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# Information Technology Infrastructure Library (ITIL)

the world-wide *de facto* standard in *Service Management*

**Business Perspective** cover a range of issues concerned with understanding and improving IT service provision, as an integral part of an overall business requirement for high quality IS management.

These issues include:

- Business Continuity Management
- partnerships and *outsourcing*
- surviving change
- transformation of business practice through radical change.

**Service Delivery** looks at what service the business requires of the provider in order to provide adequate support to the business *Customers*.

To provide the necessary support the book covers the following topics:

- Capacity Management
- Financial Management for IT Services
- Availability* Management
- Service Level Management*
- IT Service Continuity Management.

**Service Support** is concerned with ensuring that the User has access to the appropriate services to support the business functions.

Issues discussed in this book are:

- Service Desk
- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release Management.

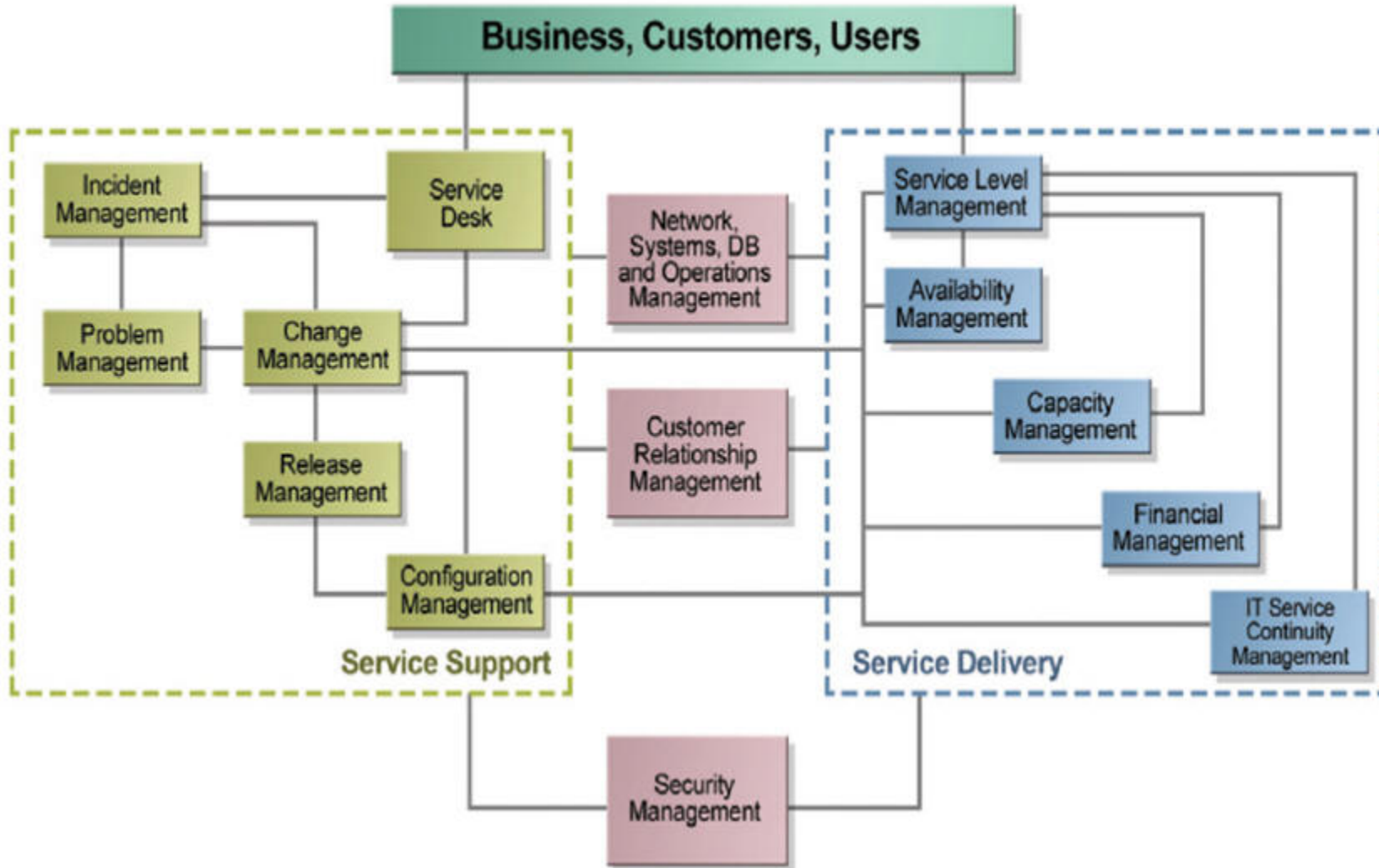
**Information & Communications Technologies Infrastructure Management** includes:

- Network Service Management
- Operations Management
- Management of Local Processors
- Computer Installation and Acceptance
- Systems Management (covered here for the first time).

**Applications Management** embrace the software development *lifecycle* expanding the issues touched upon in Software Lifecycle Support and Testing of IT *Services*.

Applications Management will expand on the issues of business change with emphasis on clear requirement definition and implementation of the solution to meet business needs.

# The ITIL Process Model



### **Benefits of ITIL to customer/user**

- provision of IT services becomes more customer focused and agreements about service quality improve the relationship
- Services are described better, in customer language, and in more appropriate detail
- quality, availability, reliability and cost of services are managed better
- communication improved by agreeing on points of contact

### **Benefits of ITIL to organization**

- IT organization develops a clearer structure, becomes more efficient, and more focused on corp objectives
- IT org is more in control of the infrastructure and services it has responsibility for, and changes become easier to manage
- Effective process structure provides a framework for effective outsourcing of elements of IT services
- encourages a cultural change towards providing service and supports introduction of quality mgmt systems based on ISO 9000 series or BSI5000
- provides coherent frame of reference for internal communication and communication with suppliers, and for standardization and identification of procedures

## Potential problems/mistakes w/using ITIL

- introduction can take a long time, require significant effort, and may require a cultural change. Attempting to make the change too fast can lead to frustration because objectives are never met
- Unnecessary and over-complicated procedures can impact service quality, they are seen as obstacles
- No improvement is seen in IT services due to a lack of understanding of what the process should provide, kpi's, and how processes can be controlled
- Improvements in service and cost reduction are not visible because no baseline data was available for comparison and/or the wrong targets were identified.
- Successful implementation requires acceptance and participation by all departments. If a single department makes all the decisions, these decisions may not be acceptable to other departments.
- Insufficient investment in training and support tools leads to minimalization of the processes and therefore little improvement in the process. A short term increase in staff may be required if the current staffing level is already maxed.

