

ITIL – Welcome

Welcome to the Service Operation Introduction Toolkit.

This Toolkit has been put together to give those who are new to implementing ITIL v3 some direction and information to help start the planning of their ITIL v3 implementation. However, this information can also be used by those who have already implemented the service management process for ITIL v2 or those who are considering changing from ITIL v2 to ITIL v3.

It is important to remember that the underpinning principle of ITIL is adopt and adapt – adopt because ITIL v3 is global best practice and adapt to ensure that the processes fit your organisation. This Toolkit has been developed to provide high level information to help you undertake the adapt aspects of your ITIL implementation/planning.

The starting point for this toolkit is to read *Introducing Service Operation*.

Service Operation can be viewed as the business as usual activities of the IT organisation. Service Operation focuses on the day to day activities and infrastructure that are used to deliver services; its overriding purpose is to deliver and support them. Management of the infrastructure and the operational activities must always support this purpose.

Service Operation consists of five processes – these are:

- Incident management
- Problem management
- Access management
- Event management
- Request fulfillment

The Service Operation functions are:

- The Service Desk
- Technical management
- Applications management
- IT operations management

Further information on ITIL is available from:

ITIL official website	www.itsm-portal.com
ITIL website	www.itil.co.uk
OGC website	www.ogc.gov.uk
Best practice website	http://www.best-management-practice.com/IT-Service-Management-ITIL

Further information on other models and frameworks is available from:

COBIT	http://www.isaca.org/cobit.htm
CMM	http://www.sei.cmu.edu/cmm/cmm.html
EFQM	http://www.efqm.org/new_website/
Six Sigma	http://www.ge.com/sixsigma/
Deming	http://www.deming.org
The Balanced Scorecard	http://www.balancedscorecard.org/basics/bsc1.html