



ITIL

PV203

Jana Soběhrdová

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- **Future of the ITSM**

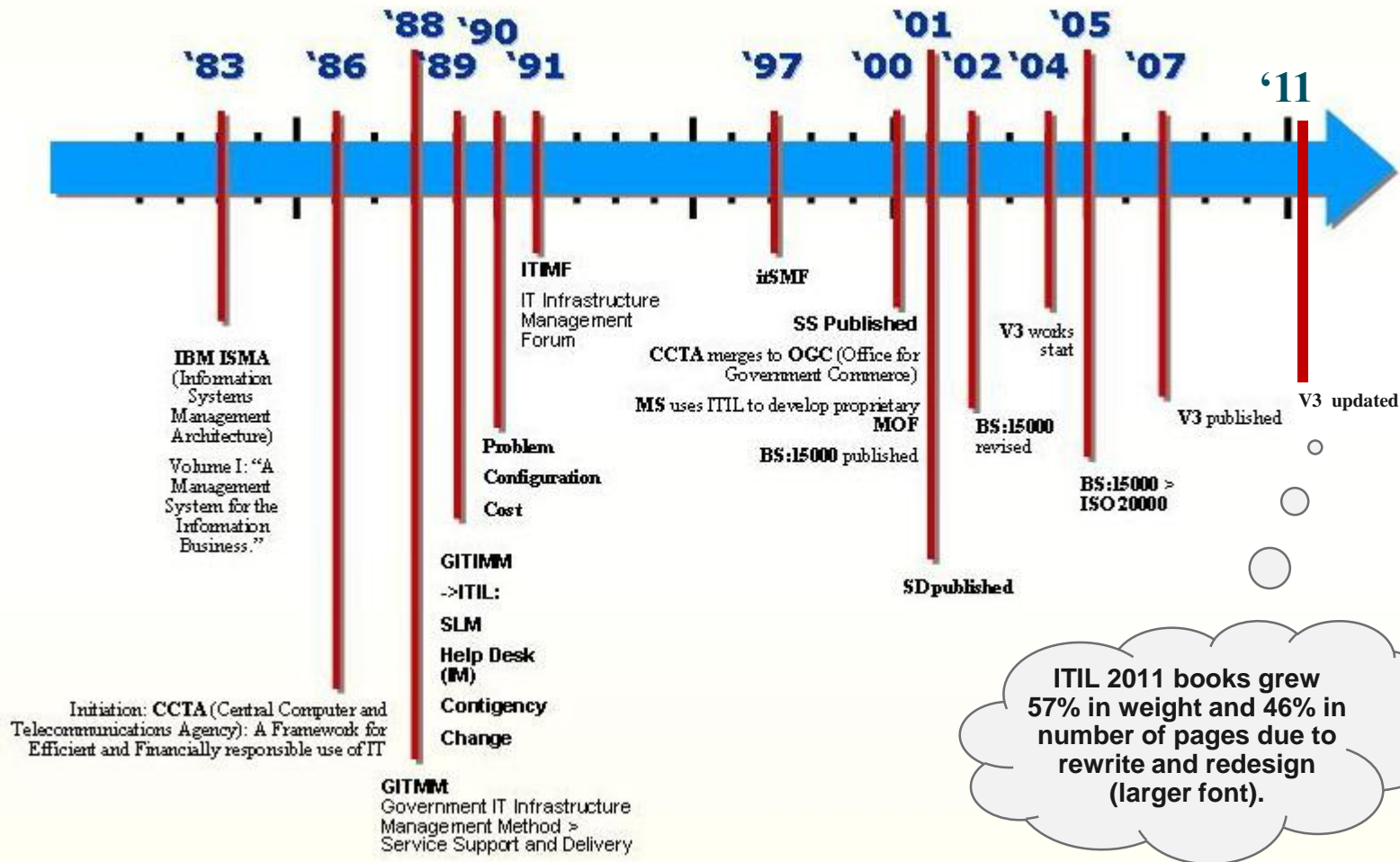


ITIL resources :

Available at the course information on class page at IS MU

- Feel free to interrupt me and ask questions
- Feel free to come and leave at any time





ITIL

Information Technology Infrastructure Library,
is a set of practices for IT service
management (ITSM) that focuses on aligning
IT services with the needs of business.

One Sentence Summary:

The Difference Between ITIL and ITSM is - ITSM is how you manage the services you deliver to end users, and ITIL teaches you the best practices for ITSM.

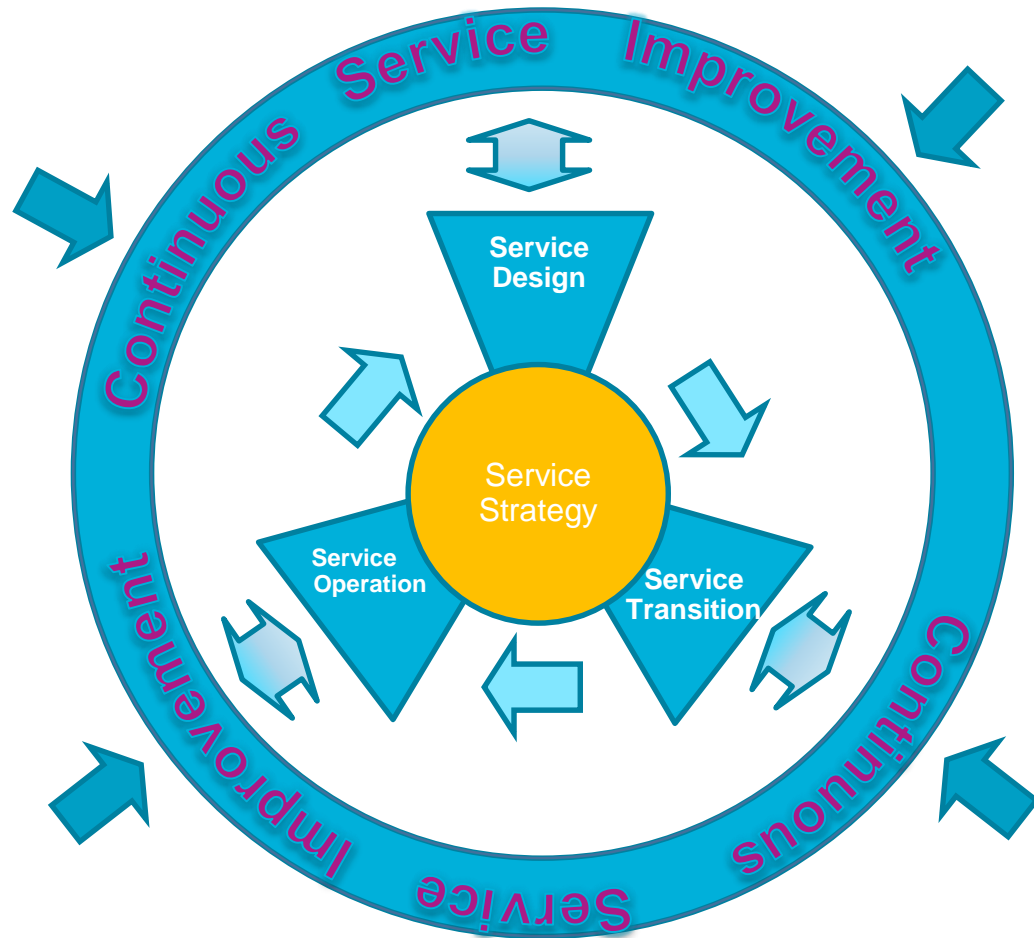
Whether services are being provided by an internal unit of the organization or contracted to an external agency, all services should be driven solely by business needs and judged by the value that they provide to the organization.

ITIL is the most widely accepted approach to IT service management in the world.

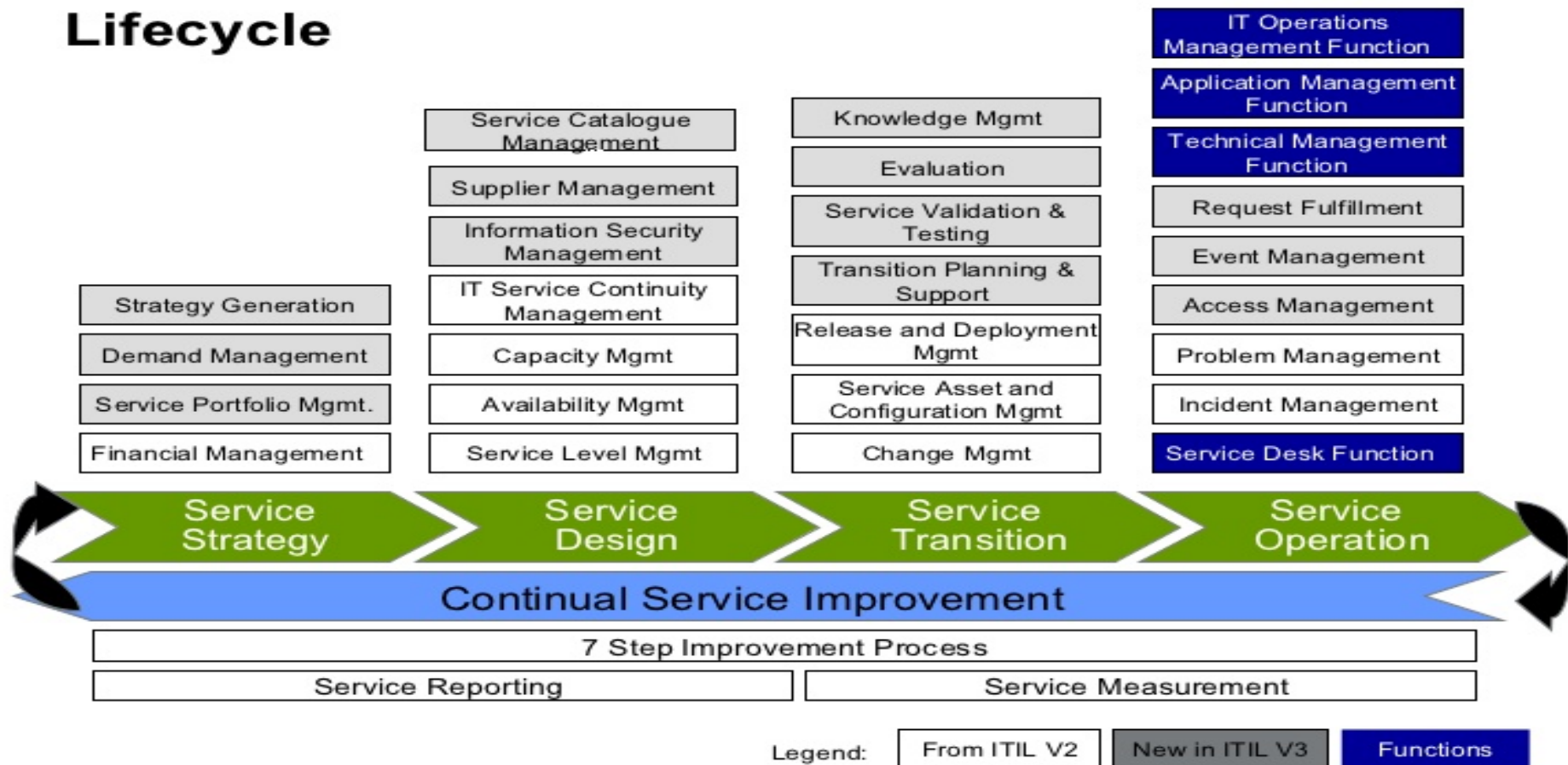
ITIL advocates that IT services are aligned to the needs of the business and support its core processes. It provides guidance to organizations and individuals on how to use IT as a tool to facilitate business change, transformation and growth.

ITIL represents the best practices in IT Service Management

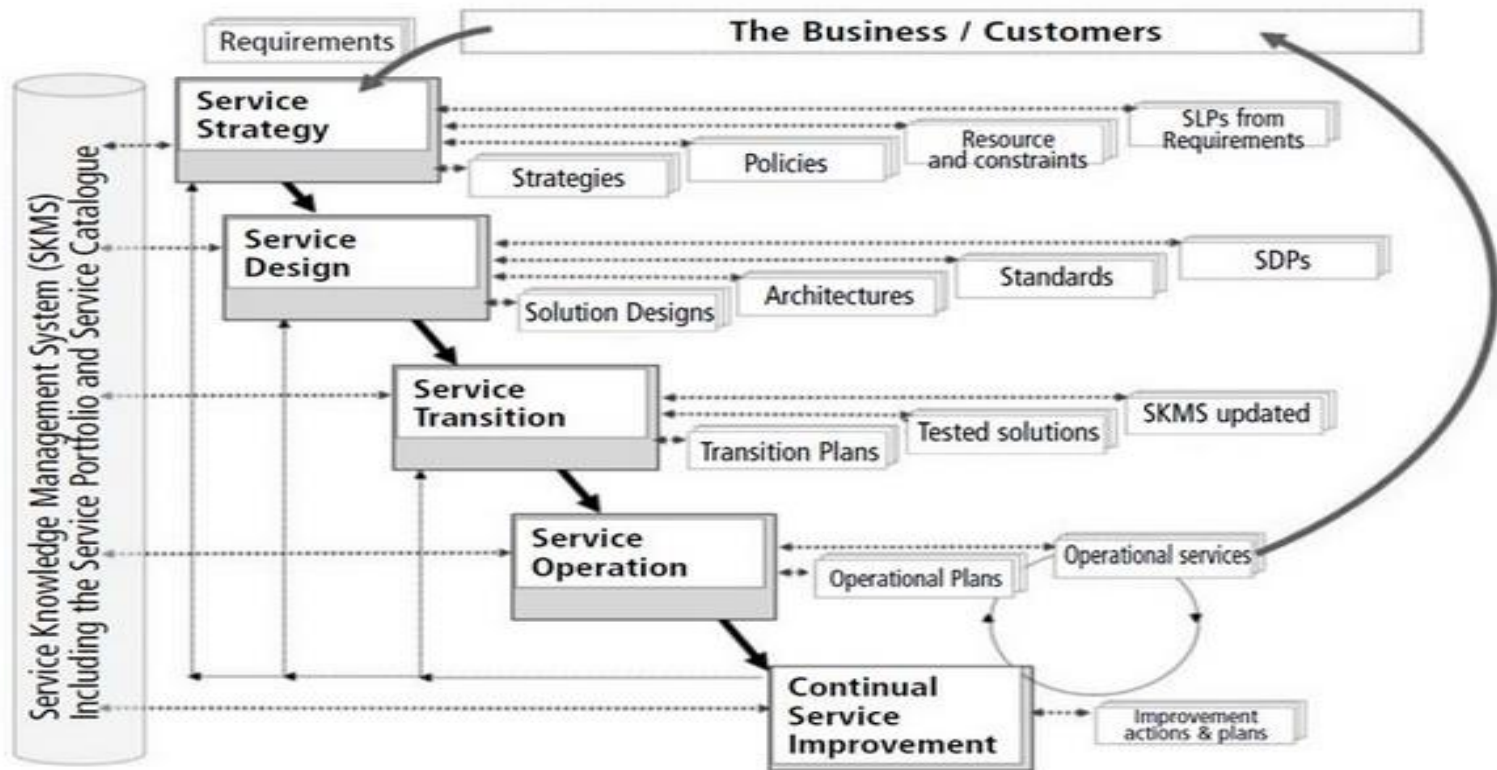
- Becoming international standard
- Adopt & Adapt to your business needs
- The Client's business enablement is the main focus – not the technology



ITIL V3 Processes and Services Lifecycle



Service Lifecycle Stages



FUNCTION

A self-contained unit of an organization that carries out one or more processes or activities (e.g. the service desk or IT operations).

PROCESS

A process is a set of activities and procedures intended to achieve a specific objective.

A process may include any of the roles, responsibilities, tools and management controls required to meet the objectives reliably. A process may define policies, standards, guidelines, activities and work instructions if they are needed.



Welcome: admin

Logout

self

Requests Go to Number 1 to 10 of 100

Self-Service

- Homepage
- Service Catalog
- Knowledge
- Help the Help Desk

- Incidents
- Watched Incidents
- My Requests**
- Requested Items
- Watched Requested Items

- My Profile
- Take Survey

	Number	Approval	Opened	Requested for date	Due date
<input type="checkbox"/>	REQ0010114	Approved	2012-08-31 09:02:21		2012-09-02 09:02:20
<input type="checkbox"/>	REQ0010113	Approved	2012-08-30 22:47:44		2012-09-01 22:47:42
<input type="checkbox"/>	REQ0010112	Requested	2012-08-30 12:37:41		2012-09-05 12:37:40
<input type="checkbox"/>	REQ0010105	Approved	2012-08-29 13:41:59		2012-08-31 13:41:58
<input type="checkbox"/>	REQ0010096	Approved	2012-08-28 12:19:41		2012-08-30 12:19:41
<input type="checkbox"/>	REQ0010095	Approved	2012-08-28 12:17:47		2012-08-30 12:17:47
<input type="checkbox"/>	REQ0010094	Requested	2012-08-28 09:30:24		2012-09-02 09:30:24
<input type="checkbox"/>	REQ0010093	Requested	2012-08-28 09:22:09		2012-09-03 09:22:08
<input type="checkbox"/>	REQ0010092	Requested	2012-08-28 02:46:50		2012-09-03 02:46:49
<input type="checkbox"/>	REQ0010091	Requested	2012-08-27 06:07:23		2012-09-02 06:07:21

Actions on selected rows...

1 to 10 of 100

Response time(ms): 764, network: 302, server: 98, browser: 364

Order Status

Order Placed: **2012-08-28 09:22:09**

Request Number: **REQ0010093** [Bookmark request](#)

Estimated Delivery Date of Complete Order: **2012-09-03**

Description	Delivery Date	Stage	Price (ea.)	Qty	Total
<ul style="list-style-type: none"> <input type="checkbox"/> Waiting for Approval by Eric Schroeder (In Progress) <ul style="list-style-type: none"> <input type="checkbox"/> Procure PC Hardware (Pending - has not started) <input type="checkbox"/> Deliver PC to IT Lab (Pending - has not started) <input type="checkbox"/> Configure Hardware (Pending - has not started) <input type="checkbox"/> Deliver PC to Customer (Pending - has not started) <input type="checkbox"/> Configure Software (Pending - has not started) <input type="checkbox"/> Completed (Pending - has not started) 					
Dell OptiPlex GX280	2012-09-03		\$1,200.00	1	\$1,200.00

Total: \$1,200.00

[Back to Catalog](#)

[Home](#)

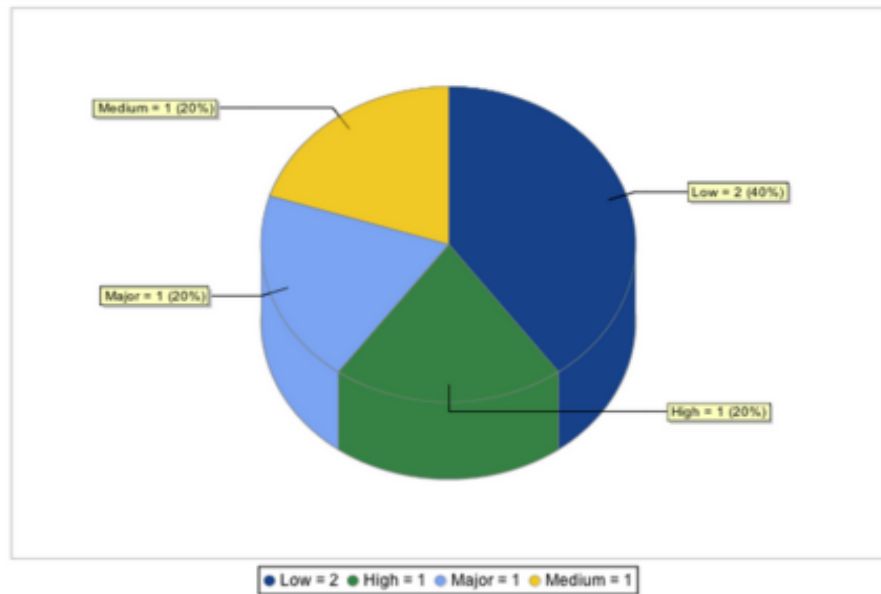
Response time(ms): 511, network: 327, server: 45, browser: 139

Open Alerts

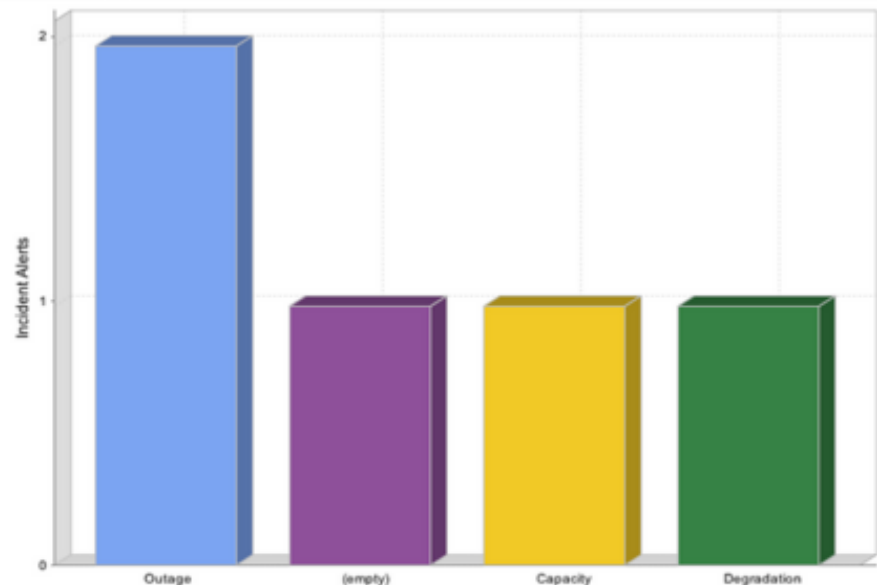
Number	Opened by	Short description	Event type	Severity	State	Assignment group	Assigned to
IA0001001	System Administrator	Can't get to network file shares	Outage	Low	New		System Administrator
IA0001003	System Administrator	Wireless access not available on floor 3	Degradation	Medium	New	Capacity Mgmt	
IA0001004	System Administrator	CPU load high for over 10 minutes		High	New		Alene Rabeck
IA0001005	System Administrator	Need access to sales db	Capacity	Low	New		Allyson Gillispie
IA0001006	System Administrator	Rain is leaking on main DNS Server	Outage	Major	New		Bow Ruggeri

« 1 to 5 of 5 »

Open Alerts by Severity



Open Alerts by Type



Active Conference Calls

Number	Initiator	Source	Started at	Table	Title
--------	-----------	--------	------------	-------	-------

Request Incident Knowledge Status

My Profile

28
My Requests

1
My Approvals

Live Feed

Americas Messaging (North and South) » 4 servers down - Ops is working on it

Alerts and Outages



Get Help

Request Service

Chat

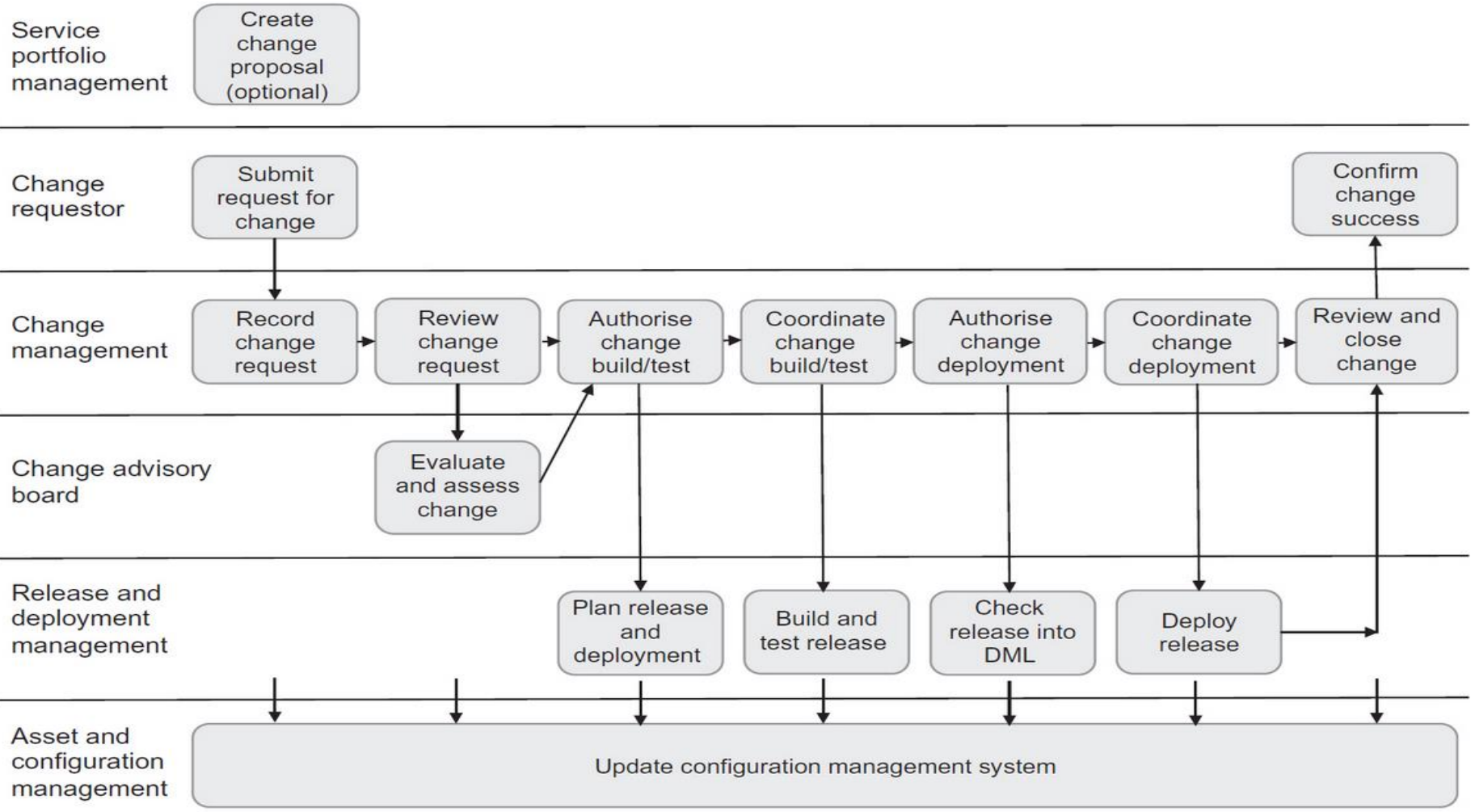
Knowledge Base




CHANGE MANAGEMENT

- purpose - to ensure that all changes are managed through standard methods and procedures that ensure changes are effective, on time, meet their specified requirements and are properly recorded in the configuration management system
- objective - to ensure that all changes are recorded and then evaluated, authorized, prioritized, planned, tested, implemented, documented and reviewed in a controlled manner
- scope - to cover changes to service assets and configuration items across the whole service lifecycle. The process addresses all changes at all levels: strategic, tactical and operational





Quick Insert

 [New Service Request](#)

 [New Incident](#)

 [New Problem](#)

 [New Change](#)

Favorite Applications

[Activities and Tasks](#)

[Service Requests](#)

[Incidents](#)

[Problems](#)

[Process Requests](#)

[Changes](#)

[Solutions](#)

[Configuration Items](#)

[Service Groups](#)

[Ticket Templates](#)

[Job Plans](#)

Bulletin Board



Subject

Inbox / Assignments

Next Assignment Due: 4.4.16 10:02:00

[Description](#)

Other approvers for Approval Level

Other approvers for Approval Level

Determine whether Change CH4009!

L3 - Approve or Reject Change CH4

L3 - Approve or Reject Change CH4

L4 - Approve or Reject the Change C

L3 - Approve or Reject Change CH4

Provide Business Assessment Impa

L3 - Approve or Reject Change CH4

CHANGE RECORD FLOW

list **Change** Assessments Impacts Authorization Schedule Related Records Third Party Data Actuals Log Failure Reporting Service Address

Progress Map



Change: CH40136053

Owner:

Owner Group: I-SSO-XX-SMD-UNI-ABB

Status: AUTH

[Attachments](#)

Owner Name:

Created By Group: I-SSO-XX-SMD-UNI-ABB

Attachment Count:

Created By:

Change Details

Summary: - AIX 7.1 migration - wave 3

Details: The goal of this change is to migrate AIX OS to 7.1 TL3 SP4 version

Lead Time in days: 2

Exception Reason:

Change Type: Normal

Change Category: MED

Pretest Details: performed in previous waves, tested, CH40136053

Reason for Change: Upgrade to new version of AIX to prevent issues

Effect Of Not Implementing: Security issues can occur

Verification Plan: Test if server/application is operational or not

Remediation Plan: Backout plan: Reboot back to AIX 6.1

Risk: 3

Failure Probability: 2

Impact: 3

Urgency: 3

Priority: 3

Business Impact?

Site: ESS4

Classification: 81505702

Class Description: Enterprise Change \ OP-SYSTEM \ OP-AIX

Classification Path: 81500000 \ 81505700 \ 81505702



END USER REQUEST FLOW

Requested Items (1) | Recurring Prices

Requested Items | Go to | Number | Search | 1 to 1 of 1

Request = REQ0272653

	Number	Quantity	Catalog	Item	Due date	Price	Assigned to	Stage
<input type="checkbox"/>	RITM0345347	1		<u>Out of Office message set to unavailable...</u>	12.03.2017 18:26:52 prefix_ago 6h ago	\$0.00		<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Actions on selected rows... | 1 to 1 of 1



INCIDENT MANAGEMENT

- the process for dealing with all incidents
- either incidents where service is being disrupted or incidents where service has not yet been disrupted
- main objective of the incident management process is to restore normal service operation as quickly as possible and to minimize the adverse impact on business operations

INCIDENT

- an unplanned interruption to a service, or the failure of a component of a service that hasn't yet impacted service

PROBLEM MANAGEMENT

- responsible for the management of all IT problems
- a process that includes root cause analysis and is arriving at the resolution of problems
- responsible until resolutions are implemented via change management and release and deployment management

PROBLEM

- cause of one or more incidents - the cause is not usually known at the time a problem record is created, and the Problem Management Process is responsible for further investigation
- managing an Incident means fixing the system and to restore the service as soon as possible, while managing a Problem means finding the underlying root causes so that the Incidents do not reoccur



Incident Manager: All open incidents

Page Refreshed Nov 8, 2012 8:08:51 AM CST

- Views** Search
- Standard**
 - My open incidents and problems
 - Unassigned incidents
 - Unacknowledged incidents
 - Escalated incidents
 - All open incidents
 - Unassigned problems
 - All open problems
 - Events without incidents
 - Custom** + Create ... Manage...
 - No view available

ID	Ticket ID	Ticket Status	Severity	Summary	Target
1403	IM10162	Pending Other		Memory Utilization is 77.006%, crossed warning (50) or critical (70) threshold.	orcsvr1.iwavesoftware.
1201	-	-		Filesystem /home/oracle/app has 4.9% available space, fallen below warning (20) or critical (5) ...	orcsvr1.iwavesoftware.
1332	-	-		Metric error cleared. The current status of the target is Status Pending	/EMGC_GCDomain/insta

Columns Hidden 11 Row count 3

Memory Utilization is 77.006%, crossed warning (50) or critical (70) threshold.

General Events My Oracle Support Knowledge Updates Related Events And Incidents

Incident Details

ID 1403

Metric Memory Utilization (%)

Target orcsvr1.iwavesoftware.com (Host)

Incident Created Nov 6, 2012 2:24:10 PM CST

Last Updated Nov 6, 2012 2:26:20 PM CST

Summary Memory Utilization is 77.006%, crossed warning (50) or critical (70) threshold.

Internal Event Name Load:memUsedPct

Event Type Metric Alert

Category Capacity

Metric Data

Critical Threshold 70

Warning Threshold 50

Number of Occurrences 1

Last Known Value 81.609

Last Collection Timestamp Nov 8, 2012 8:05:16 AM CST

Tracking Acknowledge Add Comment ... Manage... More

Escalated No Owner -

Priority None Acknowledged No

Status New Ticket ID IM10162

Last (Ticket IM10162 status is updated to Pending Other on external Comment system.) SYSMAN on Nov 6, 2012 2:26:20 PM CST

This incident will be automatically cleared when the underlying issue is resolved.

Guided Resolution

Diagnostics

- View system load and top processes
- Problem Analysis
- View topology
- View recent configuration changes
- View Metric Help

Actions

- Reevaluate Alert
- Edit Thresholds

SERVICE LEVEL MANAGEMENT (SLM)

- to ensure that services fully align with the needs of the business and meet the customers' requirements for functionality, availability and performance
- to ensure that levels of service are negotiated and agreed with customers and all services are delivered to the agreed service levels defined in terms of agreed performance indicators
- ensure that services are continually improved where improvements are required by the customer and can be justified in terms of their cost



SERVICE LEVEL AGREEMENT (SLA)

- a service level agreement is an agreement between an IT service provider and a customer that describes the IT service and service levels, and specifies the responsibilities of both parties.

- Quick Links
- Assign to Me
- CI Search
- Select Operational
- Select Product
- Select Template
- View Broadcast
- Functions
- Advanced Functions
- Create Other Requests
- Consoles

Incident ID*+ [View Service Request](#)



Incident Request Information

Summary* Assigned

Notes

Escalated? **Response**

Status Reason Priority*

Minor/Localized Weight*

Medium

Customer | Contact | Classification | Work Info | ... | Relationships | Resolution | SLM | Financials | Date/System | Knowledge Base

- Next Stage
- Generate Problem
- Generate Chart
- Relate CI
- Enter Pending
- Help (clear)

Customer Information

First Name*+ **Company*+**

Middle Name Organization

Last Name*+ Department

Phone Number*+ Site+

Customer's CIs

CI Name	Product Name	Model/Version	CI Status
Persius1	PowerEdge	PE 2650	Deployed
RoadwarriorA1	Latitude	D600	Deployed
Email Busines			Deployed

Customer's Incidents

Incident ID	Summary	Status	Priority
INC000000000046	Email Connectivity Iss	Assigned	Medium
INC000000000002	Create an Incident	Assigned	Medium

Total Incidents: 2

Incident ID*+ >>

Company*+ ▼

Customer*+ + -

Contact+ + -

Notes ☰

Template+

Summary* ☰

Service*+ ▼

CI+ ☰

Target Date 📅

Impact* ▼

Urgency* ▼

Priority* ▼

Incident Type* ▼

Reported Source ▼

Work Detail

Relationships

Date/System

1 entries returned - 1 entries matched

Preferences ▼

Refresh

Type	Summary	Fi...	Submit Date ▼
Customer Comm...	This ticket was created from the serv...		6/06/2012 10:19...

View

Create

Report

History

Assigned Group*+ ▼

Assignee+

 ▼ - 🕒

Vendor Group+

 ▼ -

Vendor Ticket Number

Status* ▼

Status Reason

 ▼

Resolution

 ☰

Save

Next Stage

Resolve

Print

Close

Response

No

CAPACITY

- capacity management process is responsible for all activities related to the provision of adequate and cost-effective capacity
- includes performance management as well

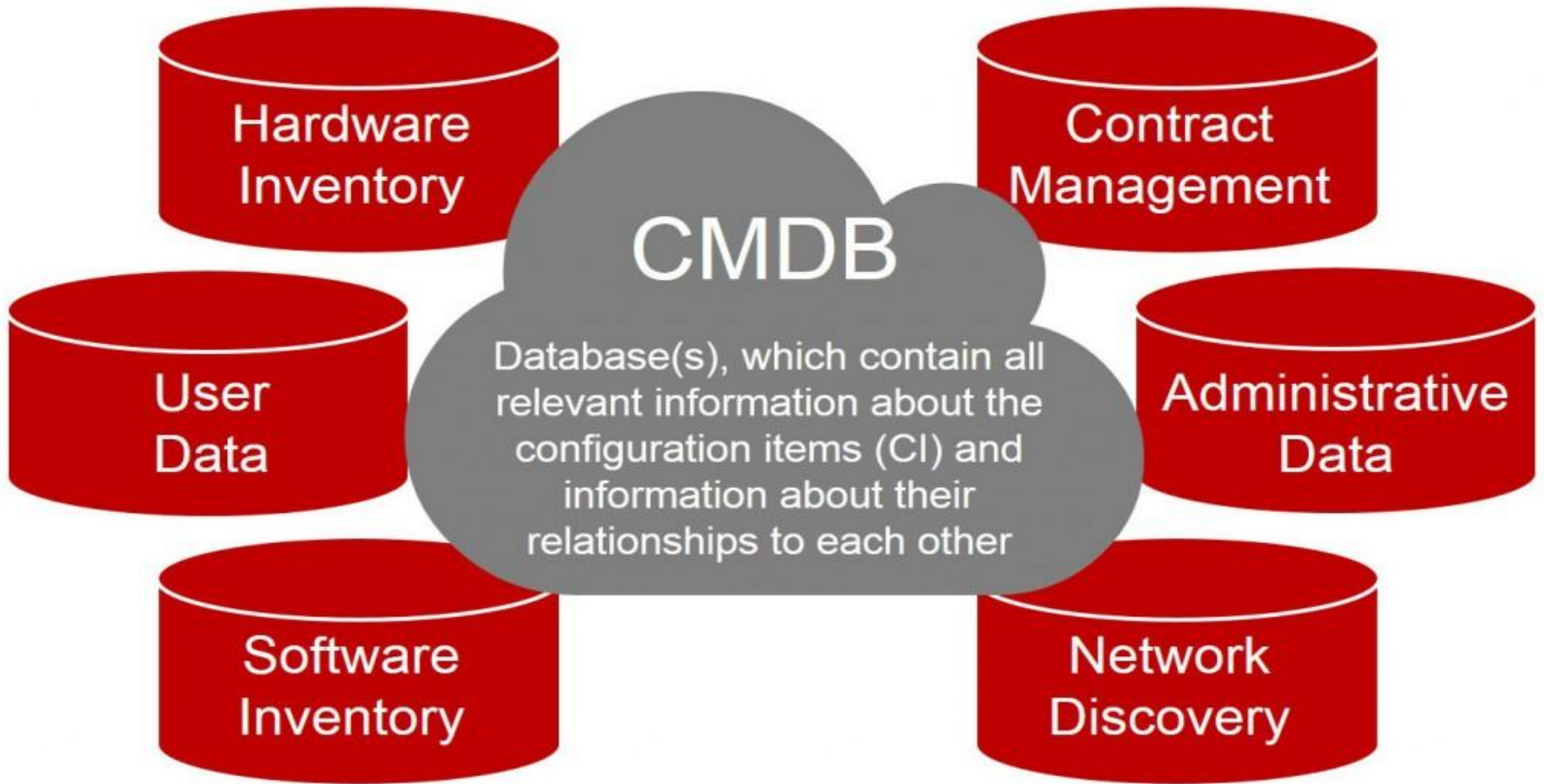
AVAILABILITY

- availability management is primarily a proactive process with a primary purpose of cost-effectively meeting the availability requirements the business has of its IT services both now and in the future

ASSET & CONFIGURATION

- asset management maintains information about those assets in terms of their source, value, location, who controls them etc.
- configuration management goes beyond this in providing us with information about the relationships that exist between the various components - this is essential to effective service management solutions since this information underpins all of the other processes particularly incident, problem, availability and change management





MEASUREMENT & METRICS

- measurement is a prerequisite to improvement

KEY PERFORMANCE INDICATORS (KPI) & METRICS

- all KPIs are metrics, but not all metrics are KPIs
- metrics are used to help an organization define and evaluate how successful it is, typically in terms of making progress towards its long-term organizational goals
- summary = a KPI is simply a more important metric because it references goals rather than just performance



ITIL Qualification System



Questions?

See you in one week

Backup Slides



Zdroje informací – ITSM, ITIL, ..

itSMF International
The IT Service Management Forum

<http://www.itsmfi.org/>

itSMF Czech Republic
The IT Service Management Forum

<http://itsmf.cz/>

 **AXELOS**
GLOBAL BEST PRACTICE

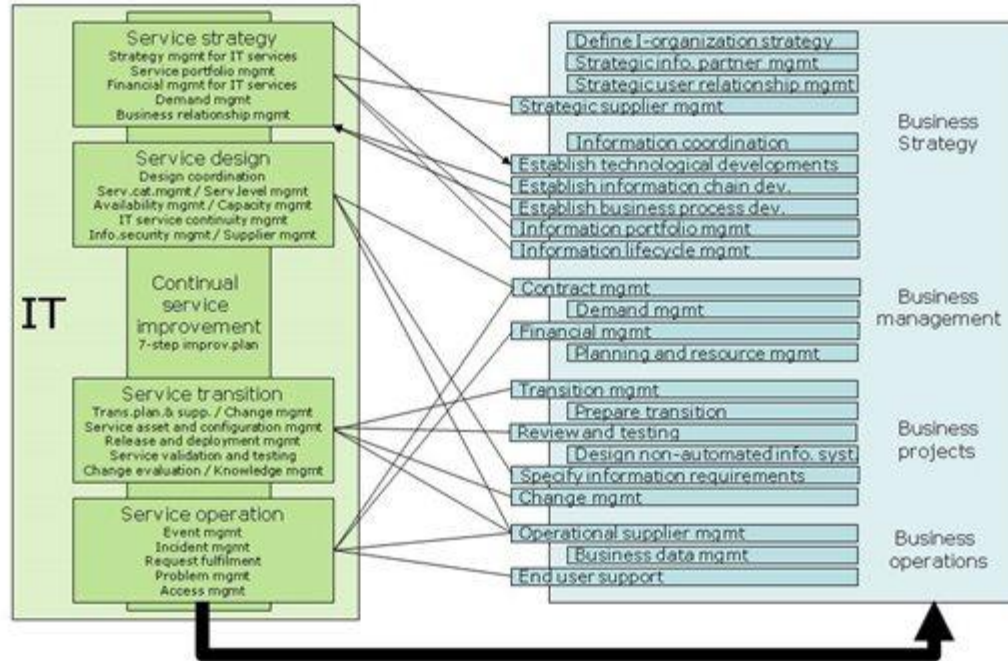
<https://www.axelos.com/best-practice-solutions/itil>



ITIL for Supply

BiSL for Demand

BiSL = Business Information Services Library



BiSL is an independent public domain library for the implementation of business information management. The library consists of publications describing the process framework for business information management and a large number of best practices, white papers, articles and presentations. The library is promoted and supported by the ASL BiSL Foundation. <http://aslbisfoundation.org/>

