



***Information  
Technology  
Infrastructure  
Library - ITIL®***

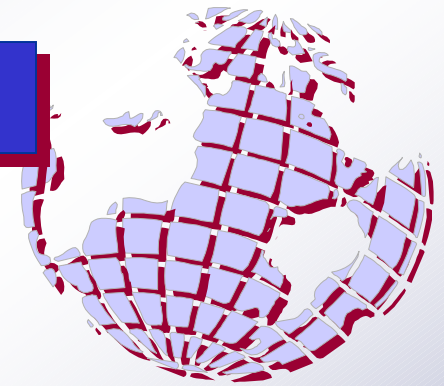
*Registered Trade Mark and a  
Community Trade Mark of the Office  
of Government Commerce*

**January 2005**

*presented by  
Donett Murphy*

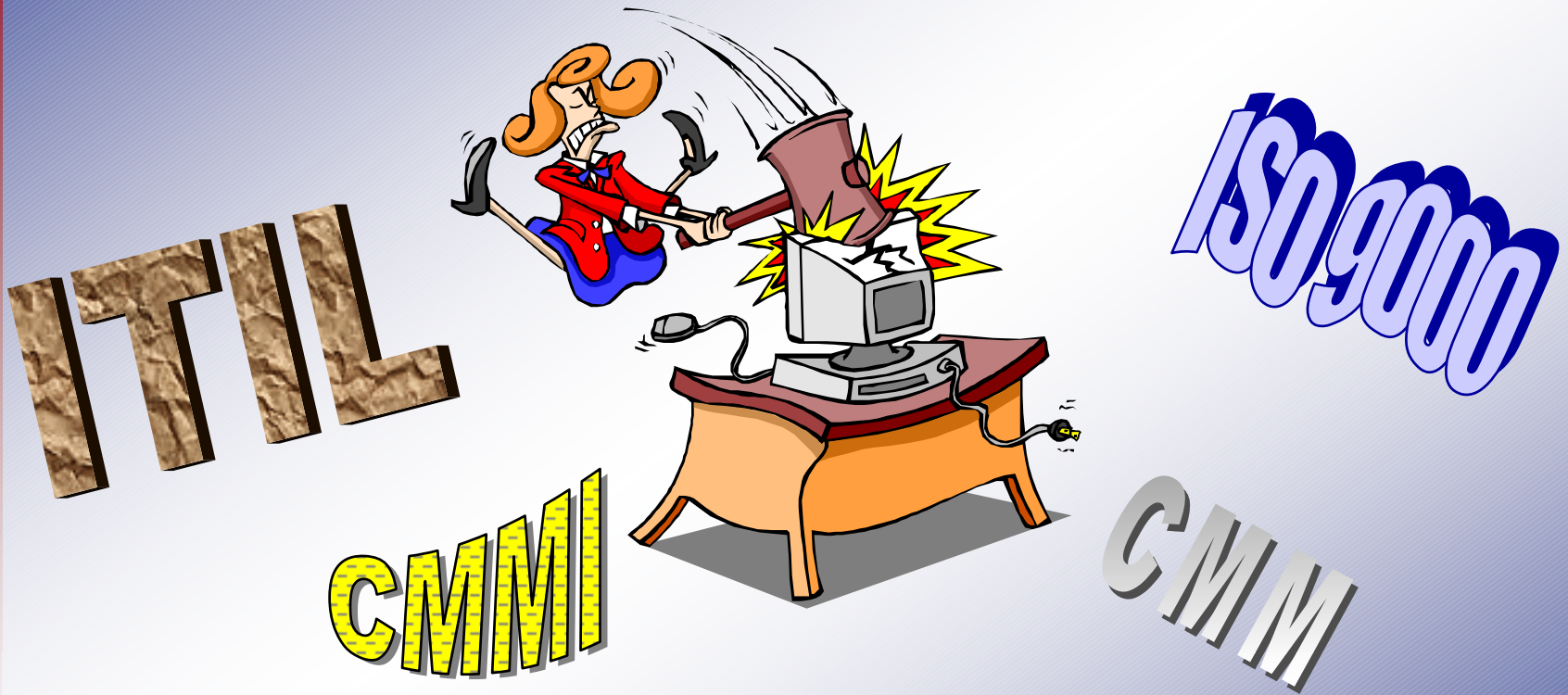


## BRIEFING OUTLINE



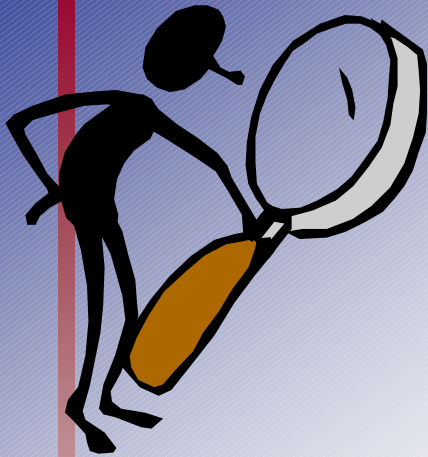
- *Define ITIL*
- *Identify ITIL Core Processes*
- *Discuss IT Delivery & Support Model*
- *Identify ITIL Publication*
- *Address Who Is Implementing ITIL*
- *Discuss Training and Certification*

# Oh No!!! Not Another Model



## Goal

The goal was to develop an approach that would be vendor-independent and applicable to organizations with differing technical and business needs. This resulted in the creation of the ITIL.



## What is ITIL?

- ITIL is a set of best practices standards for Information Technology (IT) service management.
- The United Kingdom's Central Computer and Telecommunications Agency (CCTA) created ITIL in response to the growing dependence on Information Technology to meet business needs and goals.
- ITIL provides businesses with a customizable framework of best practices to achieve quality service and overcome difficulties associated with the growth of IT systems.
- Emerged as the world's most widely accepted approach to the management and delivery of IT Services because it is scaleable.

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

# *ITIL Core Processes*

*IT planning, delivery and support for IT Services:*

## *Service Delivery*

- ✓ *Availability Management*
- ✓ *Capacity Management*
- ✓ *IT Service Continuity Planning*
- ✓ *Financial Management*
- ✓ *Service Level Management*

## *Service Support*

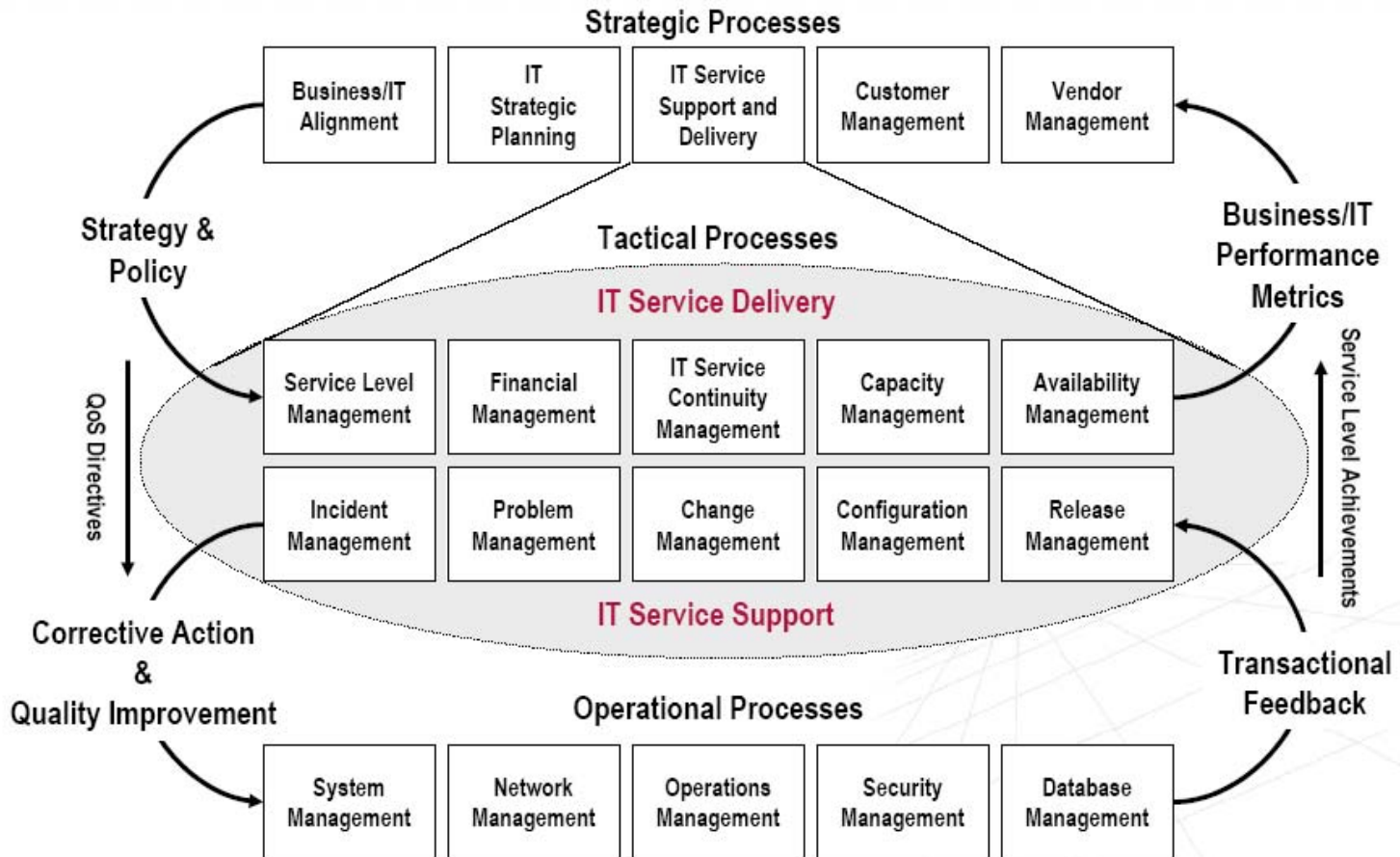
- ✓ *Incident Management*
- ✓ *Problem Management*
- ✓ *Change Management*
- ✓ *Release Management*
- ✓ *Configuration Management*



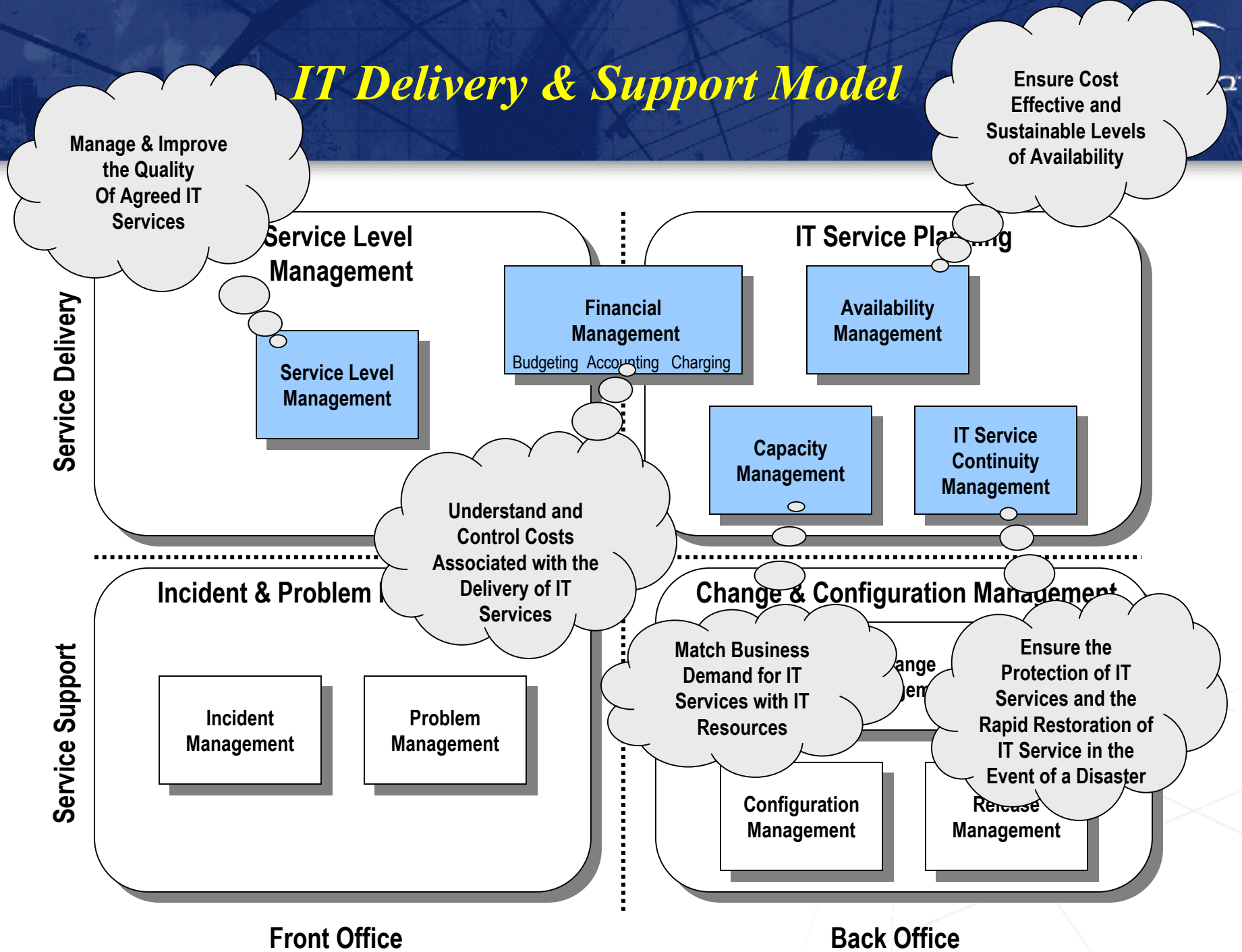
*Planning*  
*Identification*  
*Control*  
*Status Accounting*  
*Verification*  
*Management Reporting*



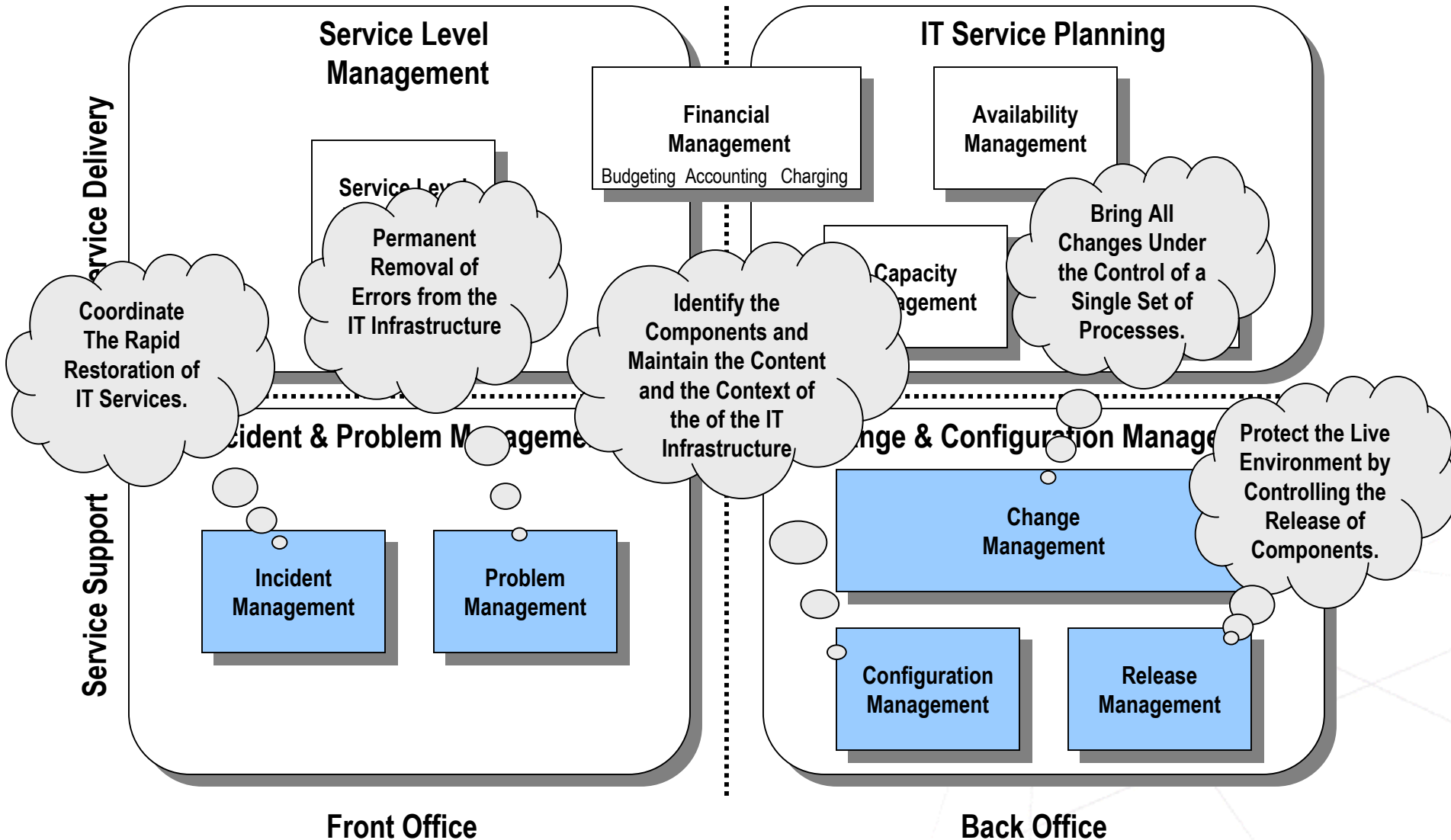
# IT Service Management Processes



# IT Delivery & Support Model

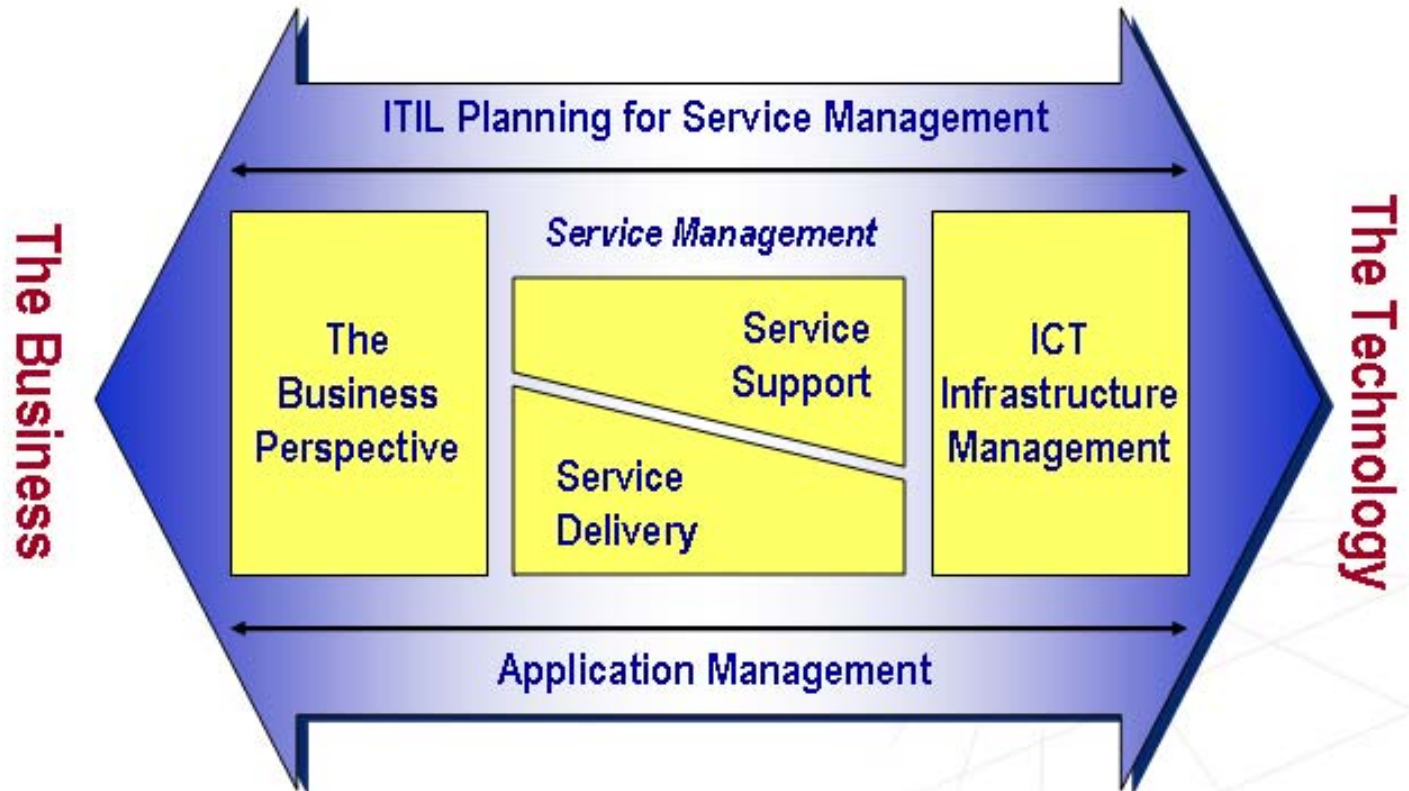


# IT Delivery & Support Model



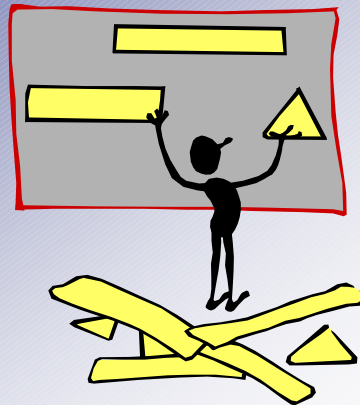


# ITIL Publication Map



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# US Government and Commercial Implementation



- *Internal Revenue Service*
- *Central Intelligence Agency (CIA)*
- *Department of Commerce*
- *National Institute of Standards (NIST)*
- *Department of Agriculture (USDA)*
- *National Security Agency (NSA)*
- *Department of Defense (DOD) ARMY*
- *National Reconnaissance Office (NRO)*
- *IBM Global Services*
- *HP Services*
- *Procter and Gamble*
- *Caterpillar*
- *Shell Oil*
- *Boeing*
- *State Farm Insurance*
- *Nationwide Mutual Insurance Company*

# *Individual Certification is Available Join Fellow CMers in Profession Growth*



## *Training Providers:*

- *IntelQ*
- *Pink Elephant*
- *FoxIT*
- *DreamCatcher*
- *Others*

*Cost: ??? \$850 - \$1100 Based on Group Size*

*Location: Local with No Travel*

*If you are interested contact Donett Murphy  
before Feb 7, 2005.  
donettmurphy@aol.com 703-932-9406*

## *ISO 9000 - BRIEFING SUMMARY*



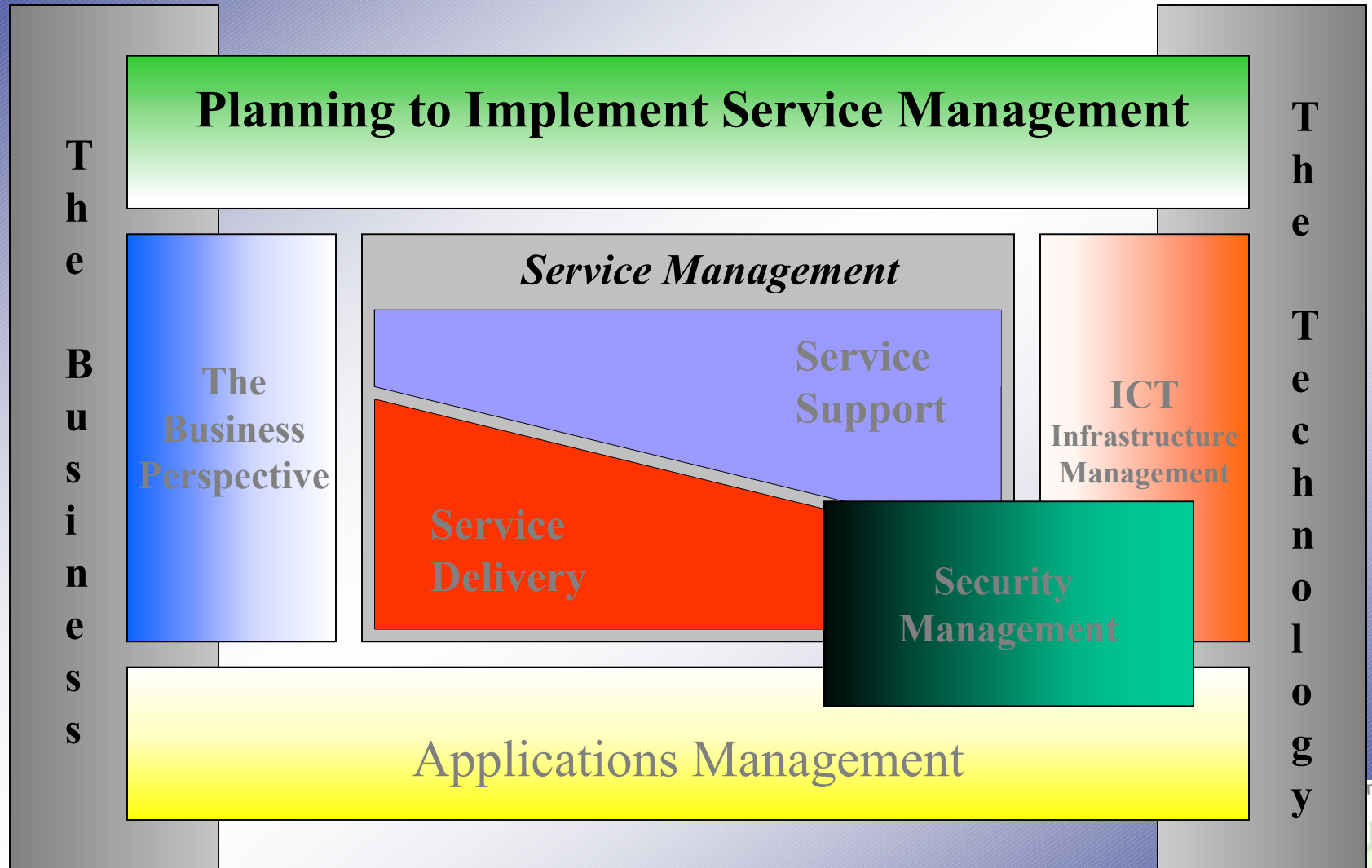
- *Defined ITIL*
- *Identified ITIL Core Processes*
- *Discussed IT Delivery & Support Model*
- *Identified ITIL Publication*
- *Addressed Who Is Implementing ITIL*
- *Discussed Training and Certification*

*The following  
Slides Were Not Part of  
the Briefing.*

*Carol Farrall sent them for  
distribution (part of  
training material).*

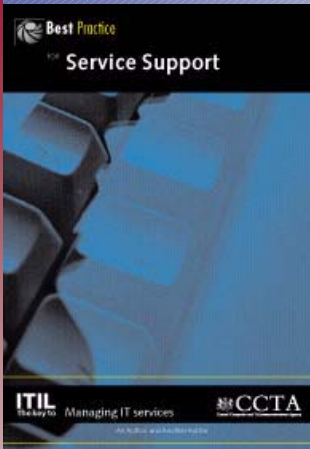


# ITIL Overview – Publications Map



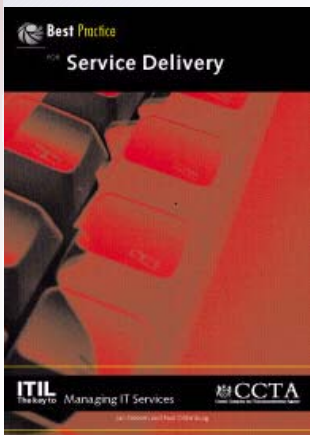
**ICT = Information and Communication Technology**

# *ITIL IT Service Management*



Service Support covers 1 functional area, and 5 processes:-

- Incident Management
- Problem Management
- Change Management
- Configuration Management
- Release Management
- The Service Desk (Function)

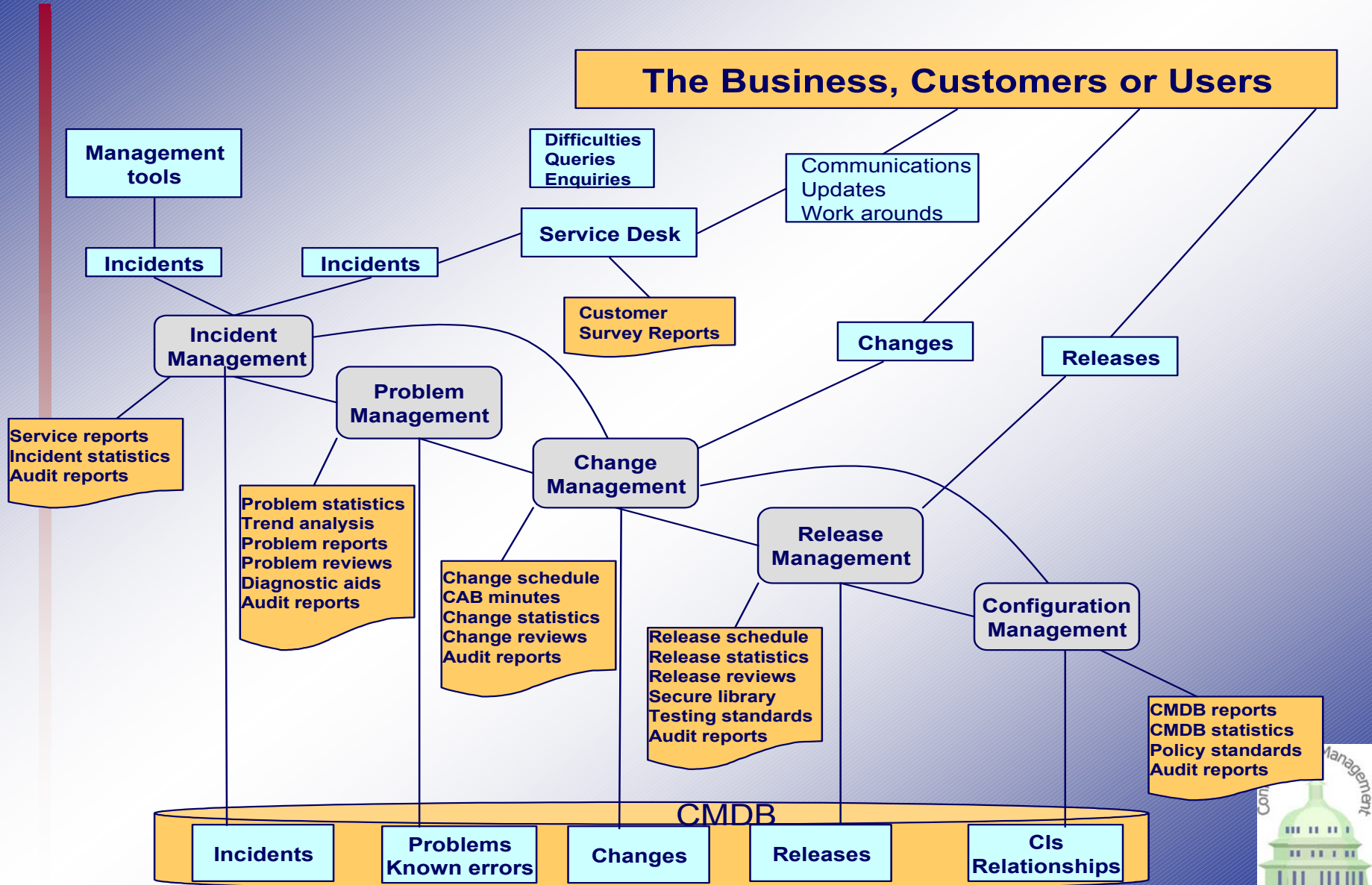


Service Delivery covers 5 processes:-

- Service Level Management
- Capacity Management
- Availability Management
- Financial Management
- IT Service Continuity



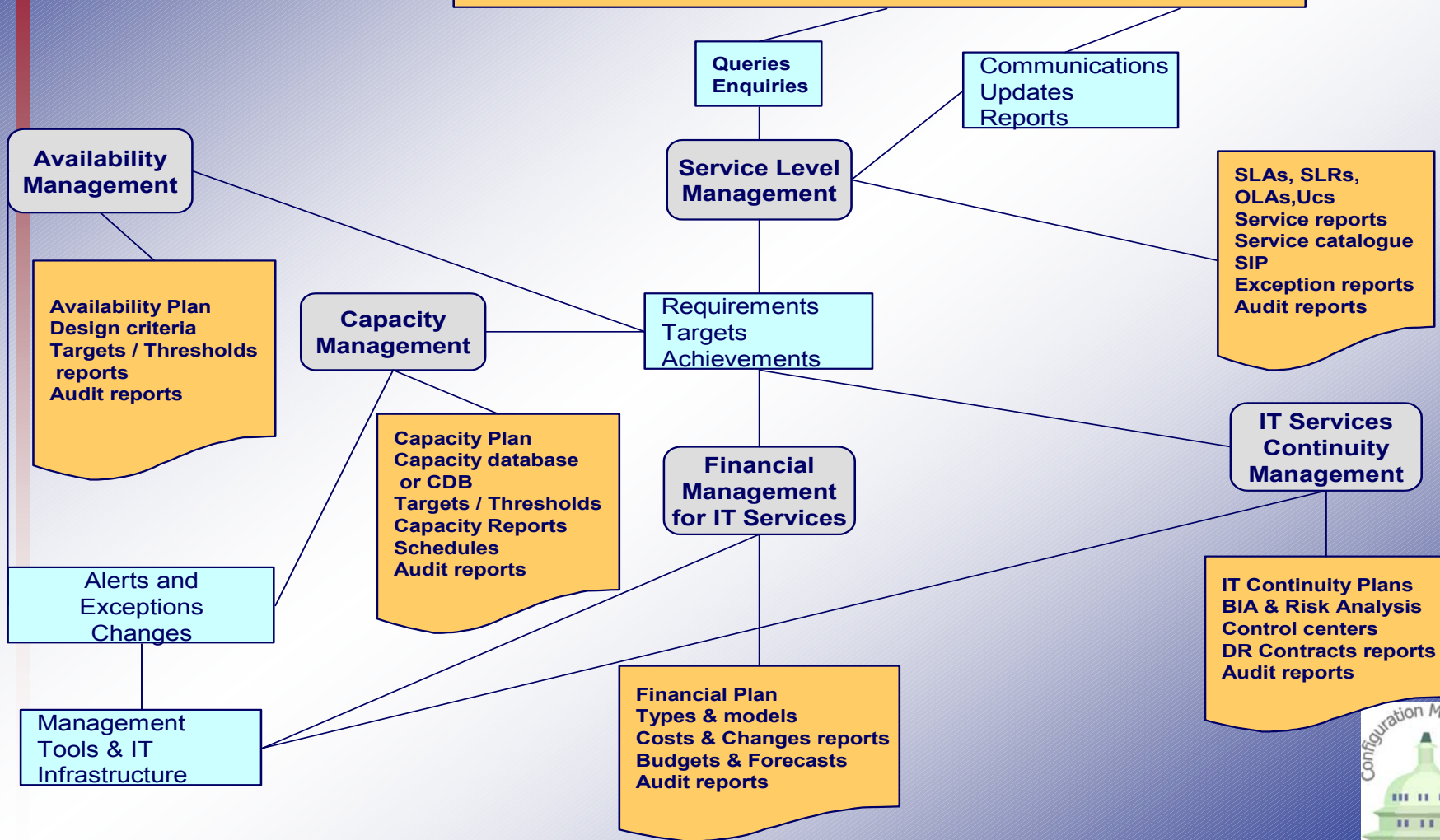
# Service Support Process Model



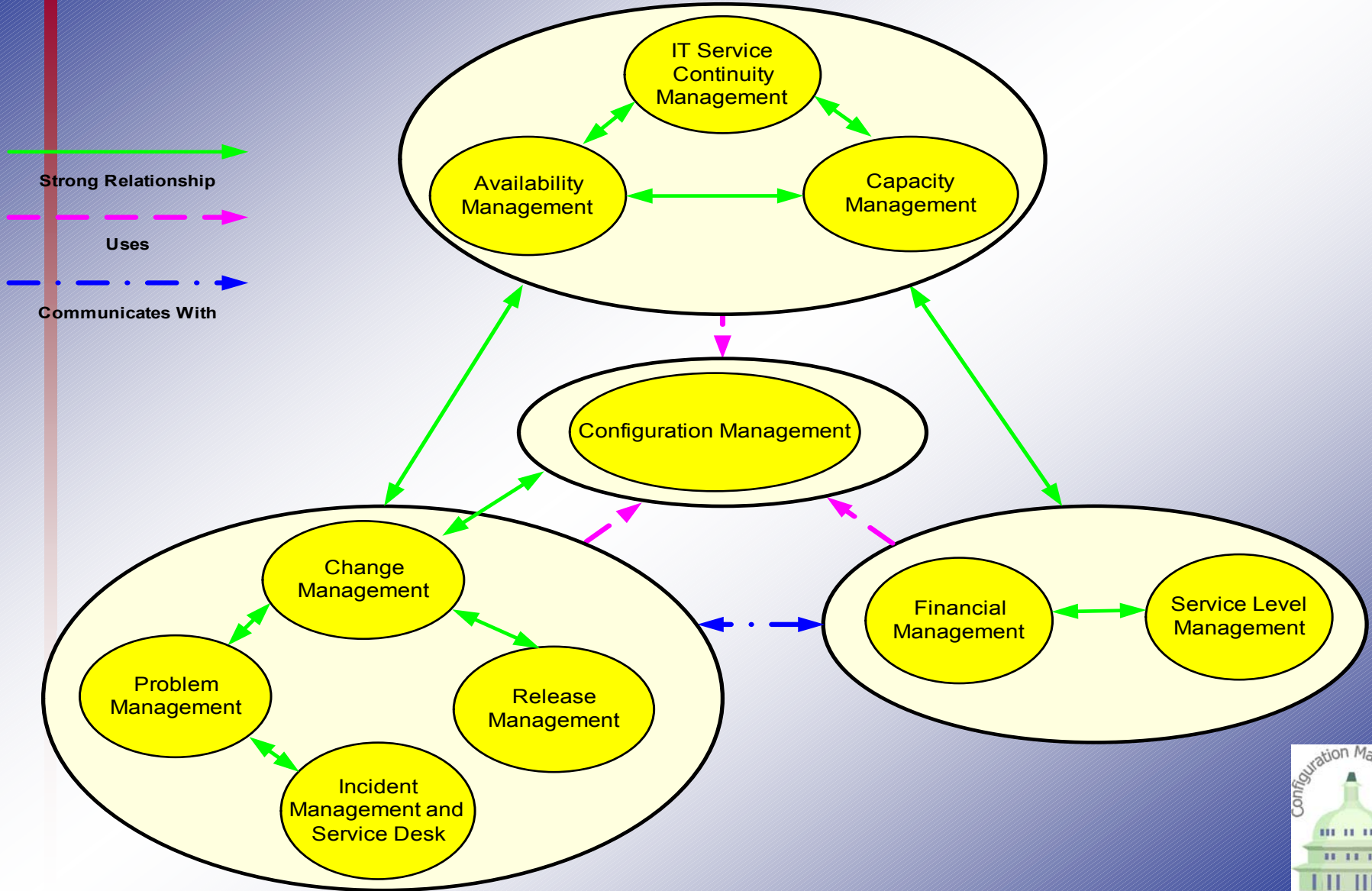


# Service Delivery Processes

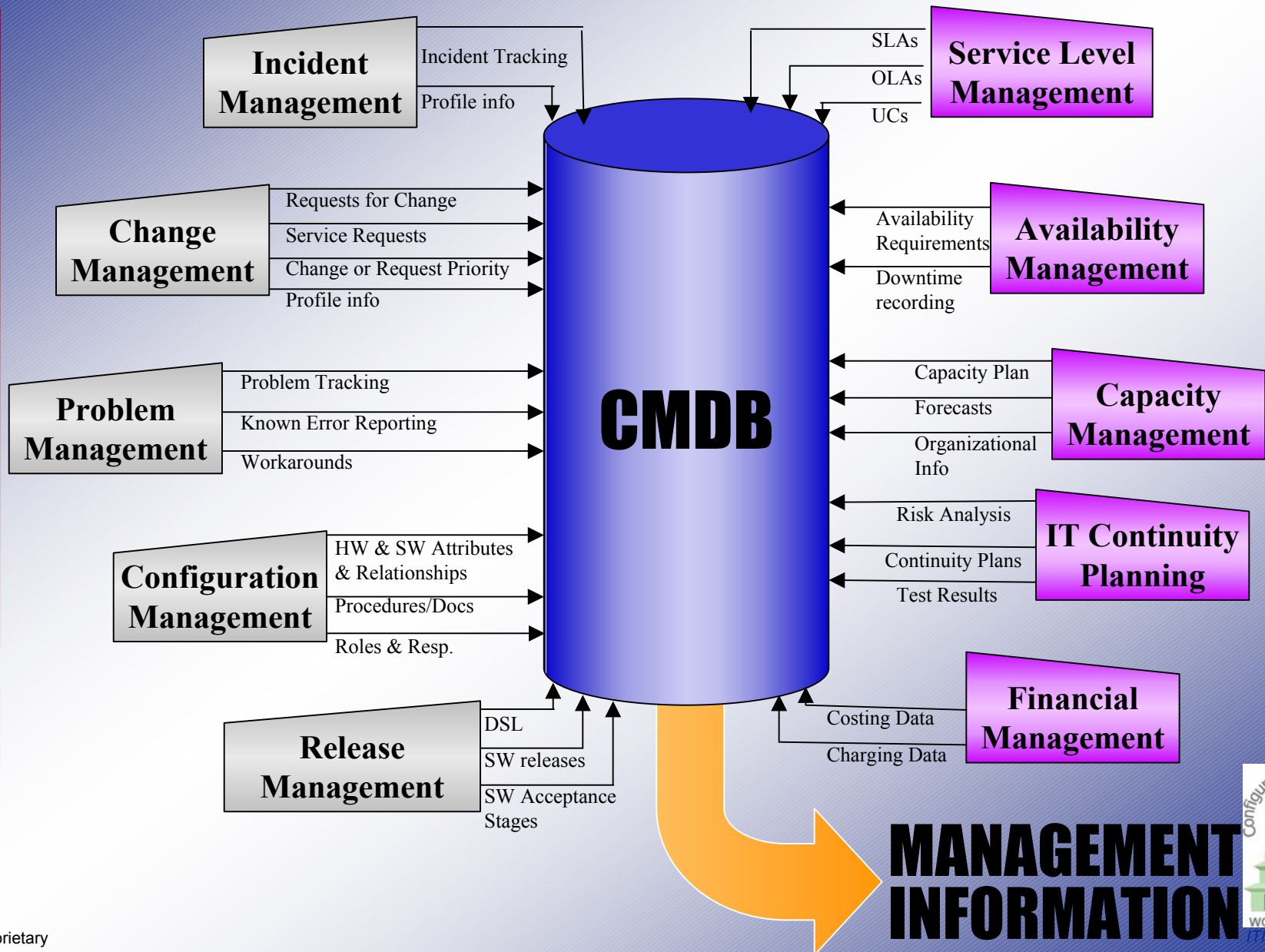
## The Business, Customers or Users



# ITIL Process Linkages

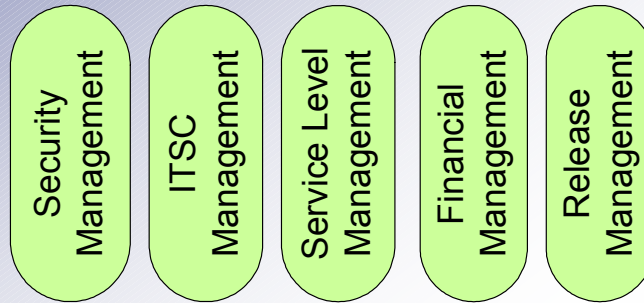


# Systemic Configuration Management

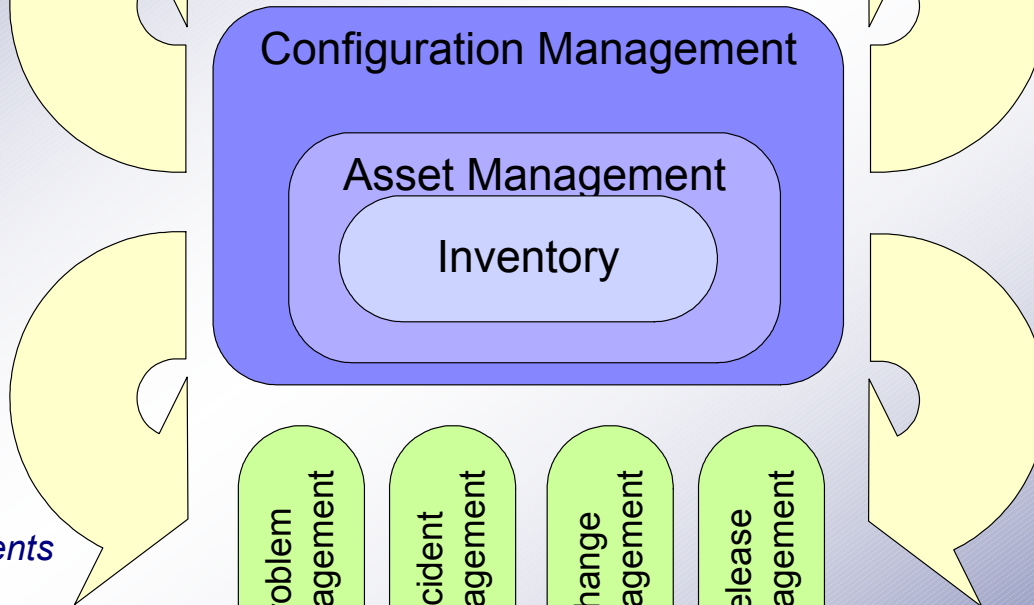


# Configuration Management Relationships

*Financial Information  
Service Level Thresholds  
Service Components  
Responsibilities  
Business Impact*



*Greater Linkage to Business  
Better ROI  
Higher Customer Satisfaction  
Reduced Costs*



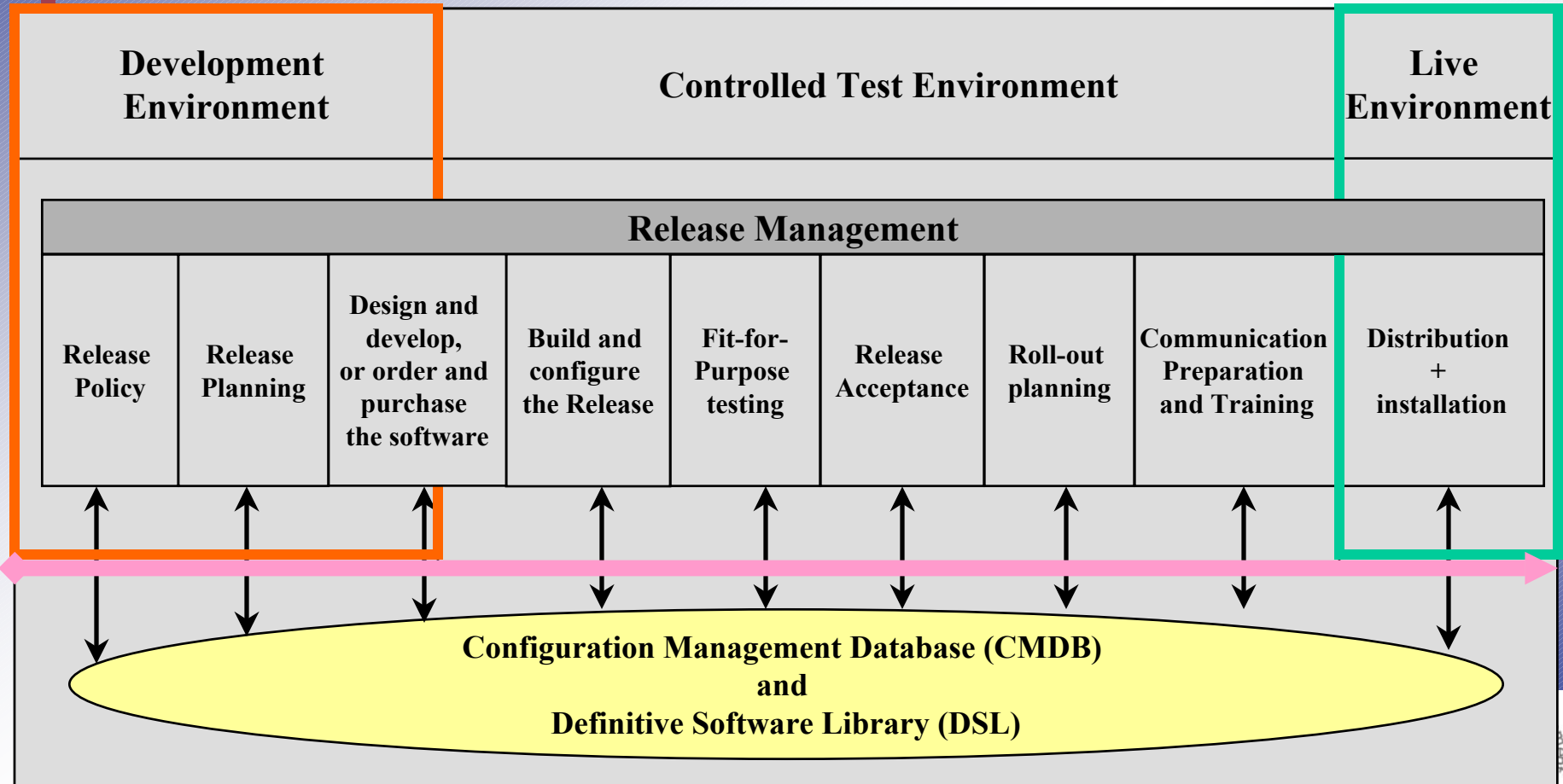
*Impact Assessments  
Relationships  
Verification  
Lower Costs  
Fewer Errors*

*Prioritization  
Reduced MTTR  
Greater User Satisfaction  
Better User Productivity  
Efficiency*



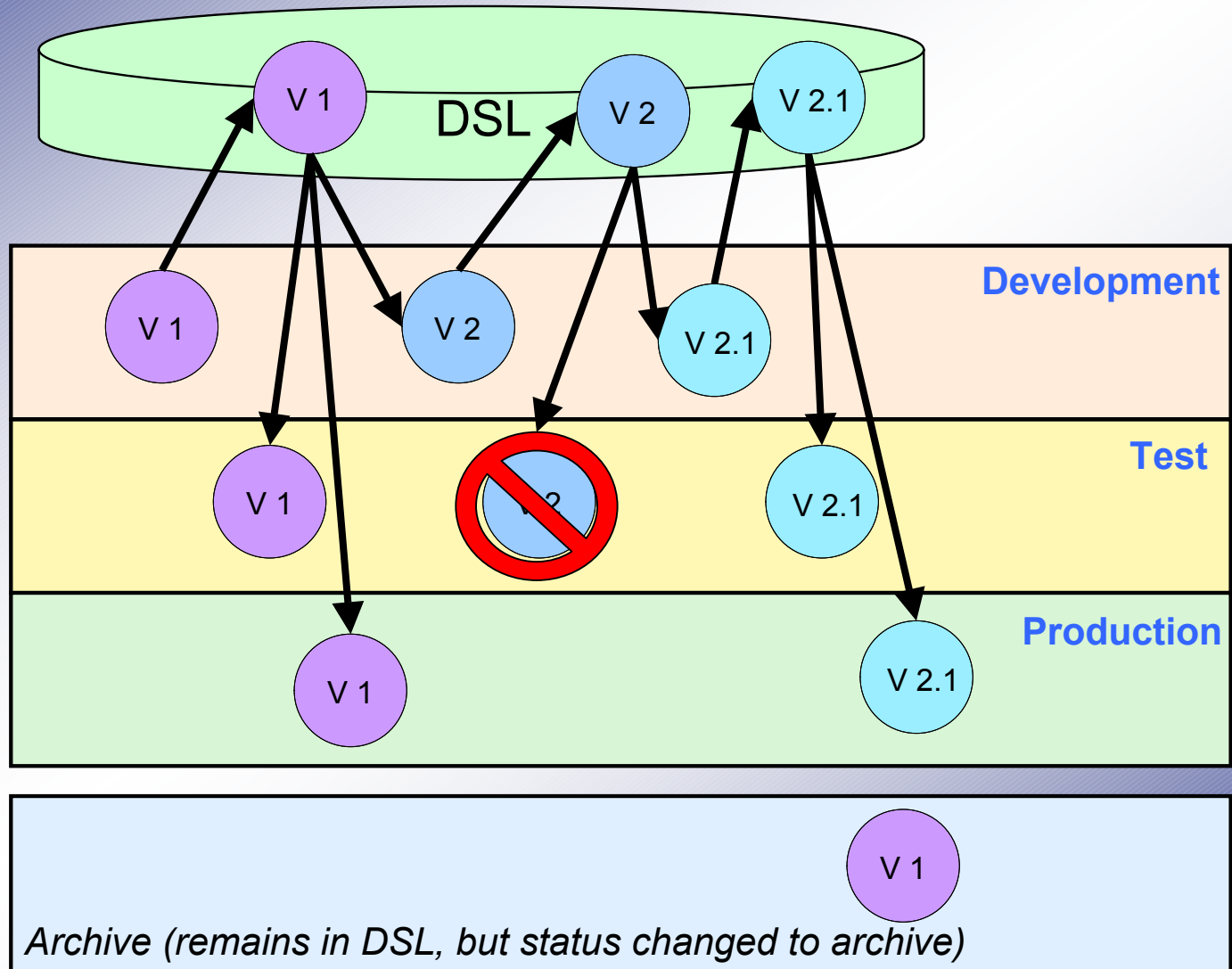
# *Release Management*

## Release Management Environments



T0000

# Version Control



# *Some Useful Websites*

<a href="http://www.ogc.gov.uk/itil/">http://www.ogc.gov.uk/itil/</a>	The OGC – the organization that publishes the ITIL books
<a href="http://www.itil.co.uk/index.html">http://www.itil.co.uk/index.html</a>	ITIL UK – Official Web Site
<a href="http://www.itilworld.com/">http://www.itilworld.com/</a>	Multilingual – ITIL Information [Service Support/Delivery on-line]
<a href="http://www.itilexams.com/">http://www.itilexams.com/</a>	Loyalist College [Belleville, Ontario] ITIL Certification Agent
<a href="http://www.itsmf.com">http://www.itsmf.com</a>	The global IT Service Management Forum site
<a href="http://www.itsmf.net/">http://www.itsmf.net/</a>	The ITSMF – US site
<a href="http://www.itsmf.on.ca/">http://www.itsmf.on.ca/</a>	ItSMF – IT Service Management Forum - check out Event/Presentation for local context and players.
<a href="http://www.pultorak.com/pcbit/itsm.htm">http://www.pultorak.com/pcbit/itsm.htm</a>	General ITSM information and white-papers
<a href="http://www.staytech.com/">http://www.staytech.com/</a>	Ottawa based ITIL Services/Training provider “Links” contains a good selection of ITIL Information/Solution providers
<a href="http://www.nextslm.org/">http://www.nextslm.org/</a>	Tools, newsletters, and white-papers on ITSM
<a href="http://www.viadyne.com/viadyne_intro.htm">http://www.viadyne.com/viadyne_intro.htm</a>	ITIL Services/tools provider