



**VISIONARY
INTEGRATION
PROFESSIONALS**

ITIL Certification





Goals for Today's Presentation

- What is Information Technology Infrastructure Library (ITIL)?
- Real Life Application of ITIL
- ITIL Foundation Certification Process
- Tips for Adopting ITIL in an Organization

Overview

- **ITSM: IT service management (ITSM)** refers to the entirety of activities – directed by policies, organized and structured in processes and supporting procedures – that are performed by an organization to design, plan, deliver, operate and control information technology (IT) services offered to customers.
- **ITIL: IT Infrastructure Library (ITIL)** is a set of best practices for ITSM that focuses on aligning IT services with the needs of business.



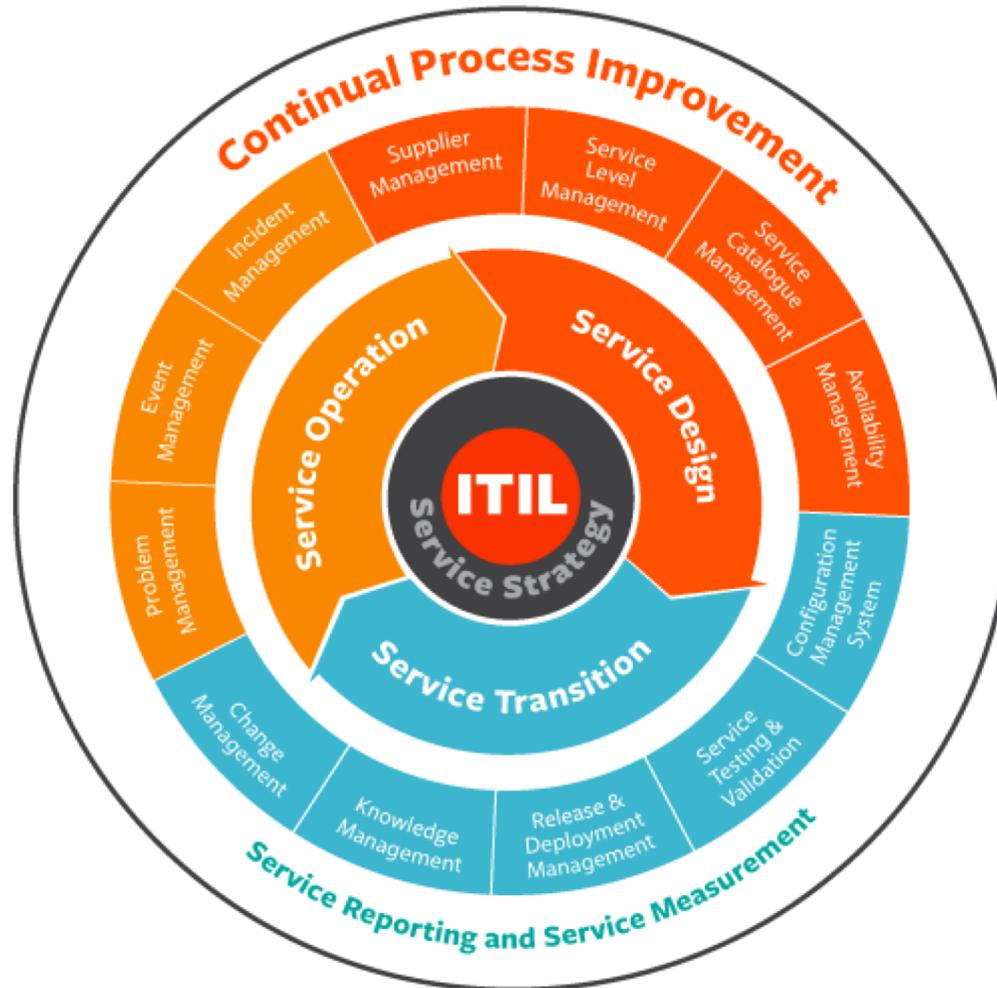
Origin of ITIL

- Developed by the British government's **Central Computer and Telecommunications Agency** (CCTA) during the 1980s, ITIL (Information Technology Infrastructure Library) first consisted of more than 30 books, developed and released over time, that codified best practices in information technology accumulated from many sources (including vendors' best practices) around the world.
- Over the years, the ITIL's credibility and utility became recognized, and in 2005 it's practices contributed to and aligned with the ISO/IEC 20000 Service Management standard, the first international standard for IT service management; it is based on British standard BS15000.
- Since 2013, ITIL is owned by Axelos — a joint venture between the Cabinet Office and Capita. Axelos gives businesses the license to use the ITIL framework, while managing updates and process changes. However, to use ITIL internally, organizations do not need a license. The most recent version of ITIL was released in 2011, under the Cabinet Office, bringing updates to the 2007 version published under Office of Government Commerce (OGC).

Origin of ITIL (Continued)

- Now the de facto standard for ITSM, there is no doubt that ITIL can benefit IT infrastructure and operations (I&O) organizations.
- In a recent survey of 491 members of the IT Service Management Forum (itSMF) USA, Forrester found that ITIL beneficially improved
 - **service productivity (85%),**
 - **quality (83%),**
 - **business reputation (65%),**
 - **and occasionally cost savings (41%).**

ITIL Processes



ITIL Processes (Continued)

Service Strategy Processes



Strategy Management for IT Services, Demand Management, Service Portfolio Management, Financial Management for IT Services, Business Relationship Management

Service Design Processes



Design Coordination Service Level Management, Service Catalogue Management, Availability Management, Information Security Management, Supplier Management, Capacity Management, and IT Services Continuity Management

Service Transition Processes



Change Management, Service Asset and Configuration Management, Release Deployment Management and Transition Planning and Support

Service Operation Processes and Functions



PROCESSES: Event Management, Incident Management, Request Fulfilment, Problem Management, Access Management
FUNCTIONS: Service Desk, Technical Management, IT Operations Management, Application Management

Continual Service Improvement Processes



Seven-step Improvement Process

Service Strategy

- To provide guidance on designing, developing, and implementing Service Management not only as an organizational capability, but also as a strategic asset.

- Concepts

- **Utility**
- Warranty
- Service Assets
- Service Portfolio
- Business Cases
- Service Model
- **Core Service**
- **Enabling Service**
- **Enhancing Service**
- Service Package
- Service Level Package
- **Core Service Package**
- Patterns of Business Activity (PBAs)

- Processes:

- **Strategy Management for IT Services**
- Demand Management
- Service Portfolio Management
- Financial Management for IT
- Business Relationship Management



Service Design

- To design Services that can be easily and efficiently developed and enhanced.

- Concepts

- Service Provider
- Supplier
- **Service Level Agreement (SLA)**
- **Operational Level Agreement (OLA)**
- Service Design Package
- Availability
- **4Ps (People, Processes, Products, and Partners)**
- **5 Design Aspects**

architectures

- Measurement methods and metrics.

- Processes:

- Design Coordination
- Service Level Management
- **Service Catalogue Management**
- Service Catalogue
- Availability Management
- Information Security Management
- Supplier Management
- **Capacity Management**
- **IT Service Continuity Management**



- Service solutions for new or changed services
- Management information systems and tools
- Technology

Service Transition

- To provide guidance on the development and improvement of capabilities for transitioning new and changed Services

- **concepts**

- **Service Knowledge Management System (SKMS)**
- Configuration Item
- **Configuration Management System**
- Configuration Management Database
- **Definitive Media Library**
- Service Change
- **Change Advisory Board**
- Release Unit

- **Processes:**

- **Change Management**
- Service Asset and Configuration Management
- **Release and Deployment Management**
- **Transition Planning and Support**



Service Operation

- To coordinate and perform the activities and processes required to deliver and manage Services at agreed levels to business users and customers

- Concepts

- Alert
- Event
- **Incident**
- Escalation
- **Problem**
- **Known Error**
- Known Error Database
- Workaround
- Service Request

- Processes:

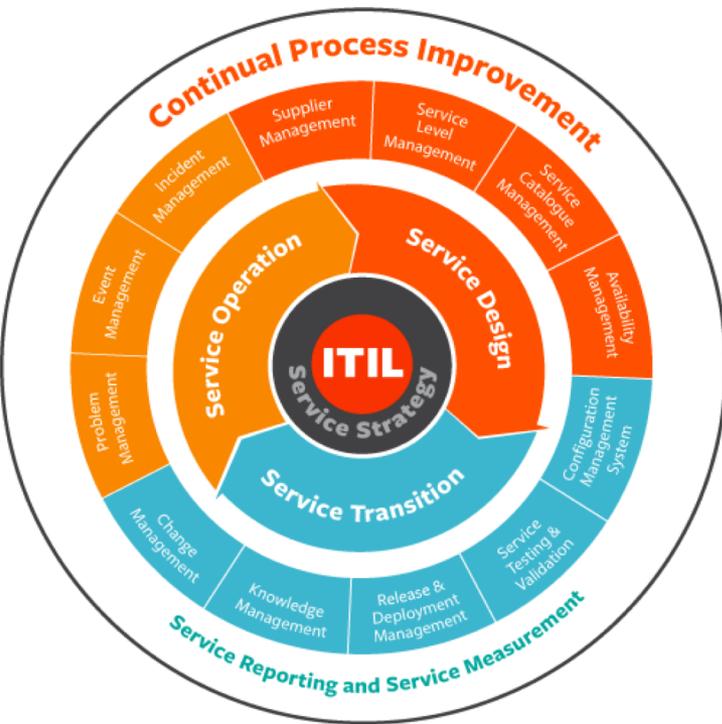
- **Event Management**
- **Incident Management**
- Request Fulfillment
- Problem Management
- Access Management
- Service Operation Functions



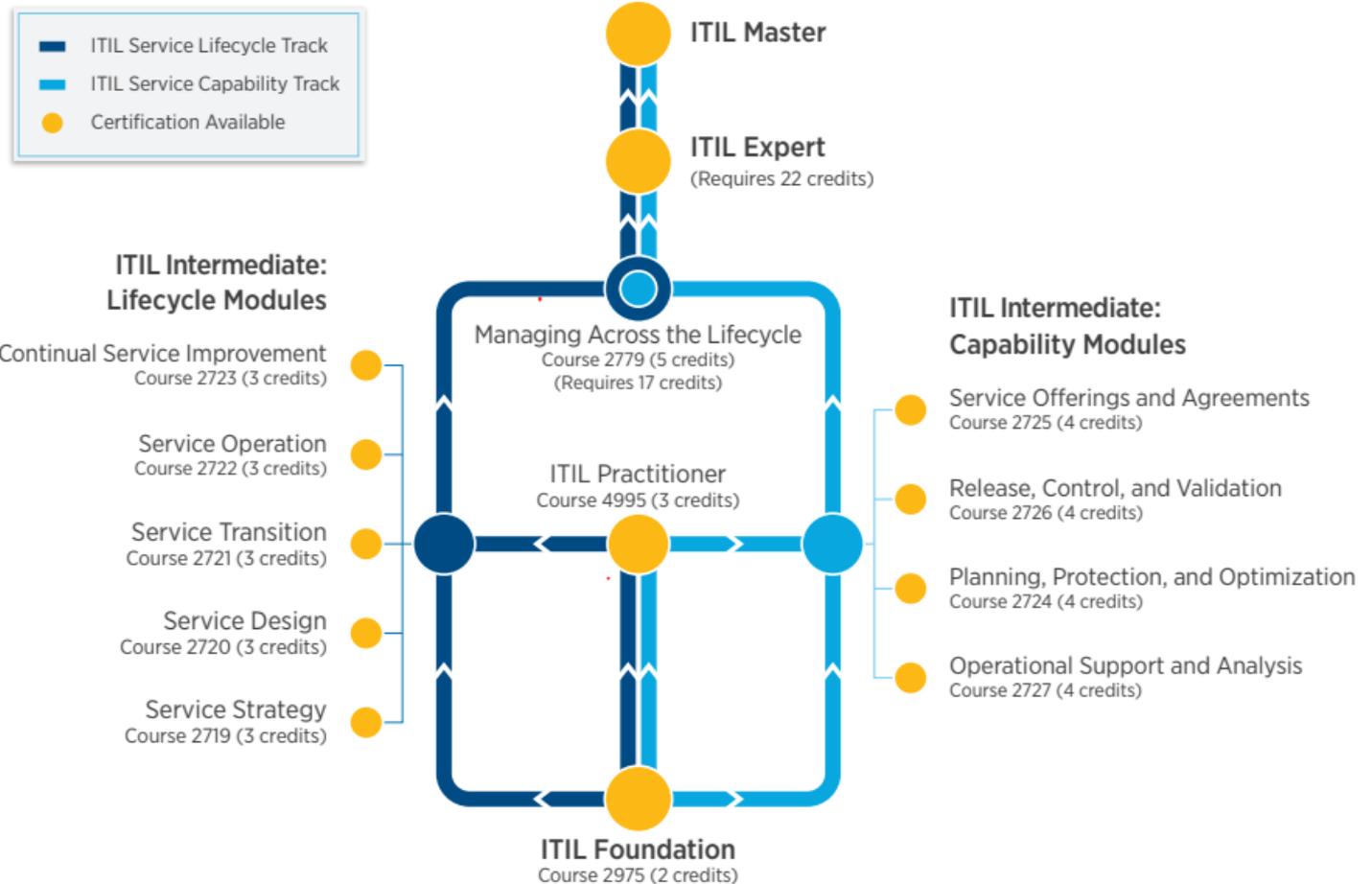
Continual Service Improvement

- To review, analyze, and make recommendations on improvement opportunities in each Lifecycle phase to improve IT Service quality, the efficiency and effectiveness of enabling IT Service Management (ITSM) processes, and the cost-effective delivery of IT Services.

- CSI Approach
 - **Deming Cycle (Plan, Do, Check, Act)**
 - Need to Measure
 - DIKW (Data Information, Knowledge, Wisdom)
 - Types of Metrics
- Define what you will measure
 - Gather the data
 - Process the data
 - Analyze the information and data
 - Present and use the information
 - Implement improvement
- Processes:
 - **Seven-step Improvement Process**
 - Identify the strategy for improvement

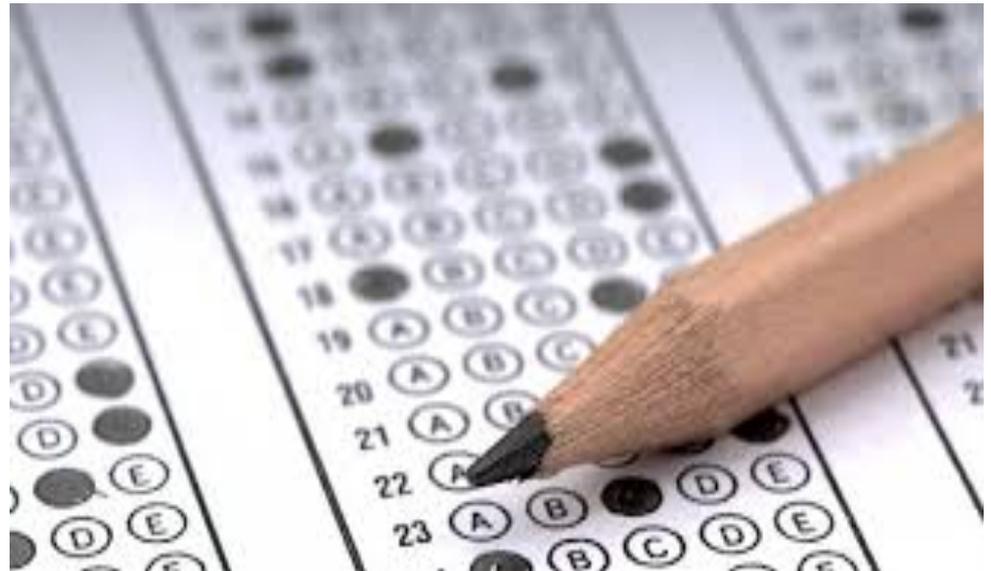


ITIL Certification Roadmap



ITIL Foundation Certification

- The Foundation exam is the entry level certification and offers you a general awareness of the key elements, concepts and terminology used in the ITIL service lifecycle, including the links between lifecycle stages, the processes used and their contribution to service management practices.
- Multiple choice examination questions
- 40 questions
- 26 marks required to pass (out of 40 available) - 65%
- 60 minutes' duration
- Closed book.
- \$314 on PeopleCert.org



5 Steps to Successful ITIL Adoption

1. Understand what ITIL is all about, especially the importance of people
2. Be realistic about existing ITSM process maturity and improve it gradually
3. Evaluate technology only after you've addressed goals, people, and processes
4. Plan beyond the "technology project"
5. Regularly communicate ITIL's value and involve the IT and non-IT stakeholder



Presentation Material and Feedback

- Presentation material will be available at www.trustvip.com
- Send questions and feedback to hchin@trustvip.com



VISIONARY
INTEGRATION
PROFESSIONALS