



# Itil<sup>®</sup> - Information Technology Infrastructure Library

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# About lector

- Mgr. Jana Soběhrdová
- Original profession – Teacher of German & History
- Almost 10 years in IBM
- Positions - started as 1<sup>st</sup> level technician/helpdesk agent (Services Desk), supporting big international, industrial customer in German & English; moved into junior position of Client Support Manager for the same customer and continuing in senior role as Service Availability Manager until now (all roles within GTS – Global Technology Services division)
- ITIL Expert certification



# Agenda

- ITIL – Basic Overview - Lifecycle Approach
  - ✓ SS,SD,ST,SO,CSI
- Components of each lifecycle stage
  - ✓ Processes & Functions
- ITIL Service Management & IBM Alignment
  - ✓ Examples
- Core Tools
  - ✓ Ticketing tool, CMDB

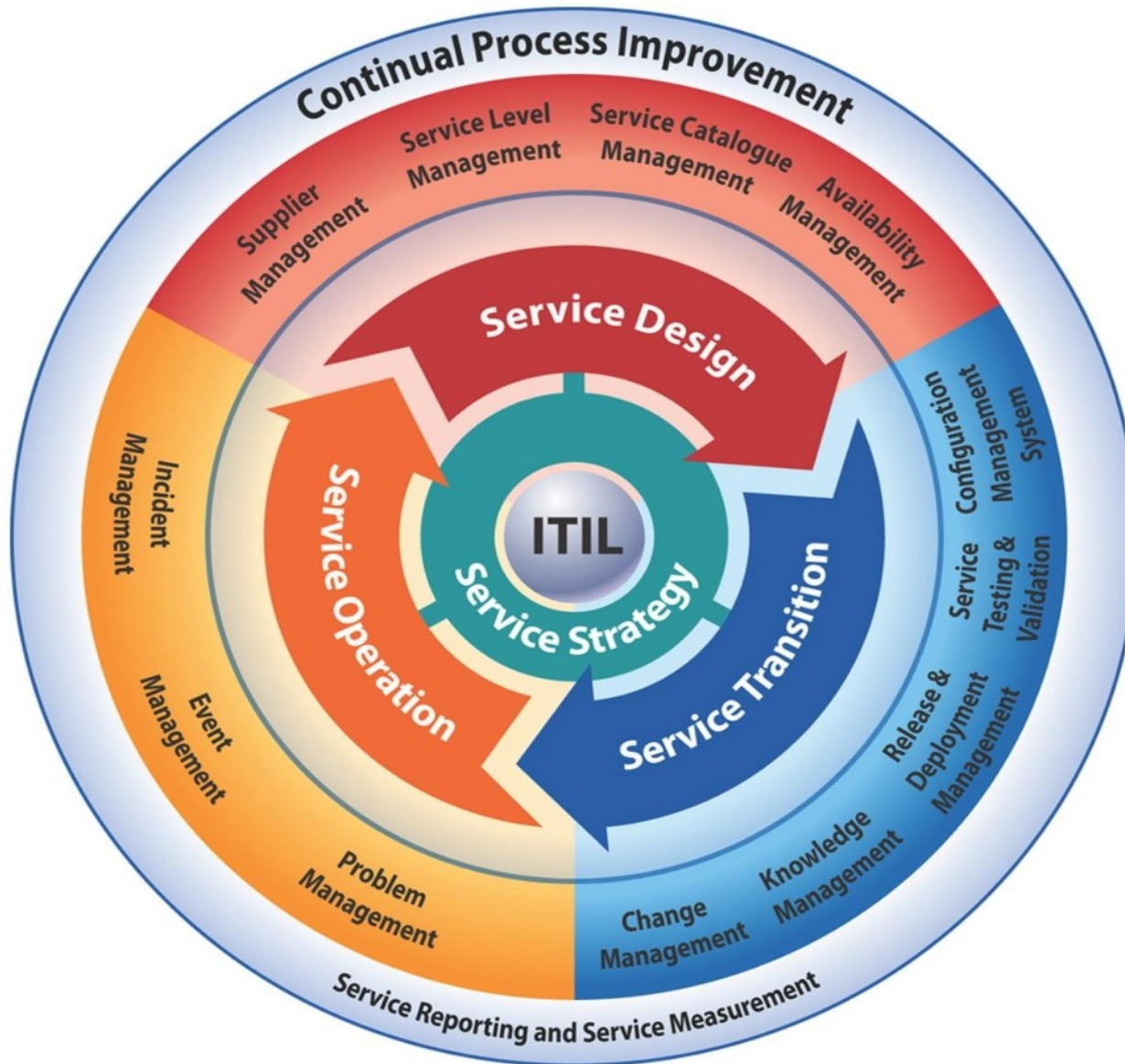


# Information Technology Infrastructure Library

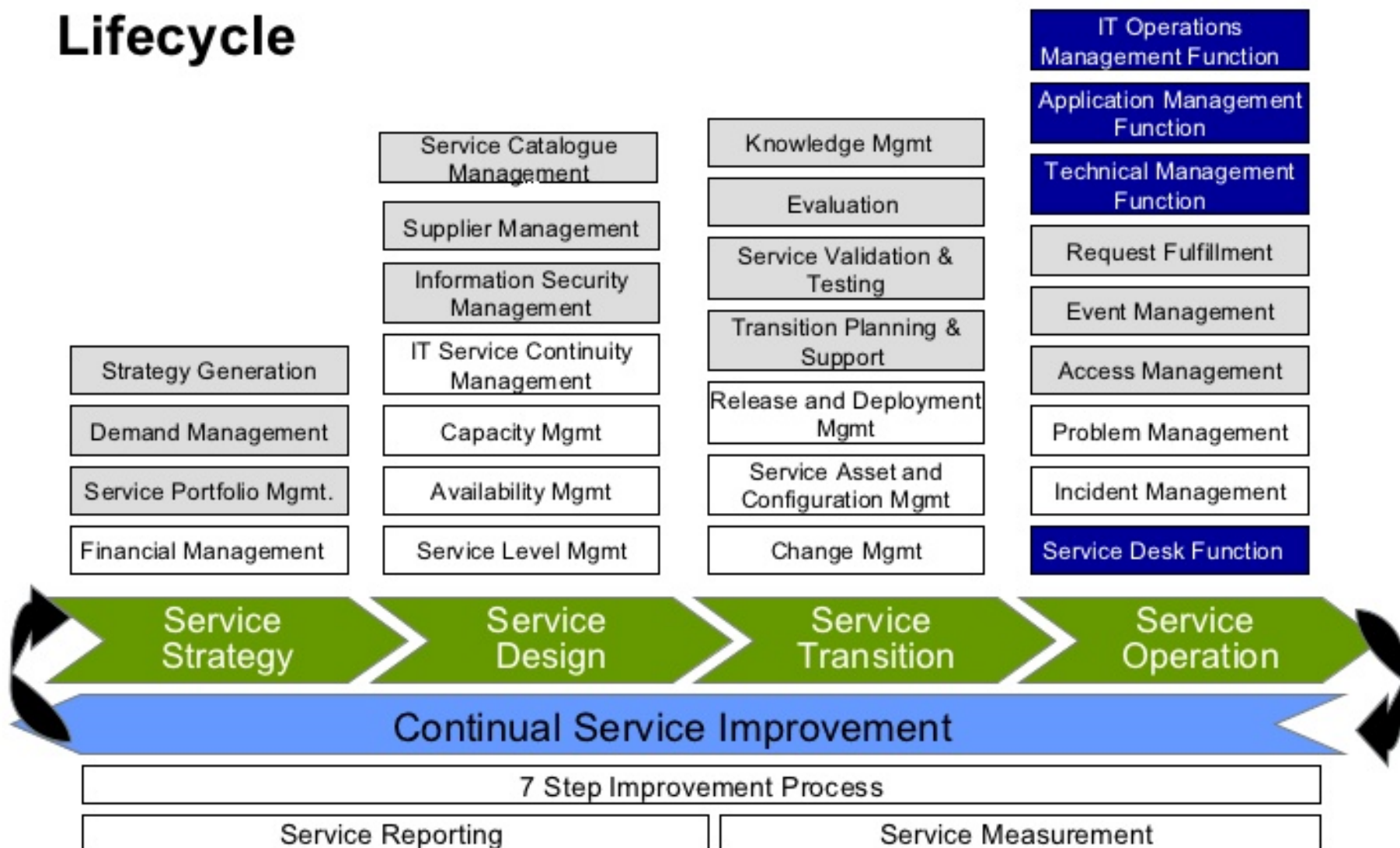
- IT Service Management ~ ITSM covers IT services, processes, technology, and staffing and personnel practices that contribute to the management of IT infrastructure
- ITIL® represents the best practices in IT Service Management
  - ✓ Becoming international standard
  - ✓ Adopt & Adapt to your business needs
  - ✓ The Client's business enablement is the main focus – not the technology



# ITILv3 (2011 Edition) Lifecycle approach



# ITIL V3 Processes and Services Lifecycle



Legend:

From ITIL V2

New in ITIL V3

Functions

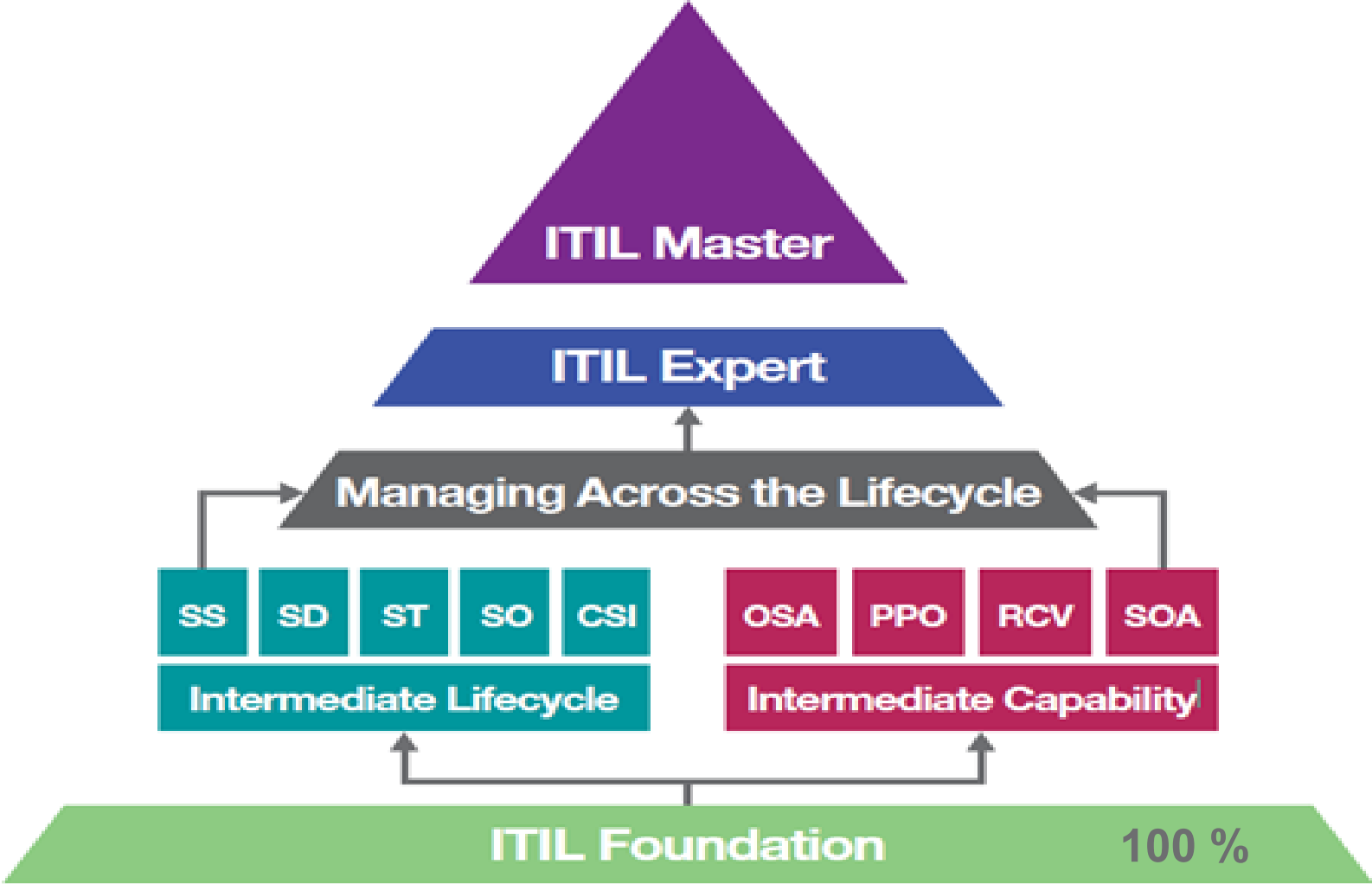


# Why is ITIL important to IBM and our clients?

- Reduced disruption to IT Services
- Greater control of IT infrastructure & changes to it
- Lower IT cost – centralized & standardized services
- Connects the IT infrastructure to the business it supports so that IT investment is focused on the highest priority business needs
- Single point of contact for end-users for incidents, service requests, and information – reduces multiple help desks
- Vendor-neutral language to describe IT service management – helps to manage IT support across multiple suppliers
- End-to-end integration of IT management processes
- Supports business controls compliance
- ***.....Results in better quality, lower TCO, IT alignment to business, and easier outsourcing***



# ITIL Qualification System





# What problems are our customers trying to solve with outsourcing and ITIL

- Establish baseline of process/process supporting tools/knowledge
  - ✓ Some customers don't have processes established in some areas – like problem management
- Stabilize/Standardize/Centralize infrastructure
- Process/ITSM tools standardization
  - ✓ Either across customer internal lines of business or across suppliers
- Integration of infrastructure and application management
  - ✓ Want to be able to improve infrastructure stability by integrating applications & infrastructure
- Right size infrastructure to support critical business services
- Link IT investment and support to business strategies and priorities



# ITIL is the foundation upon which IBM IT processes are built

	Strengths
<b>ITIL</b>	<ul style="list-style-type: none"><li>▪ Wide ranging, narrative treatment of the lifecycle of Service Management</li><li>▪ Largely consistent style across the set of books</li><li>▪ Introduction of key new concepts</li><li>▪ Provides process objective, goals, activities, high level responsibilities</li></ul>
<b>PRM-IT</b>	<p>Process Reference Model for IT</p> <ul style="list-style-type: none"><li>▪ Coherent, consistent model <u>and</u> downstream items such as assessment matrixes</li><li>▪ Integrated set of rigorously defined inputs, outputs and controls – essential for process automation</li><li>▪ Covers the full range of IT – includes governance</li></ul>
<b>ITUP</b>	<p>IBM Tivoli Unified Process</p> <ul style="list-style-type: none"><li>▪ Builds on PRM-IT</li><li>▪ Simple web navigation and visualization of processes</li><li>▪ Is built on Rational Method Composer – provides simple tool to customize &amp; tailor processes</li><li>▪ Provides roles and responsibilities at the task level – key for process automation</li><li>▪ Provides detailed activity flow</li></ul>



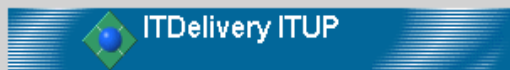
# Process Overview – Example

## Service Management Process Library

Global Benelux Denmark Finland France Germany Non Yellowstone / XC Norway Spain / Portugal Sweden Switzerland Canada UK / Ireland USA India

### Global Working Instructions

- ITUP Processes



- ▶ General Information
- ▶ Incident Management
- ▶ Major Incident Management
- ▶ Problem Management
- ▶ Change Management
- ▶ Service Activation and Deactivation
- ▶ ISM tool
- ▶ Glossary



# Process Overview – Example continued

Change Management	
Introduction	
Link to the ITUP Process-> <a href="http://w3.gsar.ibm.com/services/gsar/domain_views/organization/view_process.jsp?pd=12">http://w3.gsar.ibm.com/services/gsar/domain_views/organization/view_process.jsp?pd=12</a>	
Process Description	Policies
<p><b>Process Overview (Global ITUP)</b></p> <ul style="list-style-type: none"> <li>• Process, Outcome, Scope</li> </ul> <p><b>Work Breakdown Structure (WBS) (Global ITUP)</b></p> <ul style="list-style-type: none"> <li>• A51 - Change Management Overview</li> <li>• A512 - Create and Record Change Request</li> <li>• A513 - Accept and Categorize Change</li> <li>• A514 - Assess Change</li> <li>• A515 - Authorize and Schedule Change</li> <li>• A516 - Coordinate Change Implementation</li> <li>• A517 - Review and Close Change</li> <li>• A518 - Monitor and Report Change Management</li> </ul>	<p><b>Policies</b></p> <ul style="list-style-type: none"> <li>• Change Authorisation Policy</li> <li>• Change Escalation Policy</li> <li>• Change Notification Policy</li> <li>• Change Plan Policy</li> <li>• Change Priority Policy</li> <li>• Change Schedule Conflicts Policy</li> <li>• Change Separation of Duties Policy</li> </ul> <p><b>Global Policies to be adhered to in Europe (Global ITUP)</b></p> <ul style="list-style-type: none"> <li>• Change Window Policy</li> <li>• Testing Changes Policy</li> </ul> <p><b>ABB Policies</b></p> <ul style="list-style-type: none"> <li>• Global Change Assessment Policy</li> <li>• Change Creation, Entitlement and Acceptance Policy</li> <li>• Change Category Policy</li> <li>• Global Change Type Policy</li> <li>• Global Change Approval Policy</li> <li>• Change CAB Policy</li> <li>• Change Close Policy</li> </ul>
Standards	Control Points
<p><b>Standards (Global ITUP)</b></p> <ul style="list-style-type: none"> <li>• CIO 117 Information Technology Service Management</li> <li>• Change Backout Mechanism Standard</li> <li>• Use of English Language Standard</li> <li>• Time Zones and UTC Standard</li> <li>• ISO9001:2000 Standard</li> </ul> <ul style="list-style-type: none"> <li>• ISM Change Management Guideline</li> <li>• Maintenance and change windows</li> <li>• Change Freeze</li> </ul>	<p><b>Global Control Points (Global ITUP)</b></p> <ul style="list-style-type: none"> <li>• CP1 - Document Change Record</li> <li>• CP2 - Categorize and Prioritize</li> <li>• CP3 - Timely Closure</li> <li>• CP4 - Unauthorized Change</li> <li>• CP5 - Proper Documentation</li> </ul>



# Process Overview – Example continued

Roles & Responsibilities	Measurement (recommended)
<p><b>Executing (Global ITUP)</b></p> <ul style="list-style-type: none"> <li>• Change Administrator</li> <li>• Change Analyst</li> <li>• Change Assessor</li> <li>• Change Authority</li> <li>• Change Group Leader</li> <li>• Change Implementor</li> <li>• Change Manager</li> <li>• Change Owner</li> <li>• Change Queue Manager</li> <li>• Change Reviewer</li> </ul> <p><b>Process Governance (Global ITUP)</b></p> <ul style="list-style-type: none"> <li>• Change Management Process Owner</li> </ul> <p><b>External (Global ITUP)</b></p> <ul style="list-style-type: none"> <li>• Requestor</li> </ul> <p><b>Network</b></p> <ul style="list-style-type: none"> <li>• Cooperate Network Communication with Subprovider AT&amp;T</li> </ul>	<p><b>PanIoT mandatory Measurements (EMEA QMX)</b></p> <ul style="list-style-type: none"> <li>• Percentage of failed changes</li> </ul> <p><b>PanIoT recommended Measurements (EMEA QMX)</b></p> <ul style="list-style-type: none"> <li>• Change Backlog</li> <li>• Number of closed changes</li> <li>• Percentage of failed changes per change failure category/workgroup</li> <li>• Percentage of exception changes</li> <li>• Percentage of unauthorized changes</li> <li>• Percentage of emergency changes</li> <li>• Percentage of rescheduled changes</li> <li>• Percentage of changes resulting in incidents</li> </ul> <p><b>Global recommended measurements (Global ITUP)</b></p> <p><i>Effectiveness Measurements</i></p> <ul style="list-style-type: none"> <li>• M1: Number of Escalations</li> <li>• M2: Process Improvements</li> <li>• M3: Process Compliance</li> <li>• M4: Percentage of Request for Change Entitlement Failures</li> </ul> <p><i>Efficiency Measurements</i></p> <ul style="list-style-type: none"> <li>• M5: Percentage of Changes that Are Reassigned</li> <li>• M6: Percentage of Changes that Cause Incidents Following Implementation</li> <li>• M7: Number and Percentage of Successful / Failed Changes by Work Group</li> <li>• M8: Change Success Rate</li> <li>• M9: Change Backout or Failure Rate</li> <li>• M10: Breakdown of Changes by Type and Success Rate by Type</li> </ul> <ul style="list-style-type: none"> <li>• Change Operational Reports</li> </ul>
Education & Guidance	Procedures/Template/Tools (see detail below)
<p><b>Education</b></p> <ul style="list-style-type: none"> <li>• Online Web Lecture Change Management Risk and Impact Analysis (e-Learning)</li> <li>• Online Web Lecture Change Management Change Advisory Board (e-Learning)</li> <li>• Online Web Lecture Change Management Smarter Change (e-Learning)</li> <li>• Additional CM education (Wiki)</li> </ul> <p><b>Important Links</b></p> <ul style="list-style-type: none"> <li>• EMEA ITUP: Change Management Requirements (Wiki)</li> <li>• Global ITUP: Change Management (Global ITUP)</li> <li>• ITUP: Library (Global ITUP)</li> </ul>	<p><b>Templates</b></p> <ul style="list-style-type: none"> <li>• EMEA Process Interface Manual (PIM) for Change Management</li> </ul> <p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>• Retention Period for Change Records in the appropriate Tool</li> </ul> <p><b>Service Activation/ Deactivation</b></p> <ul style="list-style-type: none"> <li>• SA/SD Working instructions</li> </ul>



# Ticketing tools - Example

- Ticket/Case/Call/Situation record – documentation and linkage to CMDB
- IBMs Original tool ISM/Maximo/SCCD

The screenshot displays a web-based ticketing tool interface. On the left, there are two main navigation panels. The top panel, titled "Quick Insert", contains four options: "New Service Request" (with a speech bubble icon), "New Incident" (with a warning triangle icon), "New Problem" (with a warning triangle and circular arrow icon), and "New Change" (with a document icon). Below this is the "Favorite Applications" panel, which lists various system components: "Activities and Tasks", "Service Requests", "Incidents", "Problems", "Process Requests", "Changes", "Solutions", "Configuration Items", "Service Groups", "Ticket Templates", and "Job Plans".

On the right side of the interface, there is a "Bulletin Board" section with a "Filter" dropdown and a search icon. Below it is a "Subject" input field. The main content area is titled "Inbox / Assignments" and shows a "Next Assignment Due: 4.4.16 10:02:00". A "Description" header is followed by a list of assignment entries, including "Other approvers for Approval Level", "Determine whether Change CH4009:", "L3 - Approve or Reject Change CH4", "L4 - Approve or Reject the Change C", and "Provide Business Assessment Impa".



# Change record flow

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

## Progress Map



Change:  Owner:  Owner Group:  Status:  [Attachments](#)  
Owner Name:  Created By Group:  Attachment Count:   
Created By:

## Change Details

Summary:   
Details:   
Lead Time in days:   
Exception Reason:   
Change Type:   
Change Category:   
Pretest Details:   
Reason for Change:   
Effect Of Not Implementing:   
Verification Plan:   
Remediation Plan:

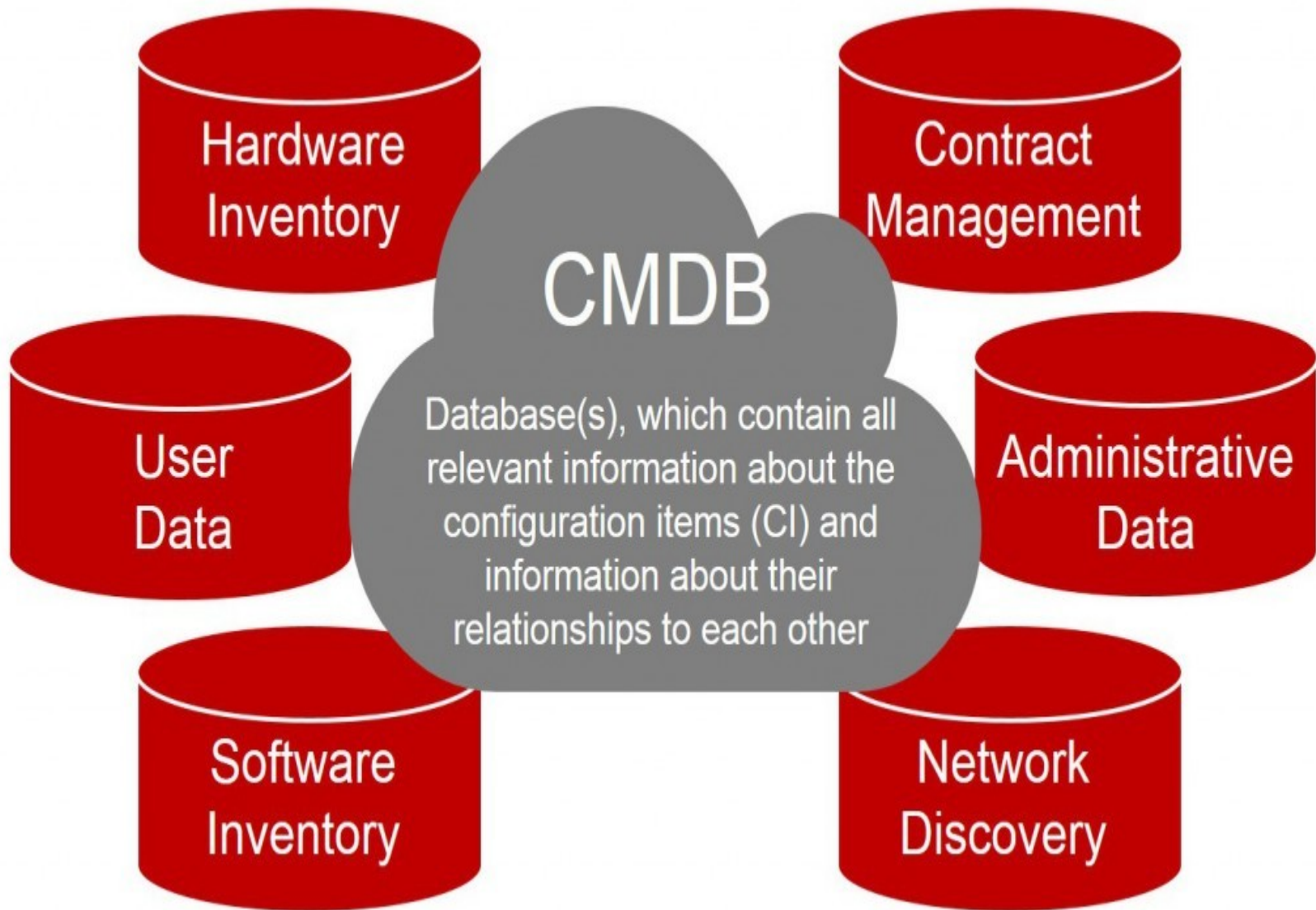
Risk:   
Failure Probability:   
Impact:   
Urgency:   
Priority:   
Business Impact?   
Site:

Classification:   
Classification Path:

Class Description:







# Questions ?

