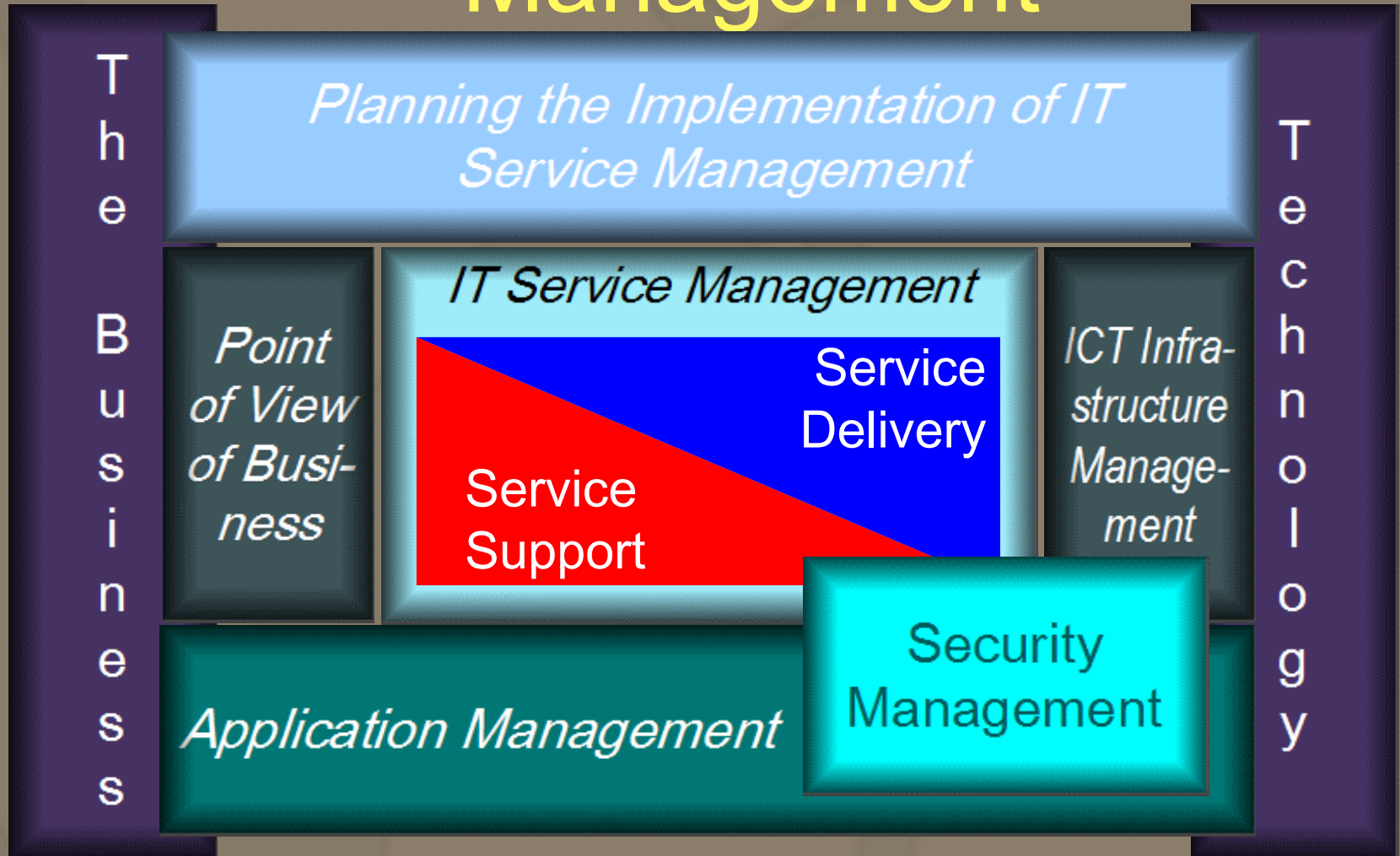




# IT Service Management and the IT Infrastructure Library



# 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

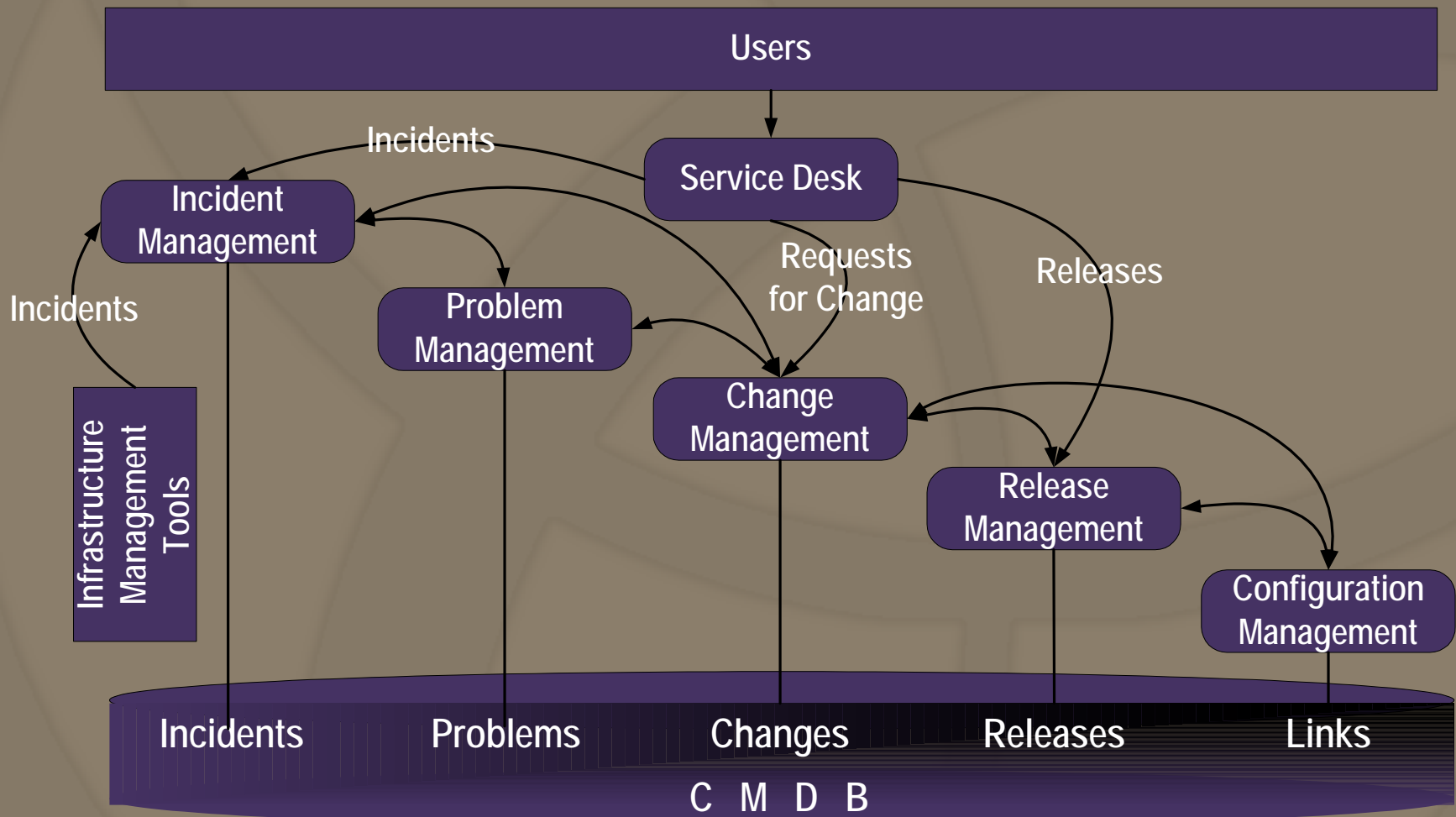


# The Benefits of ITIL



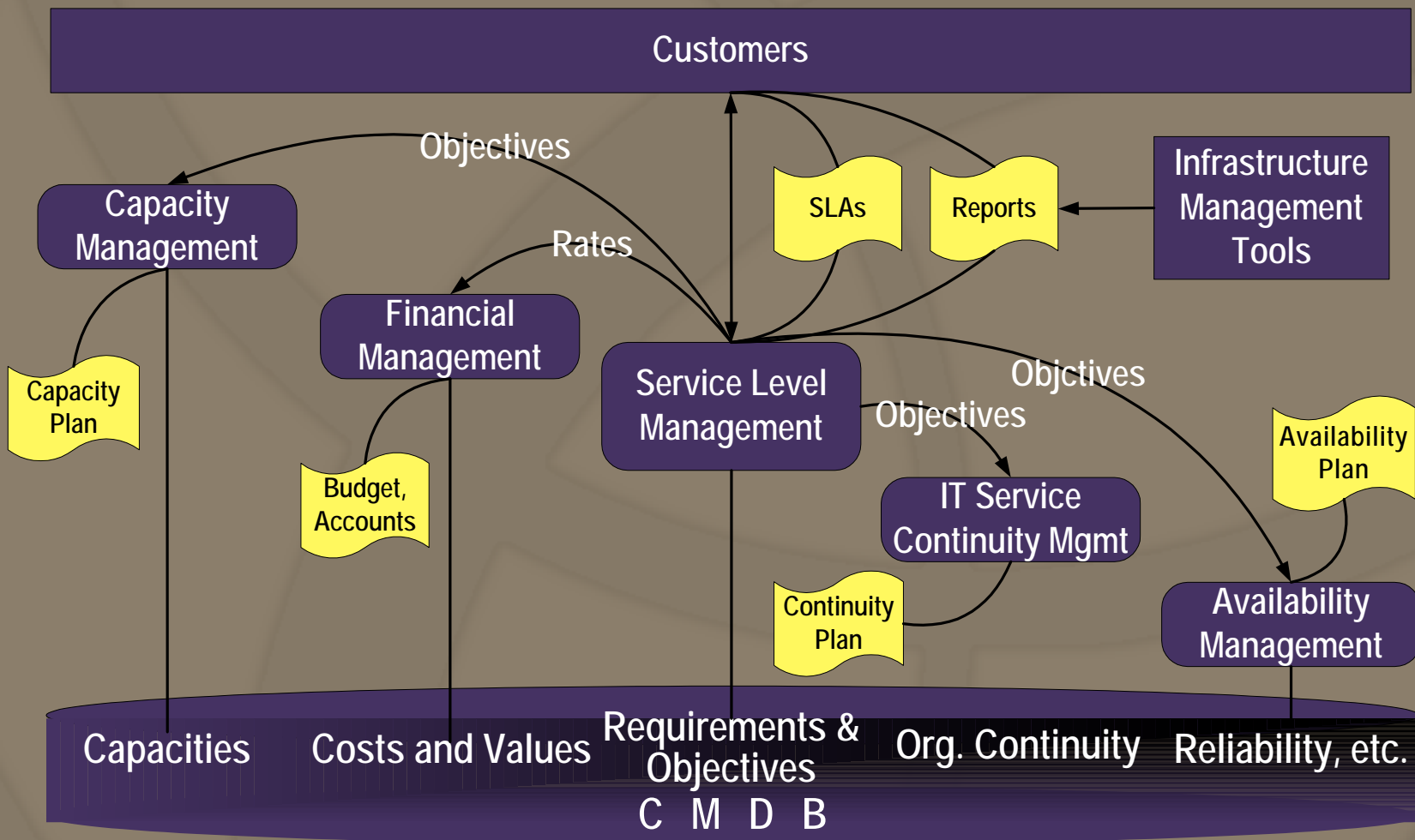


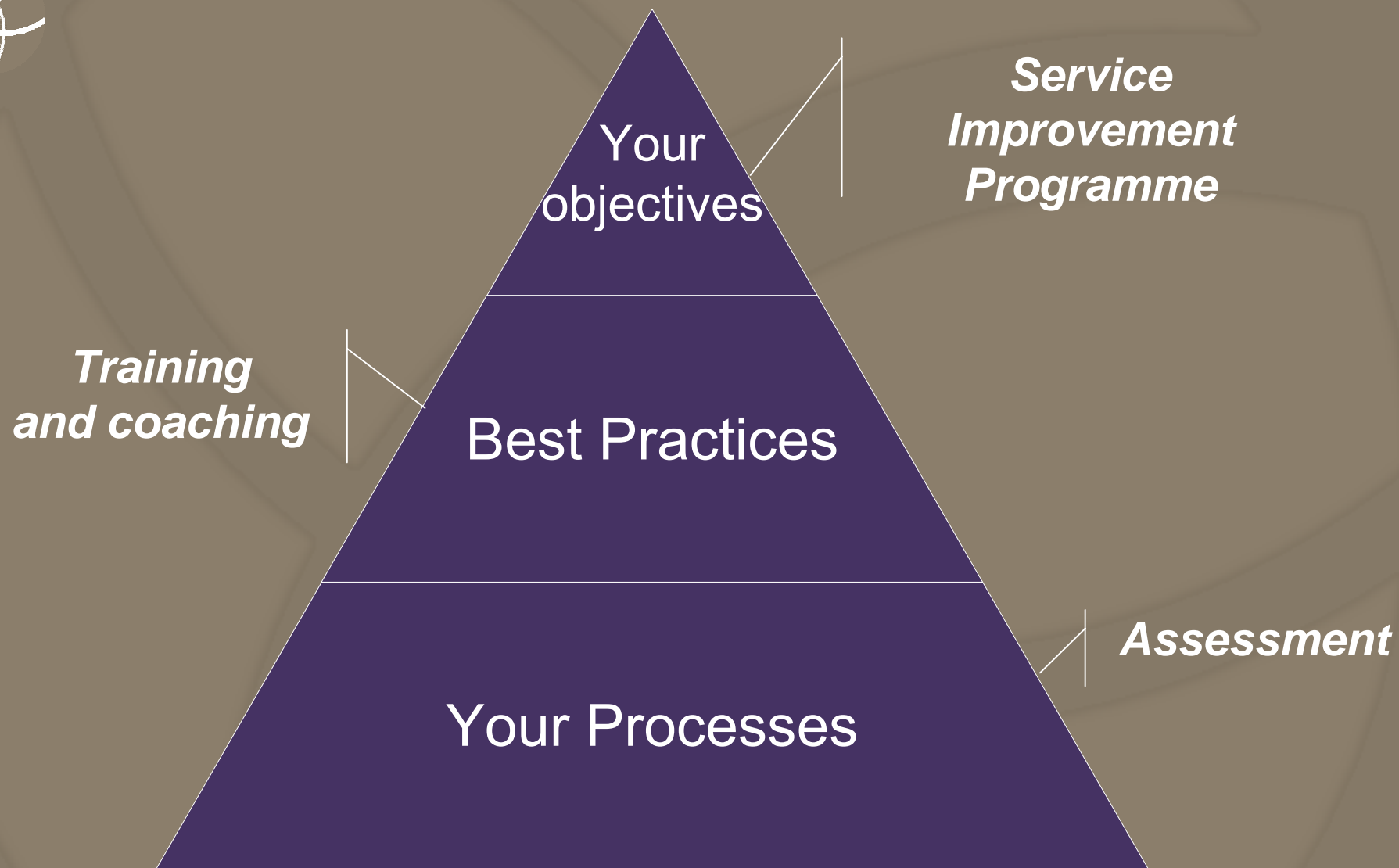
# Model of the Service Support Processes





# Model of the Service Delivery Processes







Your processes

Best Practices

Your knowledge,  
your culture

Your improvement  
objectives





# Service Desk

## *Objectives*

- Be a single point of contact between users and IT Services

## *Benefits*

- 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

## *Benefits*

- Reduced impact of incidents
- Improved user satisfaction



# Problem Management

## *Objectives*

- Reduce incident impact
- Reduce number of incidents

## *Benefits*

- Continuous improvement in service quality
- Optimisation of scarce resources



# Configuration Management

## *Objectives*

- Define and control the components of IT Services and Infrastructures

## *Benefits*

- 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

## *Benefits*

- Controlled risks
- Increased capacity to change
- Priorities respected



# Release Management

## *Objectives*

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

## *Benefits*

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



# Service Level Management

## *Objectives*

- Define, agree, record and manage IT Service levels

## *Benefits*

- 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

## *Benefits*

- 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

## *Benefits*

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



# IT Service Continuity Management

## *Objectives*

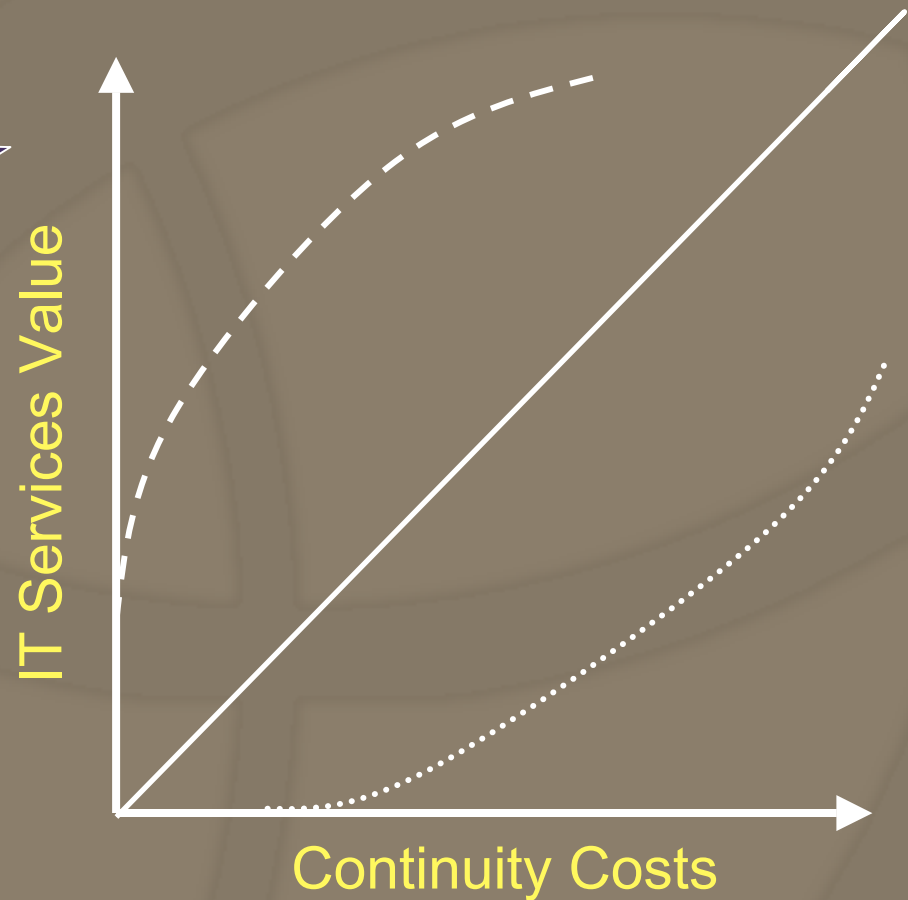
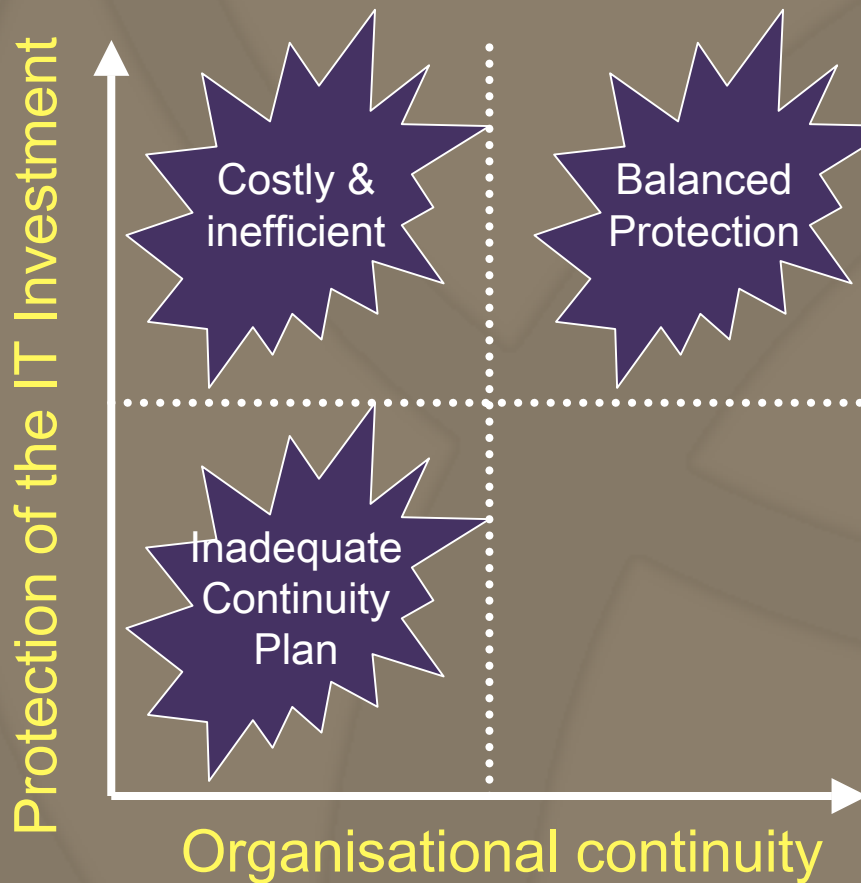
- Ensure that, in case of a catastrophe, the obligations of IT to its customers are defined, and that these obligations are met

## *Benefits*

- 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

## *Benefits*

- Cost of non-availability 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

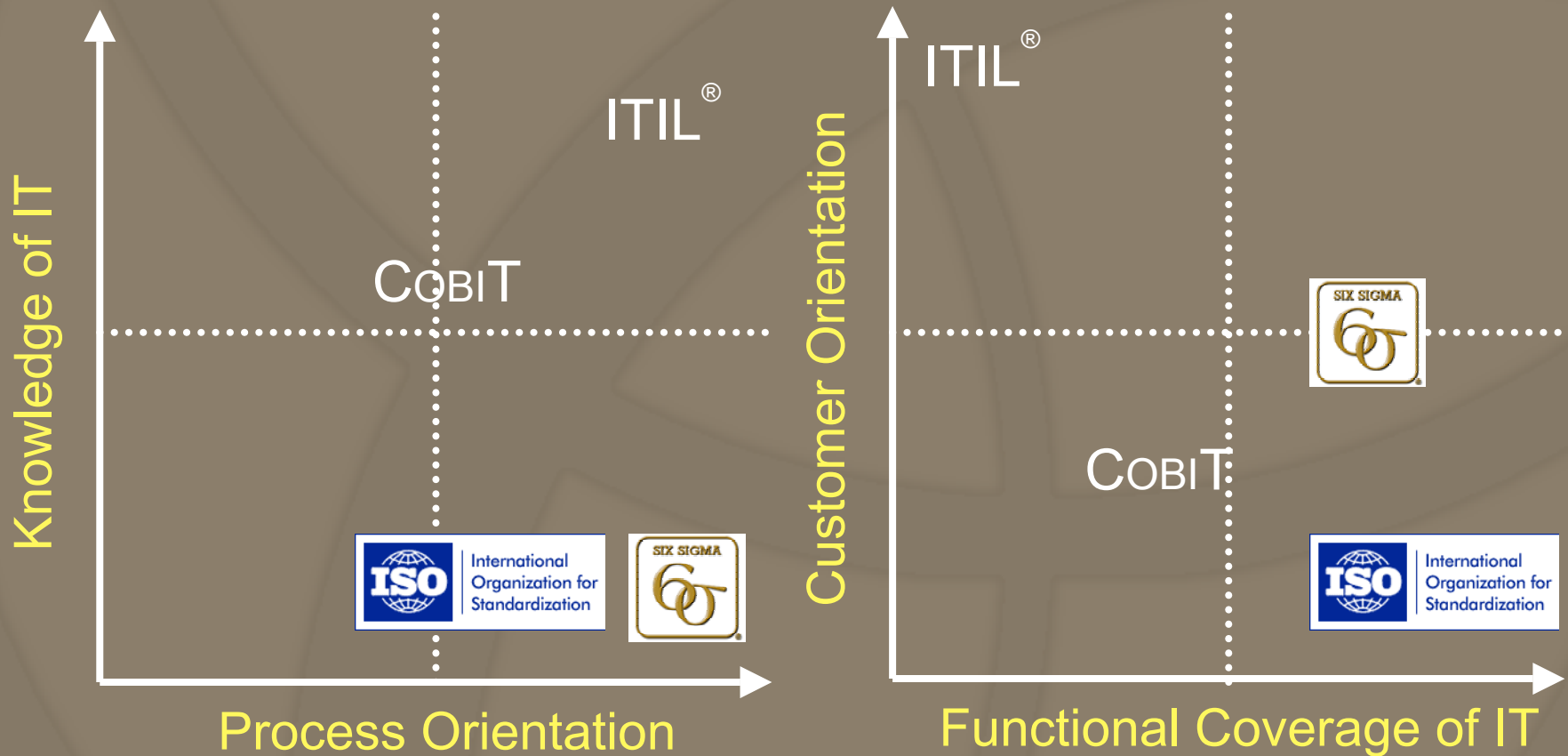


# ITIL Certifications

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



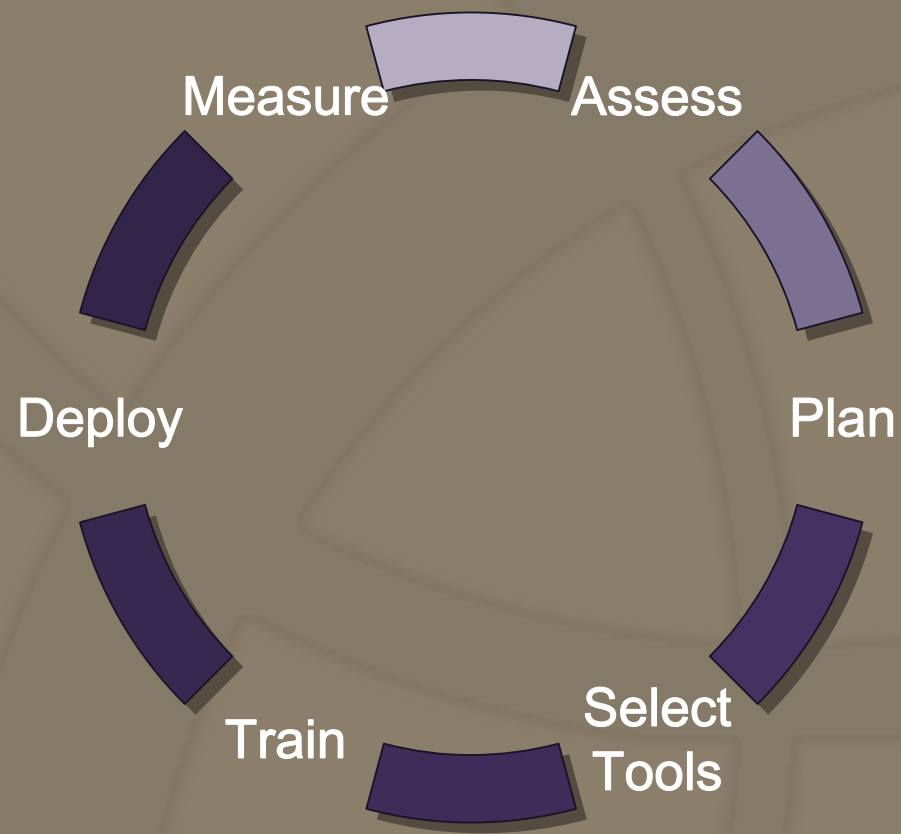
# ITIL, ISO 9000, COBIT, 6σ





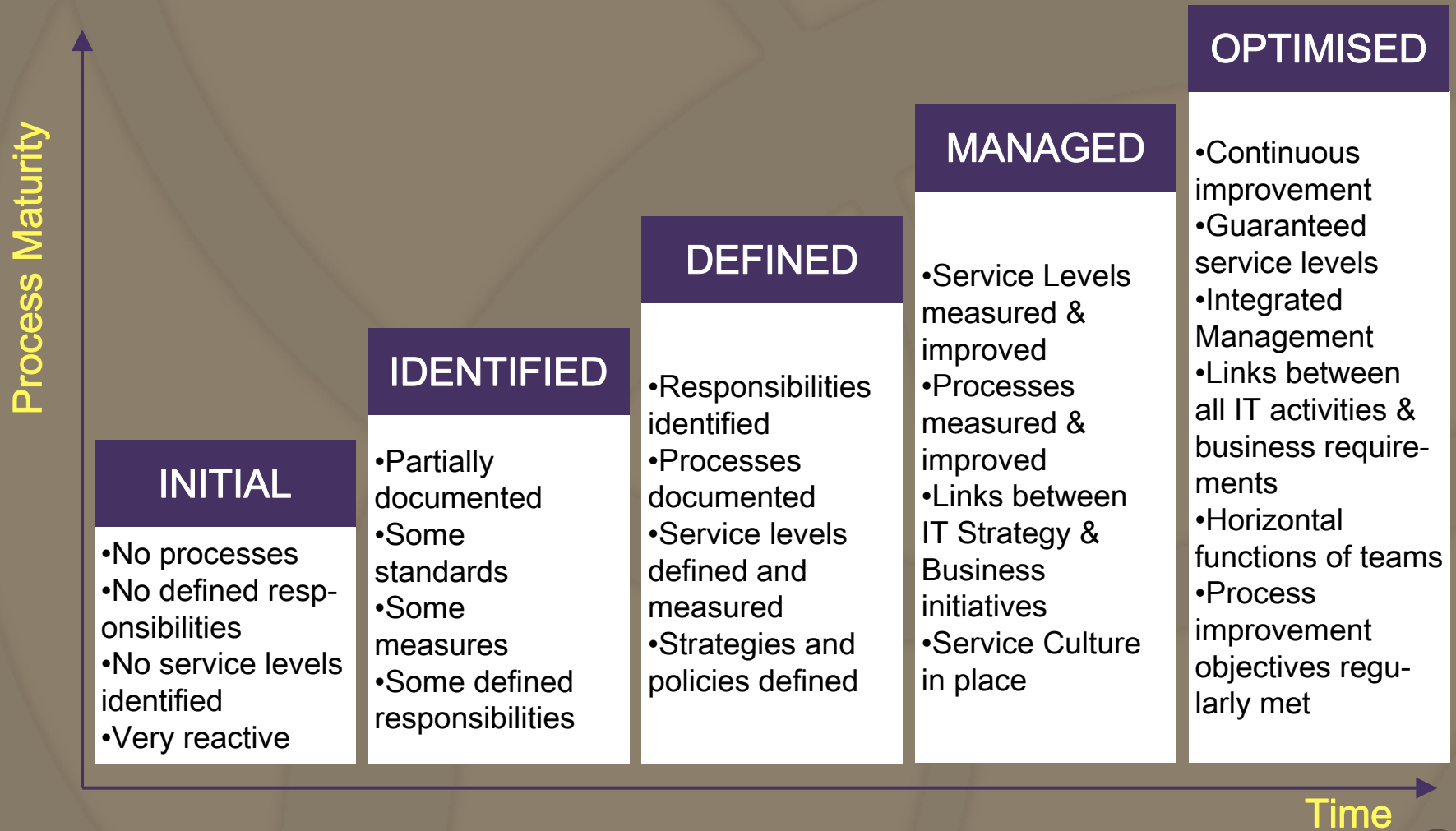


# Service Improvement Programme





# Capability Maturity Model





# 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 ?