



ITIL in a Nutshell

Presented by
Frieda Morton-Evans





Presentation Overview

- IT Concerns
- Service Management Global Best Practice
- What is ITIL?
- What is Service Management?
- The Goals of ITIL based Service Management
- Version 2
- Version 3
- The benefits of ITIL

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IT Concerns

- The top concerns of IT Directors:
- Aligning IT strategy with the Organisation strategy
 - Meeting the Organisation and user needs
 - Coping with Change
 - Managing costs and resources
 - Recruiting and retaining staff
 - Keeping up with technology
 - Time and resource management
 - Infrastructure Management
 - Maintaining skills and knowledge

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The Solution – Service Management

The Global Best Practice for Service Management is ITIL

“Repeatable, documented processes are essential to improving IT service delivery and management. The ITIL framework provides an effective foundation for quality IT Service Management”

“Any Organisation considering quality improvements in service delivery should adopt the ITIL Framework”

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So What is ITIL?

So What is ITIL?

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IT Infrastructure Library (ITIL)

- Global best practice for IT Service Management
- Provides a Framework – “adopt and adapt”
- Supported by the itSMF
- First published by UK Government in the late 1980s – v1
- Updated to v2 in 2000/2001
- Updated to v3 in 2007
 - A Lifecycle model with more focus on strategy and business outcomes
- ISO/IEC 20000 is the international IT Service Management standard

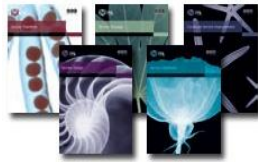
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IT Infrastructure Library (ITIL)



Version 2



Version 3

The ITIL Framework – “Adopt and Adapt”

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The Goals of ITIL Based Service Management

“Quality Service – Cost Effectively”

ITIL is designed to:

- Maintain operational services
- Agree, monitor and measure service quality
- Ensure the development of the Organisation and IT Relationship
- Minimise downtime and interruptions to service
- Implement changes effectively
- Ensure that all services are delivered cost effectively
- Supports both the live and development environment

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The ITIL Framework (v2)



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The ITIL Lifecycle Approach (v3)

Service Strategy – establishes an overall strategy for IT Services & ITSM

Service Design – establish solutions to meet requirement:

Service Transition – managing the transition through the lifecycle

Service Operation – day-to-day management of IT Services

Continual Service Improvement – managing improvements to IT Services and ITSM Processes

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How does it fit together

- Services (End to End)
- Processes (defined by ITIL – adapted by the organisation)
- Policies and Procedures (defined by the organisation – this uses the “adapt” to the fit the organisation as ITIL is only a framework)
- Technology!

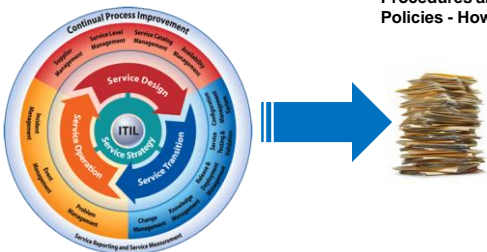
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Process and Procedure

Example Process - What

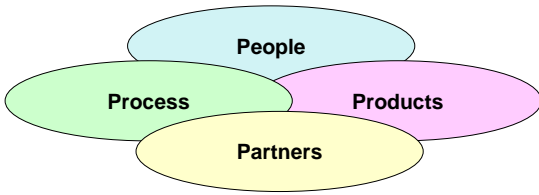
Supporting Procedures and Policies - How



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"The Four Ps" of Service Management



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Other Important Considerations for ITIL Success

- Senior Management buy-in
- IT staff buy-in
- Awareness
- Communication
- People first – always
- Process next – adapted to fit your organisation
- Products (tools and technology) to enable your process
- Do not forget the Partners
- Measure, review and re-align – ITIL is a journey not a destination!
- Remember "adapt" – you can't do ITIL from the book!



Benefits in a Nutshell

- Provides a single, definable, repeatable, and scalable documented framework for IT best practices that flows across the IT organisation
- Improves ability of IT to adjust as Organisation opportunities and challenges are presented
- Improves relationship of IT with the Organisation
- Improves customer and user satisfaction
- Focuses on delivering the services that the Organisation needs
- Improves the return on IT investment - put the processes in place that improve utilisation of resources and ultimately their effectiveness and reduce duplication of effort

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Benefits in a Nutshell

- Clearly identifies roles and responsibilities for IT Service Management
- Defines IT in terms of services rather than systems
- Supports reducing IT costs and justifying the cost of IT quality
- Supports ability of IT to measure and improve internal performance and service provisioning
- Supports improvement of user productivity
- Improves communication and information flows between IT and the Organisation
- Provides a framework for IT to support legal obligations and regulatory challenges

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ITIL helping your Organisation

.... achieve Service Excellence

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ITIL in Higher Education

- Who is doing it?
- What are they doing?

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For more information

- www.itil-officialsite.com
- www.itsmf.co.uk
- www.apmgroup.co.uk
- www.best-management-practice.com/IT-Service-Management-ITIL (OGC)
- <http://www.tso.co.uk>

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