IT Infrastructure Library

A tool for creating and maintaining value in IT services
Jeanne Schock

- Certified ITIL Expert
- IT Operations background
- Design and management of processes supporting IT service delivery
- jeanneschock@gmail.com
Agenda

- Introduction to ITIL
- Value creation & the Service Lifecycle
- Working with other frameworks, standards and methodologies
- Questions
ITIL is:

- Suite of best practice publications
- Process framework for IT Service Management
- Body of knowledge, guidance
- Tool for achieving goals
ITIL is not:

- A Standard
- All or Nothing
- Prescriptive
**ITIL Evolution**

1980s
UK gov seeks to improve and standardize IT services on best practices

1990s
Becomes the *de facto* standard in Europe

Late 1990s
Introduced to North America

Early Publications
Process model-based approach to managing IT services; v1 grew to 30 books; v2 9 books of logically-grouped processes

2007 v3
A complete refresh; scope extended to full life cycle of IT services; 5 core integrated books

2011 edition
Added clarity, guidance, consistency; 26 total processes
Service Lifecycle in 5 defined phases

1. Strategy
2. Design
3. Transition
4. Operation
5. Continual Improvement
A means of delivering **value** to customers by facilitating **outcomes** customers want to achieve, without the ownership of specific **costs** and **risks**

**IT Service** is a combination of Technology, People and Process
Value is defined by customers

- Business outcomes achieved
- Customer’s preferences
- Customer’s perception of what was delivered
Value = Utility + Warranty

Utility

and

Warranty

Fit for Purpose

Fit for Use
Fit for Purpose — Utility

What the service does

Does it improve performance?

Does it function as needed?

Desired features?

Constraints removed?

Functional Requirements
Fit for Use — Warranty

How the service is delivered

Continuous?
Available?
Sufficient Capacity?
Secure?

Non-Functional Requirements

Warranty
Utility + Warranty Creates Value

**Utility**
- Does what the customer needs

**Warranty**
- Delivered the way the customer expects

Are both present?

**Value Created**
Service Lifecycle Phases

Strategy: Envision
Design: Plan
Transition: Prepare
Operations: Value realized
Strategy Drives Design

Envision Value:
- Know the customer
- What outcomes do they want to achieve?
- What will it cost?
- Align IT with Business Objectives
Service Strategy

- Business Relationships
- Demand
- Financial
- Portfolio of services
Vision into a Blueprint

Service Design Package:
• Describes the service throughout its life
• Input to Transition and Operations
• Info needed to build, test, install, support
• Business requirements
Service Design

- Availability
- Security
- Continuity
- Design Coordination
- Service Level Requirements
Realize the Design

Transition Design into Live Service:
- Build as per designs
- Test and evaluate to ensure Value
- Install
Service Transition

- Changes
- Testing and Validation
- Release & Deployment
- Configuration & Assets
- Knowledge
Service Operations

- Access
- Events (monitoring)
- Incident resolution
- Problems (root cause analysis)
- Request Fulfillment
Continual Service Improvement

- Measurement framework
- 7 Step Improvement process
- Incremental improvements
- Large-scale improvements
- Align IT w/ changing business needs
7 Step Improvement process

1. Identify the strategy for improvement
2. Define what you will measure
3. Gather the data
4. Process the data
5. Analyze the information and data
6. Present and use the information
7. Implement improvement
| ISO 9000/1 | Quality Management System/Standard  
Deming’s Plan-Do-Check-Act Cycle  
Supports CSI 7-step improvement process |
| Six Sigma / LEAN | Data driven process improvement  
Reduce defects and process variation  
DMAIC model supports CSI |
| COBIT 5 | Governance & control framework  
High level principles and policies  
Broader scope (culture, ethics)  
The “what” and “why”; ITIL is the “how” |
| Agile & Kanban | Agile dev + rapid ITIL release & deploy  
Apply Lean to ITIL change processes  
Customers realize value faster |
ITIL & ITSM resources

- The Visible OPs Handbook: Implementing ITIL in 4 Practical and Auditable Steps. Behr, Kim & Spafford
- The Phoenix Project: A Novel about IT, DevOps, and Helping Your Business Win. Behr, Kim & Spafford
- PinkElephant.com - leading consulting and training company; articles, blogs, podcasts
- ITIL Foundations Course - can be taken online
- Axelos.com - owners of ITIL since 2013
Jeanne Schock

jeanneschock@gmail.com