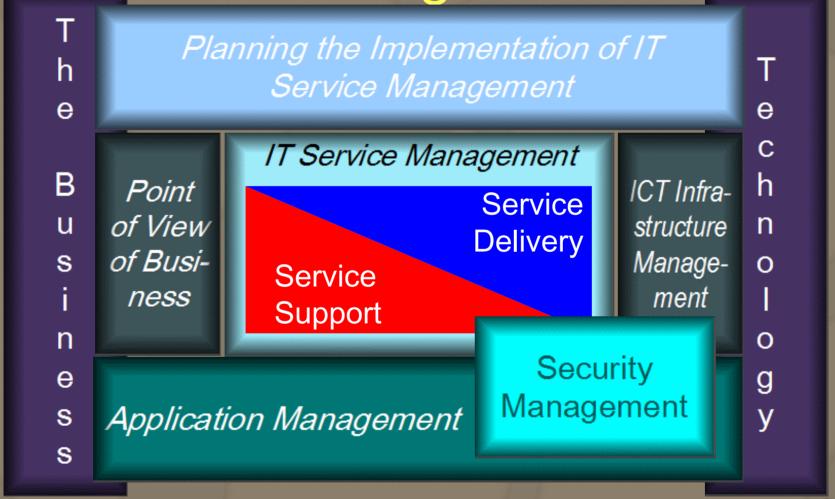


IT Service Management and the IT Infrastructure Library



Position of IT Service Management





Why ITIL?

- The dependency of organisations on IT Services
- Best Practices have shown their benefits
- Professionalisation of IT Operations
- Market Standards



The Benefits of ITIL

Client

- Align organisation and IT strategies
- Agree on priorities
- Make costs transparent
- Be proactive

Process

- Increase flexibility
- Reduce risks
- Benefit from standards

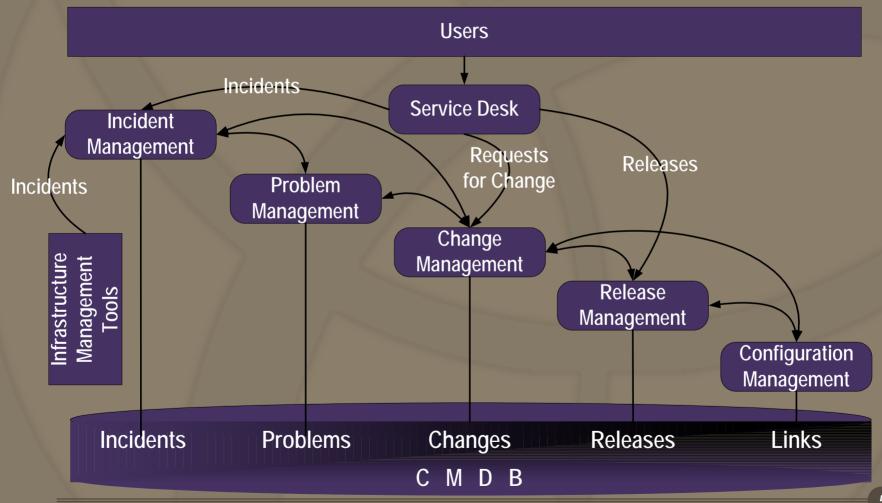
IT Services

Quality

- Continuous service improvement
- Improved customer satisfaction

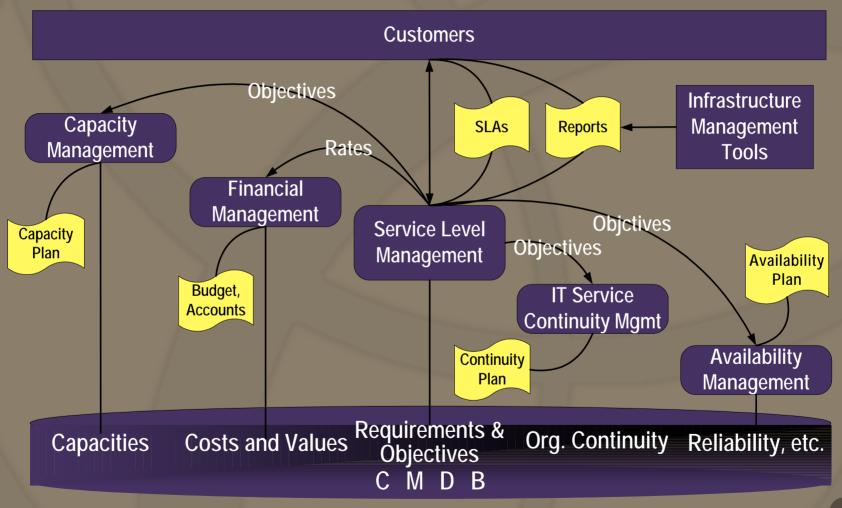


Model of the Service Support Processes





Model of the Service Delivery Processes





Your objectives

Service Improvement Programme

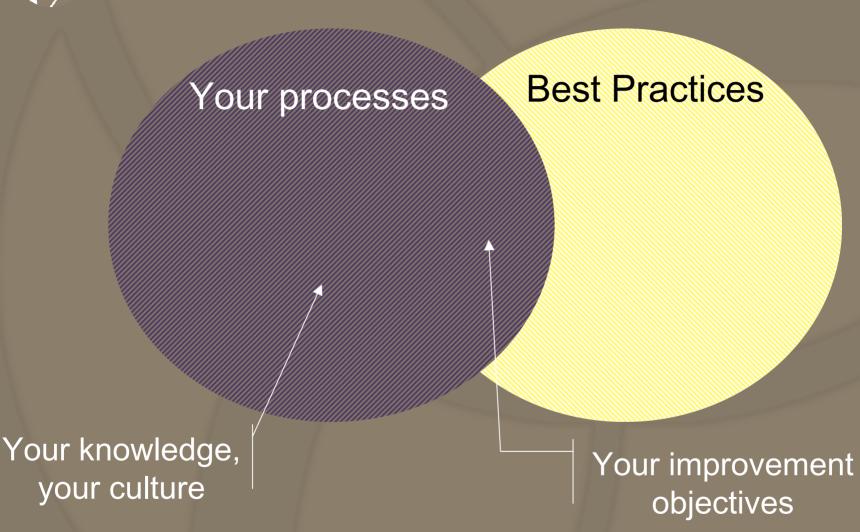
Training and coaching

Best Practices

Assessment

Your Processes







Service Desk

Objectives

 Be a single point of contact between users and IT Services

- Improved tracking of all IT Services provided to users
- Professional interface with users
- Improved user satisfaction



Incident Management

Objectives

 Restore normal functioning of a service as quickly as possible

- Reduced impact of incidents
- Improved user satisfaction



Problem Management

Objectives

- Reduce incident impact
- Reduce number of incidents

- Continuous improvement in service quality
- Optimisation of scarce resources



Configuration Management

Objectives

 Define and control the components of IT Services and Infrastructures

- Reduced costs
- Reduced risks
- Coherent basis for all other processes



Change Management

Objectives

• Ensure that all changes are assessed, authorized and effected in a controlled manner

- Controlled risks
- Increased capacity to change
- Priorities respected



Release Management

Objectives

 Distribute and track in a holistic way the release of all software versions

- Improved quality of software in production
- Versions under control
- Changes optimised



Service Level Management

Objectives

 Define, agree, record and manage IT Service levels

- Improved communication with customers
- Improved IT governance
- Agreed objectives for the other processes



Financial Management for IT Services

Objectives

- Budget the costs of IT Services
- Account for all costs
- Optionally, charge for services

- Improved visibility of costs
- Improved cost control
- Improved demand management



Capacity Management

Objectives

 Ensure that at all times the IT organisation has sufficient capacity, at optimised costs, to meet agreed service levels

- Improved balance of supply and demand of services
- Improved balance between costs and capacity



IT Service Continuity Management

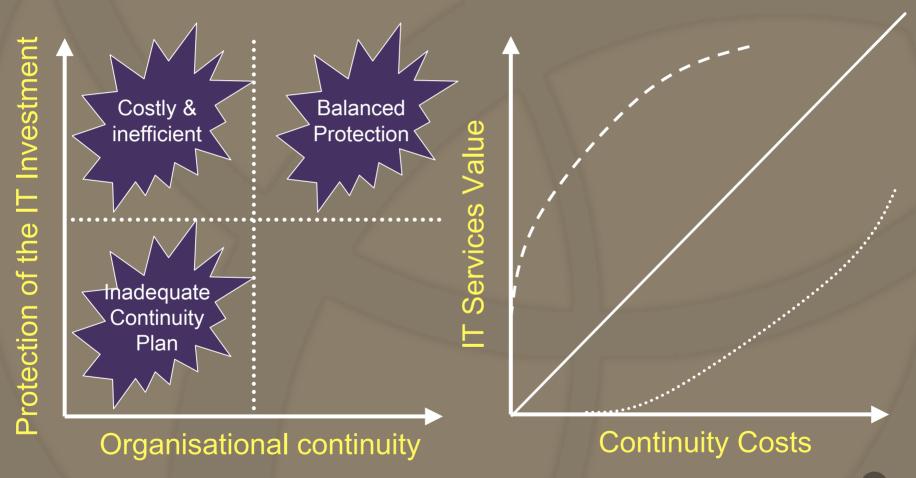
Objectives

• Ensure that, in case of a catastrophe, the obligations of IT to its customers are defined, and that these obligations are met

- Improved alignment of Business and IT Continuity Planning
- Reduced risks
- Reduced costs



IT Service Continuity





Availability Management

Objectives

 Ensure that the availability of IT Service obligations are both defined and met

- Cost of nonavailability understood
- Improved availability for complex services



How to proceed?



How to proceed

- Training and certification
- Position ITIL amongst other standards
- Defining a Service Improvement Programme
- Measuring your performance

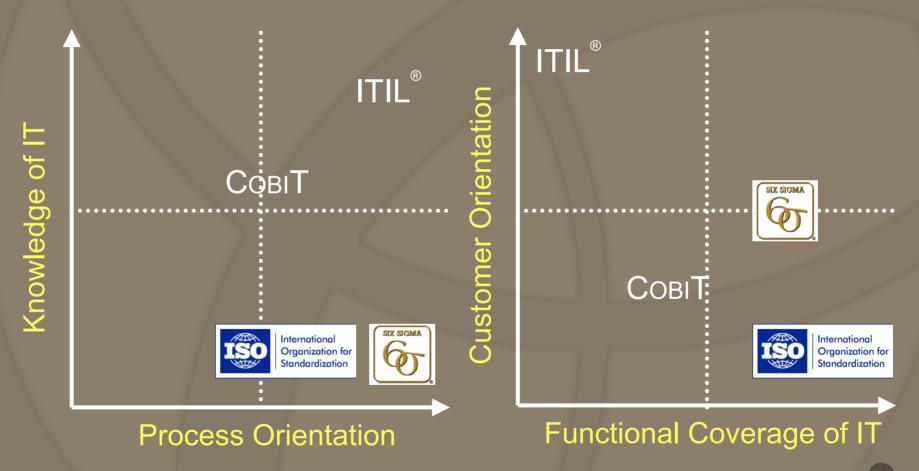


ITIL Certifications

- Personal Certifications
 - Foundation
 - Practitioner
 - Manager
- Organisational Certifications
 - BS 15000
 - ISO 15000(?)

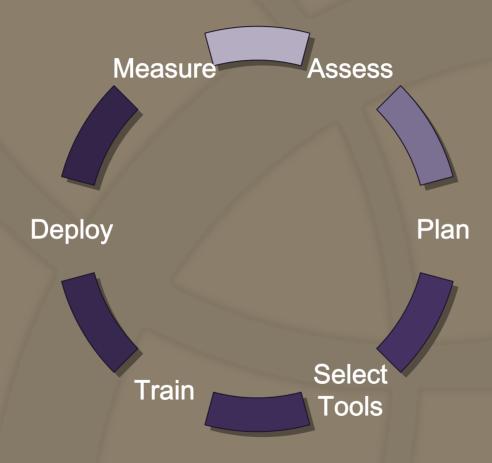


ITIL, ISO 9000, COBIT, 6σ





Service Improvement Programme





Capability Maturity Model

IDENTIFIED

INITIAL

- No processes
- •No defined responsibilities
- No service levels identified
- Very reactive

- Partially documented
- •Some standards
- •Some measures
- Some defined responsibilities

DEFINED

- Responsibilities identified
- Processes documented
- Service levels defined and measured
- Strategies and policies defined

MANAGED

- Service Levels measured & improved
- Processes measured & improved
- Links between IT Strategy & **Business**
- initiatives
- Service Culture in place

OPTIMISED

- Continuous improvement
- Guaranteed service levels
- Integrated Management
- •I inks between all IT activities & business requirements
- Horizontal functions of teams
- Process improvement objectives reqularly met

Time



Planning Improvements

Activity	Current Level	Planning Objective
CI Control	1	4 months
Incident Diagnosis	2	6 months
Continuity Plan	1	9 months



Thank you for your attention.

Your questions? / Vos questions?