

ITIL[®] Version 3 and You!

Overview of ITIL[®] V3 Lifecycle



The Core Best Practice Publications



Official Introduction to
ITIL Service Lifecycle

Service Strategy

Service Design

Service Transition

Service Operation

Continual Service Improvement

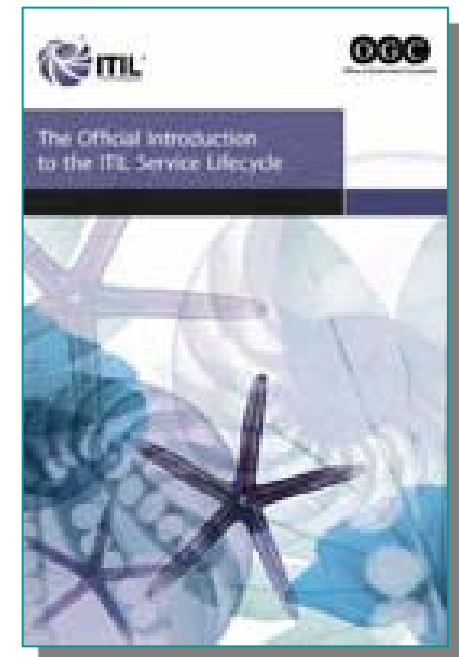


Introduction to ITIL Service Lifecycle



'The gateway to ITIL'

- ✦ Concepts of IT Service Management (ITSM)
- ✦ ITIL best practice and ITSM
- ✦ Introduction to the Lifecycle Model
- ✦ Introduction to the five Lifecycle modules
- ✦ Integrated Service Model
- ✦ Key messages and lessons
- ✦ Principles that governs the new version
- ✦ Principles behind each lifecycle stage
- ✦ Business case for ITIL adoption



* Expected to be published in August 2007



Service Strategy (SS)



Value creation

- Elements of value - utility and warranty of service
- Service assets and value networks

Generating and implementing strategy

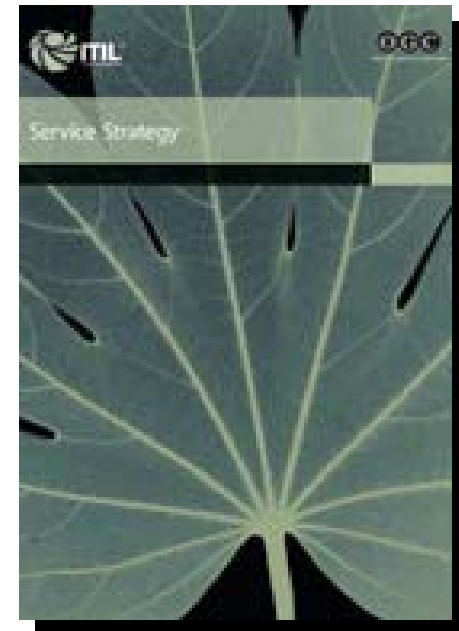
- Defining services based on business outcomes
- Developing service portfolio,
- Preparing for implementation

Service economics

- Financial management
- Return on investment (ROI)
- Demand and portfolio management

Service organization

- Design and development
- Sourcing strategies





Service Design (SD)



Transform strategy to deployable components

- Policies, portfolio of services
- Architectures, processes etc..

Aspects of design

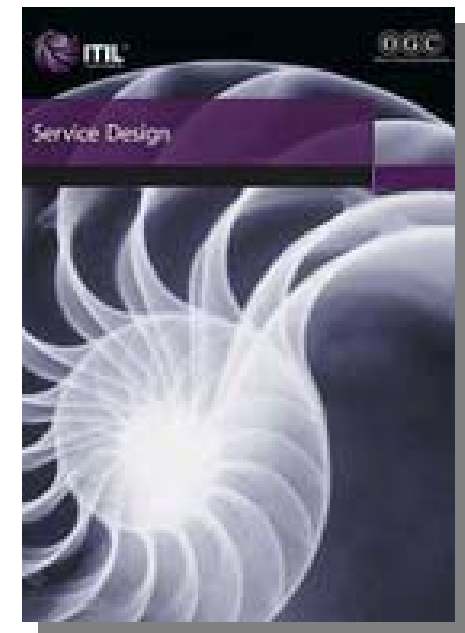
- Service Solution, Supporting system
- Architectures, processes, measurements

Service design models

- Services delivery models
- Design and development approaches

Service design processes

- SLM, AVM, CPM, ITSCM
- Service catalogue management
- Information security management
- Supplier management





Service Transition (ST)



Implementing changes to production

- Control risks and disruption to business
- Transfer of knowledge to operations

Organizational Change

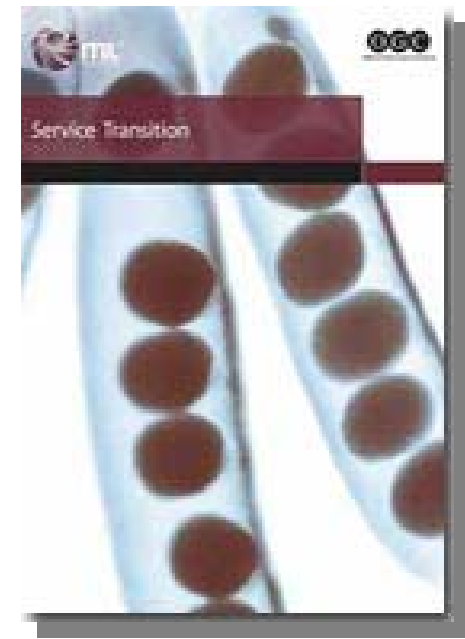
- Methods and techniques
- Dealing with people in sourcing changes

Supporting Systems

- Configuration management system (CMS)
- Service knowledge management system (SKMS)

Service transition processes

- Transition planning and support
- Change management
- Service asset and configuration mgmt
- Release and deployment mgmt
- Service evaluation
- Service validation & testing
- Knowledge Management





Service Operation (SO)



Manage services at agreed levels

- Coordinate activities of - 'People-Process-Technology'
- Achieve balance in operations

Organizing operations

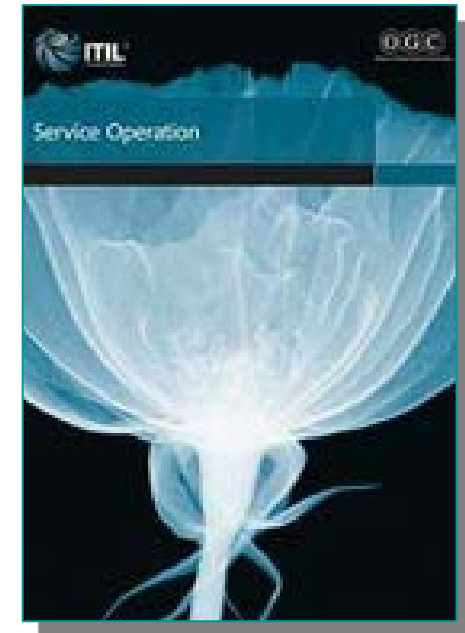
- Options for organizing
- Operational roles and responsibilities

Functions

- Service Desk, technical management
- Operations and application management

Service operation processes

- Incident management
- Request fulfillment
- Event management
- Access management
- Problem management





Continual Service Improvement (CSI)



Define, measure and continually improve...

- The ITSM discipline
- Service, process - effectiveness, efficiency and quality

Types of metrics

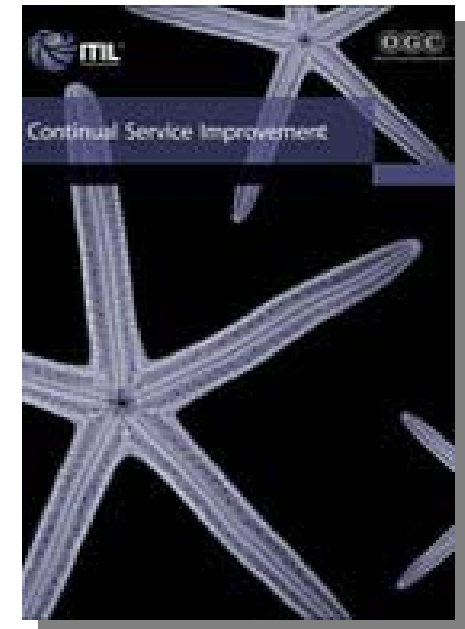
- Service
- Process
- Technology

Techniques and methods

- Assessment
- Benchmarking
- SWOT and Balanced Score Card (BSC)

Continual service improvement processes

- 7-step improvement process
- Service measurement,
- Service reporting and ROI for CSI



Thank You!



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