ITIL: An Overview

Brian Johnson and Reg Harbeck
CA

Sunday, February 11, 2007
Session #1443
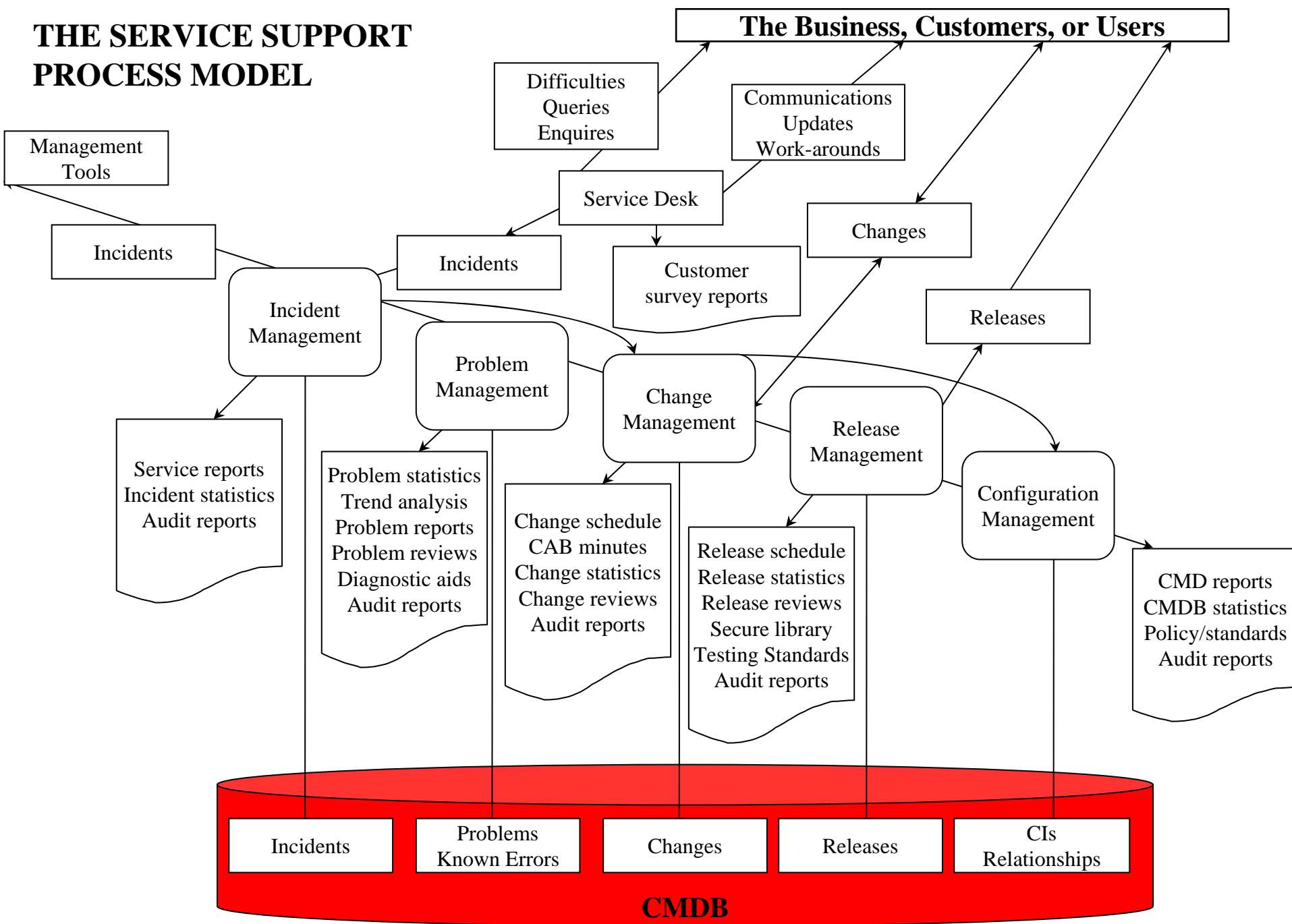
2

PANIC!

Co-presenter Brian Johnson attends an ITSMF meeting.
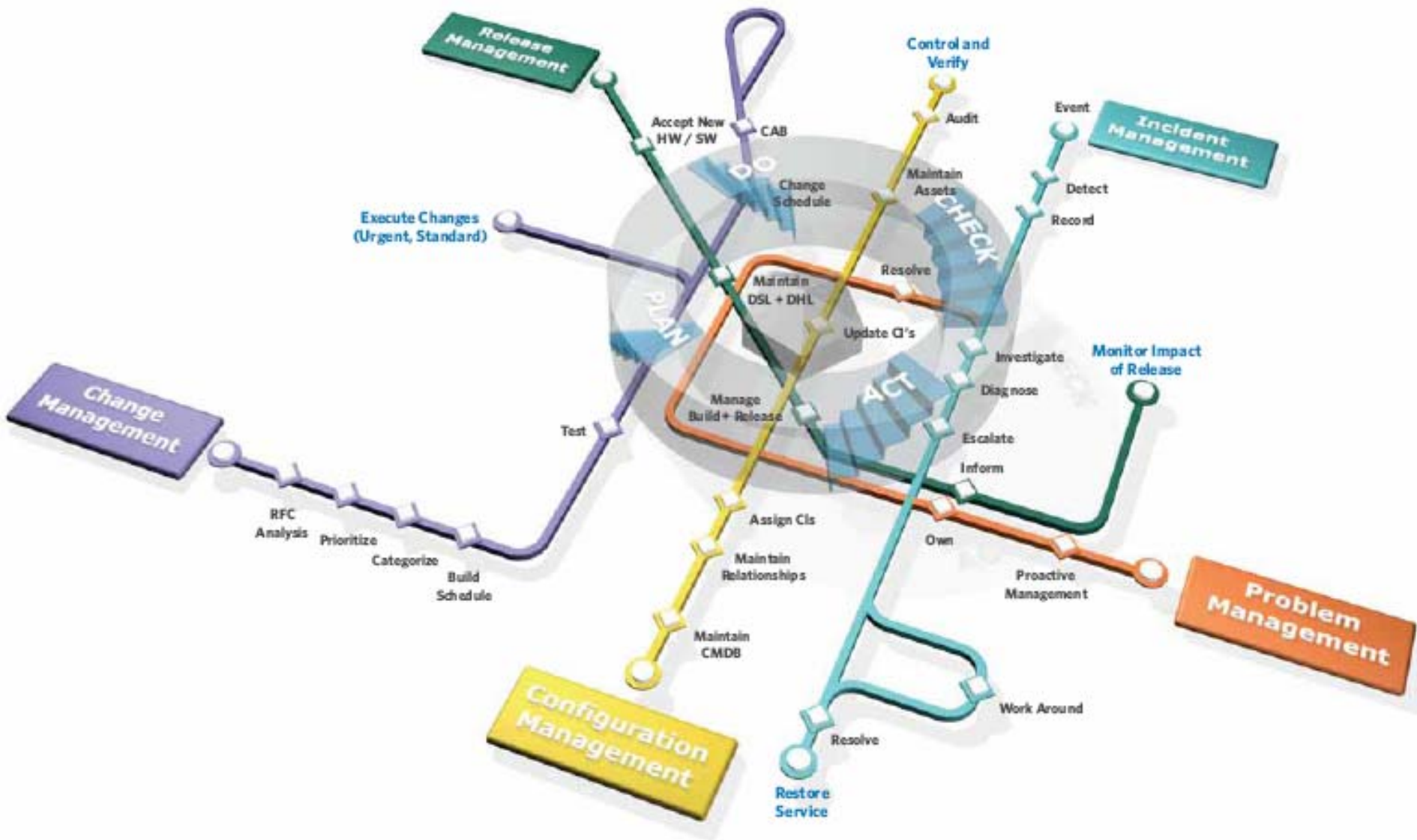
Service Support

THE SERVICE SUPPORT PROCESS MODEL

The Business, Customers, or Users

Difficulties
Queries
Enquires

Communications
Updates
Work-arounds

Management
Tools

Service Desk

Incidents

Changes

Incidents

Incidents

Customer
survey reports

Releases

Incident
Management

Problem
Management

Change
Management

Release
Management

Configuration
Management

Service reports
Incident statistics
Audit reports

Problem statistics
Trend analysis
Problem reports
Problem reviews
Diagnostic aids
Audit reports

Change schedule
CAB minutes
Change statistics
Change reviews
Audit reports

Release schedule
Release statistics
Release reviews
Secure library
Testing Standards
Audit reports

CMD reports
CMDB statistics
Policy/standards
Audit reports

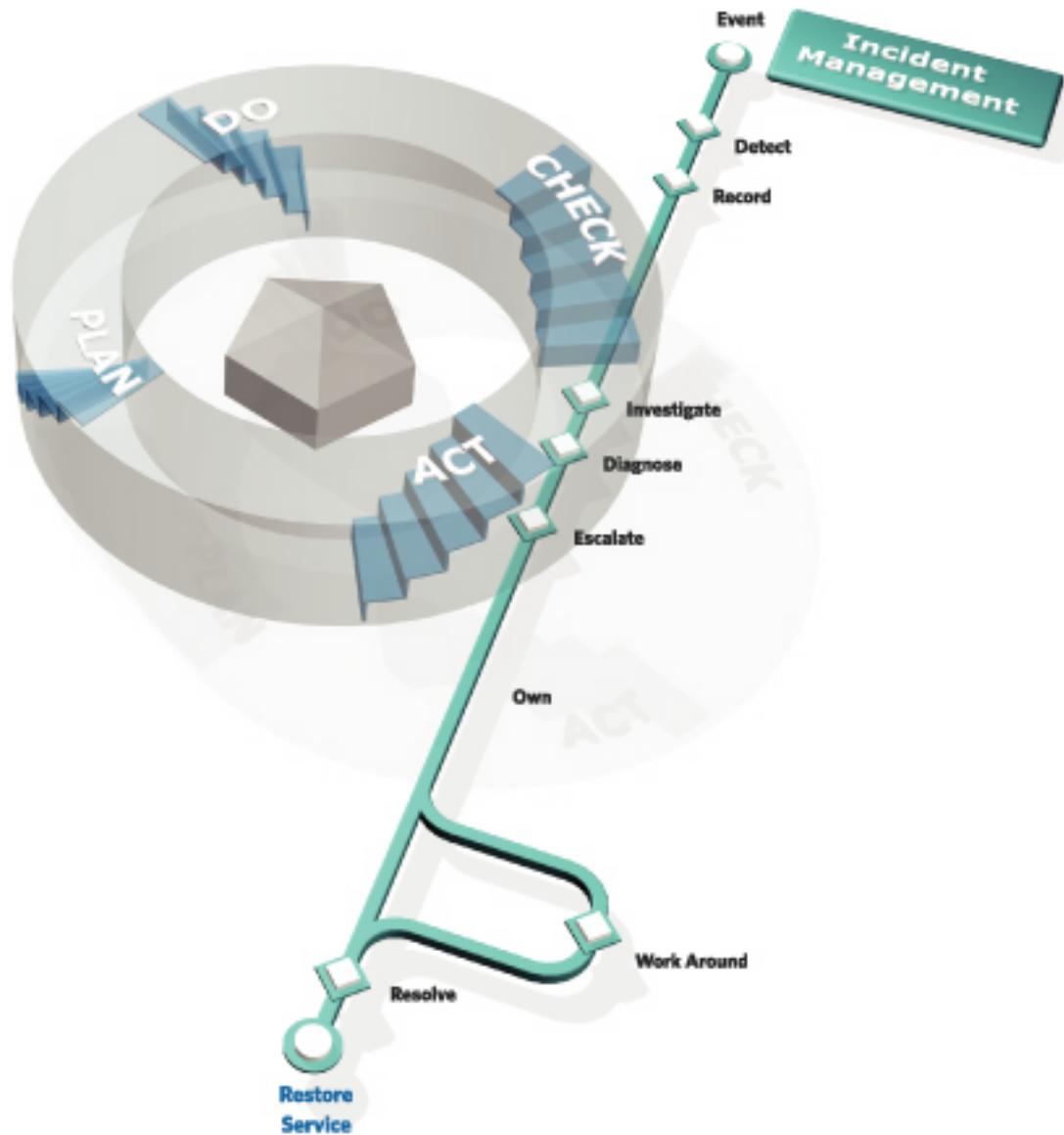| Incidents	Problems Known Errors	Changes	Releases	CIs Relationships

CMDB

And version 3 will change all this....

Service Support

Incident Management

Coming from Service-Level Monitoring of all flows

Application Errors

% Utilization Exceeding Threshold

IT Event

Detect Event

- Detect potential incidents from heterogeneous IT Infrastructure: network, system, database, application, web services, wireless, security, etc

Event Correlation

Classify Events

- Classify events based on criteria: impact to business, severity, # of user affected, geography, etc….

Correlate Events

- Aggregate events and compare data from multiple sources to predict potential service level breaches

Match with Similar Incidents

- Pinpoint source of problem by matching with similar incidents in the knowledge database

Prioritize Event

- Prioritize event based on business impact
- If resolution is available, initiate RFC
- If not, send alert to operations to investigate problem

Roles Legend

- Network & Systems Operations Administrator
- Business Manager
- Vendor
- IT Administrator
- End User
- Security Administrator

Investigation & Diagnostic (Problem Management)

Investigate Incident

- Review asset details (configuration, memory, lease information)

Diagnose Problem

- Identify fix (configuration change, patch required, lease expiration, memory upgrade, etc.)

Assess Impact

- Assess impact of planned changes on business processes and dependent assets

Resolution

Create Request for Change

- Raise change request and set change priority & classification

Schedule & Release Change

- Deliver packaged release
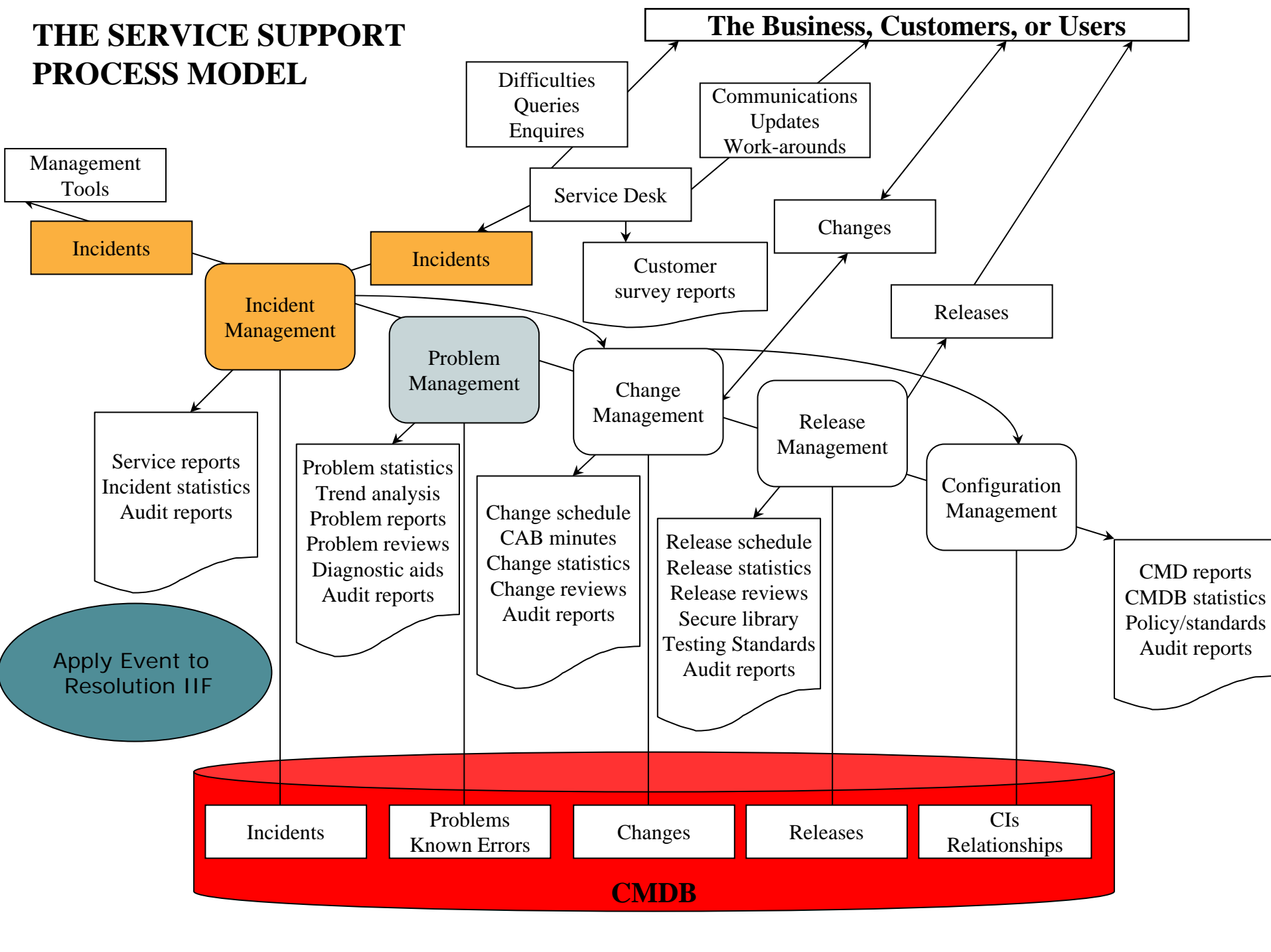- Update CMDB

Assess Actual Change Impact

- Access actual impact and if new problem occurs re-investigate & diagnose
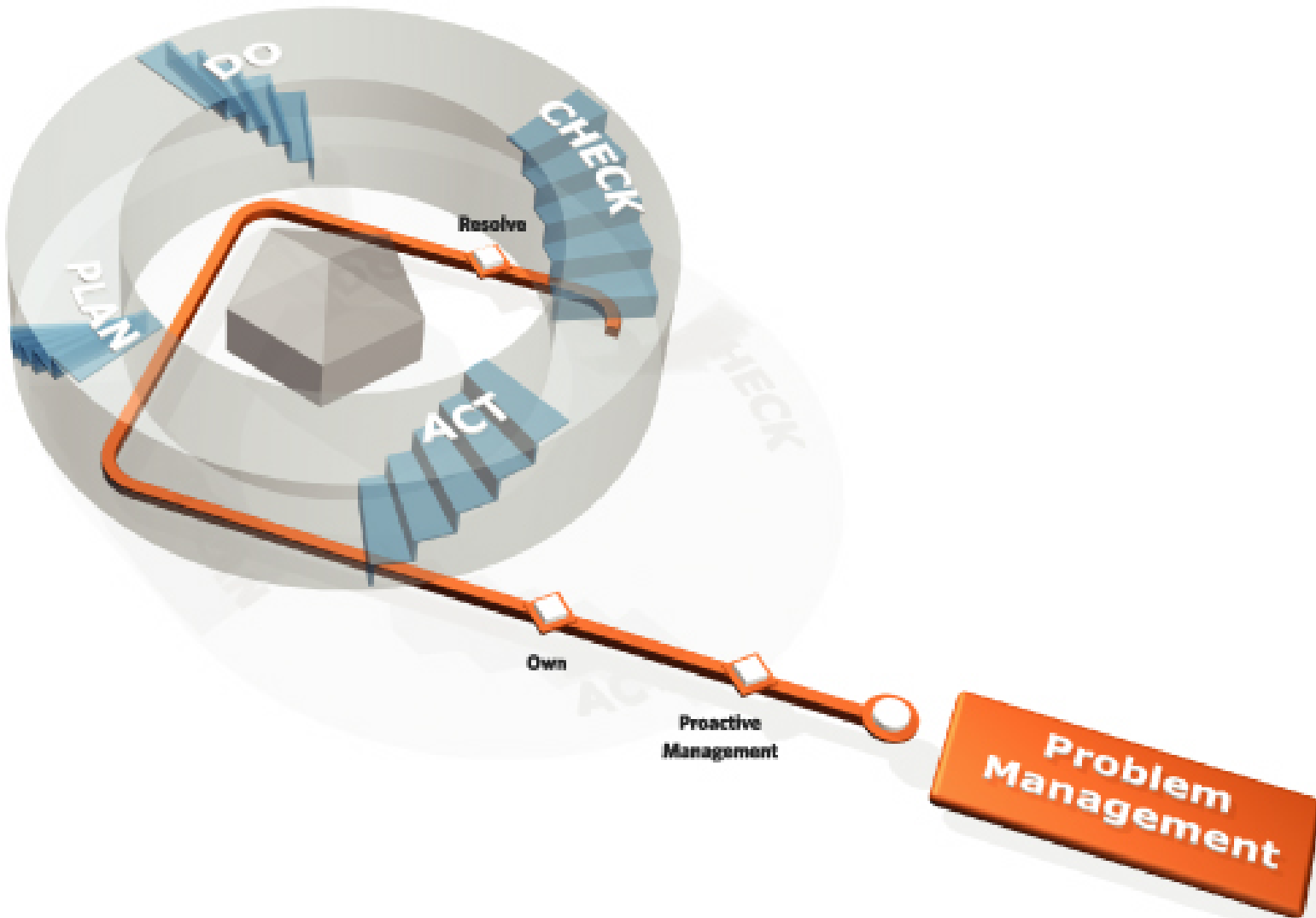
Close Change Request

- Confirm successful fix
- Close incident
- Send survey
- Liaison with problem mgmt to prevent recurrence
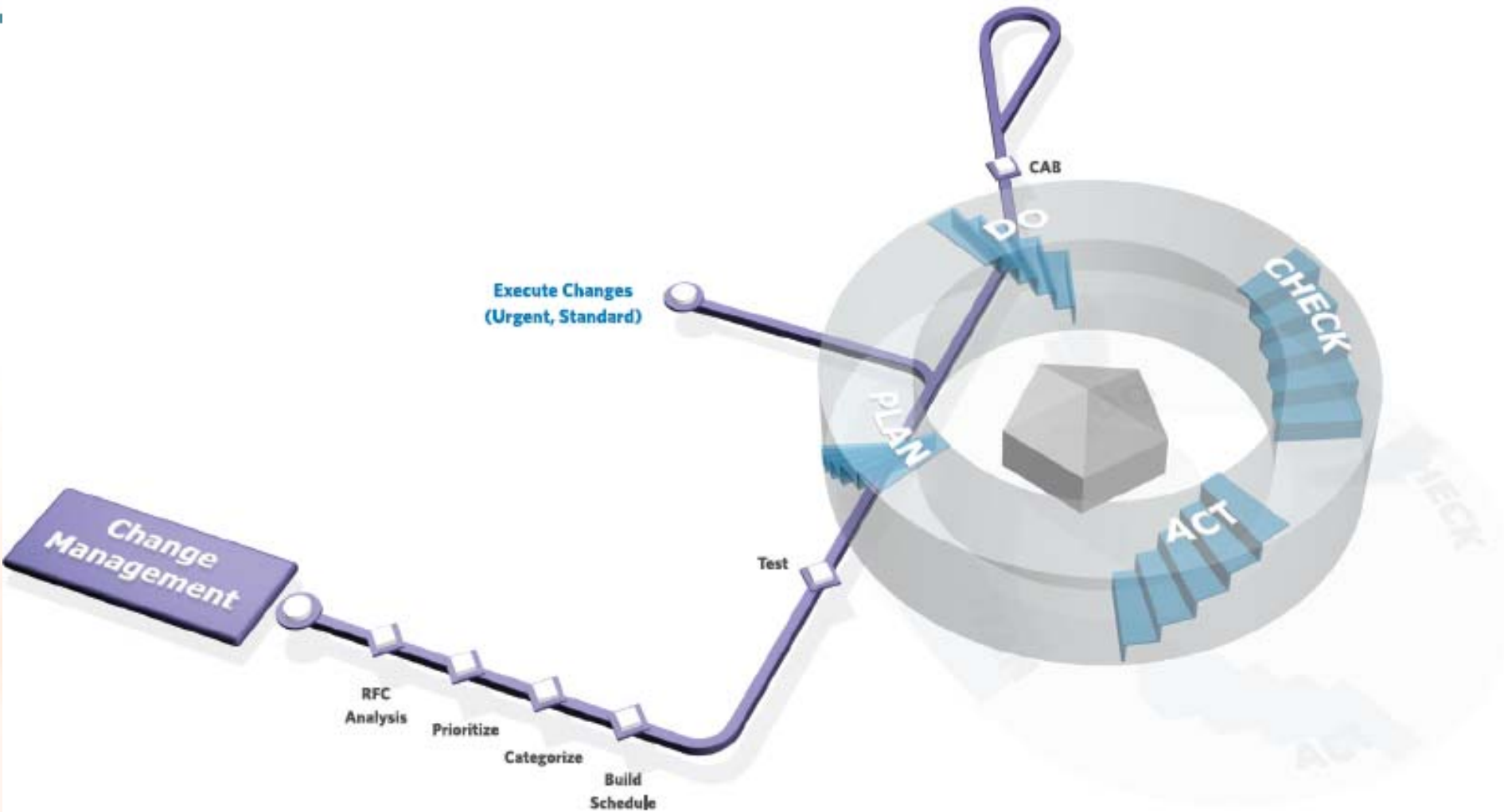
Systems Self healing, Self adjusting
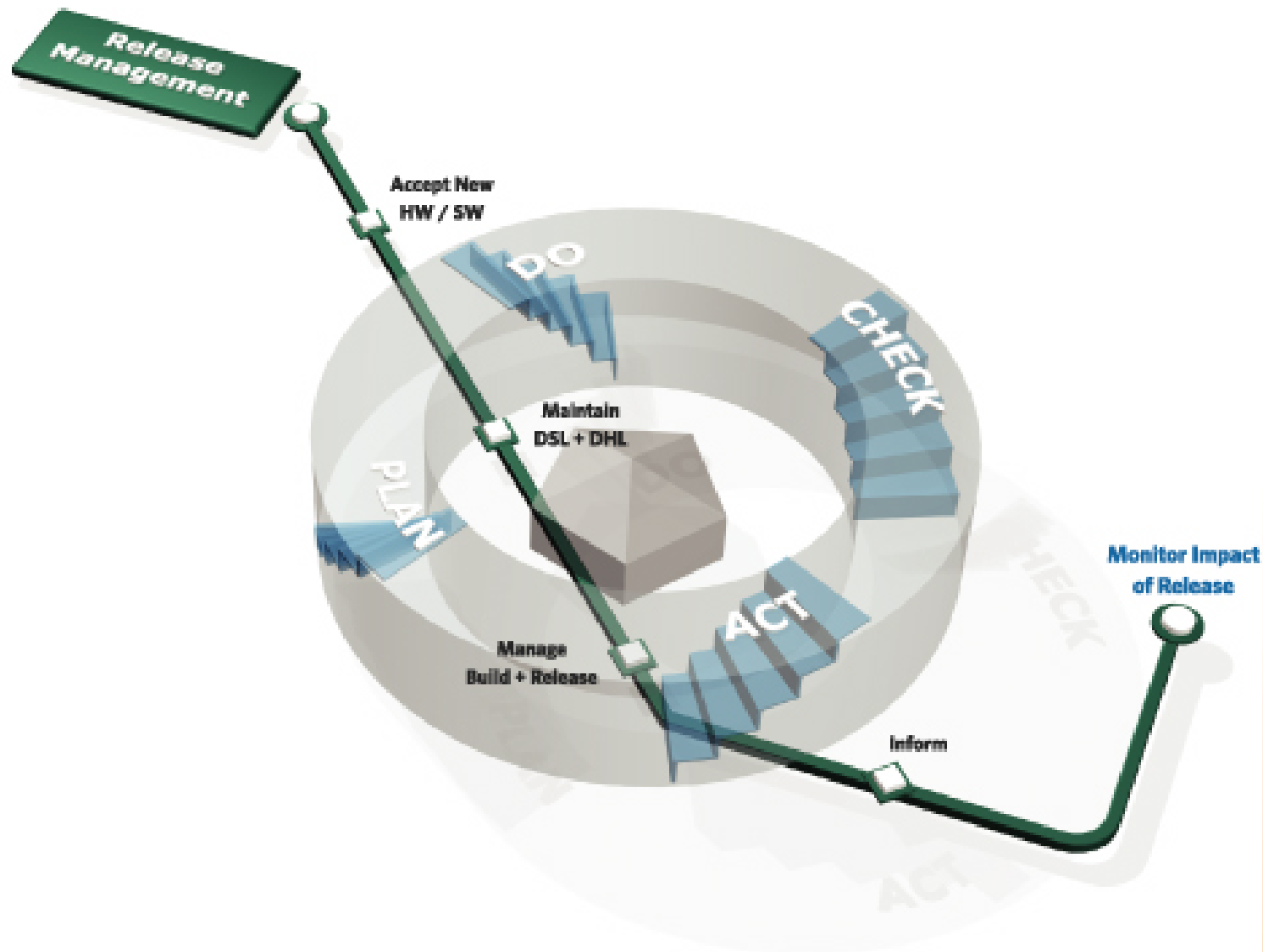
THE SERVICE SUPPORT PROCESS MODEL

The Business, Customers, or Users

Difficulties
Queries
Enquires

Communications
Updates
Work-arounds

Management Tools

Service Desk

Changes

Incidents

Incidents

Customer survey reports

Incident Management

Releases

Problem Management

Change Management

Release Management

Service reports
Incident statistics
Audit reports

Problem statistics
Trend analysis
Problem reports
Problem reviews
Diagnostic aids
Audit reports

Change schedule
CAB minutes
Change statistics
Change reviews
Audit reports

Release schedule
Release statistics
Release reviews
Secure library
Testing Standards
Audit reports

Configuration Management

CMD reports
CMDB statistics
Policy/standards
Audit reports

Apply Event to Resolution IIF

Incidents	Problems Known Errors	Changes	Releases	CIs Relationships

CMDB

Problem Management
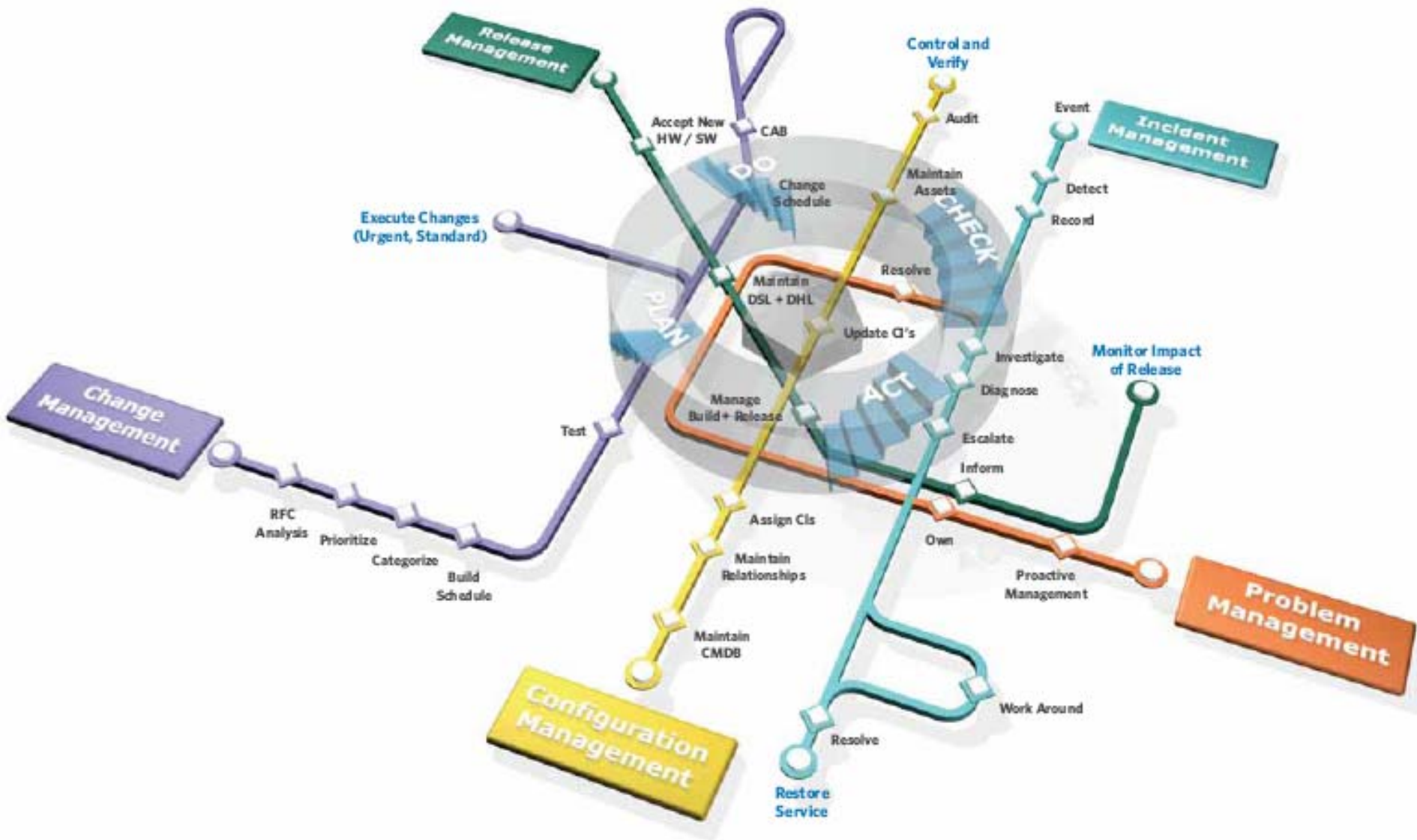
Change Management

Release Management

CMDB

A Configuration Management Database (CMDB) is a critical element of an ITIL implementation. CMDB provides a single source of truth about Configuration Item information and the relationships between them.

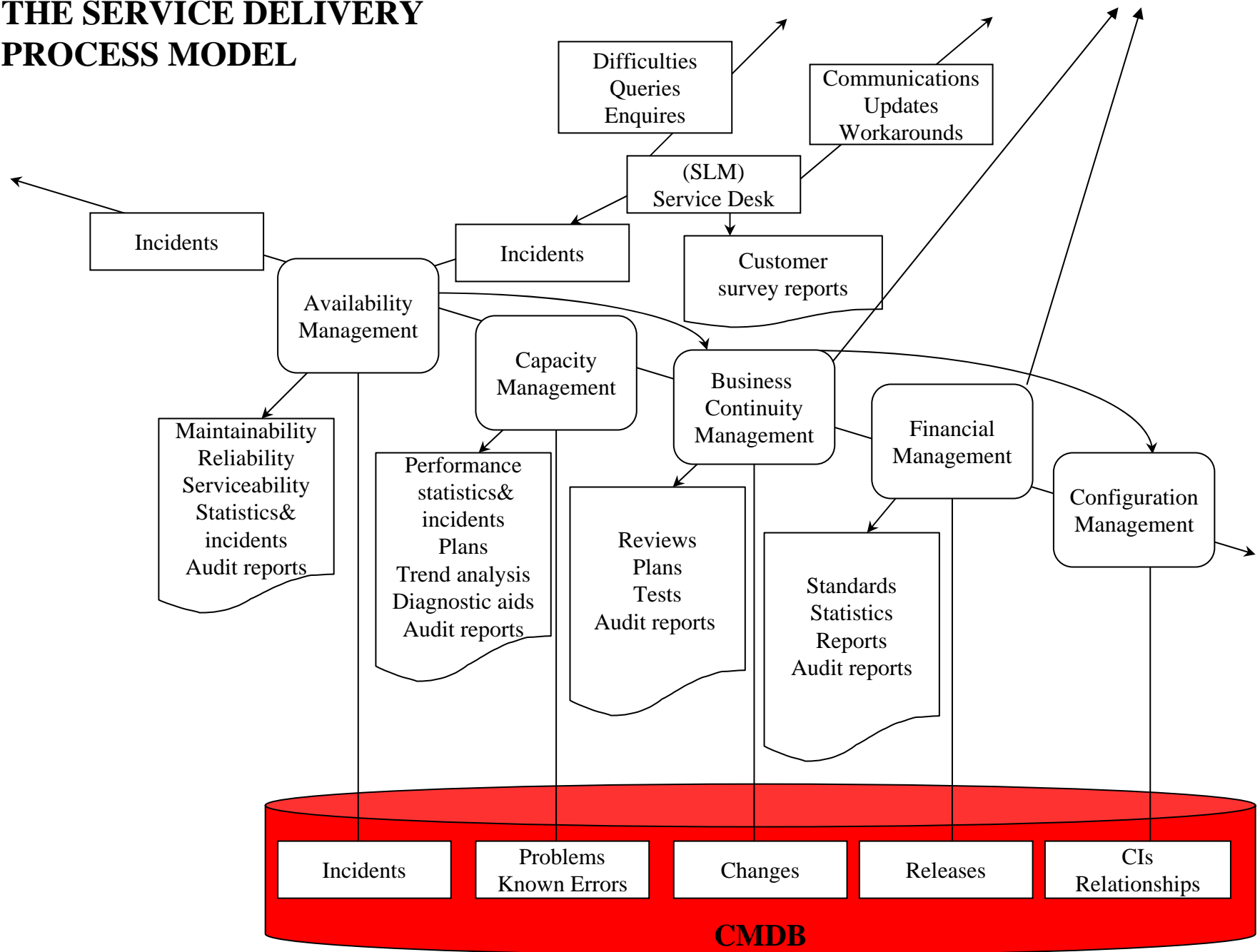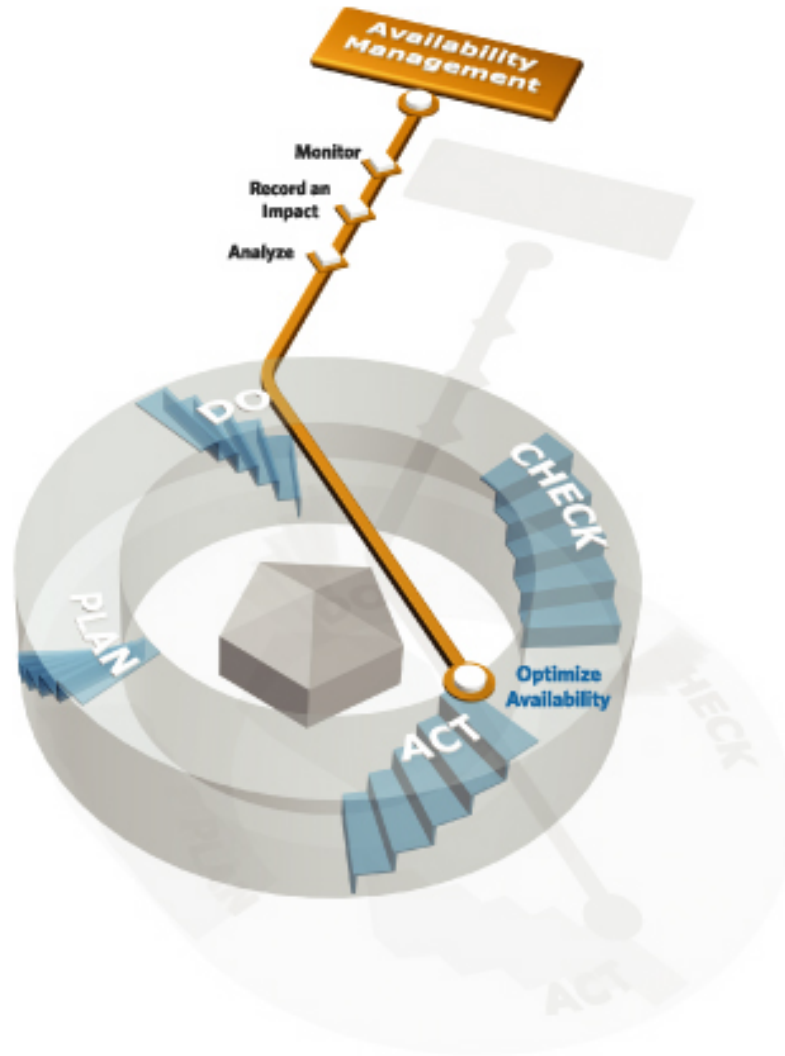# Configuration Management
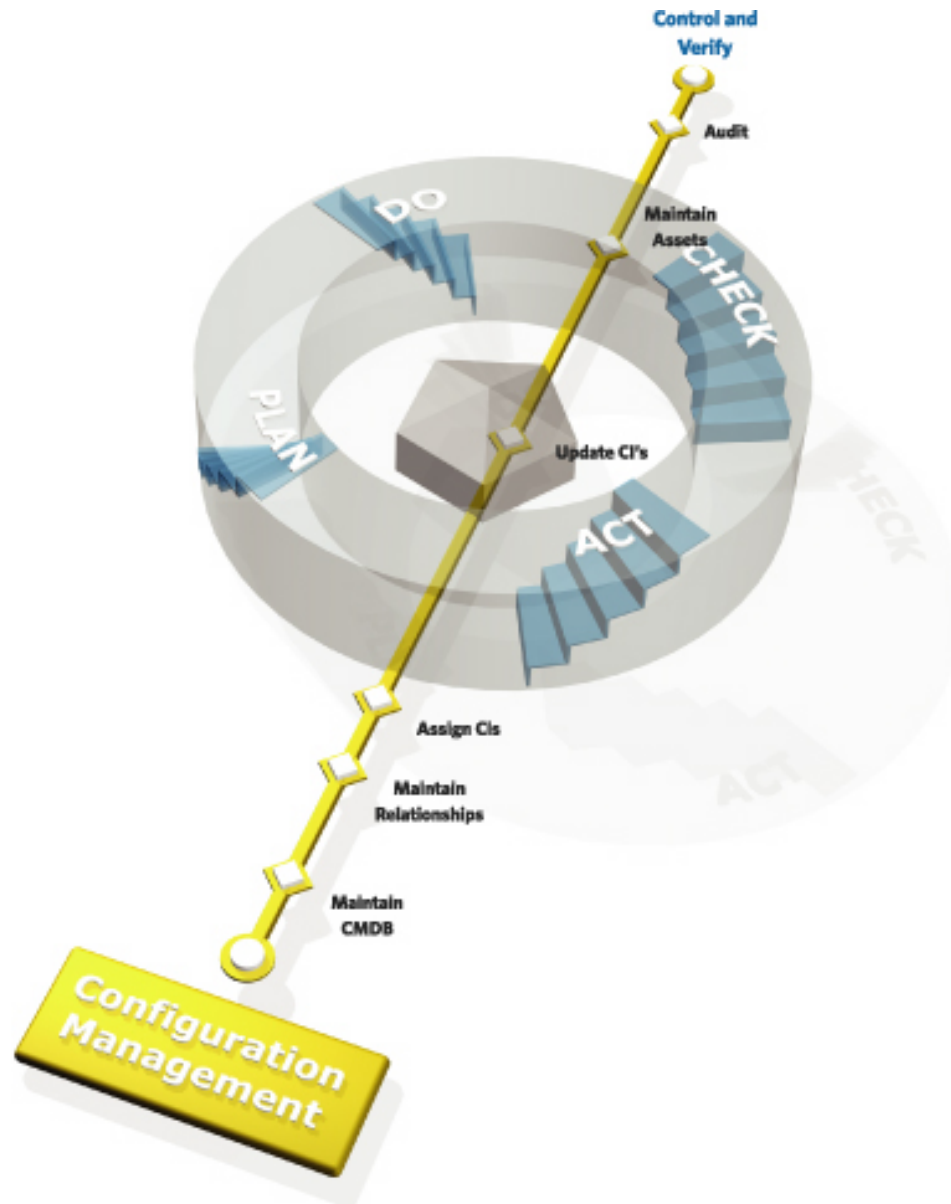
Service Support
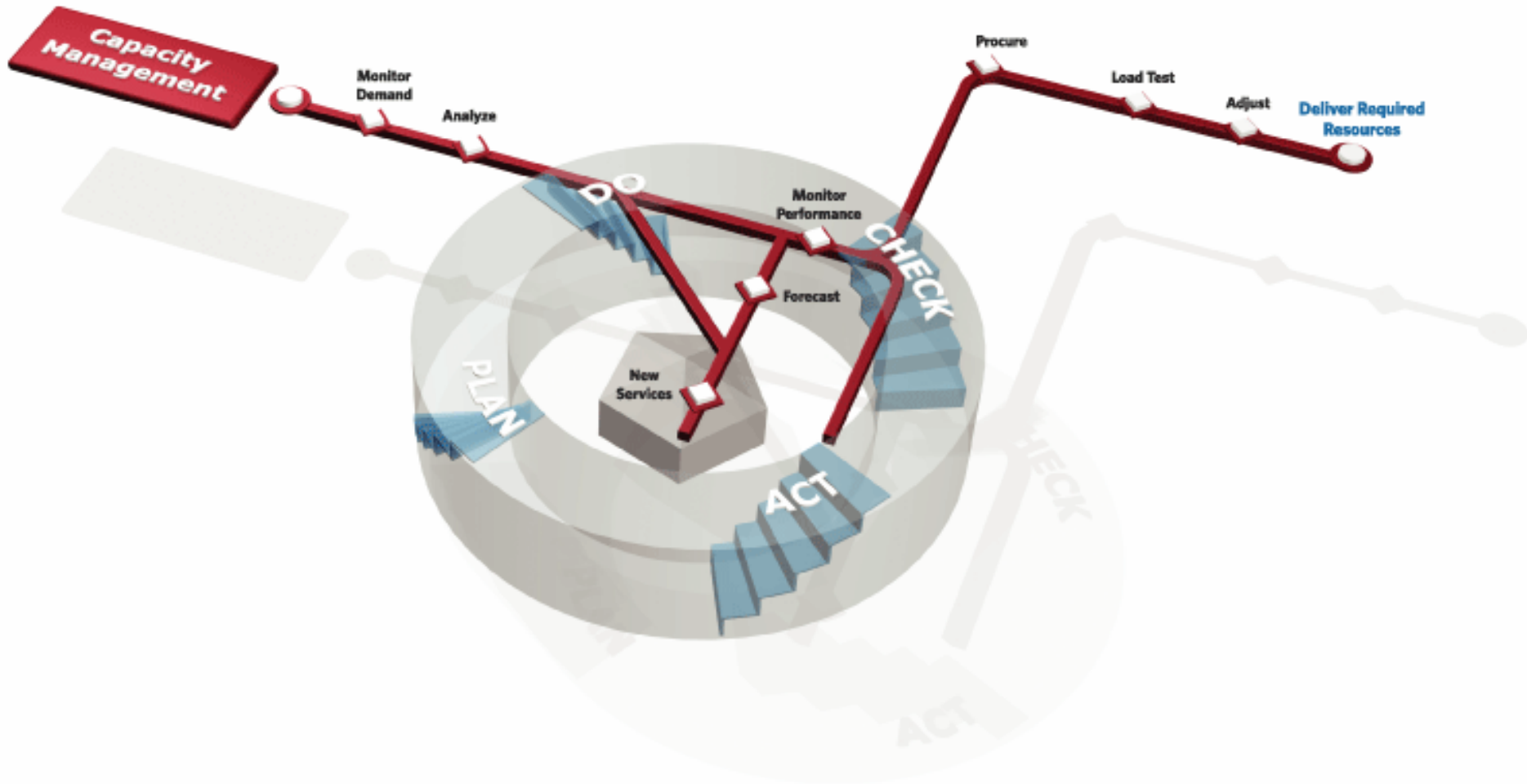
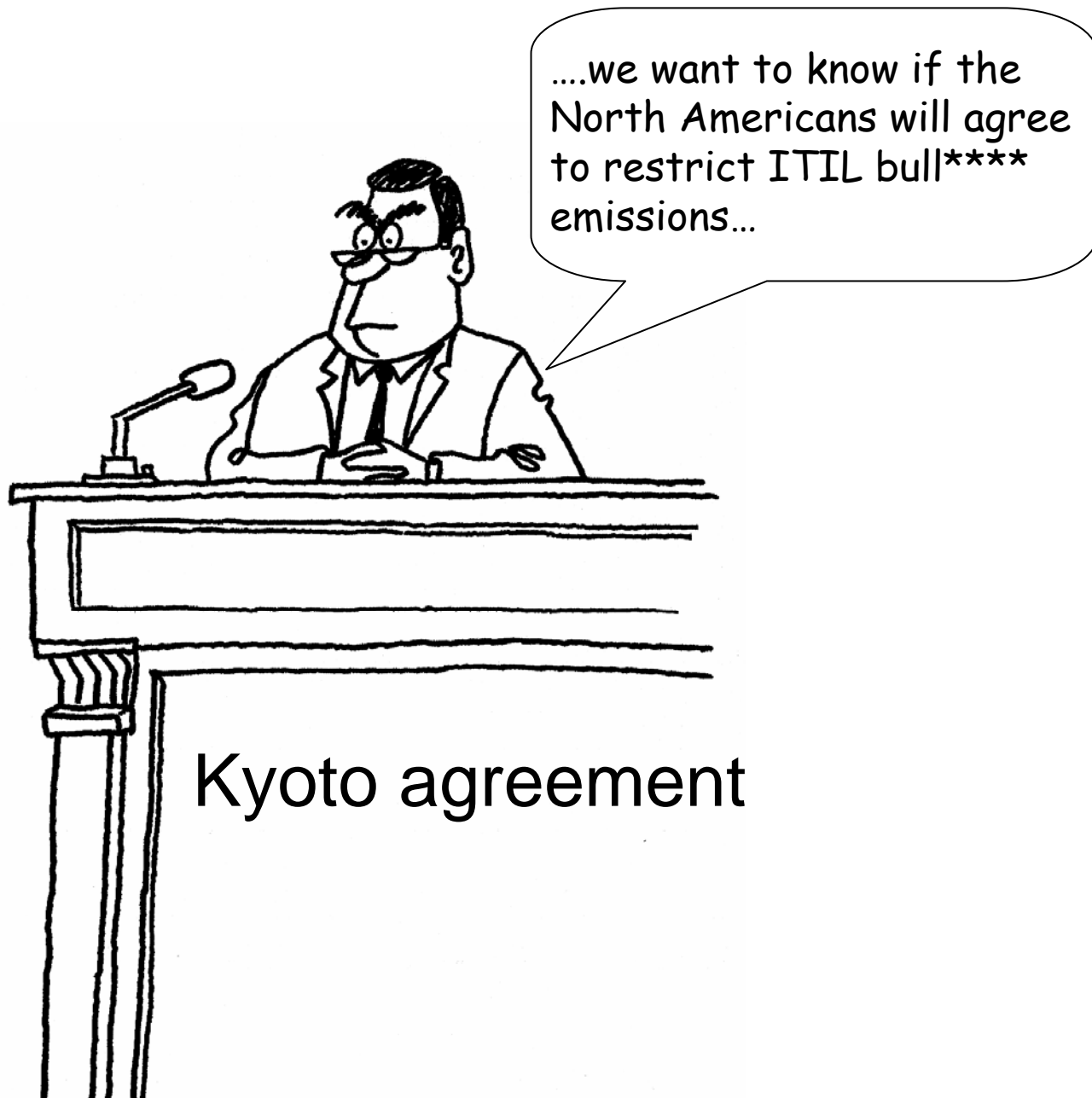# Service Delivery

THE SERVICE DELIVERY PROCESS MODEL

Difficulties
Queries
Enquires

Communications
Updates
Workarounds

(SLM)
Service Desk

Incidents

Incidents

Customer
survey reports

Availability
Management

Capacity
Management

Business
Continuity
Management

Financial
Management

Configuration
Management

Maintainability
Reliability
Serviceability
Statistics&
incidents
Audit reports

Performance
statistics&
incidents
Plans
Trend analysis
Diagnostic aids
Audit reports

Reviews
Plans
Tests
Audit reports

Standards
Statistics
Reports
Audit reports

| Incidents | Problems Known Errors | Changes | Releases | CIs Relationships |

CMDB

Service Delivery

Availability Management

Capacity Management

Financial Management
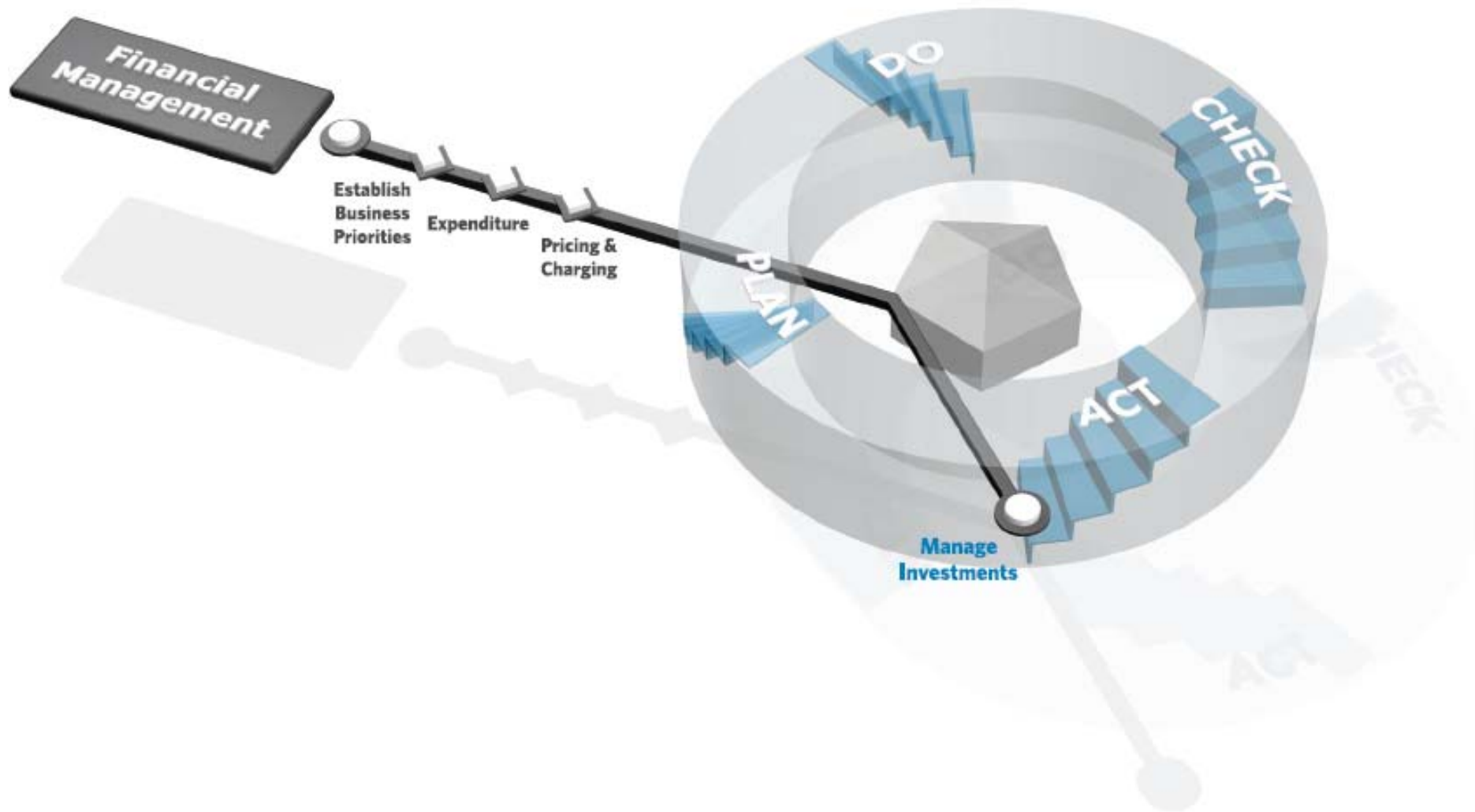
Service Level Management
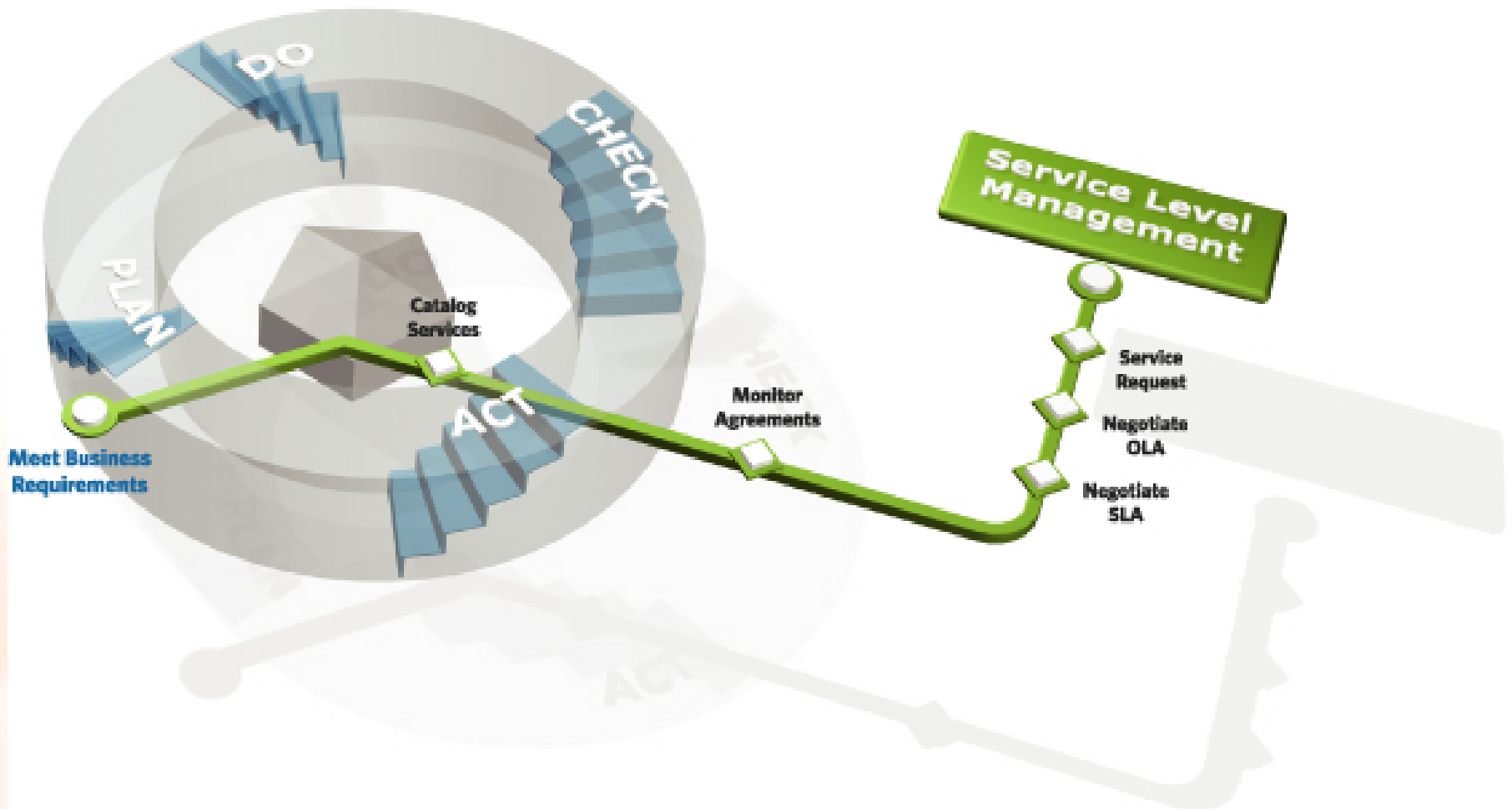
IT Service Continuity Management
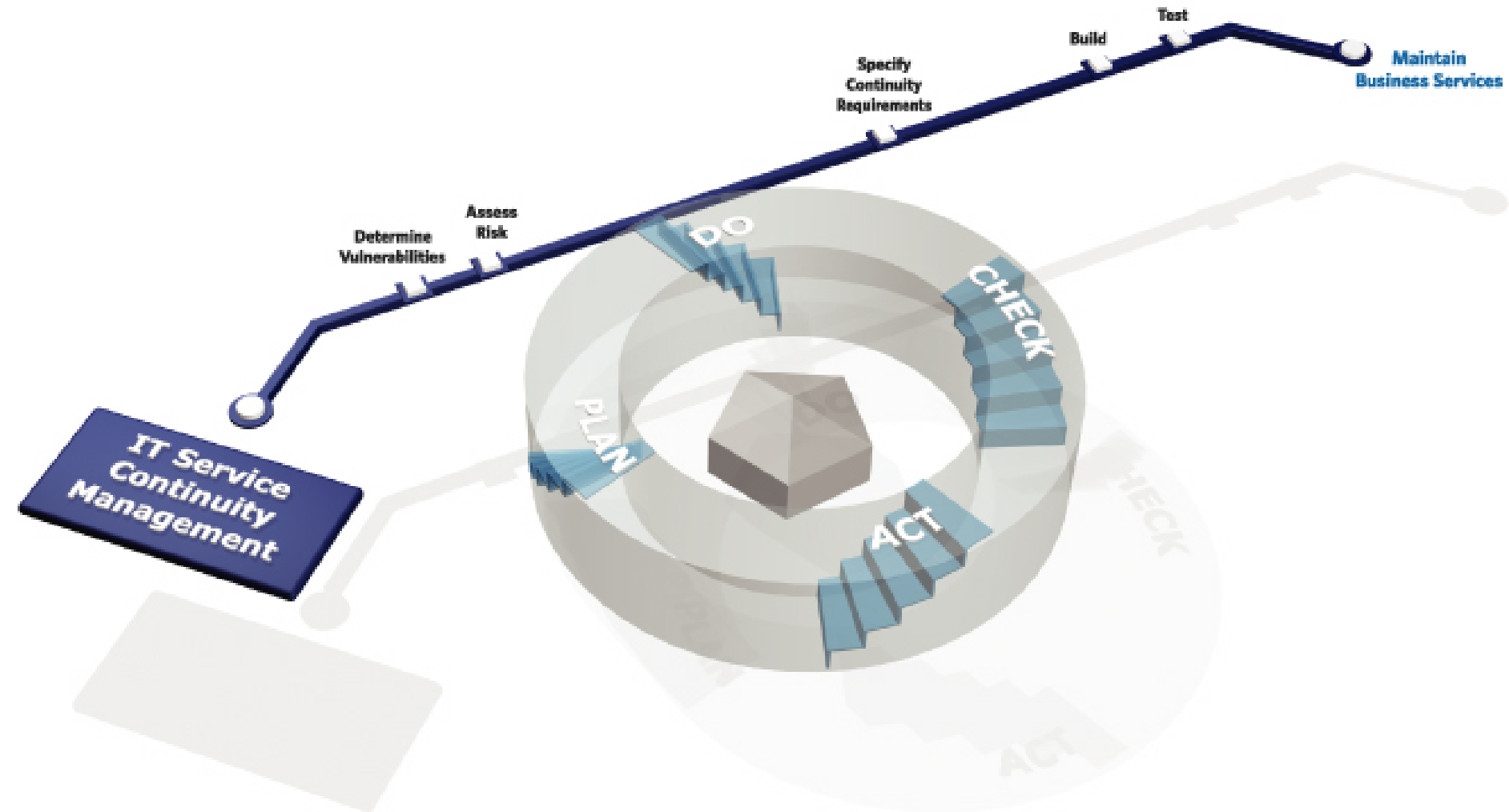
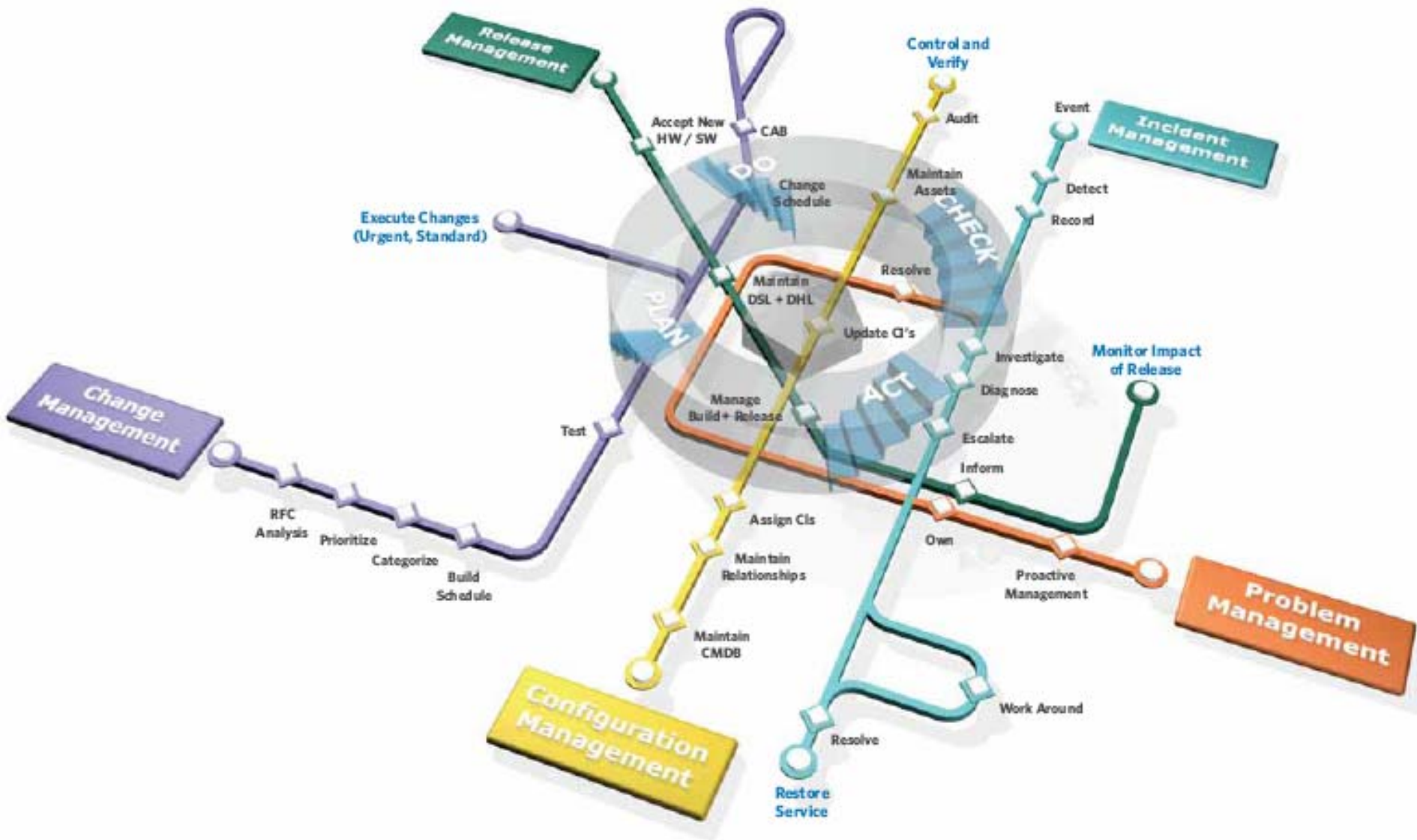# Service Delivery

Service Support

# Service Delivery

St Aidan and the ITILites

St Aidan leads his flock of Followers to the promised land of ITIL certification.

He later went on to become famous for the parting of the non-compliant standards, after which those organizations not complying to the holy laws of ITIL would be Cast asunder and have their itSMF membership taken away.

Ever since then their has been Standards intolerance and persecution, Companies being audited for their beliefs and publicly condemned for not complying.

St Aidan and the ITILites
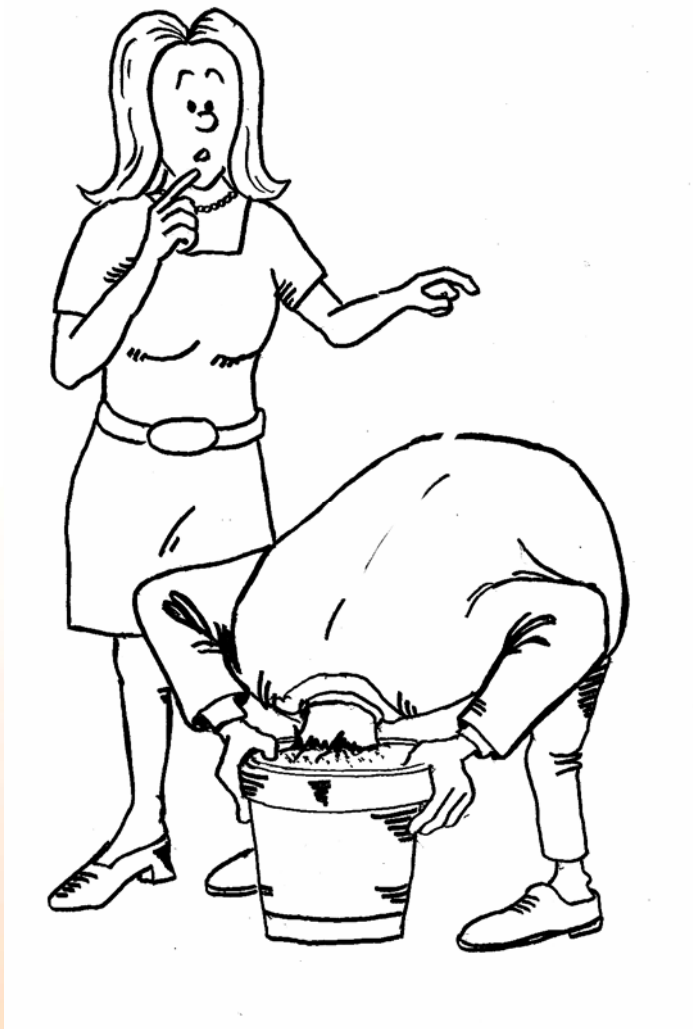
And the future?

New management techniques will develop to turn IT managers into Leaders. Here is a CIO practicing his new management technique for dealing with SOX issues…

Questions/Discussion