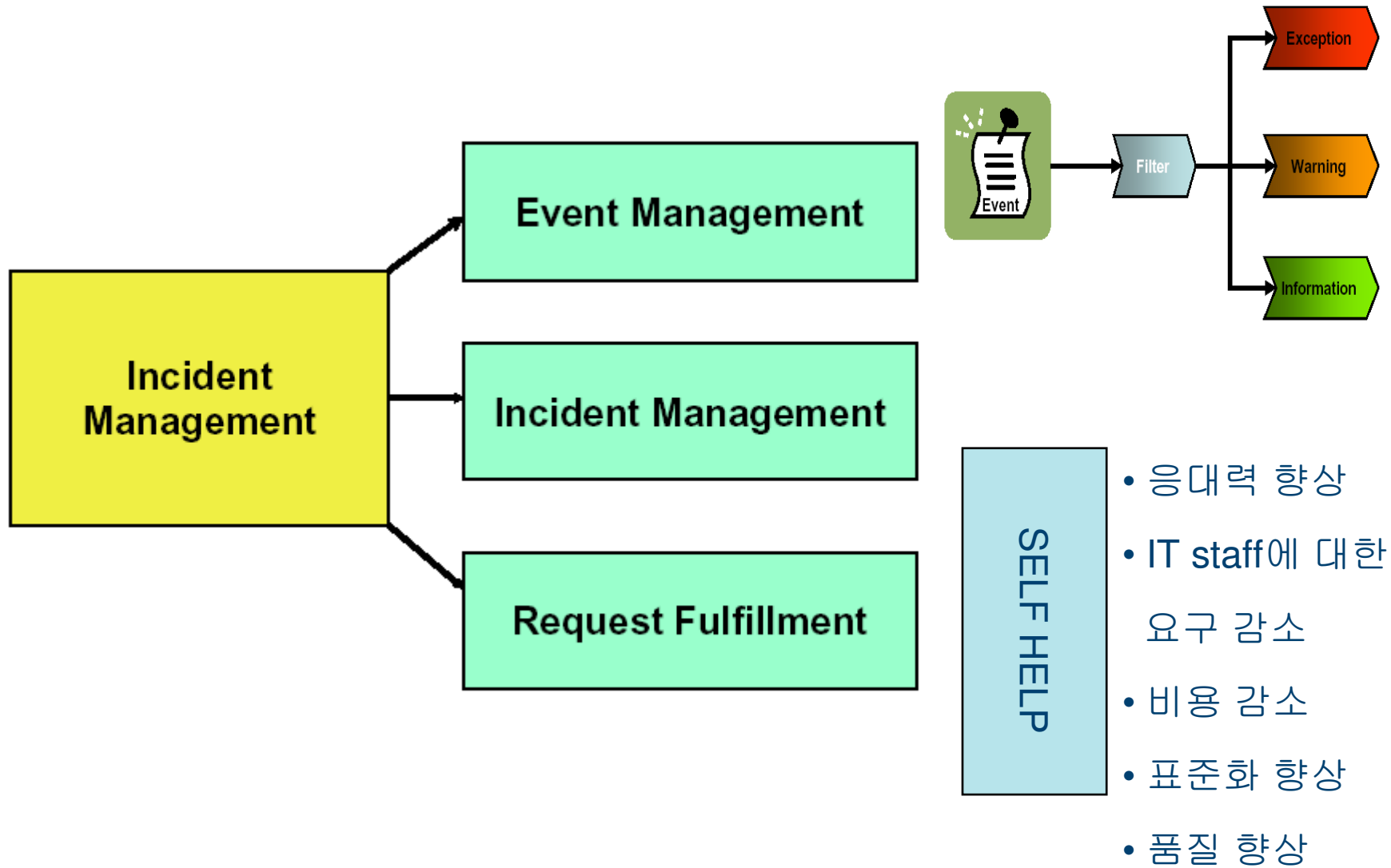
- 역할 책임 할당
- 서비스 용량, 자원(재무) 통제
- 요청 충족
- 보안 정책
- 서비스 안정성 (인시던트와 변경 요청)
- 이관 절차
- 불만 처리 절차 등

- ❑ **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**

Service Knowledge and Stability



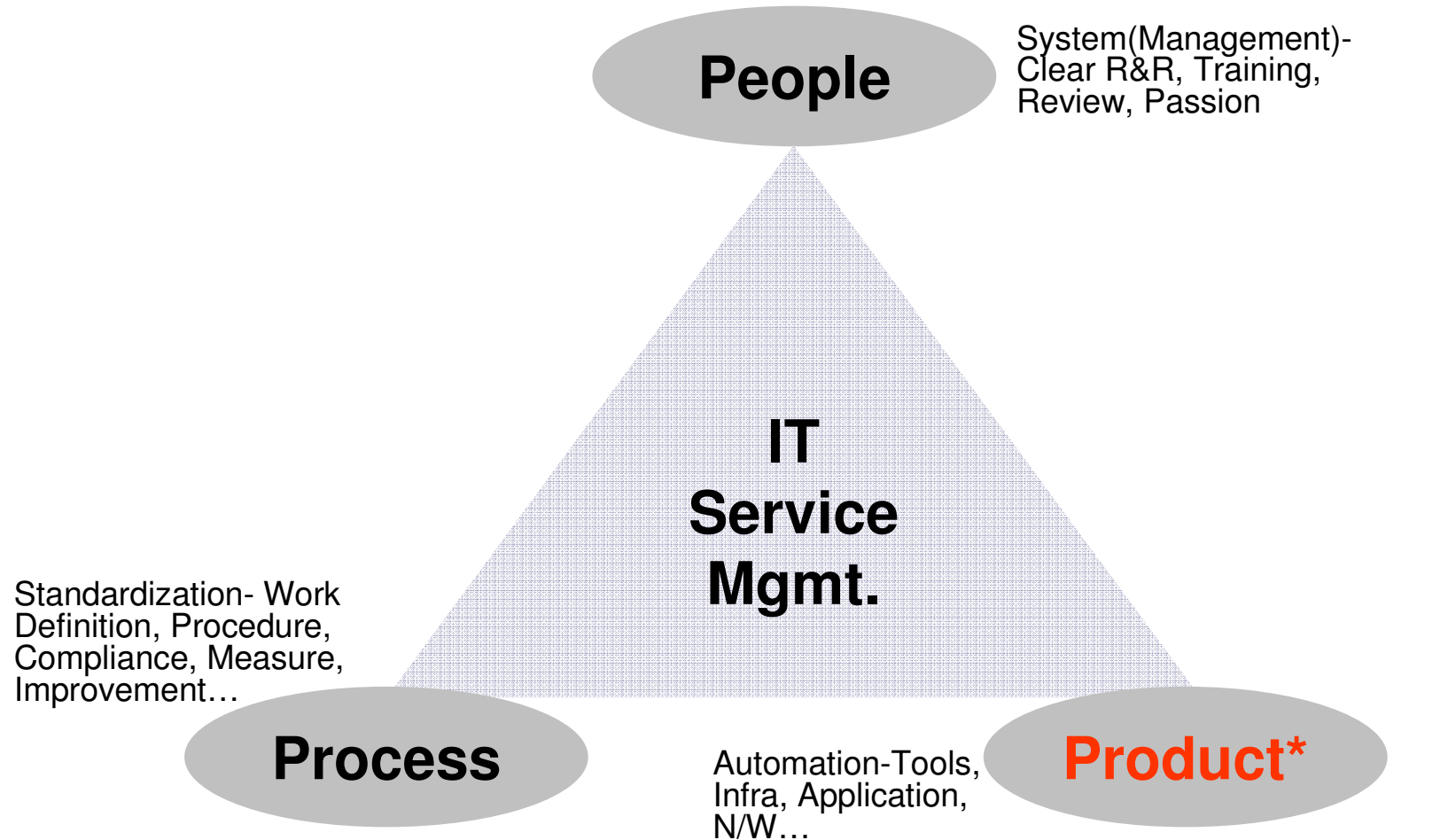
Service Operation – Incident





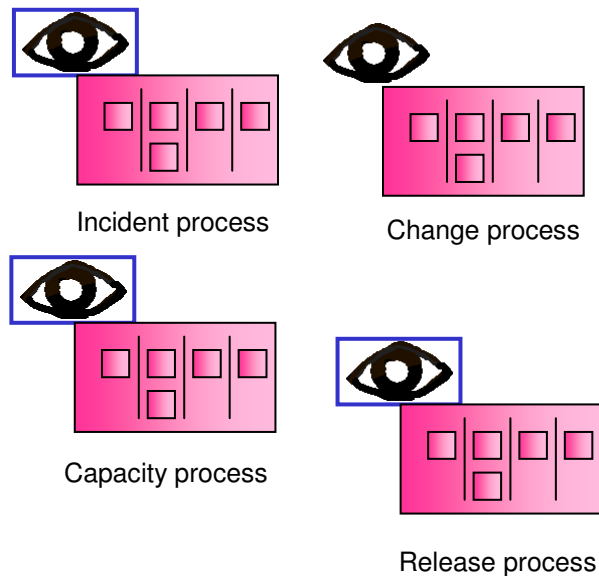
III. Key for Success

3Ps(People, Process, Product)

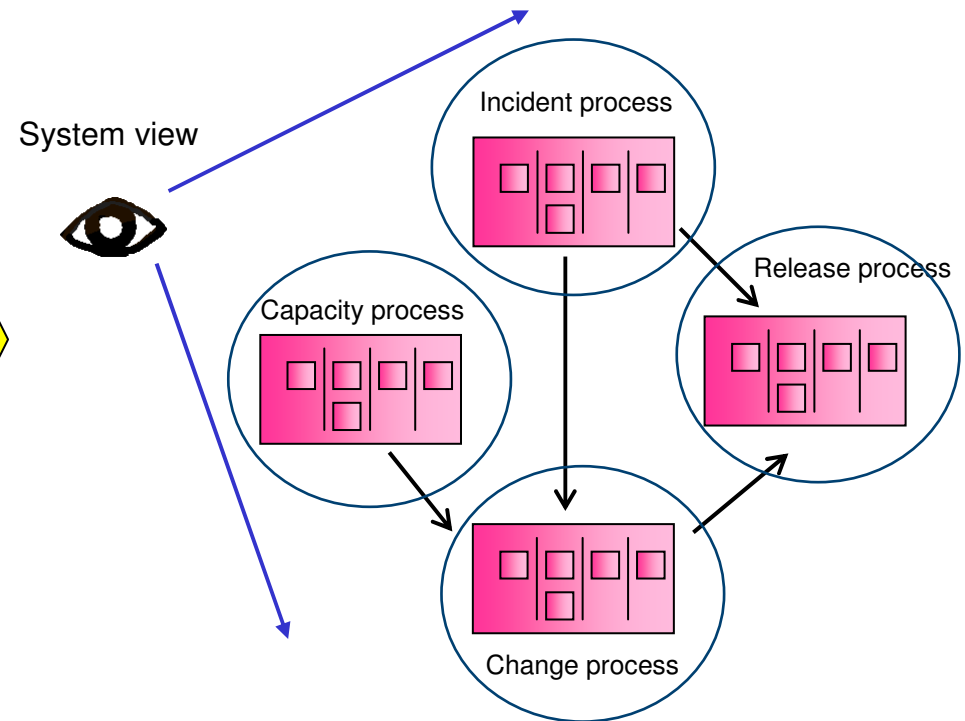


□ Standardized & Integrated processes

Individual processes

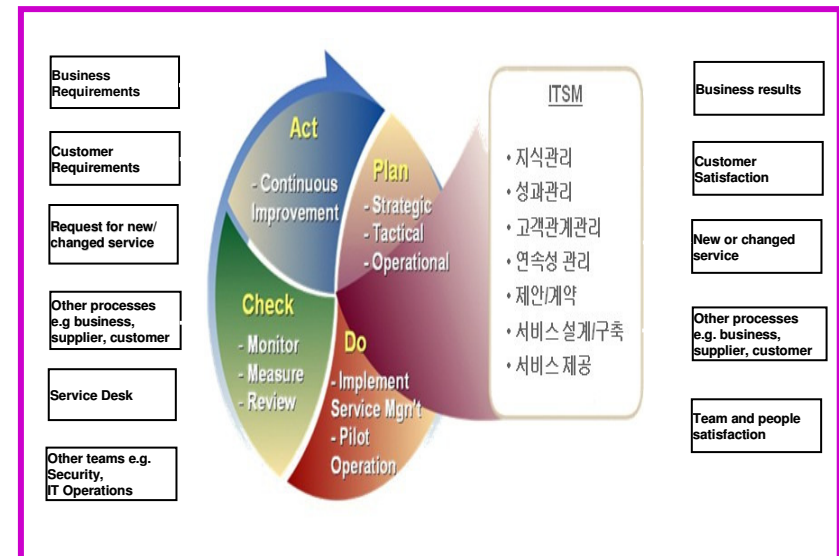


Standardized/ Integrated processes



□ Plan – Do – Check – Act

- ◆ Plan service management (Plan)
→ 신규서비스 혹은 기존 서비스 개선 계획 수립
- ◆ Implement service management and provide the services (Do)
→ 서비스 제공을 위한 자원 할당 및 서비스 구현
- ◆ Monitoring, Measuring and reviewing (Check)
→ 목적 달성 여부 확인, 내부 감사 실시
- ◆ Continuous improvement (Act)
→ 발견된 개선 사항 이행



가장 중요한 성공 요소는?

PROCESS ?

-> 있습니다.

변화?

System ?

-> 있습니다.

But..

측정?

인증 ?

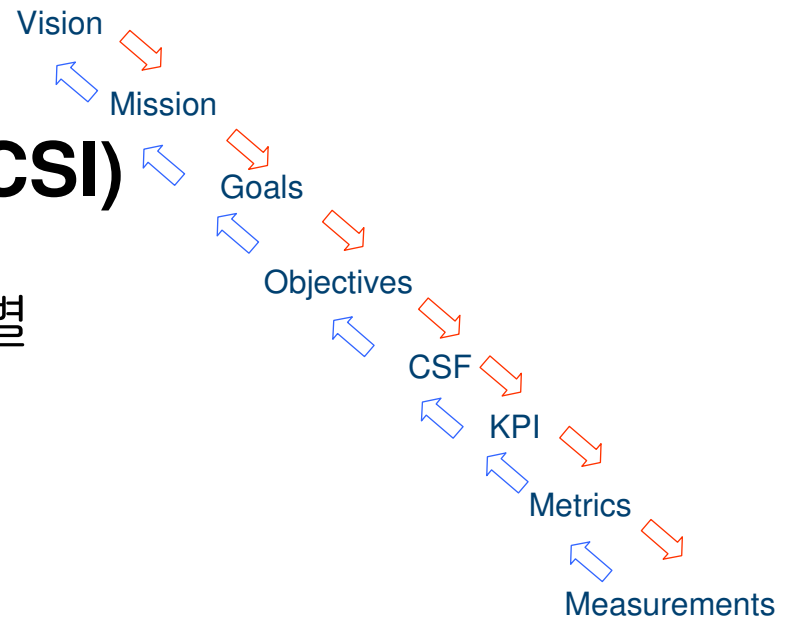
-> 있습니다.

□ 조직 문화 변경

- ◆ 표준이 상황에 우선하는 문화
 - 지켜져야 하는 표준 프로세스가 경우보다 앞서도록 개선
 - Training 등을 통한 직원들의 참여 유발 문화
 - 지식 공유 및 기록 관리 문화 정착

□ 측정을 통한 지속적인 개선(CSI)

- ◆ 전체 Integrity 측면의 프로세스 별 성과 지표 관리
- ◆ **지속적 BP** 사례 도출 및 공유



- ❑ 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?

