

# Leveraging ITIL® To Navigate the Evolving Role of Tech & Ops

## Your Presenter: Rick Hawtrey, ITIL® Expert



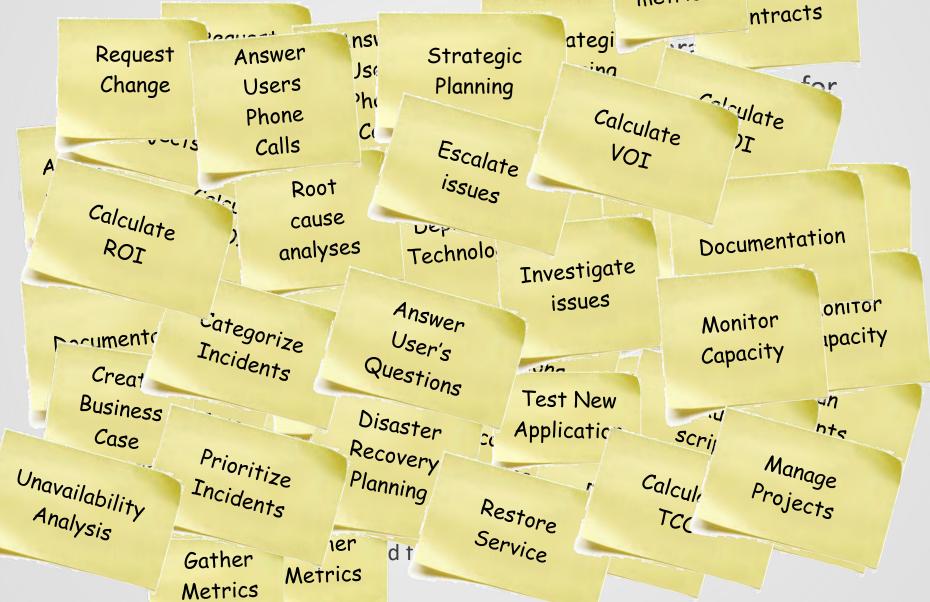
#### What is ITIL®?

ITIL (Information Technology Infrastructure Library, a set of books ) is part of a suite of best-practice publications for IT Service Management (ITSM)

- ✓ Provides guidance to Service providers on the provision of quality IT Services, and on the processes, functions and other capabilities needed to support them
- ✓ Is used by many hundreds of organizations around the world and offers bestpractice guidance applicable to all types of organization that provide Services
- ✓ Is not a standard that has to be followed; it is guidance that should be read and understood, and used to create value for the Service provider and its customers
- ✓ Organizations are encouraged to adopt ITIL best practices and to adapt them to work in their specific environments in ways that meet their needs
- ✓ Is the most widely recognized framework for ITSM in the world

#### What is ITIL

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#### What is ITIL

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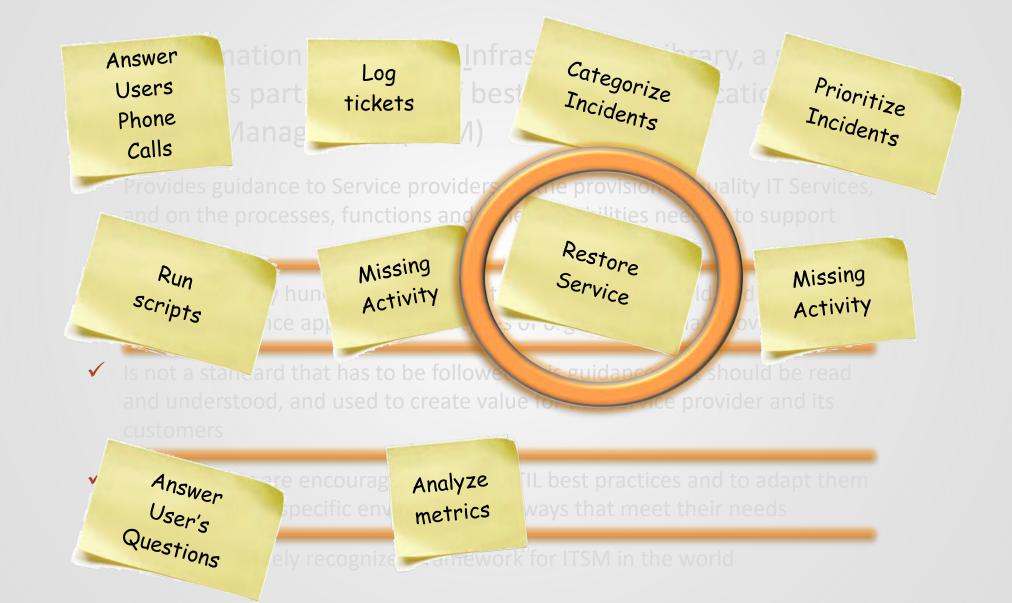
Metrics

#### What is ITIL®?





#### What is ITIL®?



#### What ITIL is NOT

- ✓ ITIL is not a technical solution
  - It is a cultural solution
- ✓ It is not something you can buy
  - It is something you do
- ✓ It isn't a project with an end date
  - It is a pattern for growth that matures your organization





#### Why ITIL is Successful

ITIL embraces a practical approach to Service Management – do what works. And what works is adapting a common framework of practices that unite all areas of IT Service provision towards a single aim, that of delivering value to the business.

Characteristics of ITIL that contribute to its global success:

- ✓ Vendor-neutral
  - ITIL Service Management practices are applicable in any IT organization because they are not based on any particular technology platform or industry type
- ✓ Non-prescriptive
  - ITIL offers robust, mature and time-tested practices that have applicability to all types of Service organizations
- ✓ Best Practice
  - ITIL represents the learning experiences and thought leadership of the world's best-inclass Service Providers

ITIL is successful because it describes practices that enable organizations to deliver benefits, return on investment and sustained success



#### Service Mgmt. AS A Practice

#### Service

A means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks.

- ✓ Focus on what the customer is able to do with the output, rather than the output itself
- ✓ Increase in the probability of desired outcomes



#### Service Mgmt. AS A Practice

### Service Mgmt.

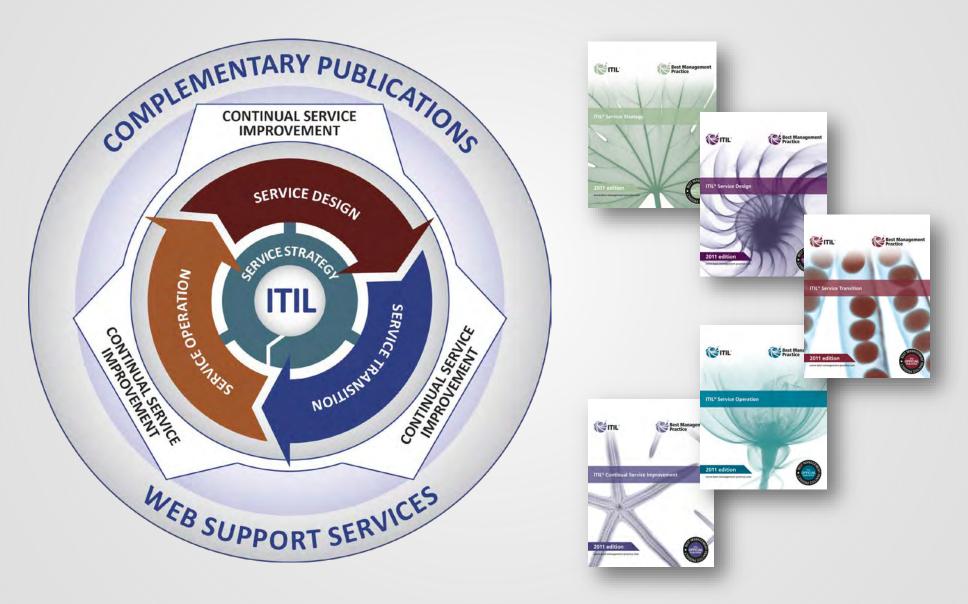
Is a set of specialized, organizational capabilities for providing value to customers in the form of Services

✓ Capabilities are functions and processes

#### **ITSM**

✓ The implementation and management of quality IT Services that meet the needs of the business. ITSM is performed by IT Service Providers through an appropriate mix of people, process and Information technology

#### The Service Lifecycle



#### The Service Lifecycle-Service Strategy Purpose

✓ To operate and grow successfully in the long-term, service providers must have the ability to think and act in a strategic manner. The purpose of this publication is to help organizations develop such abilities

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 The achievement of strategic goals or objectives requires the use of strategic assets

 The guidance shows how to transform service management into a strategic asset

#### The Service Lifecycle-Service Strategy Process



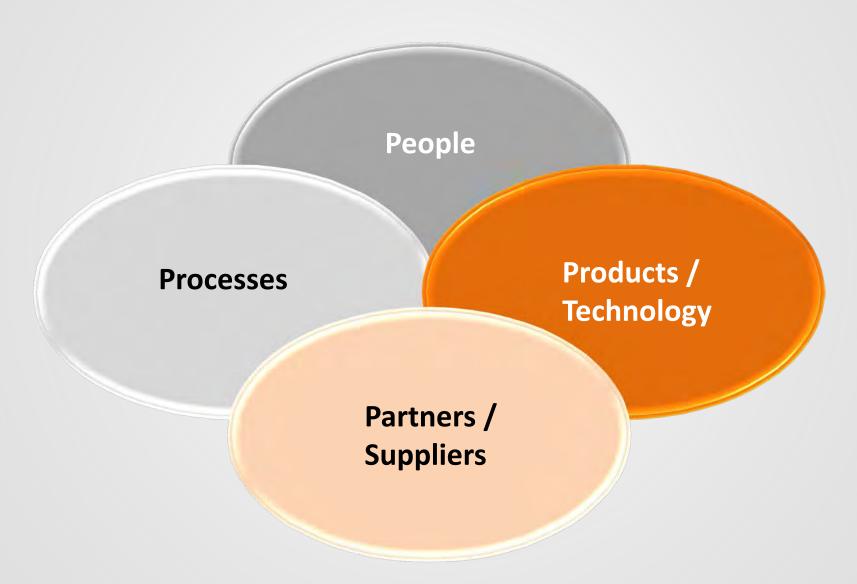
#### The Service Lifecycle-Service Design Purpose

✓ This is the design of new or changed services for introduction into the live environment. It is important that a holistic approach to all aspects of design is adopted, and that when changing or amending any of the individual elements of design all other aspects are considered





#### 4 Ps of Service Design



#### The Service Lifecycle-Service Design Process



#### The Service Lifecycle-Service Transition Purpose

✓ Plan and manage the capacity and resources required to package, build, test and deploy a release into production and establish the service specified in the customer and stakeholder requirements



#### The Service Lifecycle-Service Transition Process



#### The Service Lifecycle-Service Operations Purpose

- ✓ To coordinate and carry out the activities and processes required to deliver and manage services at agreed levels to business users and customers
  - Improvements will not be possible if day-today activities to monitor performance, assess metrics and gather data are not systematically conducted during Service Operation



The Service Lifecycle-Service Operations Process



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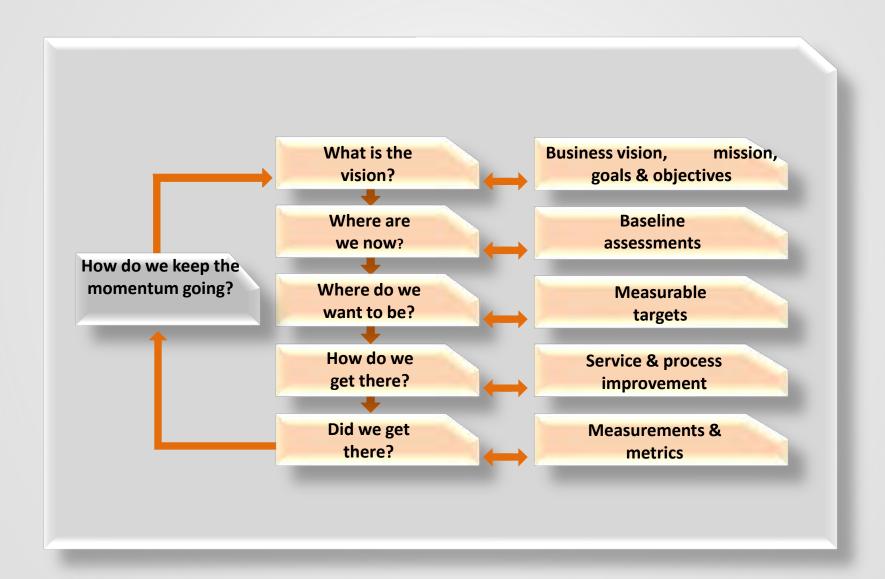
#### The Service Lifecycle-Continual Service Improvement

- ✓ This publication aims to provide practical guidance in evaluating and improving the quality of services, overall maturity of the ITSM service lifecycle and its underlying processes, at three levels within the organization:
  - The overall health of ITSM as a discipline
  - The continual alignment of the portfolio of IT services with the current and future business needs
  - The maturity of the enabling IT processes required to support business processes in a continual service lifecycle model





#### CSI Approach



#### The Service Lifecycle-Continual Service Improvement

- ✓ CSI Process of 7 Step Improvement Process
  - To provide a structured method of implementing corrective actions based on identifying goals, defining measurements and analyzing information



