

## ITIL and Grid services at GridKa

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Offering sustainable Grid services to users and other computing centres is the main aim of GridKa, the German Tier-1 centre of the WLCG infrastructure. The availability and reliability of IT services directly influences the customers' satisfaction as well as the reputation of the service provider and not to forget the economical aspects. It is thus important to concentrate on processes and tools that increase the availability and reliability of IT services. At the German Tier 1 Centre GridKa a special working group for ITIL processes exists. This Group is responsible for the management of all the IT services offered by the institute. ITIL is a standardized and process-orientated description for the management of IT Services.

The ITIL model itself consists of several processes. We will show the different ITIL processes like Incident, Problem, Change and Configuration Management and how they are organized at GridKa. The special roles and a list of the tools which are implemented at GridKa to support the customers and the internal staff members will be presented. A special focus will be the distinction between the view from outside and inside the Steinbuch Centre for Computing and the consequences of this distinction for the ITIL processes.

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