What is ITIL and Why Should You Care?

Leslie Tierstein

Overview

- ITIL = IT Infrastructure Library
  - "aligning business goals with IT functions"
  - Methodological framework for managing the operational side of IT management – how to deliver IT services both to end users and technical users within the IT department
  - Goals

- Service Catalog Management
  - Aspect of ITIL concerned with the delivery of those "services" to corporate customers and benefits accrued from said delivery
    - Cost savings
    - Accountability/governance
    - Visibility, Standardization

ITIL History and Introduction

- Developed in the UK in the 1980's
  - "a set of recommendations, in response to the growing dependence on IT, and the recognition that without standard practices, government agencies and private sector contracts were independently creating their own IT management practices."
  - A methodology, which is supposed to be technology-agnostic

- Overhauled in 2006 to ITIL v3

- Slowing gaining acceptance in the US

- Methodology – reminiscent of CMMI
  - CMMI deals with IT development
  - ITIL deals with IT operations

ITIL Service Catalog Management

- With ITIL v3, the concept of a "Service Catalog" was emphasized

  – All IT offerings are, essentially, services

  – An organization collects the services into a portfolio, including

  – End-user (business) oriented service catalog, so that internal and external users can order services and track their status

  – Technical service catalog

    - Technical components of services and underlying information about them.

    - Lets IT manage all aspects of services and report on demand, profitability, and performance.

Information Week

What is a Service?

- Oxford English Dictionary:
  - work done for; benefit conferred on another; maintenance and repair work; provision or supply of what is necessary (e.g. supply of gas, water etc). Yes there are goods involved, but one is not ordering or purchasing the good, one is ordering or purchasing the service, which may incorporate the good in some way.

- ITIL v3 Glossary:
  - Providing something of value to a customer that is not goods (i.e. physical things with material value).

- Wikipedia:
  - A process that creates benefits by facilitating a change in customers, a change in their physical possessions, or a change in their intangible assets.

Getting Started with ITIL

- Maturity Assessment (Think: audit)

  - 0 = chaotic (most companies)

  - 5 = CMMI calls this "optimized"

- Compare the company's current IT practices to industry-recognized best practices

- Zero in on the practice and/or phase of ITIL

  - With ITIL v3, increasing attention to "Service Catalog Management"
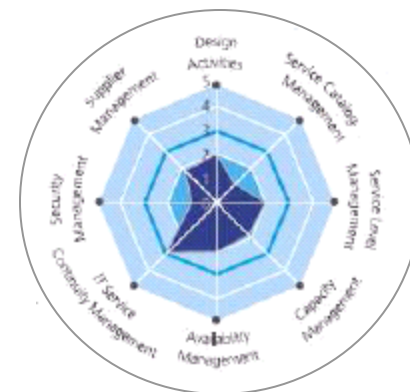
Getting Started with Service Catalog Management

- Service Catalog Management
  - The process within ITIL that deals specifically with the services offered by the company (as opposed to change management, CMDB or other ITIL processes)

- Can the company specify what services the IT department actually offers?
  - How many different services are there for "Provide a laptop to a business user" or "Provision a database server"?

- Need to progress from a Service Inventory (a list of services) to an Actionable Service Catalog (software that lists services; allows users to order them; tracks orders; can report on demand and compliance with agreed upon service levels)

An Actionable Service Catalog (1)

- A "single pane of glass", listing all services available to all company employees, contractors, and outsourcers
  - Orderable services differ by job responsibilities
  - Provides a complete inventory for Management

An Actionable Service Catalog (2)

- Services contain enough description to allow users to select the right one

- Services integrate with external systems

Service Catalog with Prices/Chargebacks

- Shape demand by listing similar services with different prices

- Eventually charge the organization of the client/customer for the service

Overview

Select this service to request a new laptop computer.

Summary Information

Standard Duration:	10 business days
Service Level Description:	Delivery time excludes time required to process any applicable business approvals.

Pricing Summary

Price	Estimated/Fixed	Description
1,200.00	Estimated	Actual price may vary, depending on the accessories selected

Service Catalog with Workflow Management

- Automate the processing of authorizations and delivery tasks

- Define the Service Level Agreement, the time it should to perform each phase of the workflow

- Track the actuals, how long it takes authorizors and performers to do their jobs

Delivery Process

	Process Milestone	Due Date	Completed On	Status
🚩	Delivery project for New Hire Bundle	06/30/2009 5:00 PM		In Progress
🚩	Delivery project for Network and Email Account	06/30/2009 5:00 PM		In Progress
✔	Delivery project for New Standard Laptop Computer	07/06/2009 7:00 PM	06/28/2009 8:31 PM	Completed
✔	Delivery project for Office Phone and Voicemail - New	07/01/2009 3:00 PM	06/28/2009 8:31 PM	Completed

Delivery Process

Tasks	Status	Start Date	Due Date	Completed Date	Performer
⊟ 🗐 Pull Memory from Inventory	Completed	06/22/2009 2:24 PM	06/23/2009 12:24 PM	06/26/2009 9:03 PM	Leslie Tierstein (IT Procurement)
⊟ 🗐 Install Memory	Ongoing	06/26/2009 9:03 PM	06/24/2009 6:24 PM		Desktop Support Queue (Destop Support)

Why ITIL and an Actionable Service Catalog?

- "Why are you thinking about buying software for Service Catalog Management?"

  - Business consolidation

  - Cost Savings

  - Visibility

  - Governance (Sarbanes Oxley, other regulations)

  - Customer Satisfaction

  - Gain credibility with business

  - Reduce complexity

  - Outsourcing

Software for Service Catalog Management

- ITIL, as a methodology, is technology-agnostic

- Technology is required to implement an actionable service catalog

- Options:

    – Product suites

    – Standalone products ("best of breed")

    – Build-your-own

Software for Service Catalog Management

- Product suites
    - Fewer integration, support and procurement hassles
    - Service Catalog component may not be mature or fully featured

    HP Service Center

    BMC Remedy:
    - IT Service Management Suite
    - IT Help Desk
    - Change Management
    - Asset Configuration and Software License Management

Software for Service Catalog Management

- Standalone products ("best of breed")
  - See <u>Information Week</u> Proof of Concept
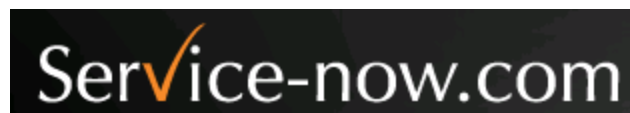
Software for Service Catalog Management

- Build-your-own
  - Hard to justify these days, as Service Catalog Management software is becoming more mature
  - Many legacy systems are being replaced by COTS (Commercial Off the Shelf) products

ITIL Certification

- Many organizations offer ITIL Certification courses and tests

- Four levels of certification exist

| 4. ITIL V3 Master |
| 3. ITIL V3 Expert (22 Credits Required) |
| Managing Across the Lifecycle (5 Credits) |

2. ITIL V3 Intermediate

Lifecycle Modules (3 Credits Each)
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement
- Service Strategy

Capability Modules (4 Credits Each)
- Planning, Protection & Optimisation
- Service Offerings & Agreements
- Release, Control & Validation
- Operational Support & Analysis

1. ITIL V3 Foundation (2 Credits)

Diagram from http://www.itiltraining.com/

ITIL Jobs

- "ITIL" as a search term yields results!

Conclusion

- ITIL/Service Catalog Management – introduction of a much-needed methodological framework into day-to-day IT department practices

  - Benefits to the business, in the form of streamlined, controlled processes

  - Benefits to users in the form of easy, centralized service requests and tracking

  - Benefits to IT in the form of visibility, governance, accountability

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- Request IT, Enterprise Request Management System
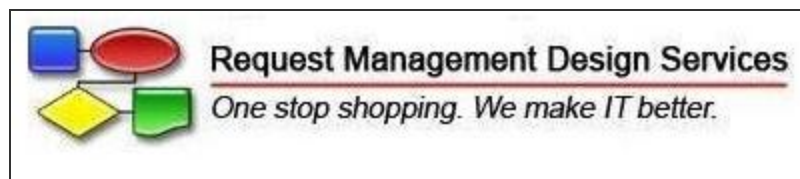
About the Author

- Leslie Tierstein is a Manager of Knowledge Services at a leading provider of Service Catalog Management software.

- She has extensive experience as an Oracle developer and project manager and is an award-winning speaker at conferences such as NYOUG and ODTUG.

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