

The logo consists of the letters 'GD' in a white, bold, sans-serif font, positioned on a dark blue background that is part of a vertical strip on the left side of the slide.

Grid Deployment

CERN
IT
Department

A Quick Overview of ITIL

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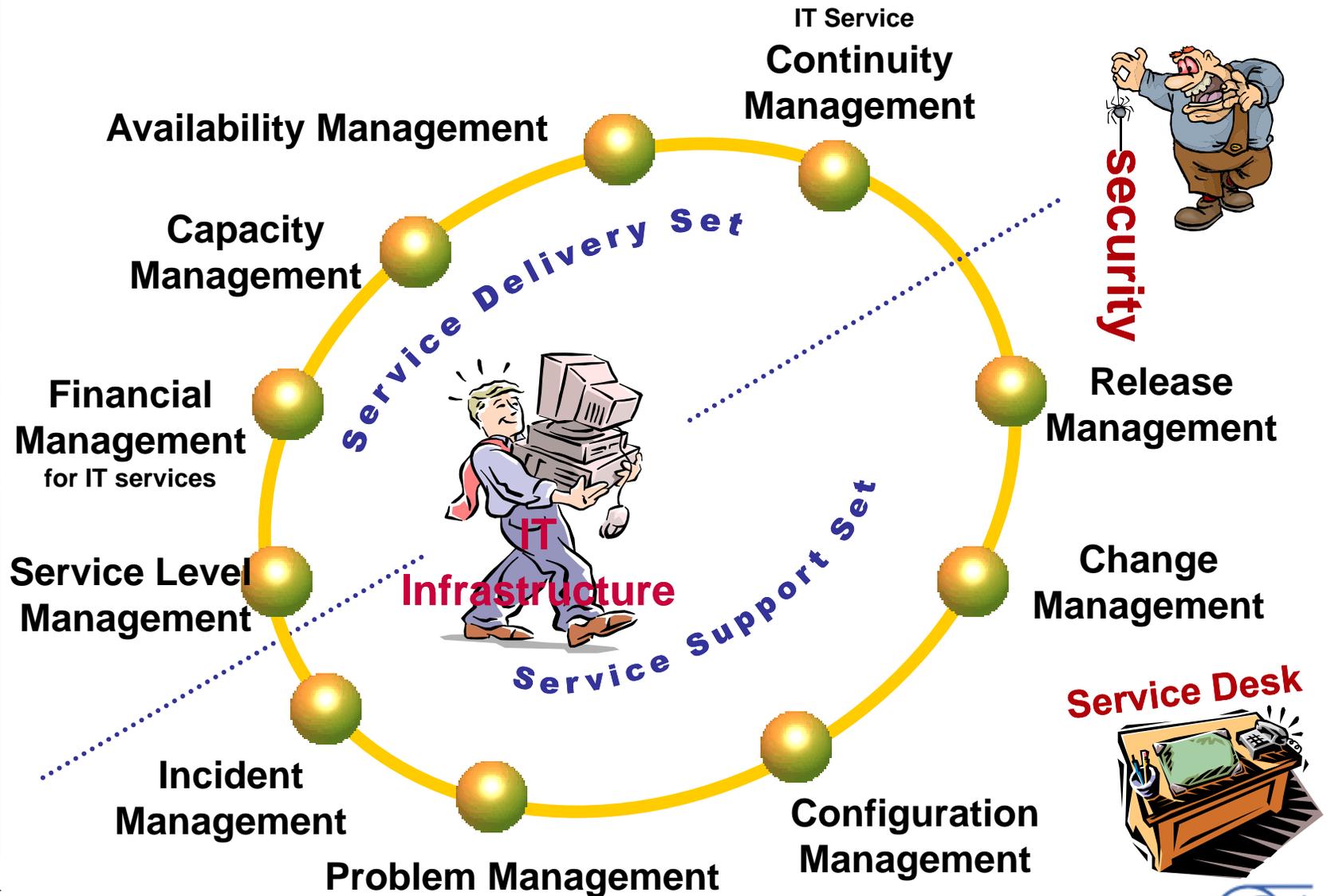


- IT Infrastructure Library
- Best practices for supplying IT services
- Description of what to do, not how to do it
- World-wide de-facto standard in Service Management
- Pertinent to all types of organisations
 - It is neither bureaucratic nor unwieldy if implemented sensibly
- Model shows the goals, general activities, inputs and outputs of the various processes

- A major advantage of a generally recognised method is a common language
- In the past, many IT organisations were internally focused and concentrated on technical issues:
 - obsessed with technology
 - customers are a necessary evil/difficult colleagues
- Wrong! Need to concentrate on service quality and having a more Customer-oriented approach

- Specification (what are they going to get)
- Conformance to specification
- Consistency
- Value for money
- Communication

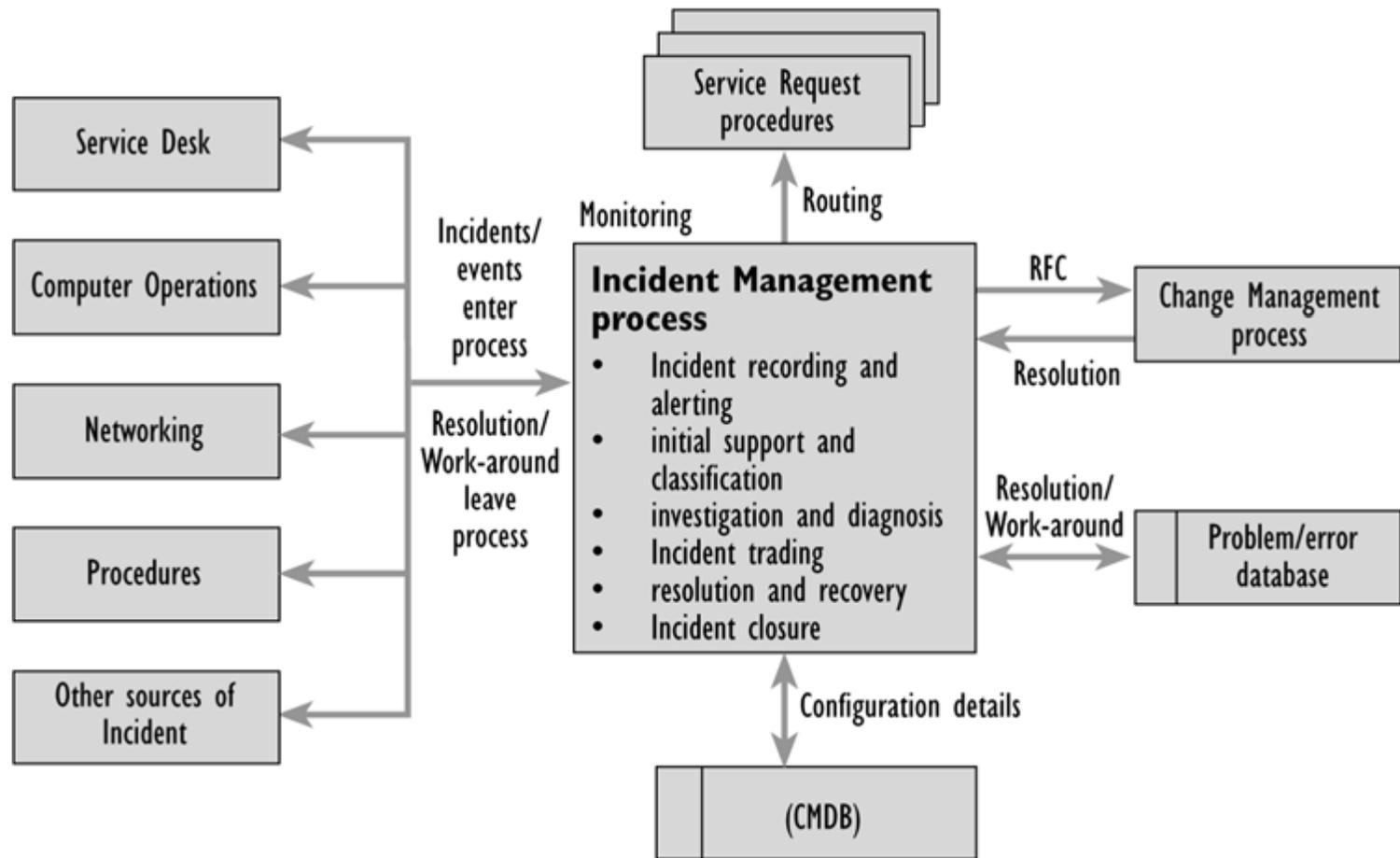
- Eleven specific processes and one function:
 - Service Desk (SPOC) function
 - 5 Service Support (Operational) processes
 - responding to changes and failures
 - 5 Service Delivery (Tactical) processes
 - agreeing and measuring
 - 1 IT Security process



- Single Point Of Contact (SPOC) between service providers and users
 - focal point for reporting incidents and making service requests
- Incorporates support levels 1, 2 & 3
- Objectives:
 - Manages incidents with the aim of restoring service as quickly as possible
 - Single interface to IT support (off-loads 2nd & 3rd level support)
 - Keeps users informed
 - Provides statistics for reporting

- Incident Management
- Problem Management
- Change Management
- Release Management
- Configuration Management

- Restore normal service operation as quickly as possible
- Register all incidents and solve as many as possible
- Priority of incident determined by impact and urgency of resolution
- Functional escalation
 - 1st -> 2nd -> 3rd level support
- Hierarchical escalation
 - if SLA likely to be breached



- Invoked when an incident requires investigation
- Get to the root cause of Incidents and then initiate actions to improve or correct the situation
- Problem vs. Known Error
- Reactive and proactive aspects
- Document known problems



- Change Management is responsible for managing *Change* processes involving:
 - hardware
 - communications equipment and software
 - system software
 - ‘live’ applications software
 - documentation and procedures
- Details of changes need to be made available to Service Desk & CMDB updated
- Change Advisory Board (CAB) is body that authorizes changes (and reviews results)

- Plan and oversee the successful rollout of software and related hardware
- design and implement efficient procedures for the distribution and installation of Changes to IT systems
- ensure that h/w and s/w being changed is traceable, secure and that only correct, authorised and tested *versions* are installed
- protection of the live *environment* and its services through the use of formal procedures and checks (+ back-out plans)

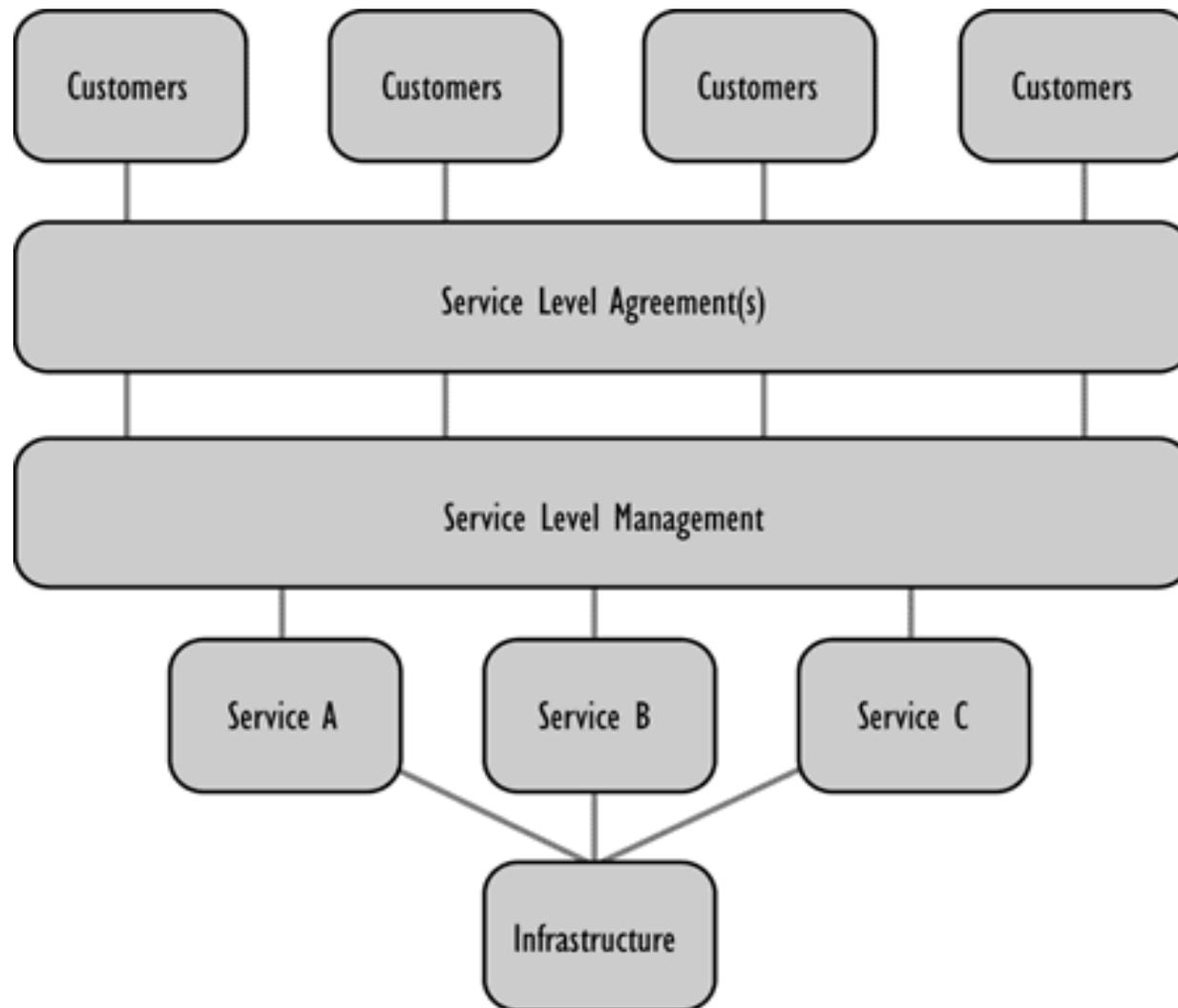
- Identification, recording, and reporting of IT components, including their *versions*, constituent components and relationships
- integral part of all other Service Management processes
- CMDB:
 - defines relationships between components
 - should be available to Service Support group
 - links incidents and problems to CIs and users

- Service Level Management
- IT Financial Management
- Service Continuity Management
- Availability Management
- Capacity Management

plus

- Security Management

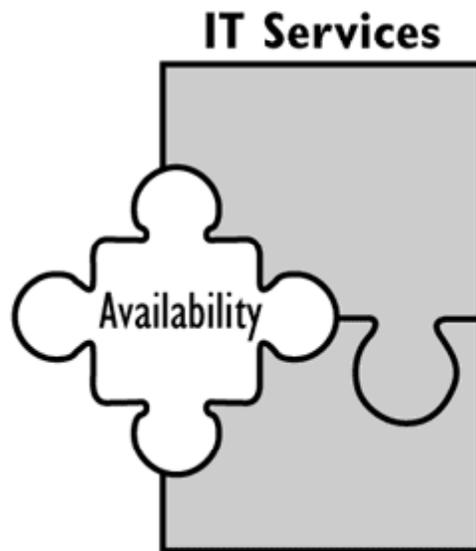
- Ensure that SLAs and underpinning OLAs or contracts are met
- Determine the level of IT Service needed to support the business
- Ensure that any adverse impact on service quality is kept to a minimum
- SLAs should be established for all IT Services being provided
- constant cycle of agreeing, monitoring and reporting upon IT Service



- Justify the cost of IT to the business
- Budgeting
 - Interacts with Capacity Management for trends
- Accounting
 - Provide basis for cost-benefit analysis
- Charging
 - responsible for IT portfolio costing and charging

- Managing an organization's ability to continue to provide an agreed level of IT services following an interruption to the business i.e. contingency planning
- Based on Business Impact analysis
 - Business requirements drive ITSCM provision and provide what the business wants, not what the IT community think they need
- Service Desk has an important role to play if business continuity is invoked.

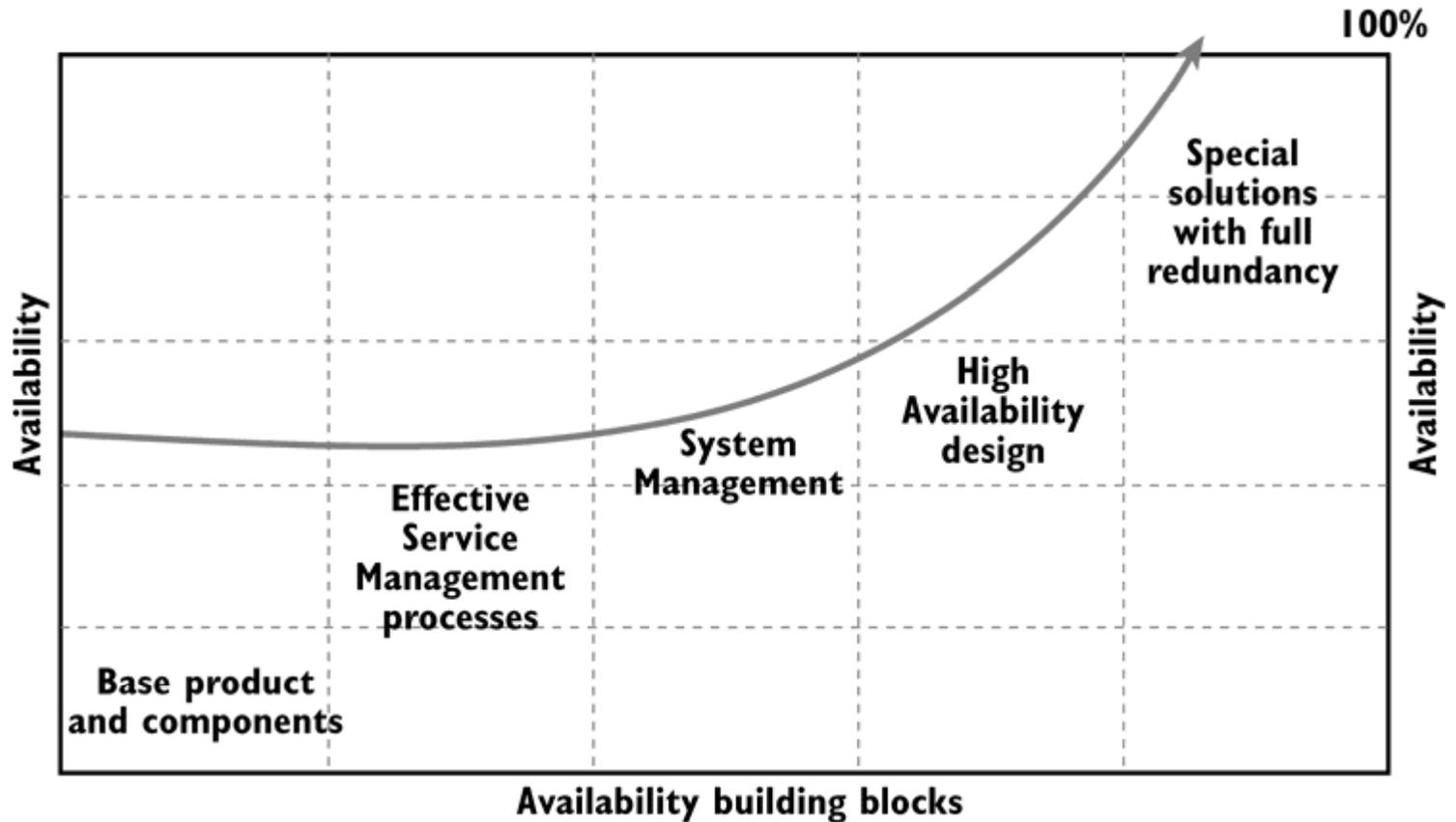
- The design, implementation, measurement and management of IT services to ensure the stated business requirements for availability are consistently met
- Delivery of a cost-effective and sustained level of Availability
- Understanding of why failures occur and time taken to resume service
- Improving levels of Availability can often be achieved by a small step in thinking rather than a large step change in technology



“A key component of Users’ perception on the quality of IT services”



“Recognise that Availability is at the core of User satisfaction”



- Ensuring that the Capacity of the IT Infrastructure matches the evolving demands of the business in the most cost-effective and timely manner.
 - the monitoring of performance and throughput of IT Services and the supporting Infrastructure
 - undertaking tuning activities to make the most efficient use of existing *resources*
 - understanding the demands currently being made for IT resources and producing forecasts for future requirements

- Defining security policies
- Protecting information:
 - Confidentiality
 - Integrity
 - Accessibility
- Define SLAs that specify:
 - Permitted methods of access
 - Agreements about auditing and logging
 - Physical security measures
 - Information security training and awareness for users ...

- Benefits of ITIL?
 - Improved service and end-user satisfaction
 - Better efficiency in providing IT services (ROI)
 - Improved reliability of infrastructure
 - clearer view of current IT capability (spot where Changes would bring most benefits)
 - Documented processes
 - more motivated staff; improved job satisfaction through better understanding of capability and better management of expectations
 - improved cycle time for Changes and greater success rate

