

ITIL: A Practitioner's Perspective

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Objective

After viewing this presentation you should:

- Have a high-level understanding of ITIL
- Know the IT Service Management (ITSM) Processes
- Have a practical example of how Government can adopt and adapt ITIL ITSM by using the Federal Enterprise Architecture (FEA) model
- Understand how the measurement areas of “target”, “upper specification”, and “lower specification” can be used to improve service quality.

Definitions

- **Standard** – **Codification** of Best Practices
 - Region Specific : (e.g. British Standards)
 - “Universal”: (e.g. International Standards)
- **Framework**: A collection of models, best practices, processes, or combinations.
- **Best Practices** :
 - Collected Experience: More than one (replicable):
 - » Operator
 - » Organization
 - Consistent - Repeatable
 - Detailed – how to perform each activity
 - Defined – same meaning of each activity understood by all
 - Proven
- **Model**: An **informative** and **specific** diagram that communicates a concept.
 - Informative – detailed description
 - Specific – minimization / elimination of vagueness. Precise
- **Process** : A series of steps or actions that lead to a desired result or output.

Key Issue

- How to avoid falling off a cliff when engaging ITIL



FOCUS TOPICS

Emphasis on the relationships of:

- Service Level Management
- Configuration Management
- Change Management

ITIL with FEA as an approach



Origins & History

- IT Infrastructure Library (ITIL)
 - Non-proprietary
 - Publicly available
 - First written in 1986 – 1993: UK (CCTA now OGC)
 - Intended to improve IT Service Management in UK Government
 - Revision 2 1999 – 2001
 - Revision 3 – released in 2005



What is ITIL?

- A Framework containing:
 - *A Library:*
 - *IT Service Management (ITSM):*
 - *Service Support*
 - *Service Delivery*
 - *ICT (Information & Communication Technology) Infrastructure Management*
 - *Applications Management*
 - *The Business Perspective*
 - *Planning to Implement ITSM*
 - *Security Management*
 - *Processes*
 - *Best Practices*



Why ITIL Can Help

Many executives express frustration as they attempt to reign in the chaos and expense associated with their IT investments but find little in the way of substantive guidance. The IT Infrastructure Library (ITIL) has emerged as the worlds most widely accepted approach to the management and delivery of IT Services.

Gartner measurements show that the overall results of moving from no adoption of IT Service Management to full adoption can reduce an organization's Total Cost of Ownership by as much as 48%.

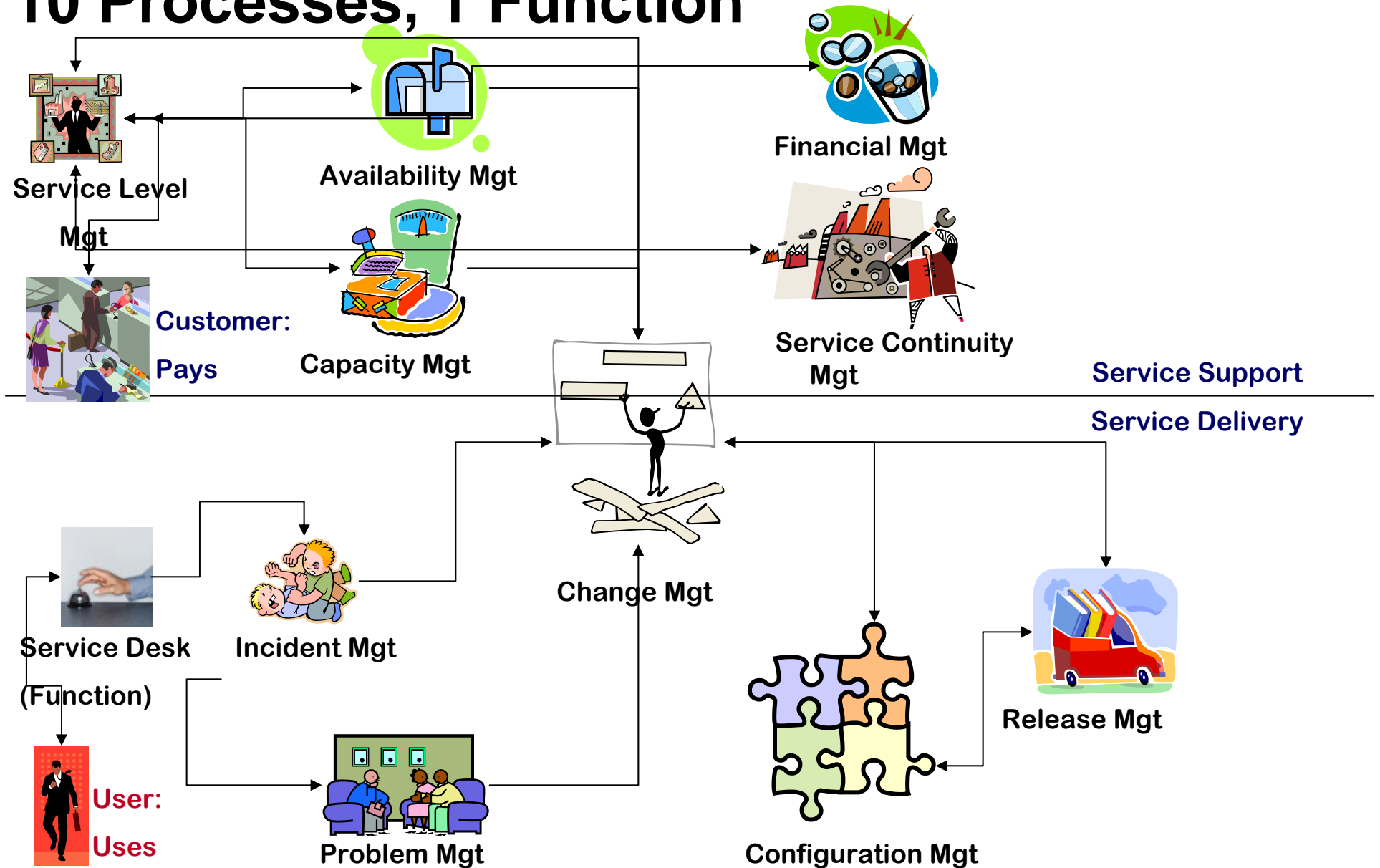
www.itilsurvival.com

ITIL Philosophy

- Capture industry “best practice”
- Not standards!
- Scalable – org size and need
- Platform independent

ITIL focuses on how an enterprise should achieve the delivery of quality IT services.

10 Processes, 1 Function



Benefits of ITIL

- Common Definition
- Improves IT Reputation – IT behaves like a business
- Provides services that the business requires
- Quality orientation
- Eliminate redundant activities
- On time deliverables
- Supplier Relationship Improved
- Measures

Case Examples

- Many high-profile U.S. organizations have adopted the best practices described in ITIL. Companies such as Procter and Gamble, Caterpillar, Shell Oil, Boeing, and the Internal Revenue Service have all reported great success and significant operational cost savings as a direct result of ITIL adoption.
- Procter and Gamble publicly attributes nearly \$125 million in IT cost savings per year to the adoption of ITIL, constituting nearly 10% of their annual IT budget.
- Similarly, Shell Oil utilized ITIL best practices when they overhauled their global desktop PC consolidation project, encompassing 80,000 desktops. After this project was completed, they can now do software upgrades in less than 72 hours, potentially saving 6000 man-days working days and 5 million dollars.

www.itilsurvival.com

Note Well:

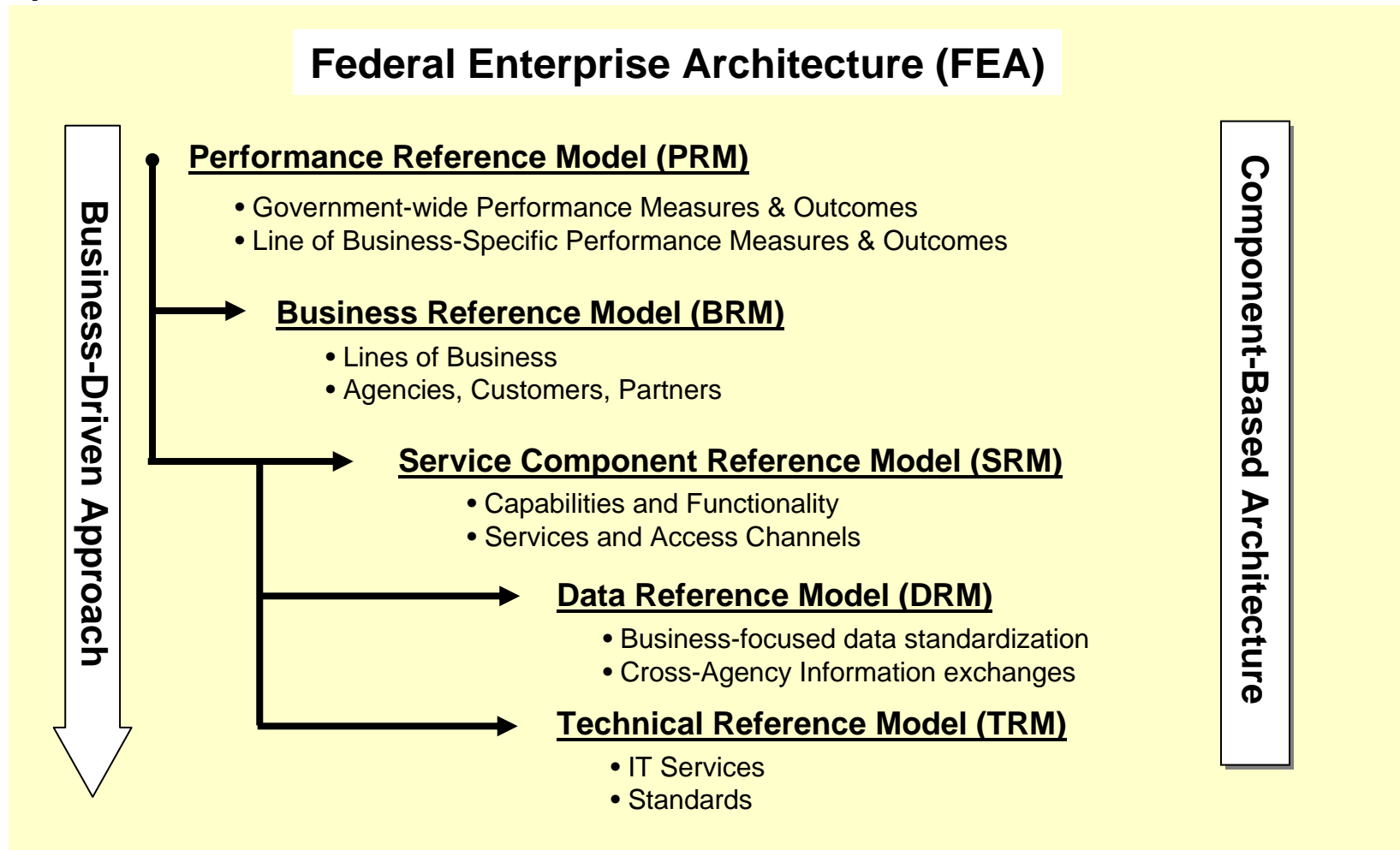
- You do **not** “implement” ITIL
- You **do** “adopt” ITIL Best Practice and...
- ...You **do** “adapt” them to your environment



The question is: How to best adopt & adapt

The Federal Enterprise Architecture

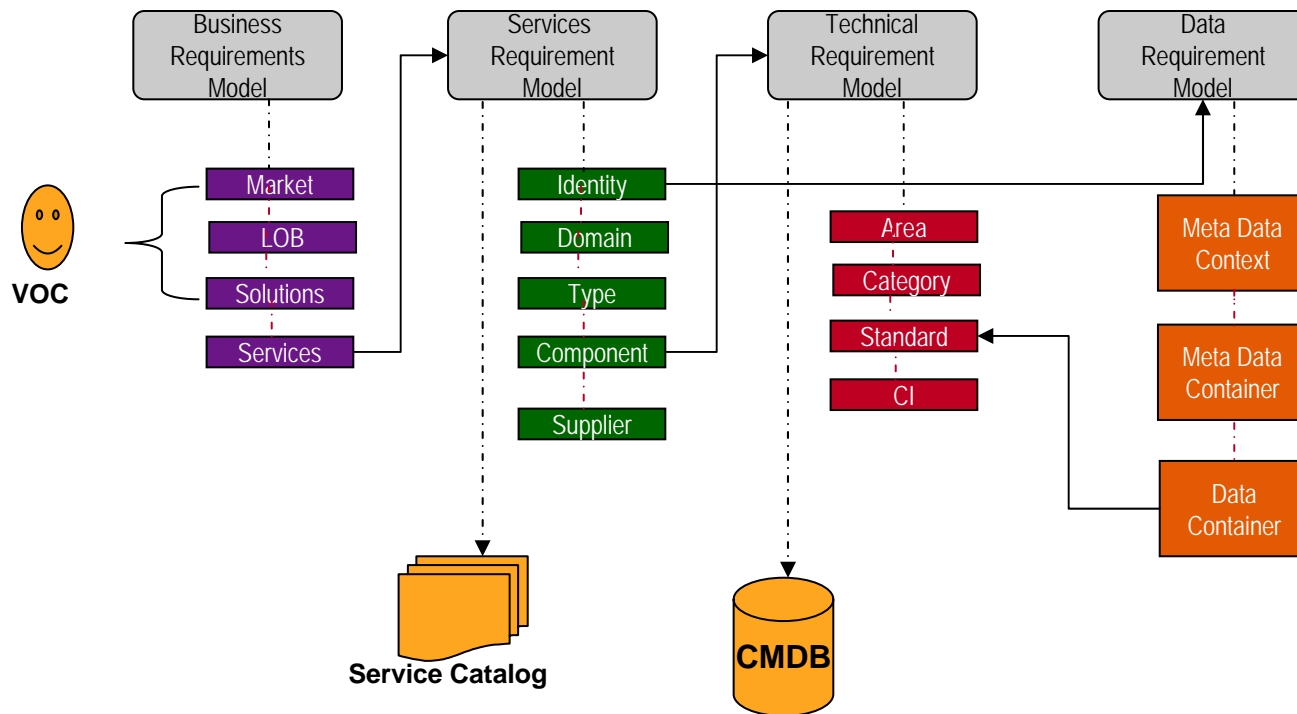
Is a business-based **framework** for government-wide improvement.



www.feapmo.gov

Adopting and Adapting

FEA Model with ITIL



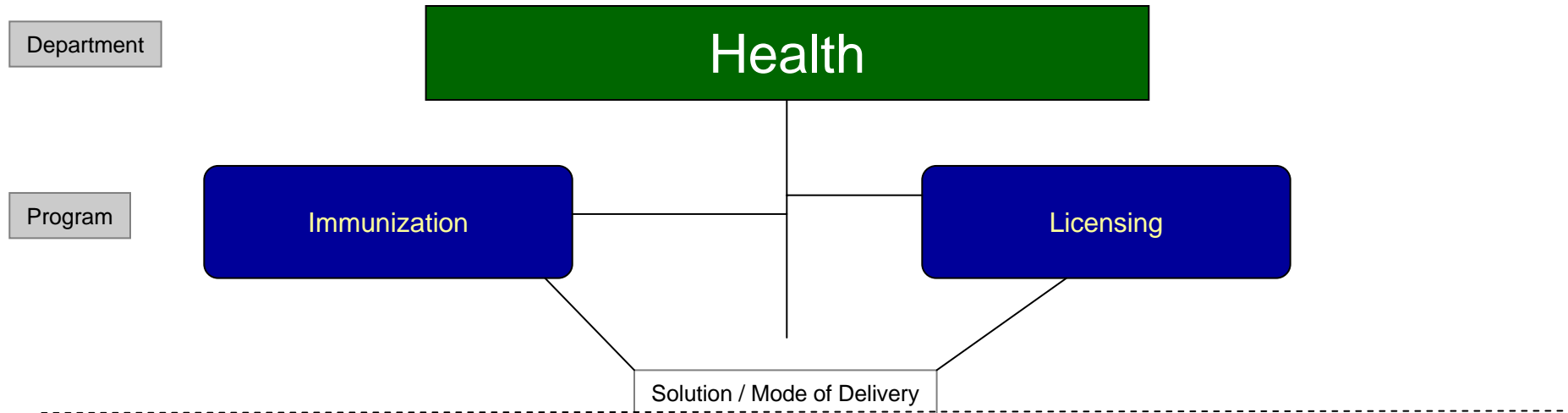
What is an IT Service?

- A conglomeration of many related components architected to support one or more business processes.
- It is Identifiable, Measurable, and Supportable

Business Reference Model (BRM)

- Provides a functional view of the enterprise
 - Framework:
 - Business Area: Describes the mission / purpose of the business in terms of services it provides.
 - Line of Business (LOB): Individual service delivery areas that are a part of the business area
 - Solutions: The Mode of Delivery, which is the internal mechanism used to achieve the LOB purpose.
 - Service Area: The specific services that supports the solutions that support the LOB

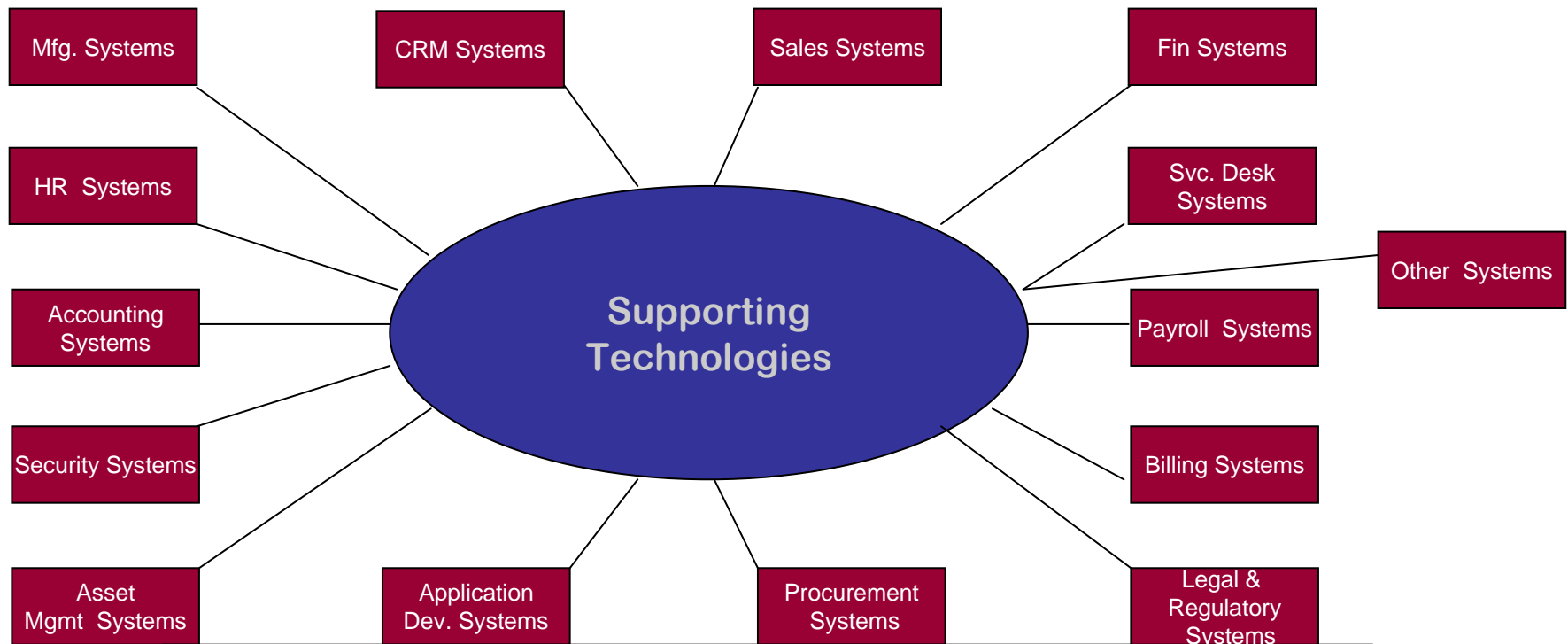
BRM in Government Environment



Service Requirements Model (SRM)

- Provides program-driven functional framework
 - Framework:
 - **Domain**: A high-level view of the services and capabilities that support the enterprise (the service area of the BRM) and, in general, contain sub-domains.
 - **Sub-Domain**: A further break-out of the capabilities within the domain and are comprised of service types
 - **Type**: A grouping of similar capabilities that support the sub-domain and the domain. Types are comprised of specific services
 - **Services**: The most granular definition of capabilities. Services are comprised through a bundling of technical components.

Technology is Required to Support the Government Programs



What is needed in the Infrastructure to support the technology?
How are the components managed?

Service Domains, Sub Domains, and Types

3D-VE Infrastructure Technology Services Landscape

S: Security Infrastructure Svcs

S.1: Network Comm. Security

S.2: Anti-Virus & Content Control

S.3: Authentication Authorization Svcs

S.4: Identity Management

S.5: Security Mgmt Services

S.6: Encryption Services

S.7: Platform Security

S.8: Physical Security

Application Infrastructure Services

C: Common Services

C.1: File Services

C.2: Print Services

C.3: Messaging Services

C.4: Directory Services

C.5: Collaboration Services

C.6: Naming & Addressing Svcs

C.7: Backup & Archiving Services

A: Application Technology Services

A.1: App Style & Pattern Services

A.2: Channel / Presentation Svcs

A.3: Integration Services

A.4: Process & Workflow Svcs

D: Data Infrastructure Services

D.1: Data Management

D.2: Data Usage

D.3: Data Mvmnt & Transformation

D.4: Content Access

D.5: Mobile Data Capture

SM: Services Mgmt. Infrastructure

SM.1: Detection Services

SM.2: Monitoring Services

SM.3: Correlation Services

SM.4: Distribution Services

SM.5: Notification Services

SM.6: Reporting Services

Physical Infrastructure Services

P: Platform Services

P.1: End User Device Platforms

P.2: Shared Computing Pltfrms

P.3: Data Center Services

P.4: Storage Services

P.5: Platform High Availability Svcs

N: Network Services

N.1: Site Network Services

N.2: Data Center Network Services

N.3: Wide Area Network Services

N.4: Metro Area Network Services

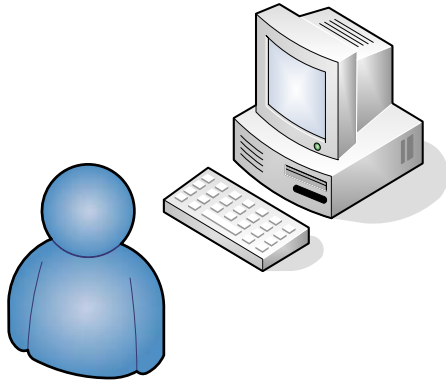
N.5: Remote Access Services

N.6: Business Prtnr Connectivity

N.7: Network Perf. Mgmt Services

N.8: Telephony Services

How the Service is Ordered



IT Services to be ordered through
an online interface – the Service Catalog

The Service Catalog



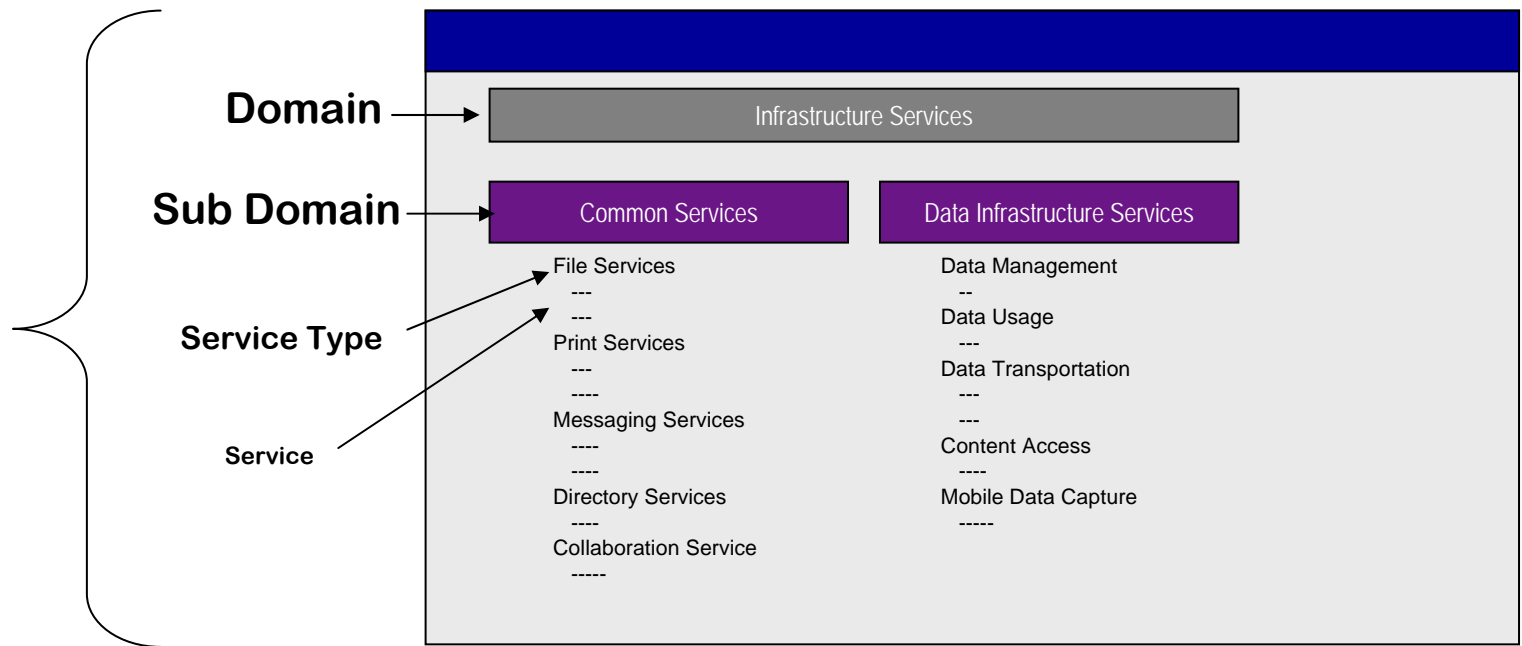
The customer selects a service.

A service is found within a service type.

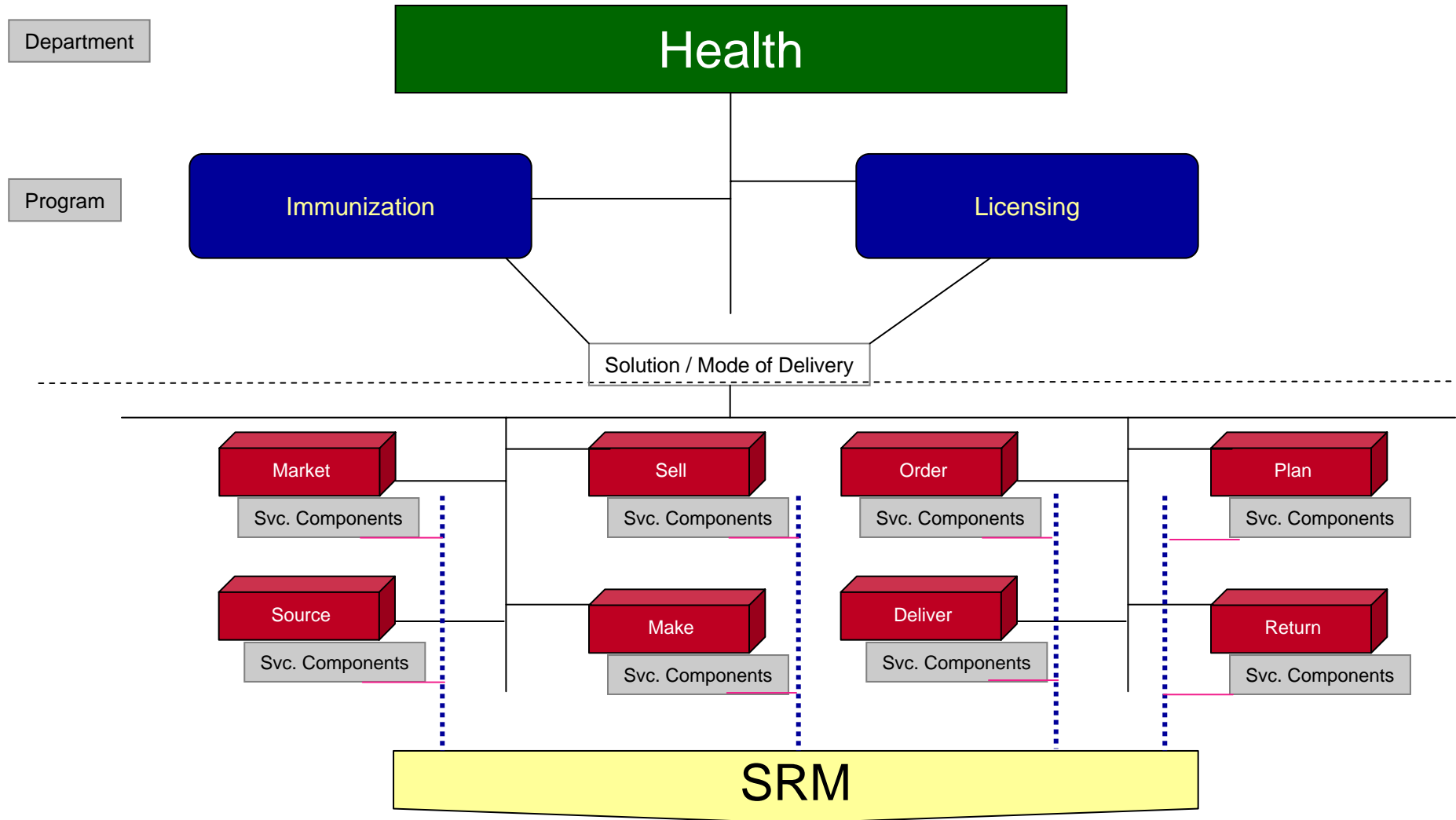
A service type is found within a sub domain

A sub domain is a part of a domain

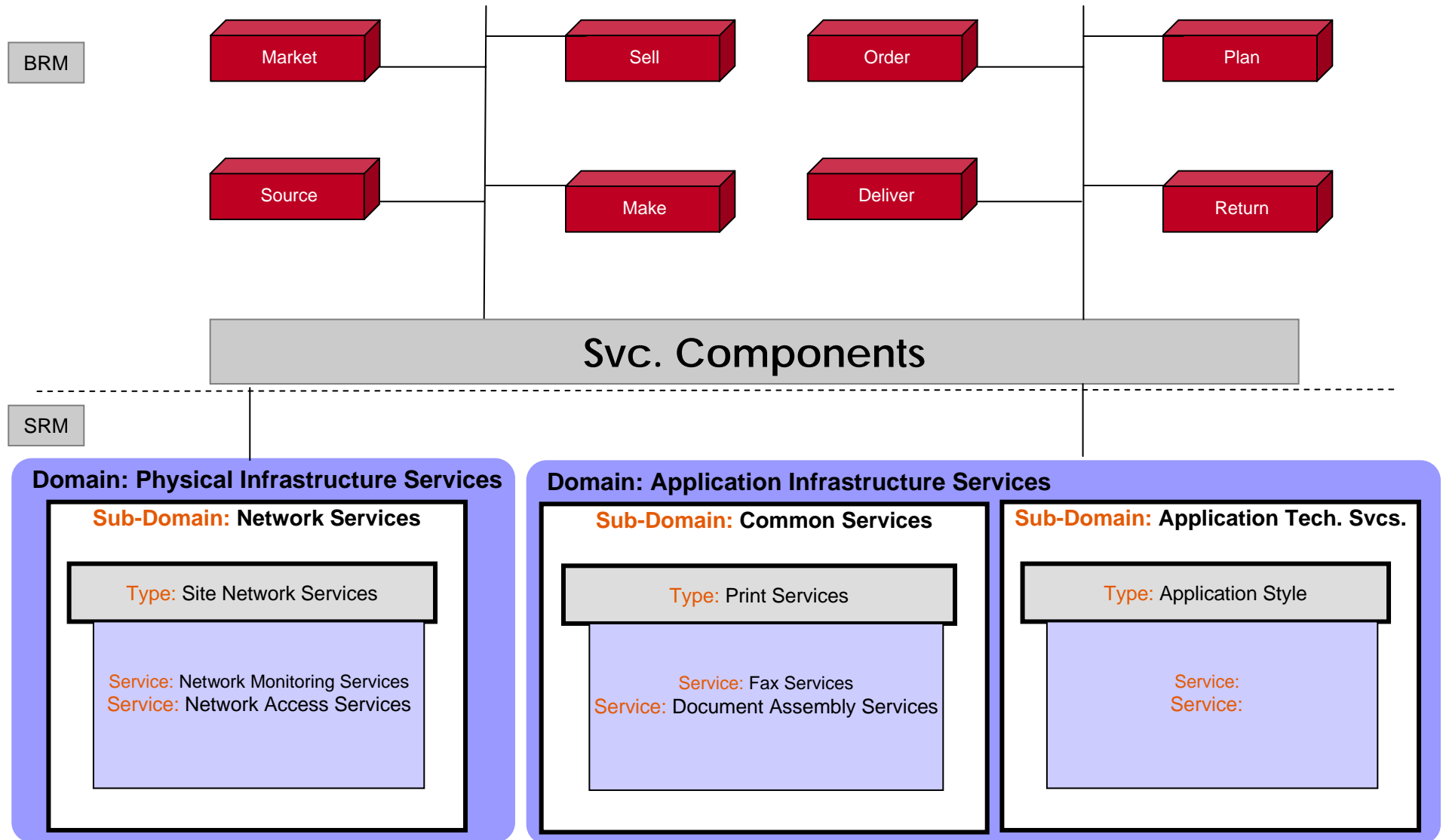
Online
Service
Catalog



BRM in Government Environment



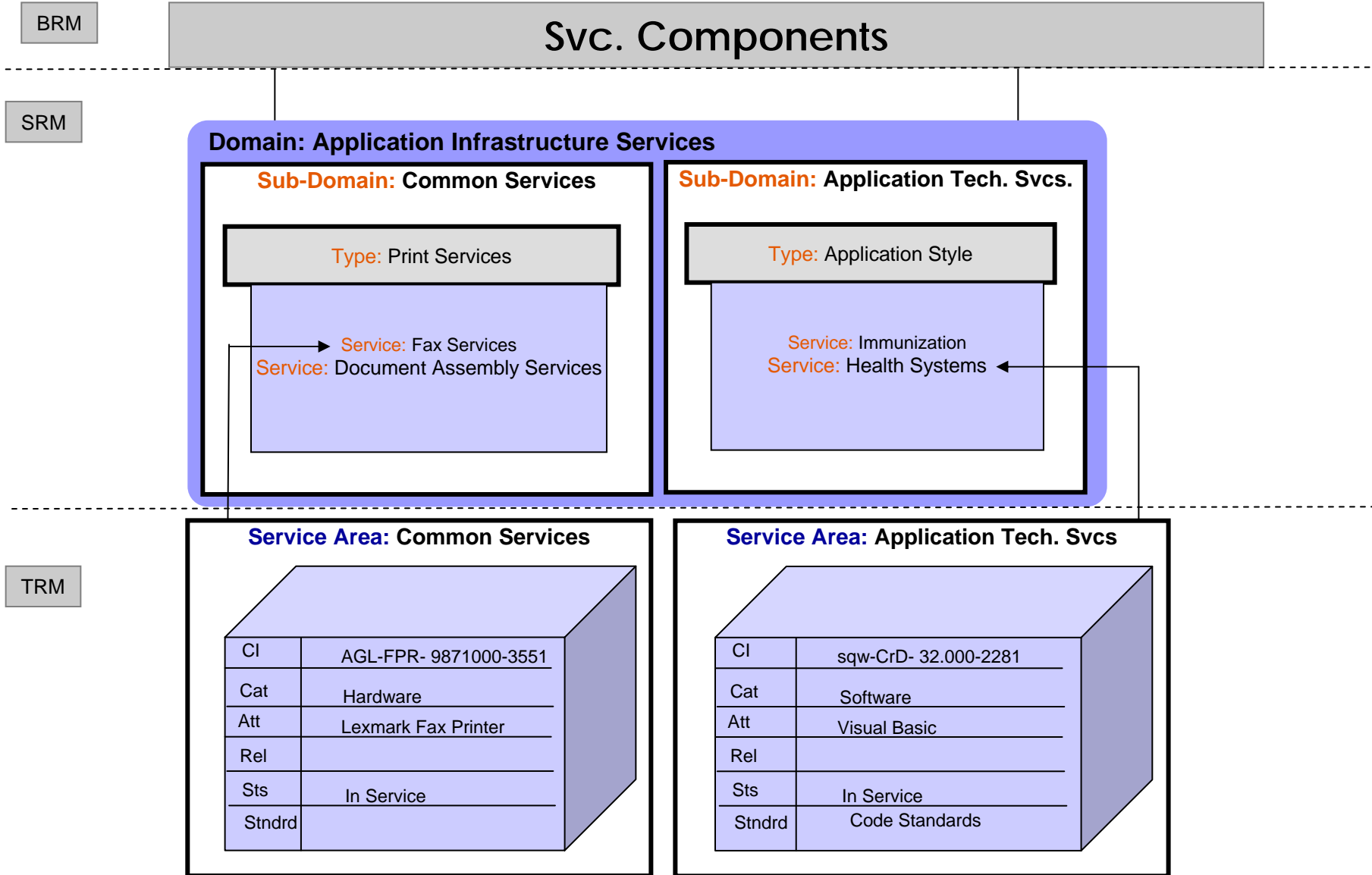
SRM in Government Environment



Technical Requirements Model (TRM)

- Provides business-driven functional framework
 - Framework:
 - **AREA (SRM Service)**: represent a technical tier supporting the secure construction, exchange, and delivery of Service Components (SRM). Each Service Area aggregates the standards and technologies into lower-level functional areas. Each Service Area consists of multiple Configuration Items having categories, relationships, attributes, status, and service standards. Directly associates with a domain and sub-domain.
 - **Configuration Item**: An item associated with an infrastructure that is under the control of configuration management. It is uniquely identifiable, needed to deliver a service, and is subject to change. A CI has a category, relationship, attribute and status
 - **Category**: A logical grouping or classification of an infrastructure item. Includes hardware, software, documentation, service, environment, etc..
 - **Attributes**: Attributes are the descriptions (or "fields" within the database) which together further clarify the definition of a CI (Configuration Item)
 - **Relationship**: define the association of CI's
 - **Status**: Indicates the current state or condition of the CI (e.g. in service, down, out for repair, etc.).
 - **Service Standard**: define the standards and technologies that support a Configuration Item

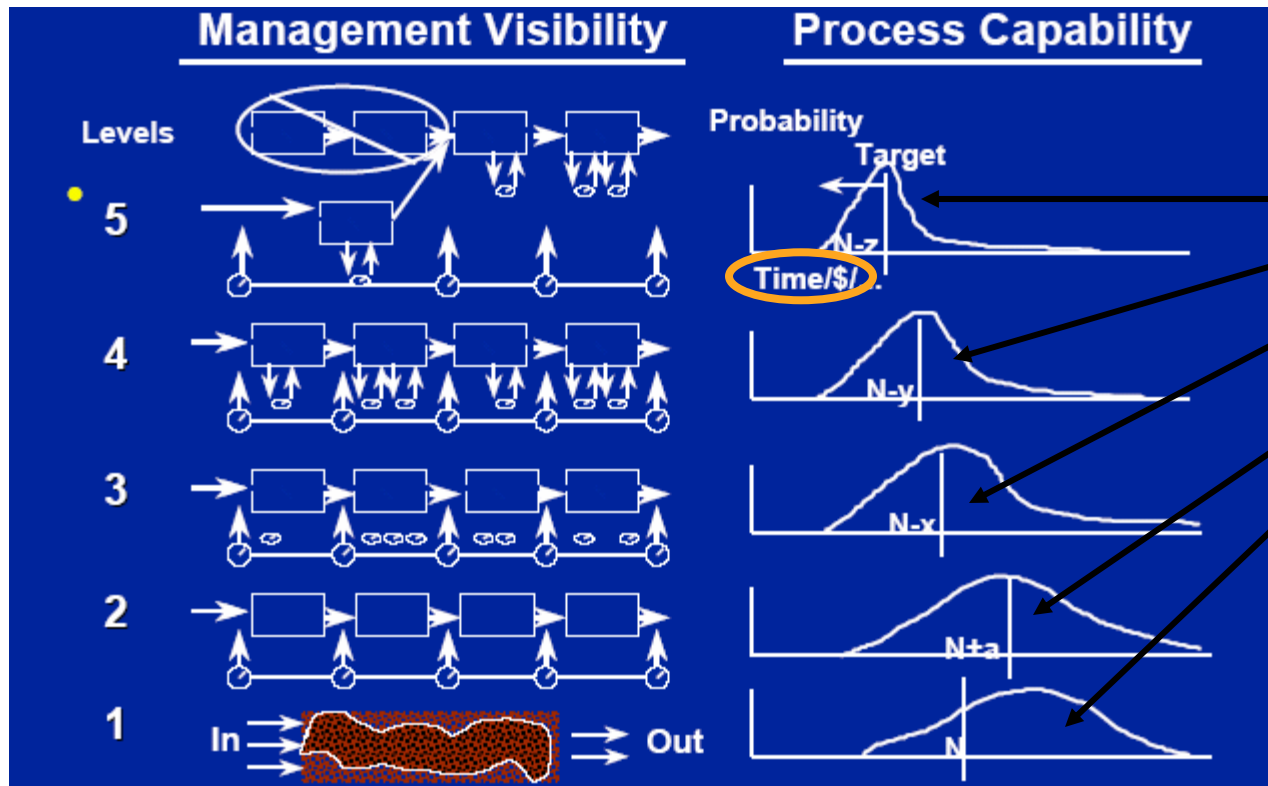
TRM in Government Environment



Recap: Using FEA to Adopt and ADAPT ITIL

- BRM can help identify what service is needed by whom
- SRM can assist with the creation of the service:
 - Service Catalog
- TRM manages component
 - CMDB
- PRM used for measurements and outcomes
 - Quality

Improvement happens with capability, not maturity

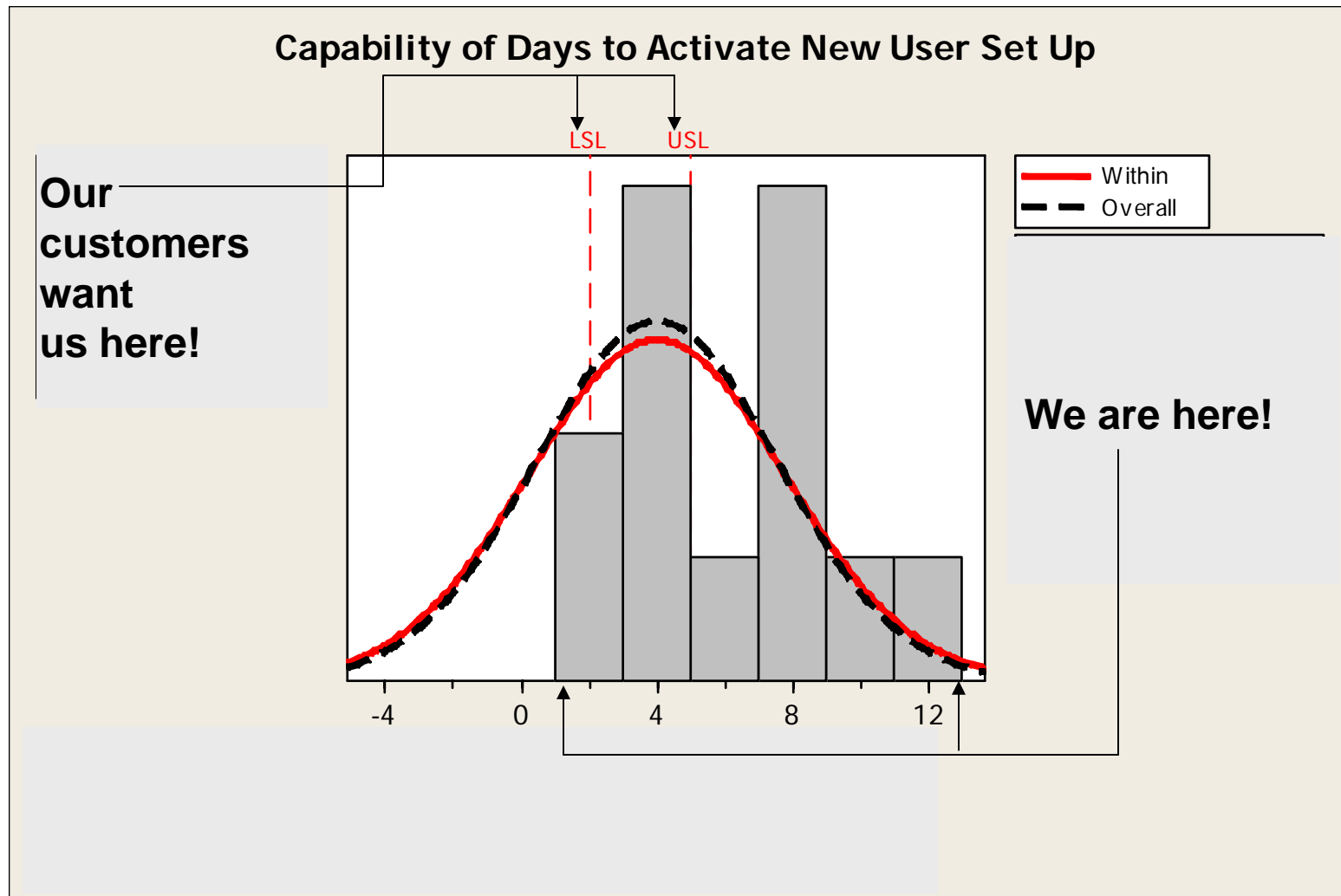


The ITSM Processes below a 3 are prime suspect areas for cost overruns!

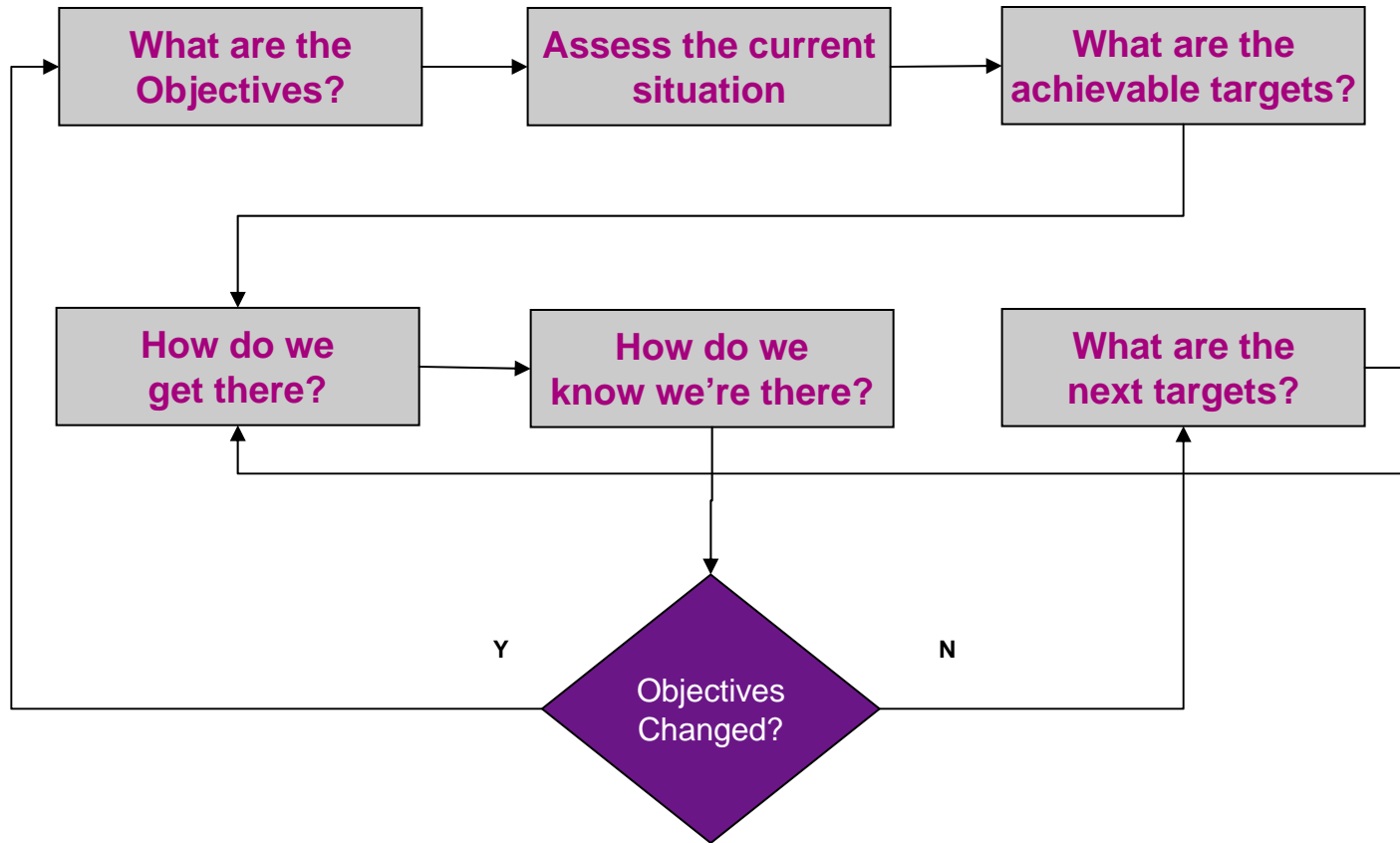
How is that proven?

Key Measurement areas for Quality Improvement:

SLA: USL: 5 days LSL: 2 days Target: 4 days



Key Steps for ITIL Adoption



Thank You

Questions

