

ITIL V3 Quo Vadis



Autor: Vladimír Kufner

Kontakt: vladimir.kufner@hp.com

Spoločnosť: Hewlett-Packard

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itSMEF Slovensko

Agenda

- ITIL V3 Recap
 - Summary of core books – process overview
- What does it mean for you to implement ITIL V3?
 - New qualification schema for ITIL V3
 - Benefits & Risks of ITIL V3 - do you need to 'rebuild' ITIL V2 processes?
- Questions & Answers

Service Design – official statement

- Policies, Architecture, Portfolios, service models
- Effective technology, process and measurement design
- Outsource, shared services, co-source models? How to choose the best option?
- The service package of utility, warranty, capability, metrics tree
- Triggers for re-design

Pragmatic Service Blueprint



IT Managers
Consultants
Practitioners
Outsourcers
Vendors

ITIL V3 books – The Structure and current status

Core

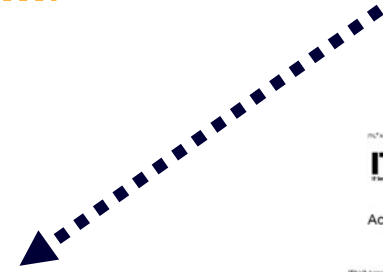
Complementary

Web

Core Best Practice Guidance

Support for particular market sector or technology

Value added products, process maps, templates, studies



Customized implementation

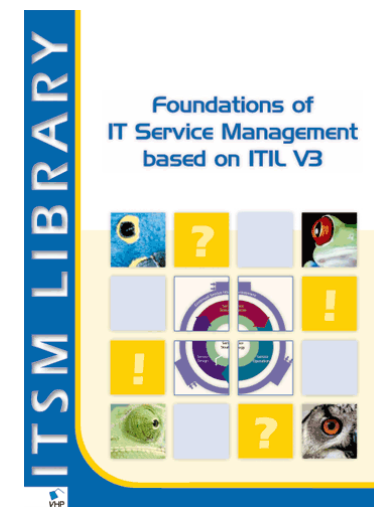
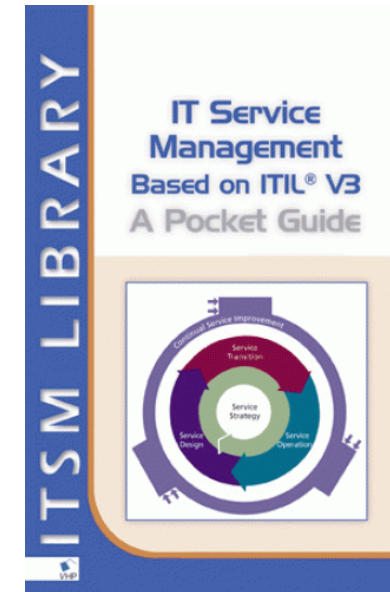
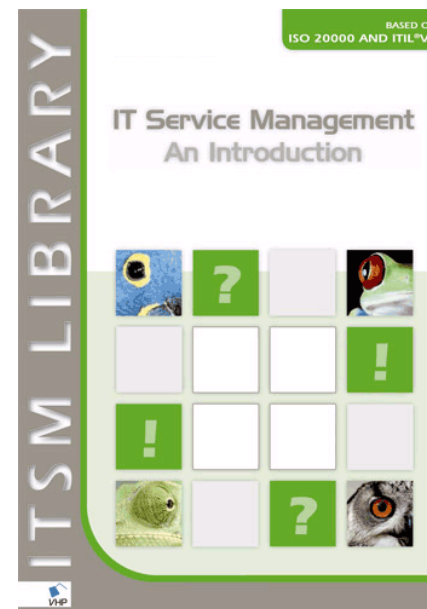


Planned publications and itSMF publications

OGC-TSO books

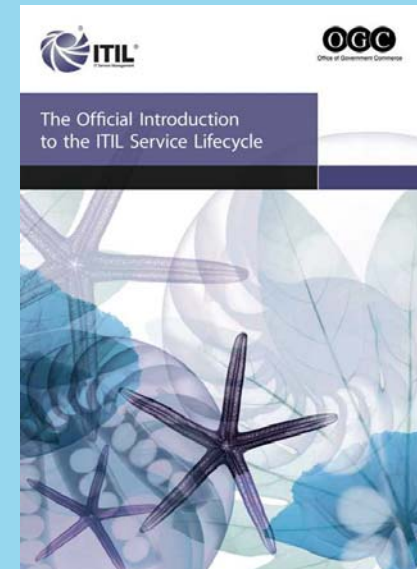
- Passing Your ITIL Foundation Exam Book - The Official ITIL Foundation Study Aid
- ITIL Small-Scale Implementation 2007 Edition Book
- Key Element Guide Service Strategy - The Official Pocketbook
- Key Element Guide Service Design - The Official Pocketbook
- Key Element Guide Service Transition - The Official Pocketbook
- Key Element Guide Service Operation - The Official Pocketbook
- Key Element Guide Continual Service Improvement - The Official Pocketbook

• itSMF NL publications



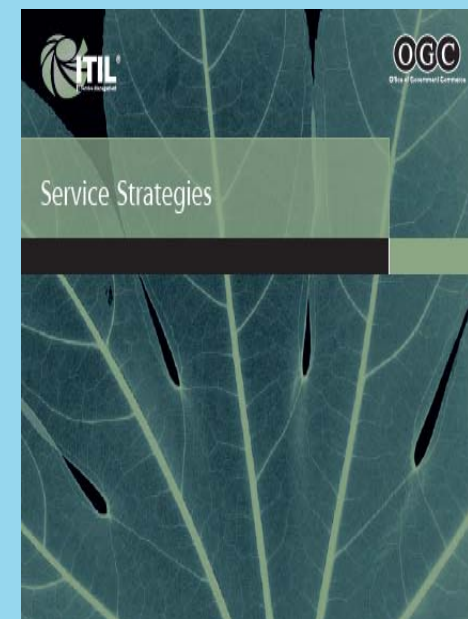
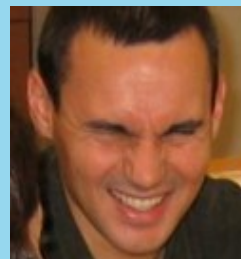
The official Introduction to the ITIL Service lifecycle

- Authors:
 - Sharon Taylor and collective
- # of pages
 - 170 (excl.glossary and index)
 - 59 pictures, 7 tables
- Very good summary/introduction into 5 core ITIL V3 publications



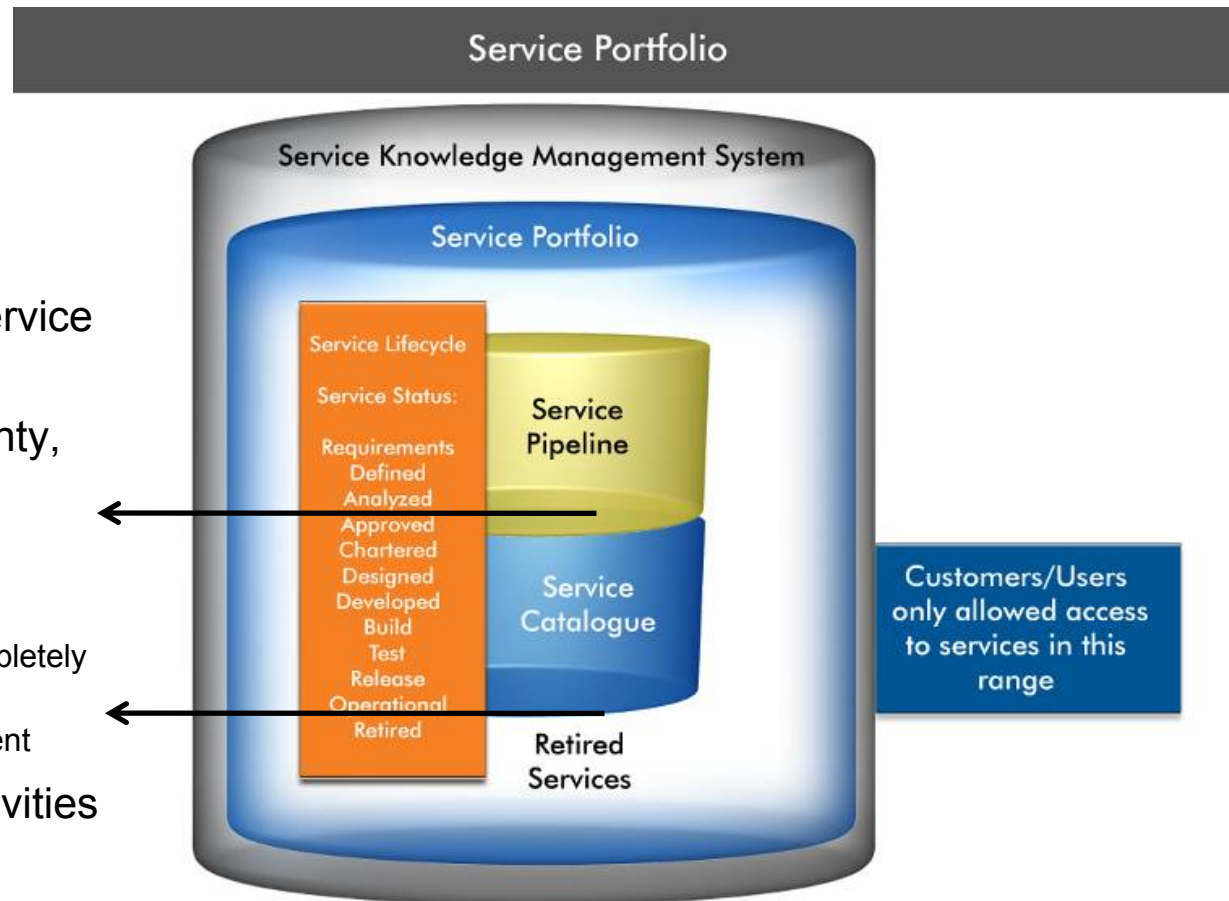
Service Strategy

- Authors:
 - Michael Nieves (Accenture)
 - Majid Iqbal (CMU)
 - Phil Montanaro, EDS a Bill Powell, IBM
- Menthors:
 - Phil Montanaro (EDS)
 - Bill Powell (IBM)
- # of pages
 - 227 (excl.glossary and index)
 - 170 pictures, 28 tables



Service Portfolio

- Aimed at the CIO
- Consideration of sourcing strategies, role of Service providers
- New definition of Service, Service Portfolio
- Instrument of Utility & Warranty, creating Value
- Processes
 - Demand management
 - Financial management completely different
 - Service Portfolio Management
- Many new methods, and activities
- Assets, Resources and Capabilities



Service Design book

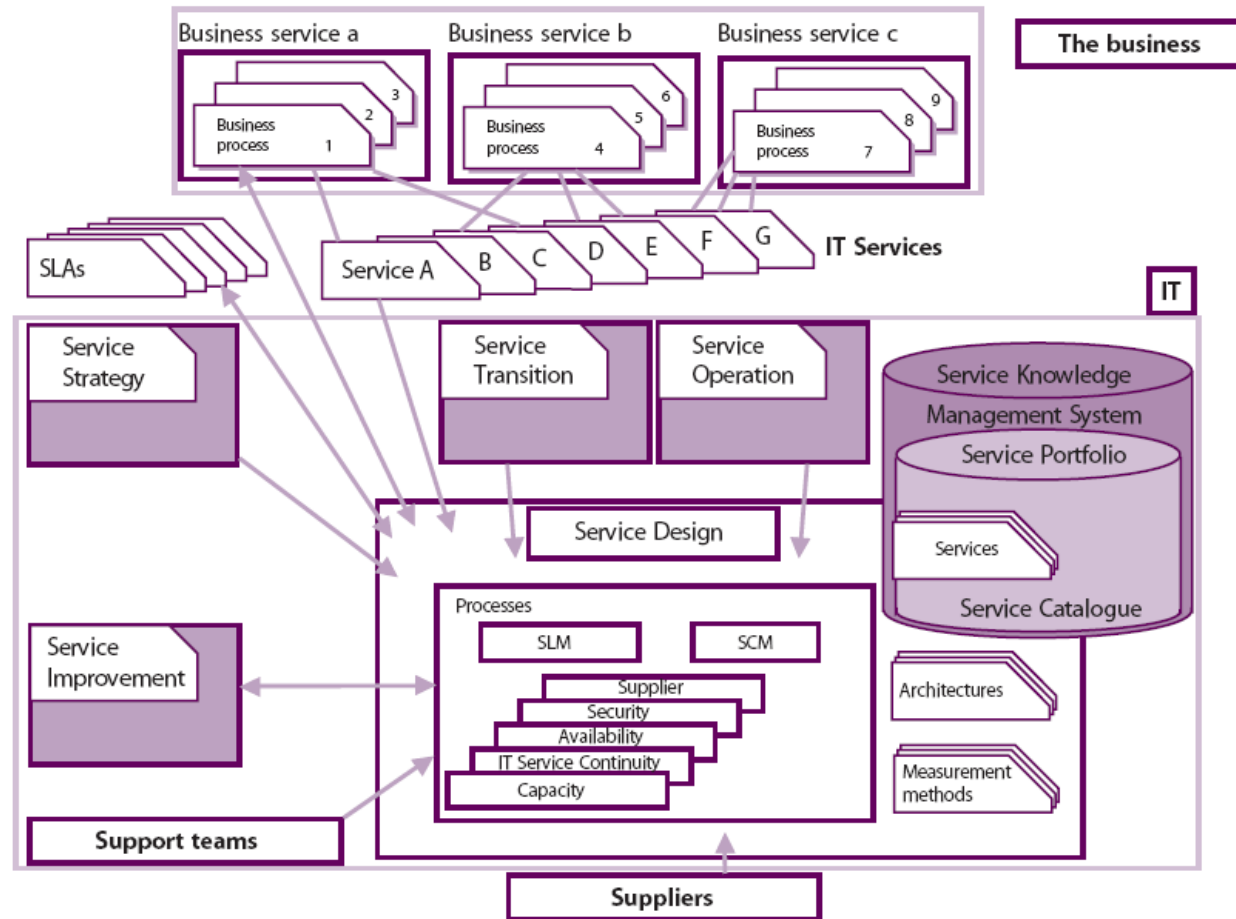
- Authors:
 - Vernon Loyd (Fox IT)
 - Colin Rudd (IT Enterprise Management Services Ltd. – ITEMS)
- Menthors
 - Tony Jenkins (DOMAINetc)
 - Sergio Rubinato Filho (CA)
- # of pages
 - 283 (excl.glossary and index)
 - 60 pictures, 25 tables



Scope of Service Design

Aspects of Service Design

- Services
- Management systems and tools
- Technical and management architectures
- Service management processes
- Measurement systems and metrics



Taken from OGC publication Service Design

SD – New and existing processes

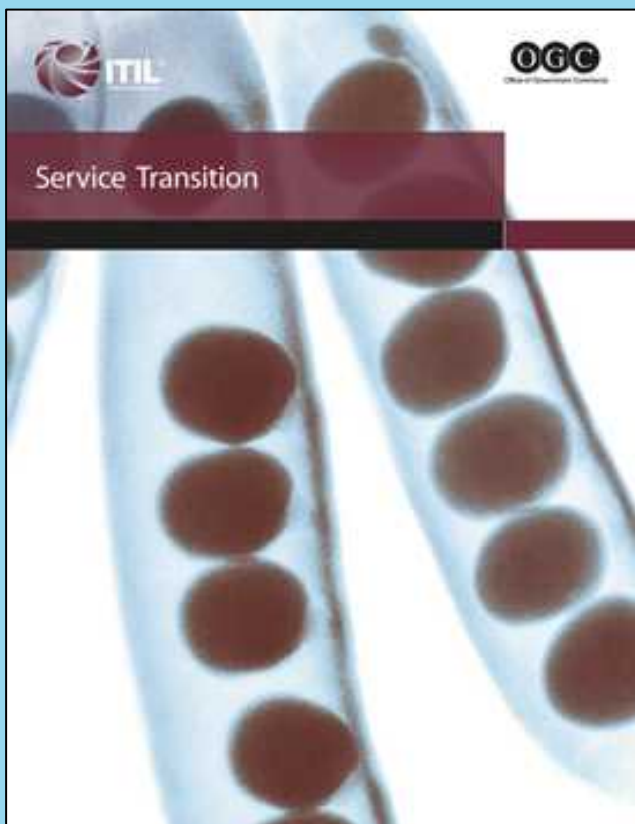
New SD processes

- Service Catalogue Management
 - Overall management of the service catalogue
 - Single source of information on all agreed services
 - Ensure it is available to those approved to access it
- Supplier Management
 - Manage supplier relationships and performance
 - Negotiate and agree contracts
 - Manage contracts throughout lifecycle
 - Maintain a supplier policy and a supporting Supplier and Contract Database (SCD)

SD – updated processes

- Information Security Management
 - V2 process was a separate book, otherwise very similar
- Service Level Management
 - No longer responsible for service catalogue
- Availability Management
 - MTRS as well as MTTR
 - Availability Management Information System (AMIS)
- Capacity Management
 - Component Capacity Management (not Resource)
 - Capacity Management Information System (CMIS)
- IT Service Continuity Management
 - Linkages to Management of Risk (MoR)
 - Fast recovery option

Service Transition book



- Authors:
 - Shirley Lacy, ConnectSphere, UK
 - Ivor Macfarlane, Guillemot Rock, UK
- Mentors:
 - Malcom Fry, FRY-Consultants;
 - Robert Stroud, CA
- # of pages
 - 232 (excl.glossary and index)
 - 61 pictures, 22 tables



New ST Processes & Updated V2 processes

- Transition Planning and Support
 - Overall management of Service Transition
- Knowledge Management
 - Ensure the right information is delivered to the right place or person at the right time in the right format
- Service Testing and Validation
 - Assure that a new or changed service will be fit for purpose and fit for use.
- Evaluation
 - Considers whether the performance of something is acceptable, value for money etc. – and whether it will be proceeded with, accepted into use, paid for, etc
- Release and Deployment Management
 - Testing and Validation moved to a separate process; otherwise similar to V2
 - Removed terms like full / delta / partial
 - Added Release Package, Release and Deployment Models, number of roles
- Change Management
 - Added Strategic / Tactical / Operational changes
 - Added Change Proposals
 - Some name changes
 - CAB/EC ⇔ ECAB
 - Forward Schedule of Change ⇔ Change Schedule
 - Projected Service Availability ⇔ Projected Service Outage
- Configuration Management
 - New Configuration Management System
 - Asset Management added to make SACM process
 - Service Asset and Configuration Management

Service Operations

- Authors:
 - David Cannon, HP, USA
 - David Wheeldon, HP, UK
- Mentors:
 - Christian Nissen, Itelligence;
 - Paul Wilkinson., Getronics PinkRoccade
- # of pages
 - 230 (excl.glossary and index)
 - 31 pictures, 21 tables

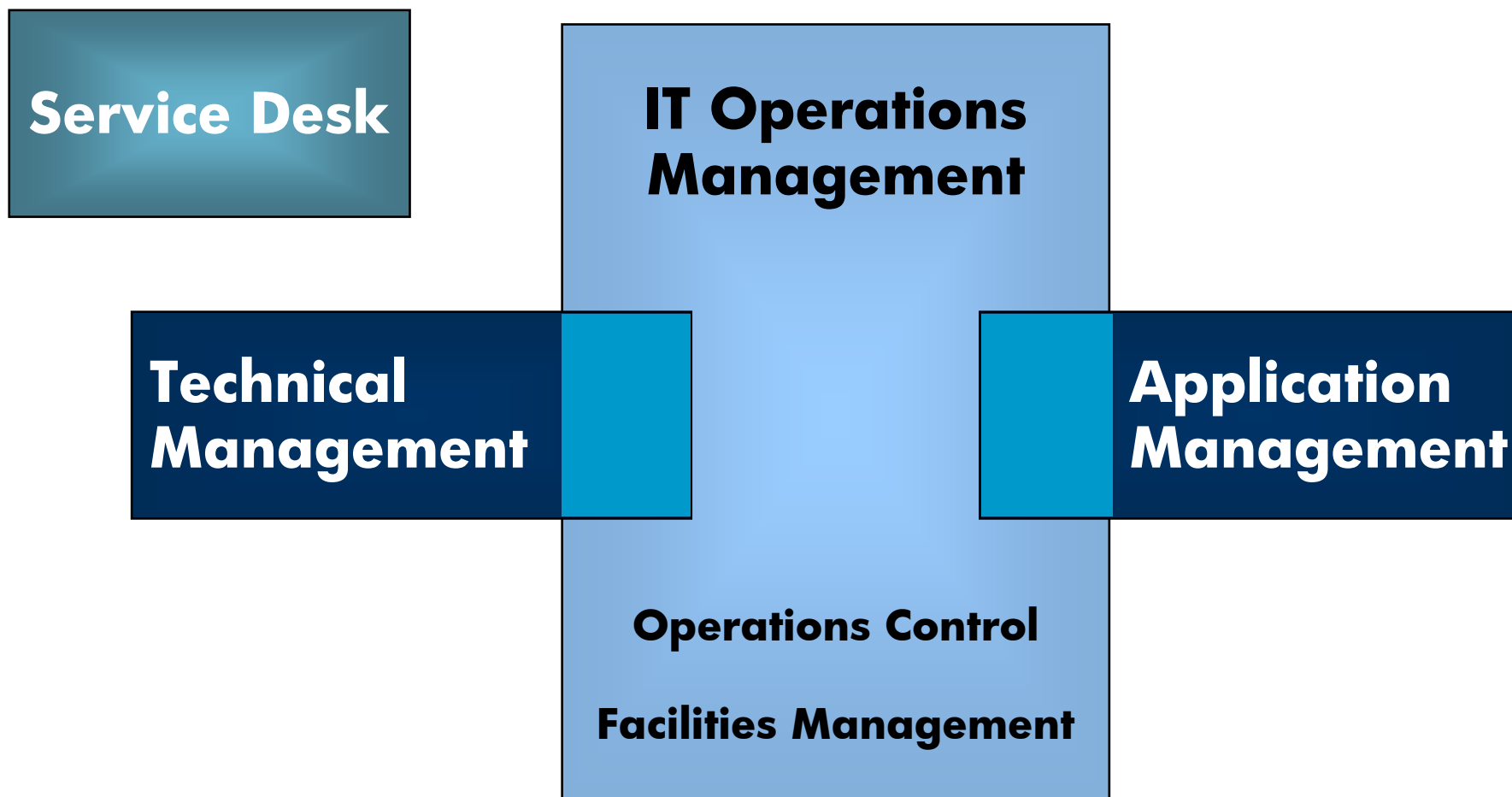


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New and changed SO Processes

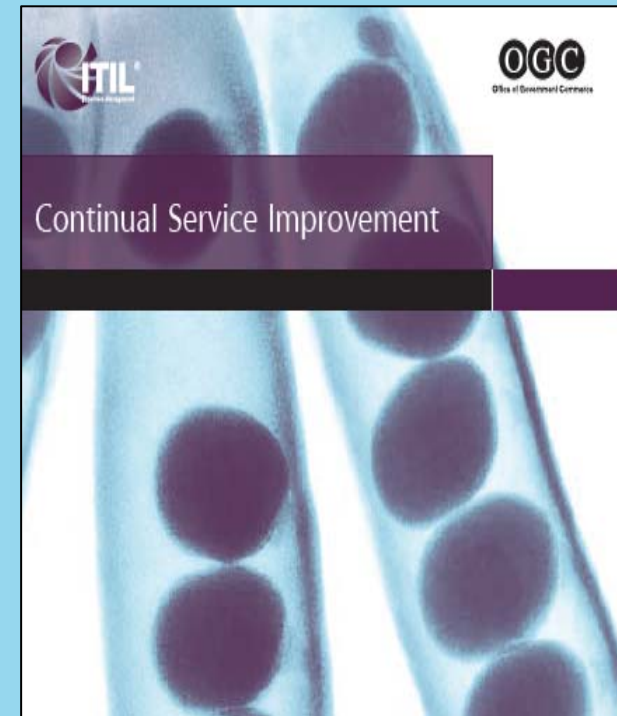
- Event Management
 - Management of warnings and normal events as well as events leading to incidents
- Request Fulfilment
 - Requests from users for information or advice, or for a Standard Change
- Access Management
 - Granting access to services and infrastructure to authorised users only
- Incident Management
 - Removed Event, Access and Request
 - Added Incident Models
- Problem Management
 - Removed error control
 - Can raise a known error at any time
 - Added Problem Models

Service Operation Functions



Continual Service Improvement

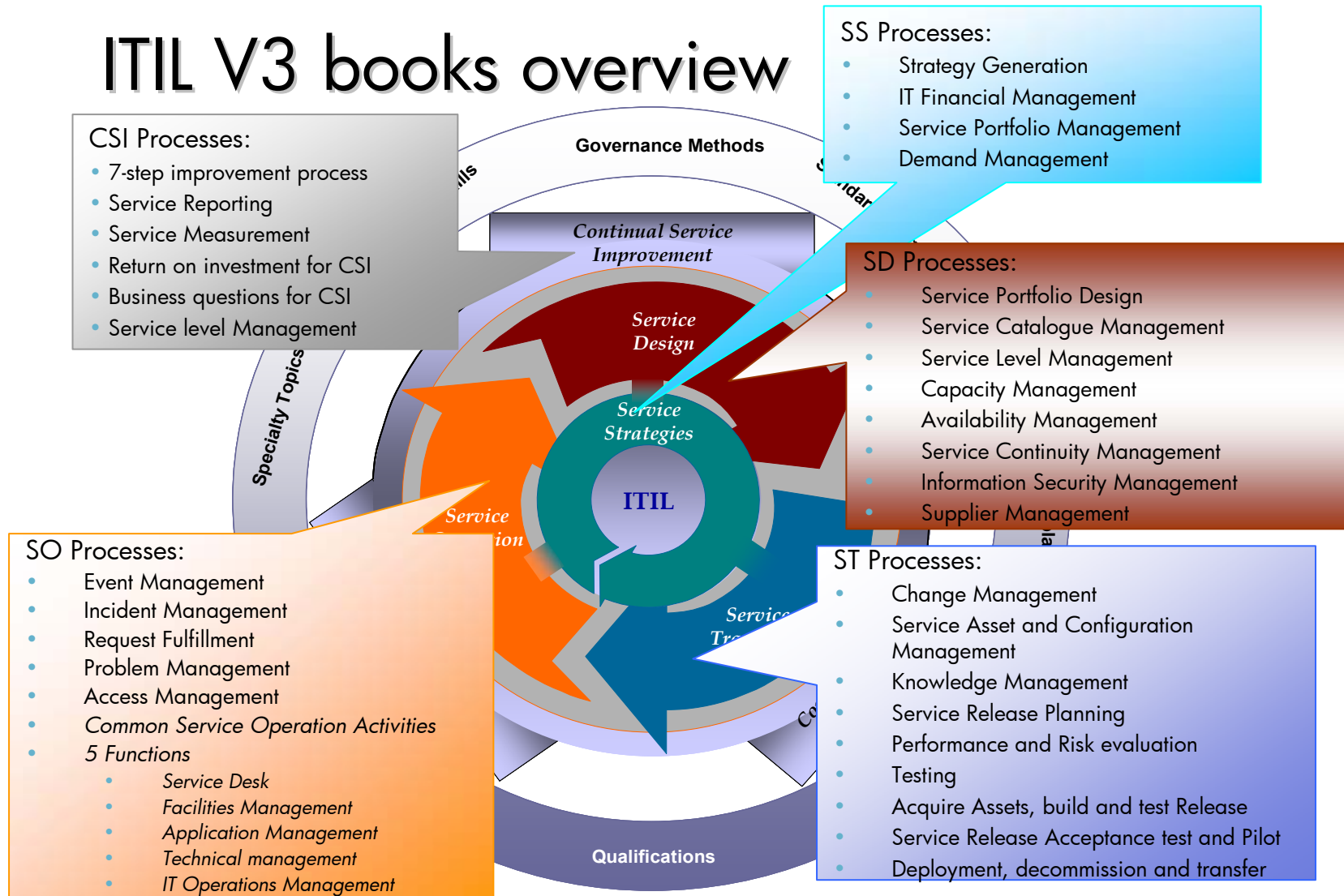
- Authors:
 - George Spalding, Pink Elephant, Canada
 - Gary Case, Pink Elephant, Canada
- Mentors:
 - Alan Nance, ITPreneurs
 - James Siminoski, SOScorp
- # of pages
 - 198 (excl.glossary and index)
 - 63 pictures, 37 tables



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Measures to improve things

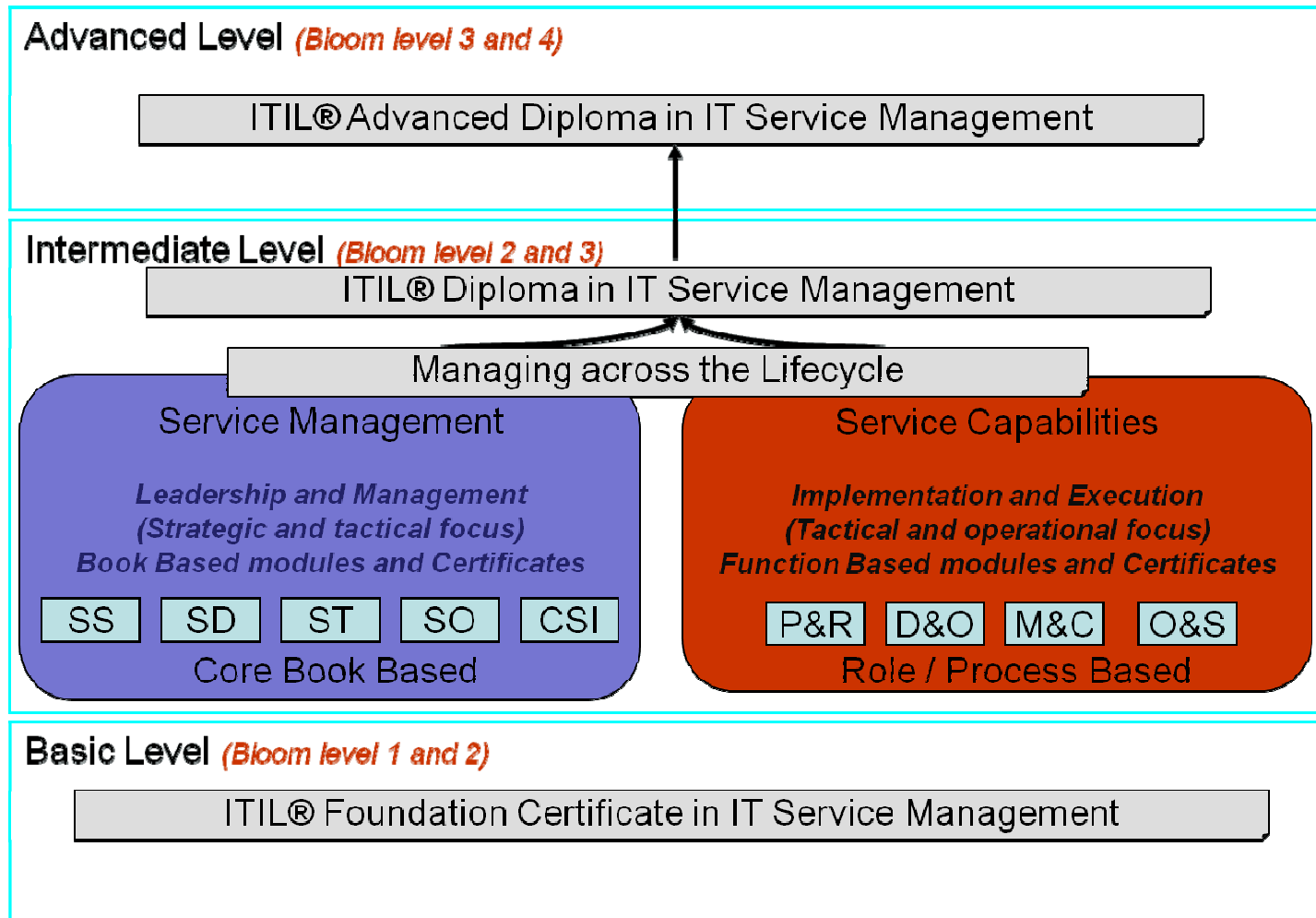
ITIL V3 books overview



What does it mean ITIL V3 for you?

- New qualification schema
- Benefits and risks of ITIL V3

ITIL v3 Qualification Scheme



ITIL® V3 – How will it affect you?

Qualifications

- New Scheme
- Enhanced learning
- Status Quo
- Upgrading
- More choice

Customers
Vendors
Service Provider

Standards

- Aligned to 20000
- Links to Security
- Links to Asset
- Links to Governance
- More flexibility

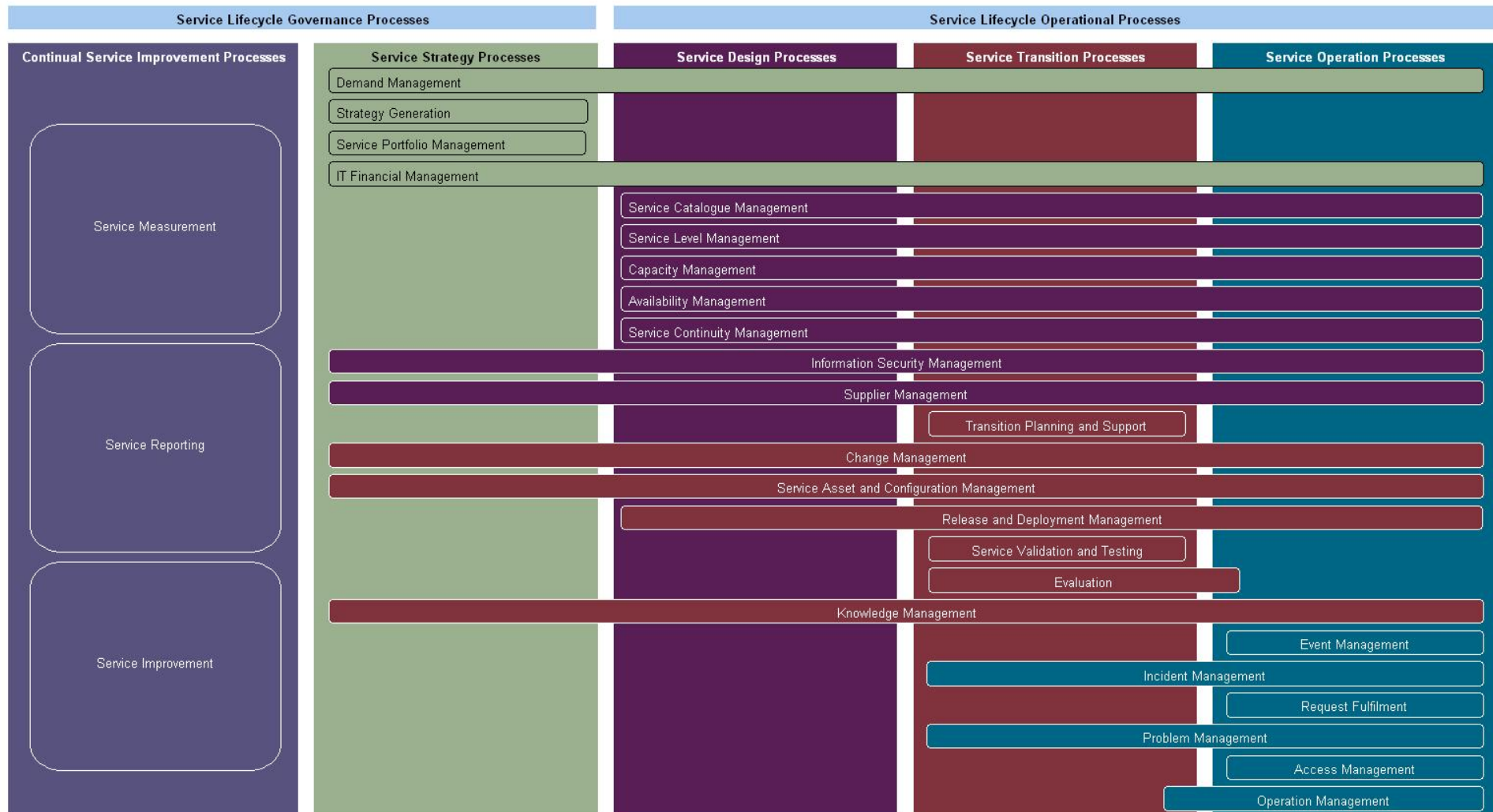
Your ITSM Practice

- Greater scope
- Greater flexibility
- Up to date with industry standards & ITSM maturity
- Complementary to other common practices
- Easier to start, operate & mature
- Relevant to the real issues & opportunities
- Enhanced ability to prove ITSM ROI

ITIL V3 for V2 users (VK opinion)

- Extended scope – difficult to understand
- Much tighter orientation to business (BITA), service lifecycle approach
- ‘hybrid’ of process management (processes] and line management (functions, activities)
- V2 processes remain mostly unchanged or changed slightly
- Certified people could be re-certified through ‘bridging’ courses
- ‘Grouping’ processes
- Using of automation (models) almost everywhere
- Higher commercialization of ITIL – pull from UK islands to U.S.?
- V3 is approaching things such as ROI, multi/sourcing, organizational design, cultural issues, interfaces to other standards
- V2 processes are ‘concentrated’, no more ‘rolling/repeating’ approach as in V2
- At least two books are little bit difficult to understand
- Some processes needed to be read across several books simultaneously
- Partial alignment to ISO/IEC 20000
- New technologies/methodologies/frameworks such as SOA, virtualization, agile operation

Unofficial HP mapping of ITIL V3 processes into individual books



Useful Links

- itSMF
 - www.itsmf.org, www.itsmf.co.uk, www.itsmf.cz
- APMG Press Release about ITIL V3 exams
 - <http://www.apmgroup.co.uk/web/site/PressCentre/PressReleases/ITILv3QualScheme.asp>
- ITIL V3 glossary of terms, definitions and acronyms
 - www.get-best-practice.com/itilglossary
- ITIL
 - <http://www.best-management-practice.com/>
 - <http://www.itsmf-officialsite.com/>

Thank you for your time

...Questions?

Vladimír Kufner
Hewlett-Packard



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