

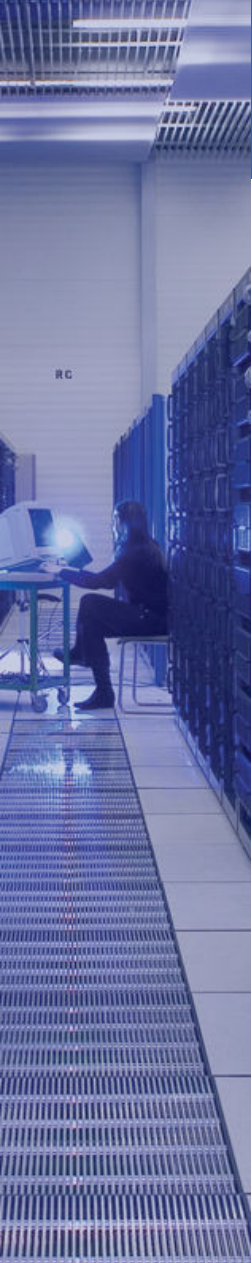


## ITIL at CERN

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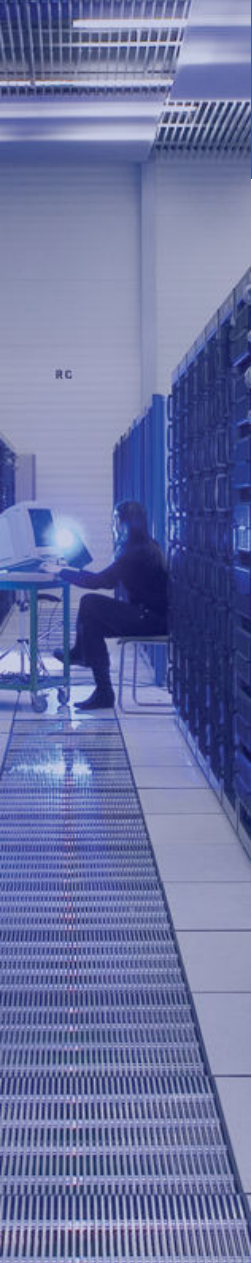
# Agenda

- Why?
- Why ITIL?
- How?
- Issues
- Status
- Plans

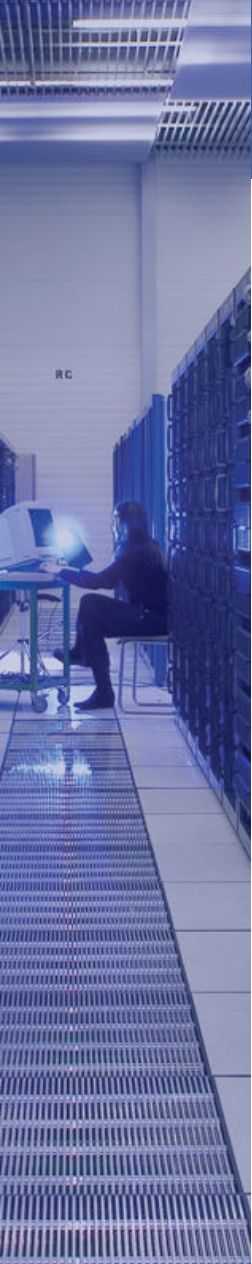


- Improve the coherence of communication with the clients.
  - Ensure and demonstrate we have necessary and sufficient mechanisms in place.
  - Reduce cost for the organisation by increasing satisfaction and reducing the ad-hoc activities
- Improve the coherence of service management.
  - Major processes should be done wherever possible in the same way with the same tools.
    - Reduces cost by pooling resources.
    - Reduces cost by reducing the load on other services.
  - Issues related to service management must be understandable and explainable.

- “ITIL is the most widely accepted approach to IT service management in the world.”
- “ITIL is the only consistent and comprehensive documentation of best practice for IT Service Management.”
- Staff Interest
  - CERN/IT doesn't only employ ex-physicists!
  - Interest in transferring skills learnt at CERN to service management elsewhere.



- Pragmatically!
  - ITIL is a documentation of best practices, not a prescription to follow slavishly. Understand underlying principles and interpret appropriately.
  - “Big bang” upheaval more likely to upset users and IT staff than to improve communication and service management.
- Build commonality across IT services
  - Good practice exists in many areas already
  - Coordinate and improve on existing best practice



- Service Organisation and Granularity—seeing the wood for the trees
  - IT staff focus on the (many) technical components that they manage. How do these interlink to deliver value to users?
- Customers and Users
  - Services are actually provided for customers, not users. But is there a coherent customer voice?
- Requests vs Incidents
  - Are calls to our service desk really incidents?
  - Or should incident management focus on improved follow-up of happenings in the computer centre?
    - Sifting incidents from events
- What is a change?
  - Authorising a user to access a new application?
    - View encouraged by ITIL
  - Monthly patch deployment for SLC?
    - Major potential cause of service incidents at CERN.



- Open dialogue with our customers on IT services
- Deploy new “Service Desk” with common approach to user interactions for all IT services
- Extend change management process to include review and authorisation steps as appropriate
- Move to use of the Service Catalogue as the definitive list of IT services
- ...

