

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

# INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY

مجید غلامی

آذر 1394

سازمان نظام صنفی رایانه ای استان اصفهان

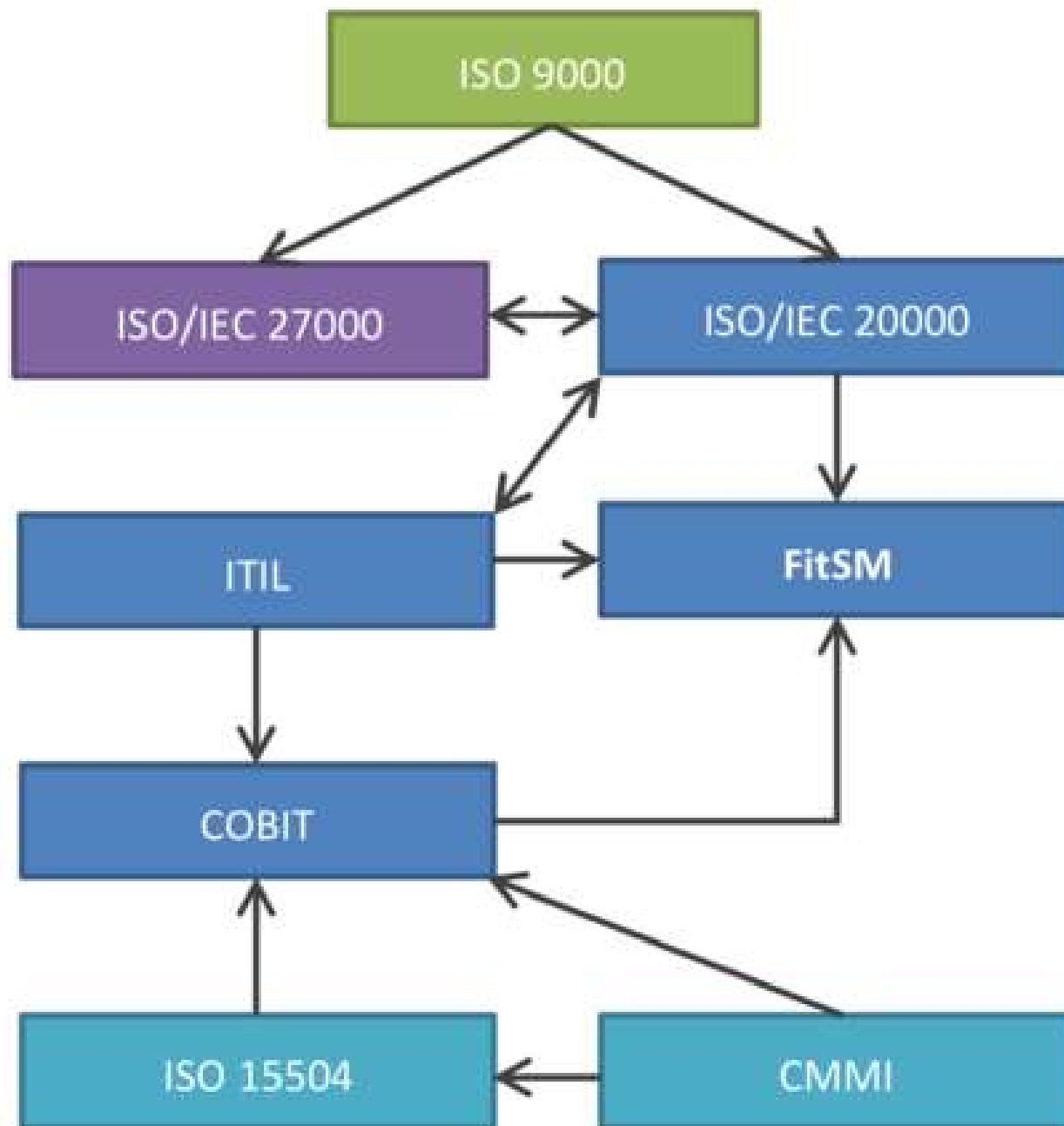
# ITIL

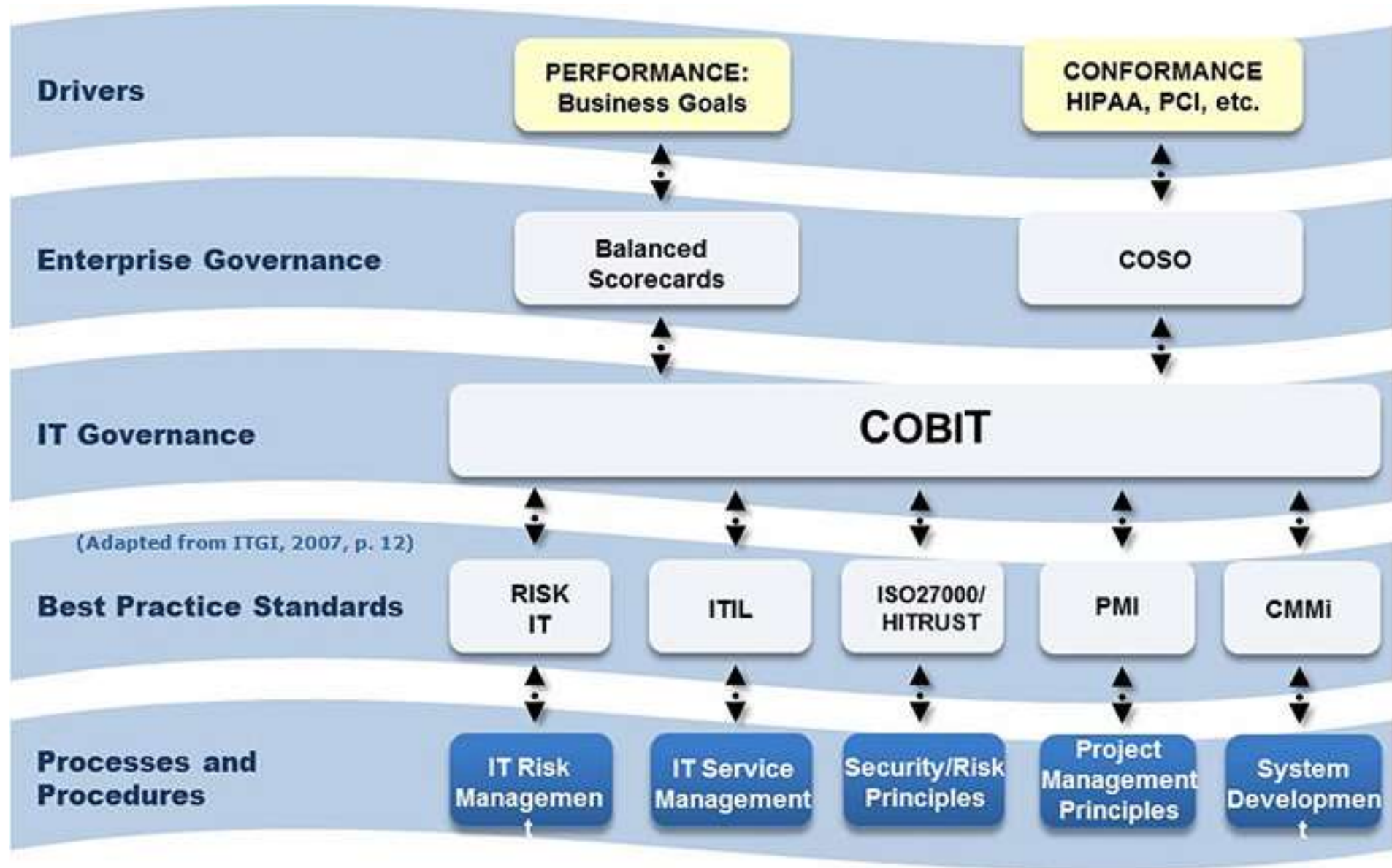
- ITIL Service Management **Practice guidance** is structured around the **Service Lifecycle**.
- Common across the lifecycle is the overall practice itself, which relies on **processes, functions, activities, organizational models and measurement**, which together allow IT Service Management (ITSM) to **integrate with the business processes**, provide measurable value and evolve the ITSM industry forward in our pursuit of **service excellence**.

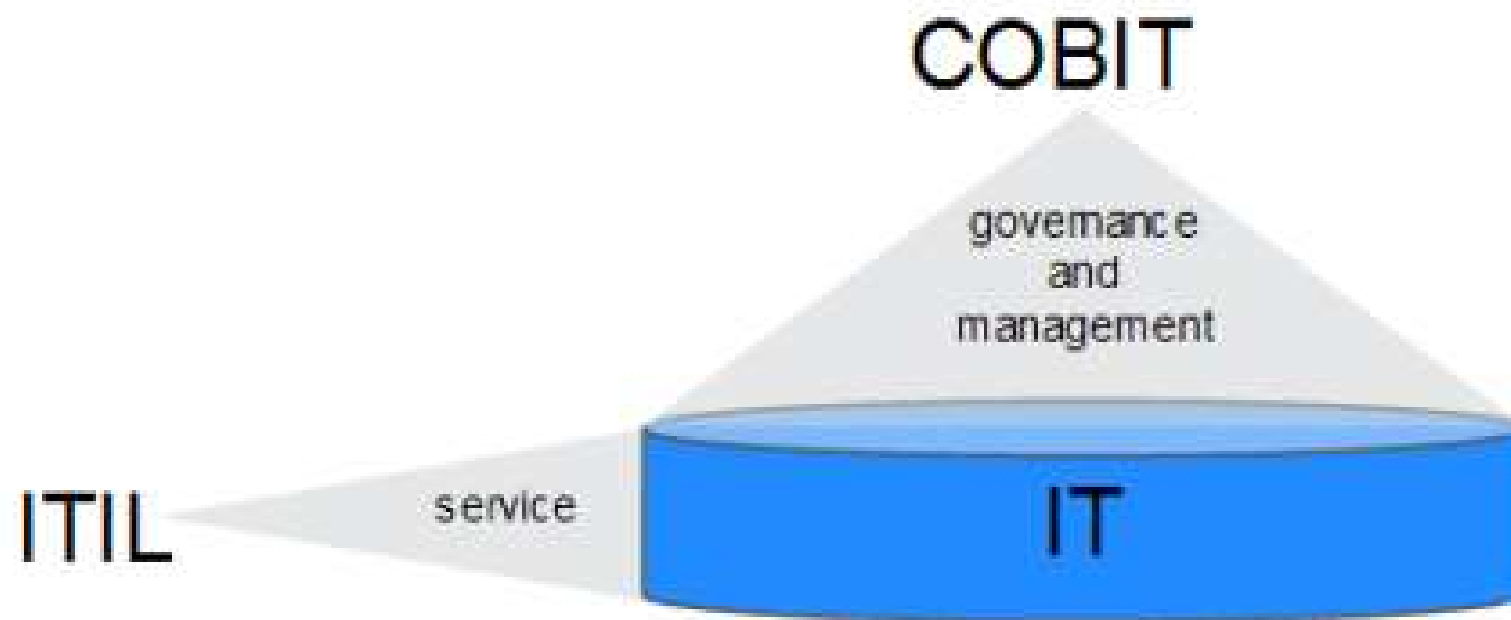


# ITIL

- ITIL originated as an official publication of **United Kingdom government** agencies (first CCTA, later OGC, then the Cabinet Office).
- In January 2014, ownership of ITIL was transferred to Axelos, a joint venture of the UK government and Capita, an **international business process outsourcing and professional services company**.
- ITIL version 2 published in 2001
- ITIL version 3 published in June 2007
- Version 2011 published in July 2011







## سرویس

ارایه یک ارزش به مشتری بوسیله فراهم کردن  
خروجی هایی برای موفقیت بیشتر،  
بدون تاثیر ریسک و هزینه



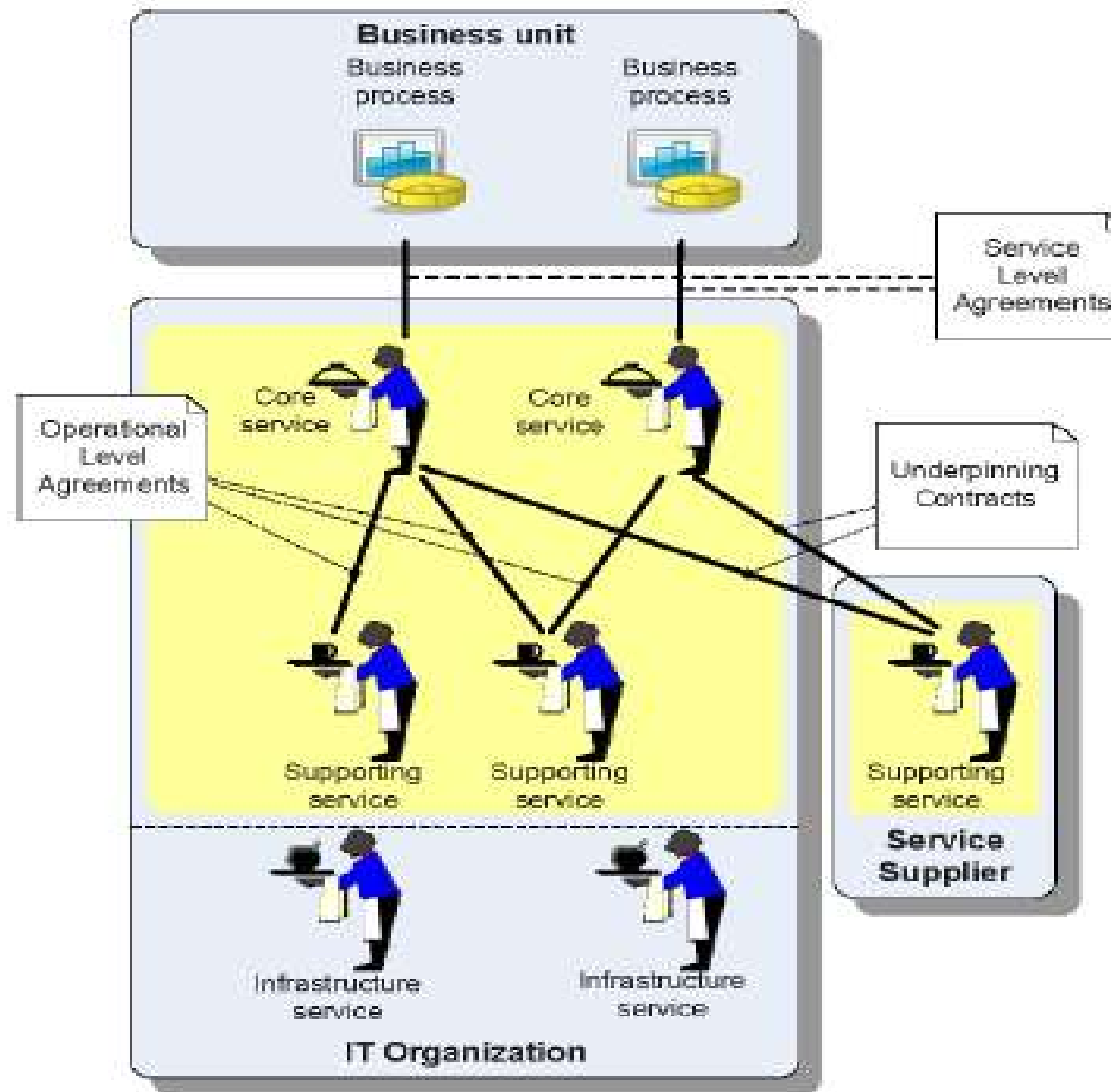
# ITIL®

Explained  
Simply & Visually



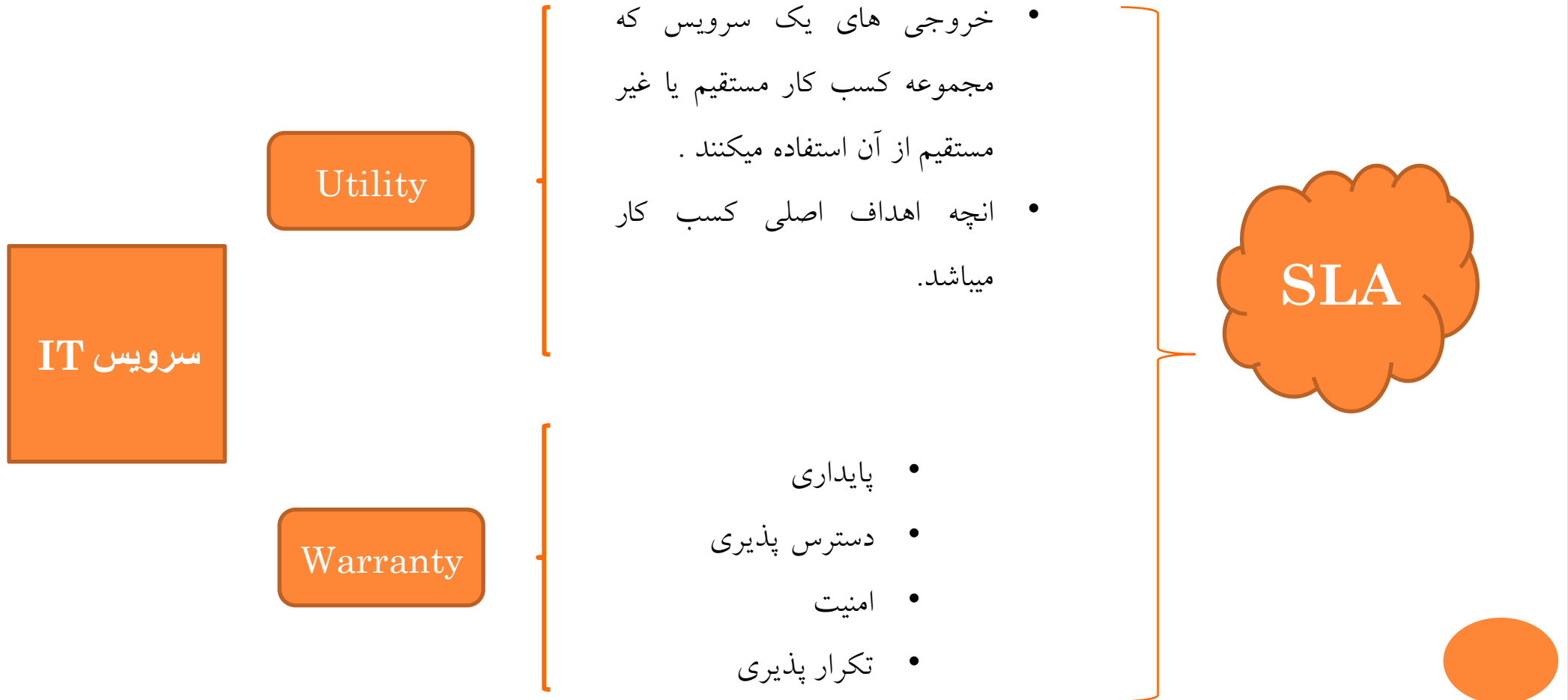


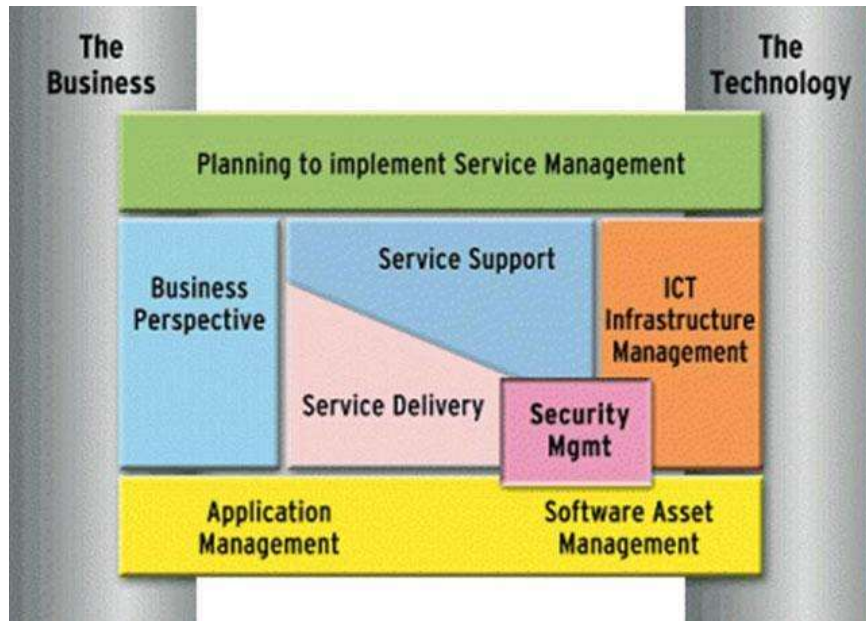
## Types of Services



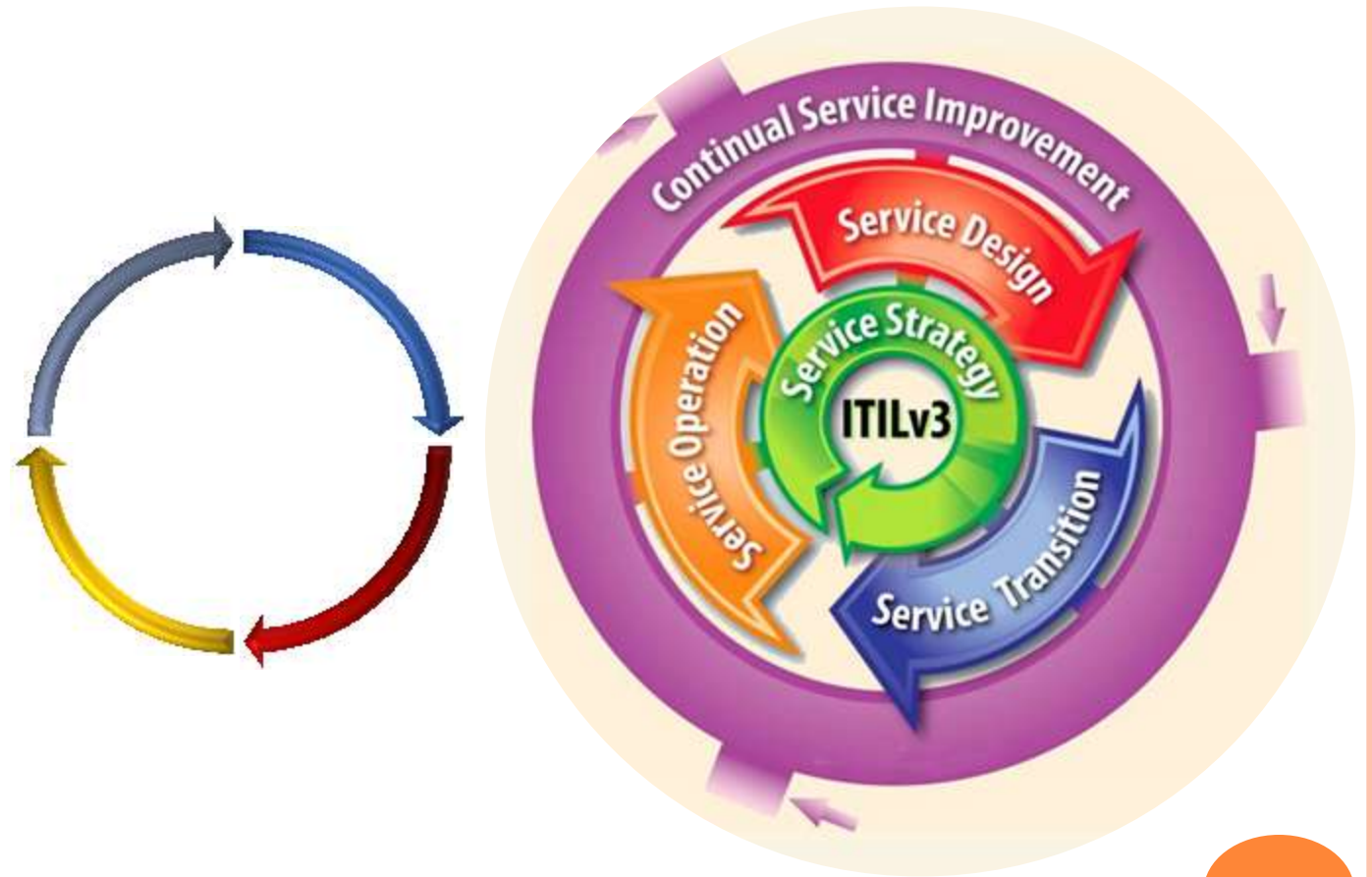
*An IT organization provides core services, supporting services, and infrastructure services*

# شاخص های یک سرویس

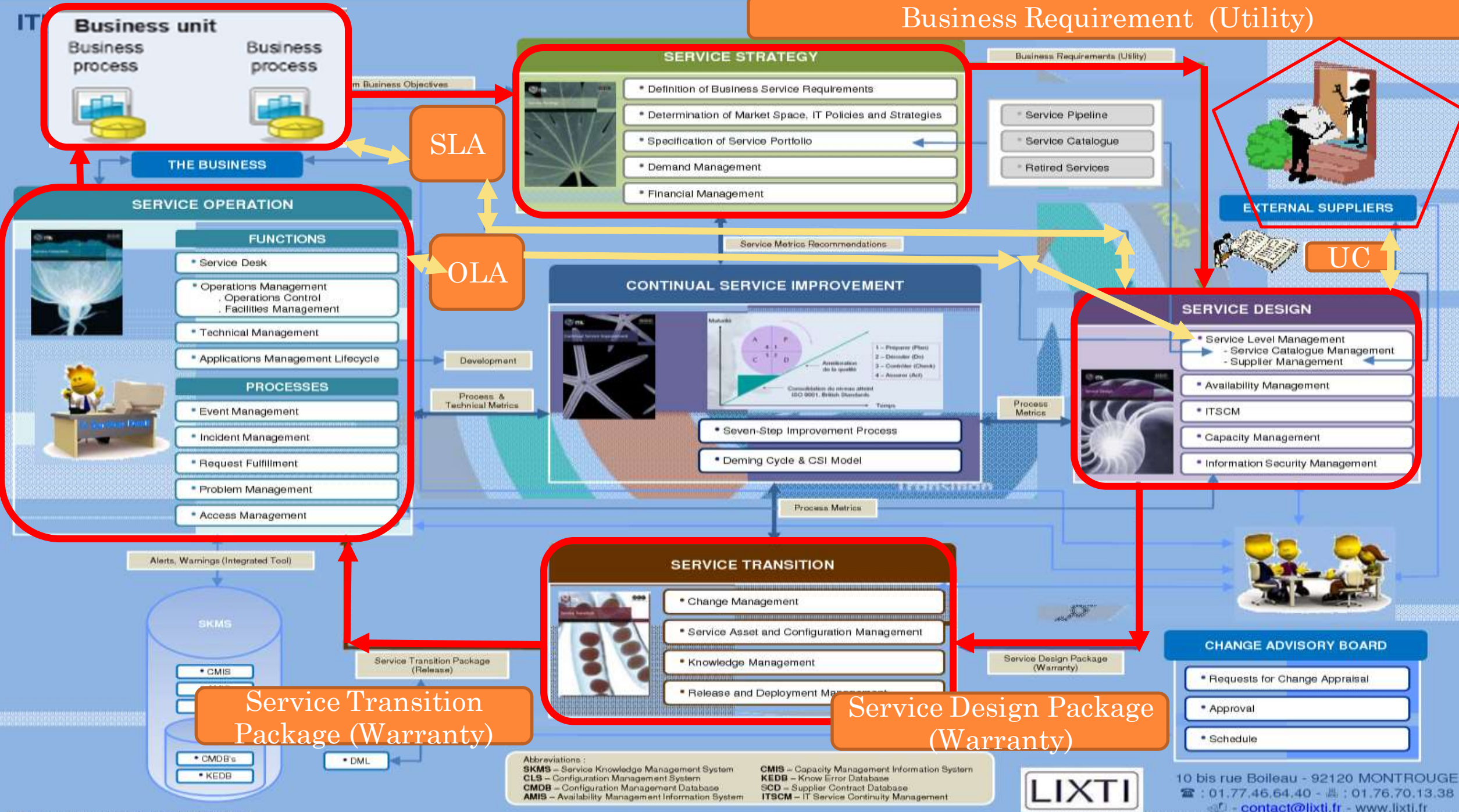




ITIL V2.0

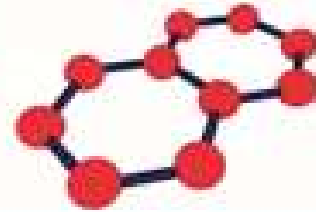






ConnectSphere

*Deliver Success*



# ITIL® Overview

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Jo Peacock

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# SERVICES STRATEGY

نیازمندی به عنوان یک دارای استراتژیک در نظر گرفته میشود و برای نحوه طراحی، توسعه، پیاده سازی و مدیریت آن الگو ارائه میکند.

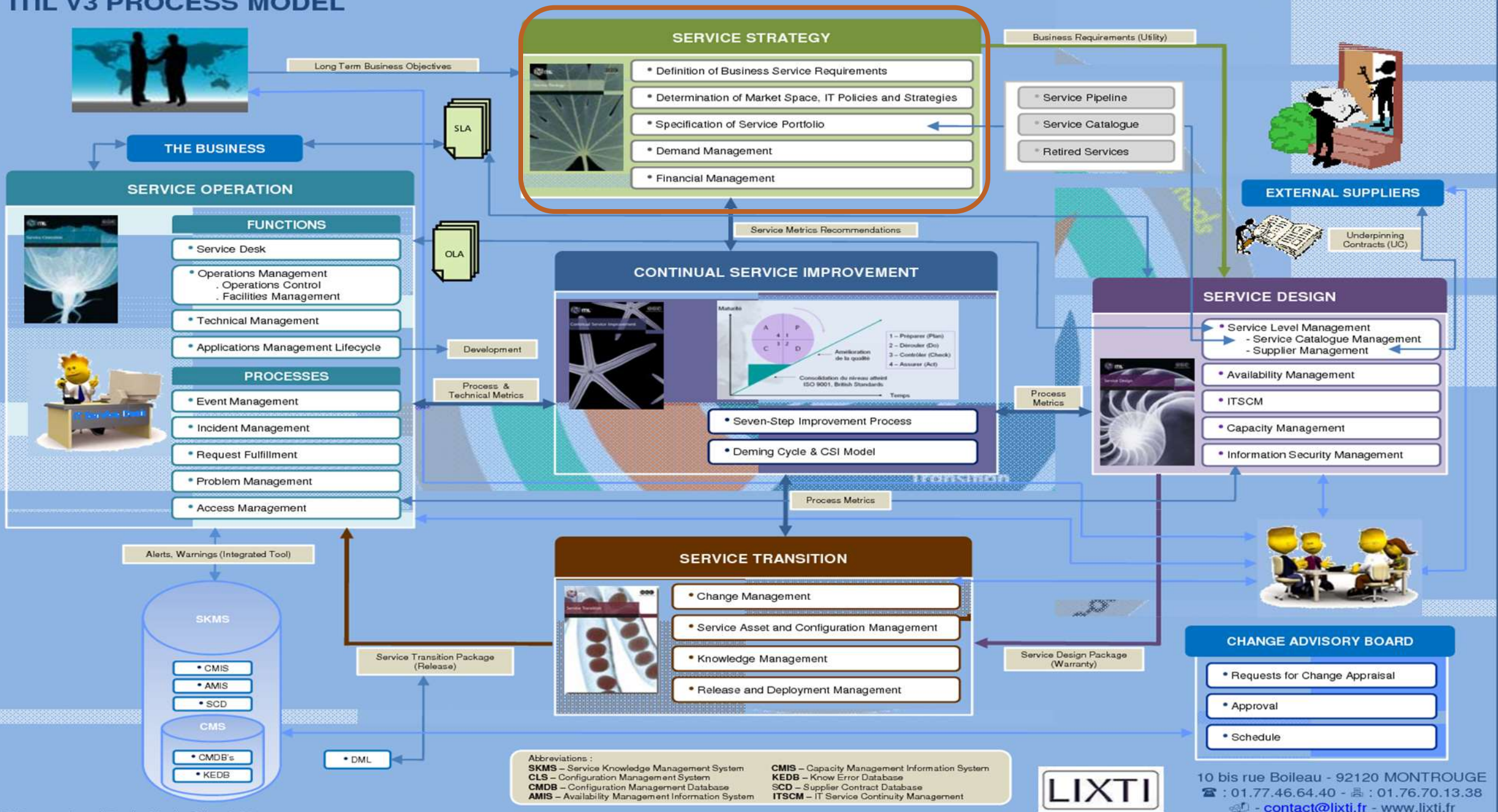
Pattern of Business Activity (PBA)

- انطباق نیازمندی های کسب کار با استراتژی ها
- ایجاد چرخه حیات سرویس (Service Lifecycle)
- ارزیابی ریسک سرویس در سطح استراتژی
- ارزیابی مالی سرویس از نظر میزان ارزش برای سرمایه گذاری





# ITIL V3 PROCESS MODEL



# SERVICES STRATEGY IN ITIL 2011

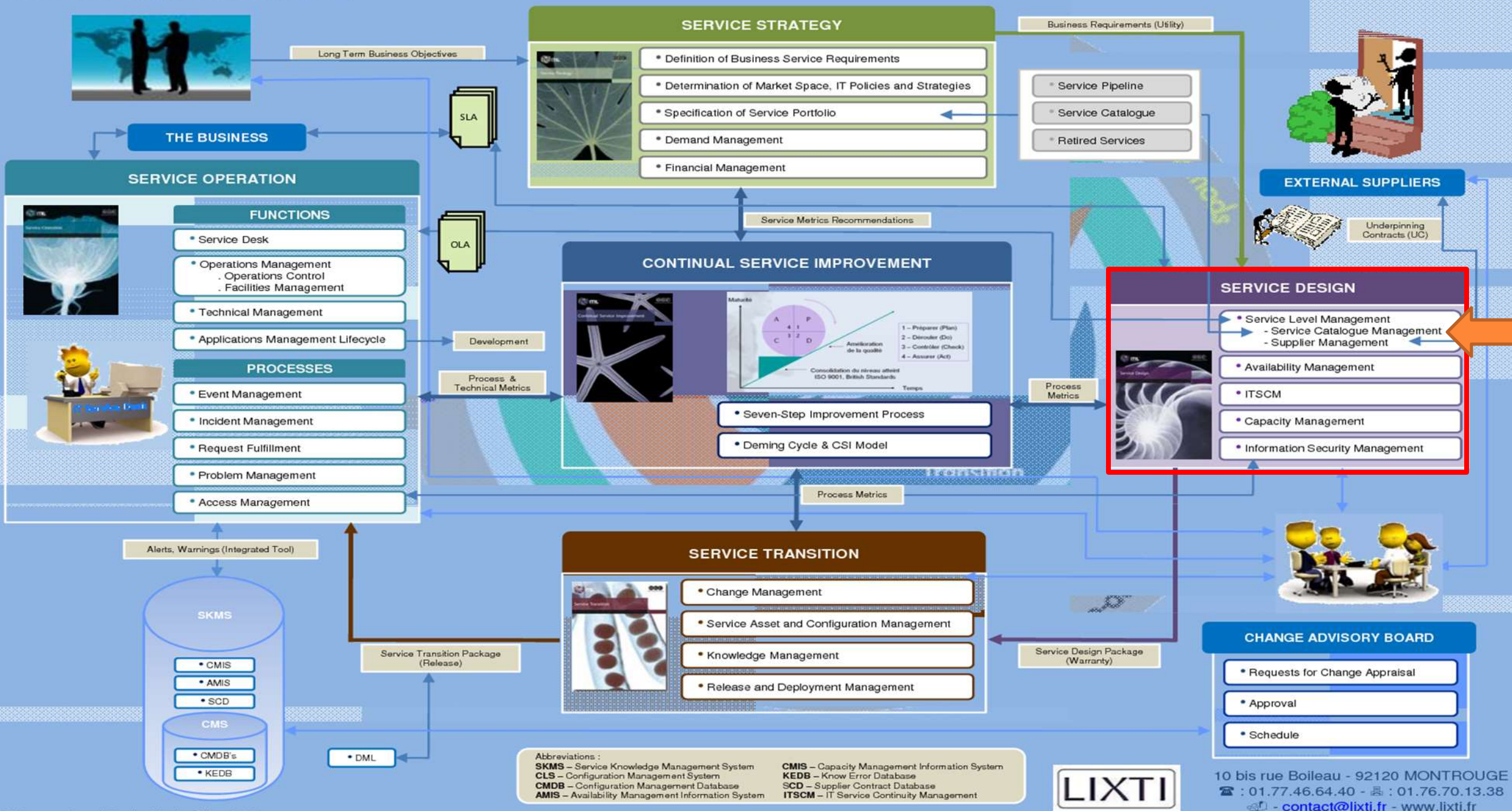
## **New Process**

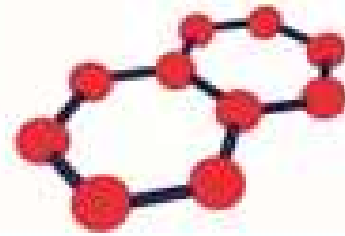
- Strategy Management for IT Services
- Business Relationship Management.





# ITIL V3 PROCESS MODEL





# ITIL® Overview

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Jo Peacock

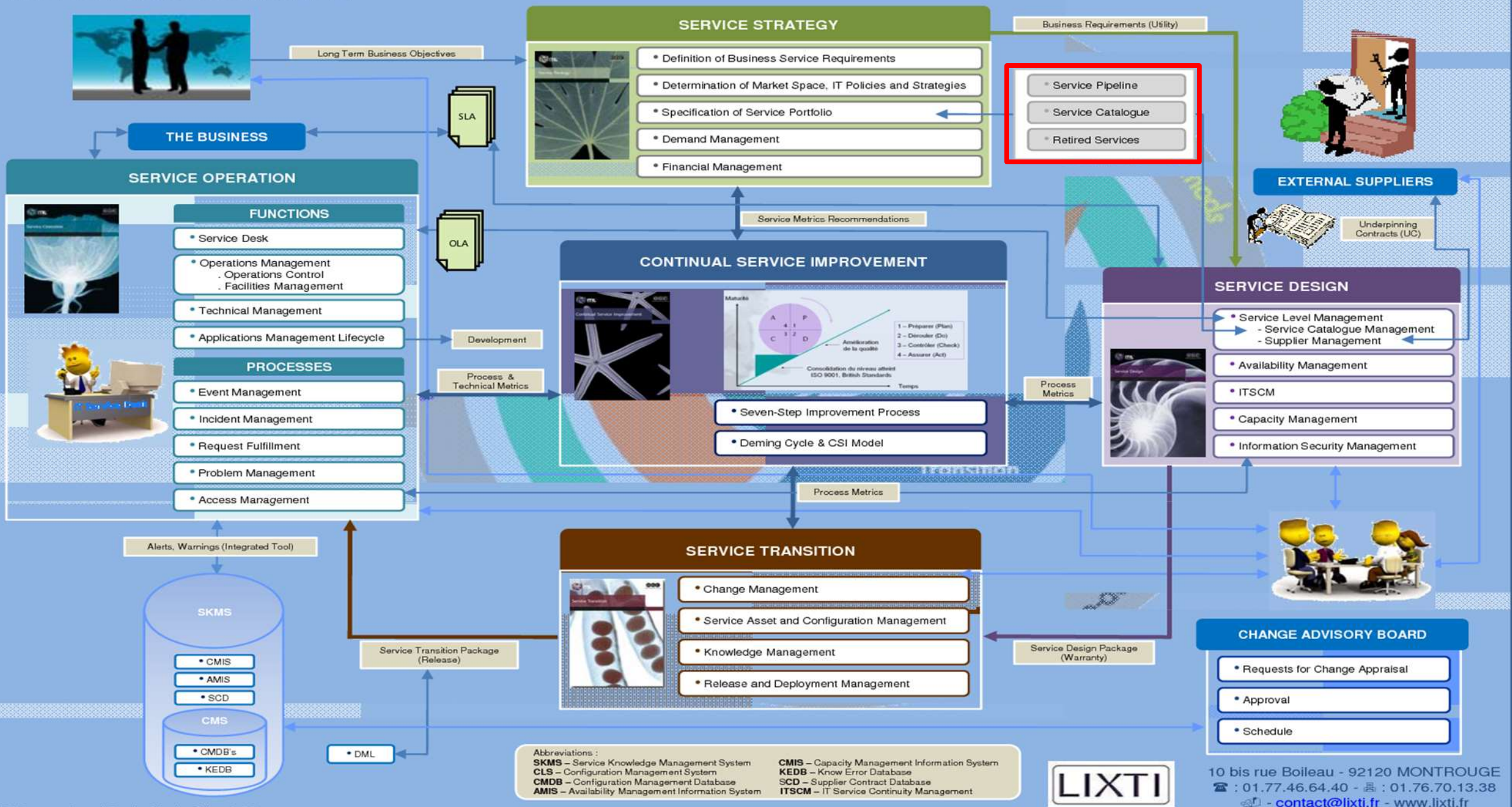
[www.connectsphere.com](http://www.connectsphere.com)

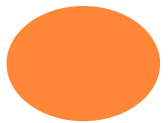
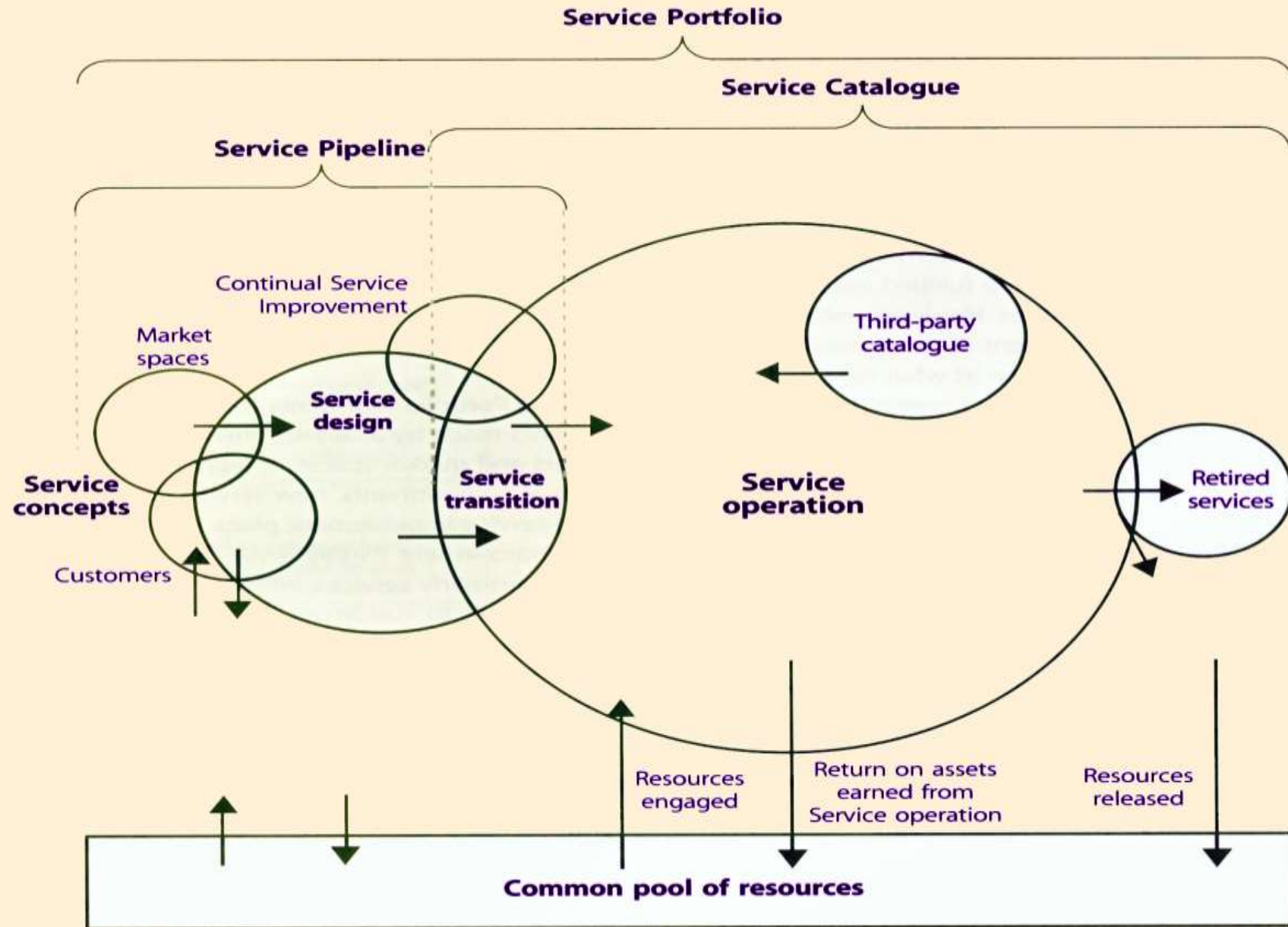
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# ITIL V3 PROCESS MODEL





## *Service Portfolio*

Description

Value Proposition

Business Cases

Priorities

Risks

Offerings and Packages

Cost and Pricing

## *Service Catalogue(s)*

Services

Supported Products

Policies

Ordering and Request  
Procedures |

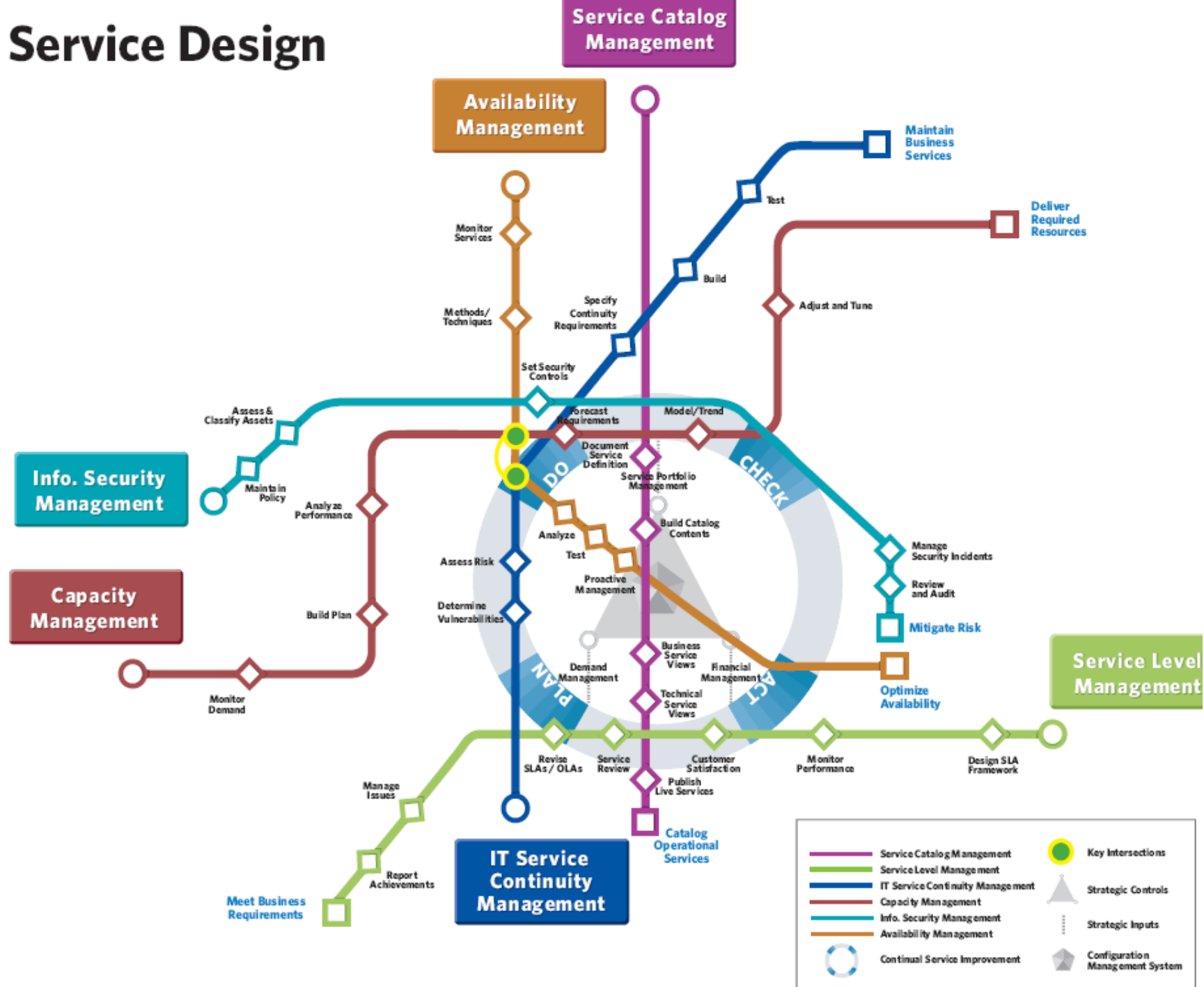
Support Terms and  
Conditions

Entry Points and  
Escalations

Pricing and Chargeback



# Service Design



# SERVICE DESIGN PACKAGE (SDP)

	Workspace SDP1	Workspace SDP2	Workspace SDP3
Availability SDP	24x7x365 Plan with High Availability	24x7x365 Plan with Very High Availability	9-5 Weekday Plan with Standard Availability
	Worldwide Mobility	Worldwide Mobility	Designated Office Location
	PC Notebook	PC Notebook	PC Desktop
	Wireless PDA Service	Wireless PDA Service	Desktop Phone
	Desktop Phone	Desktop Phone	Standard Wireless
	3G Wireless	3G Wireless	
Capacity SDP	Large Mailbox	Extra large Mailbox	Basic Mailbox
	Priority Broadband	Priority Broadband	Basic Broadband
			Heavy Duty Print Service
Continuity SDP	PSTN backupLevel-2 backup and restore Worldwide travel support	PSTN backup Level-3 backup and restore Worldwide travel support	PSTN backupLevel-1 backup and restore On-site support
Security SDP	Multi-factor authentication Hardware tokens Virtual Private Network Secure FTP		Multi-factor authentication Virtual Private Network

# SERVICE DESIGN IN ITIL 2011

- Service Level Management v3.0
- Design Coordination process v2011





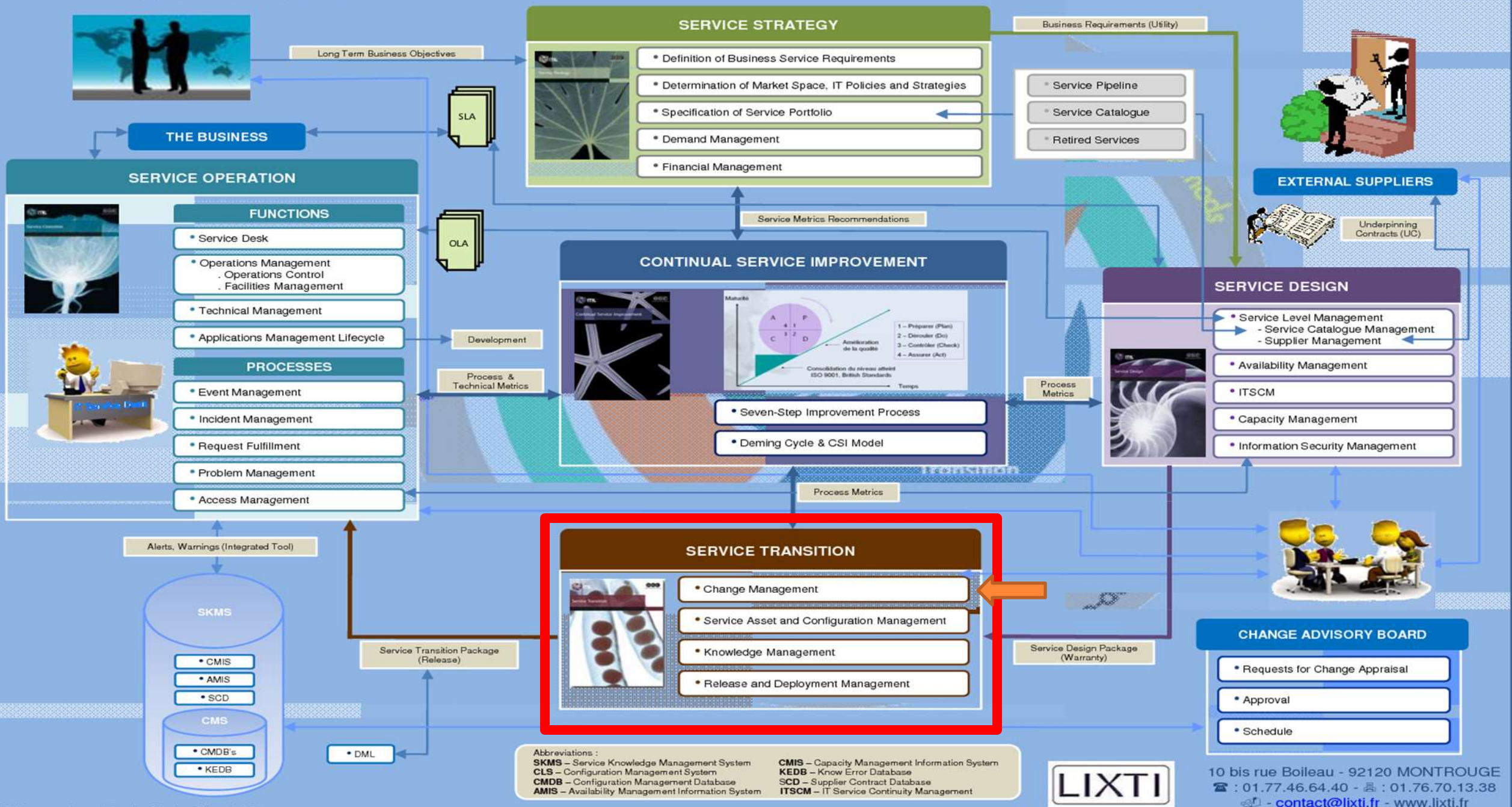
# SERVICE TRANSITION

فرایند های ساخت ، تغییرات بزرگ، توسعه جدید و به روز رسانی سرویس ها را مدیریت میکند.

- Process
  - Change Management
  - Release and Deployment Management
  - Service Asset and Configuration Management
  - Knowledge Management



# ITIL V3 PROCESS MODEL



# CHANGE MANAGEMENT

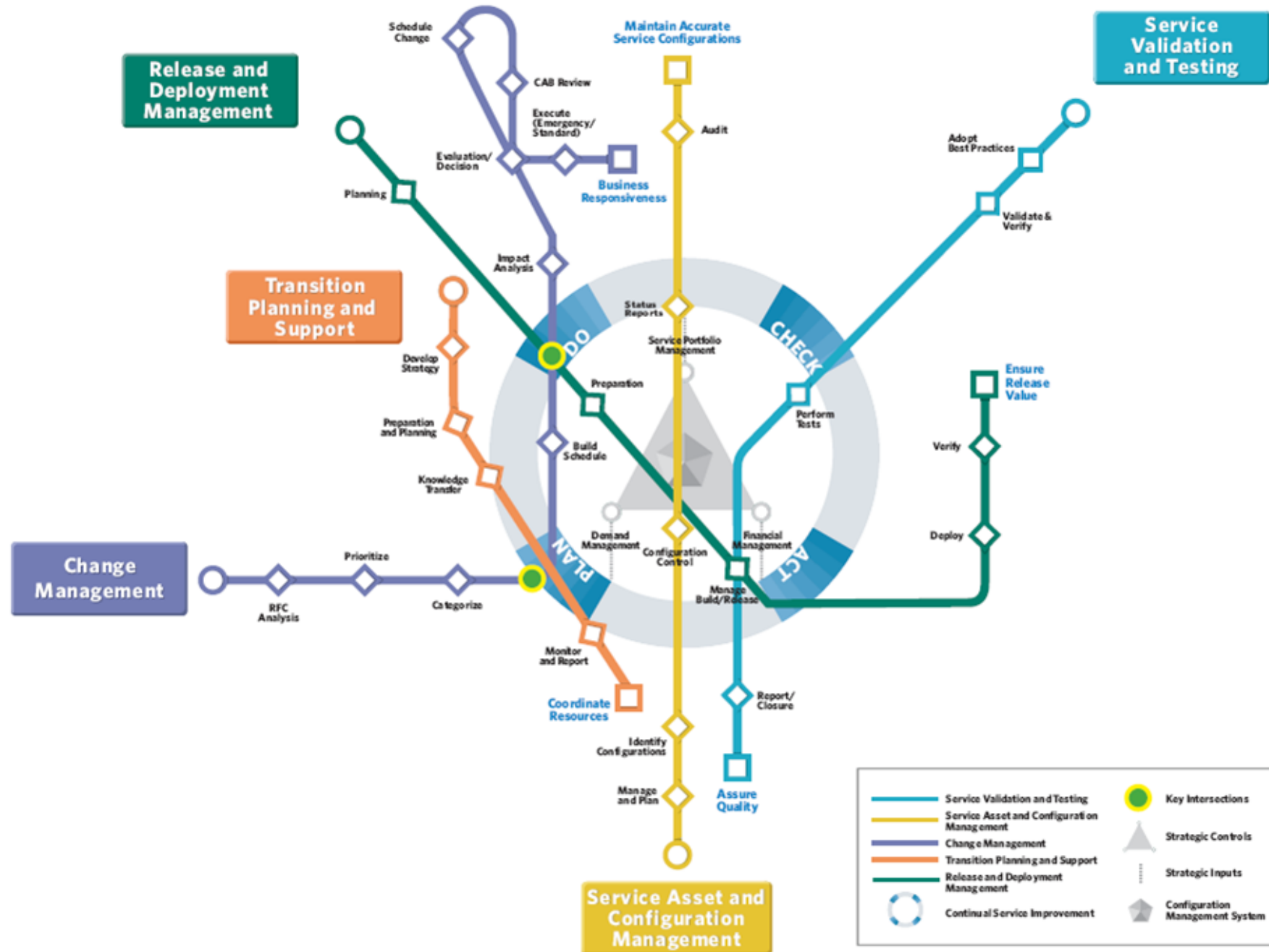
*ITIL Change Management* aims to

control the lifecycle of all Changes.

- Standard
- Normal
- Urgent

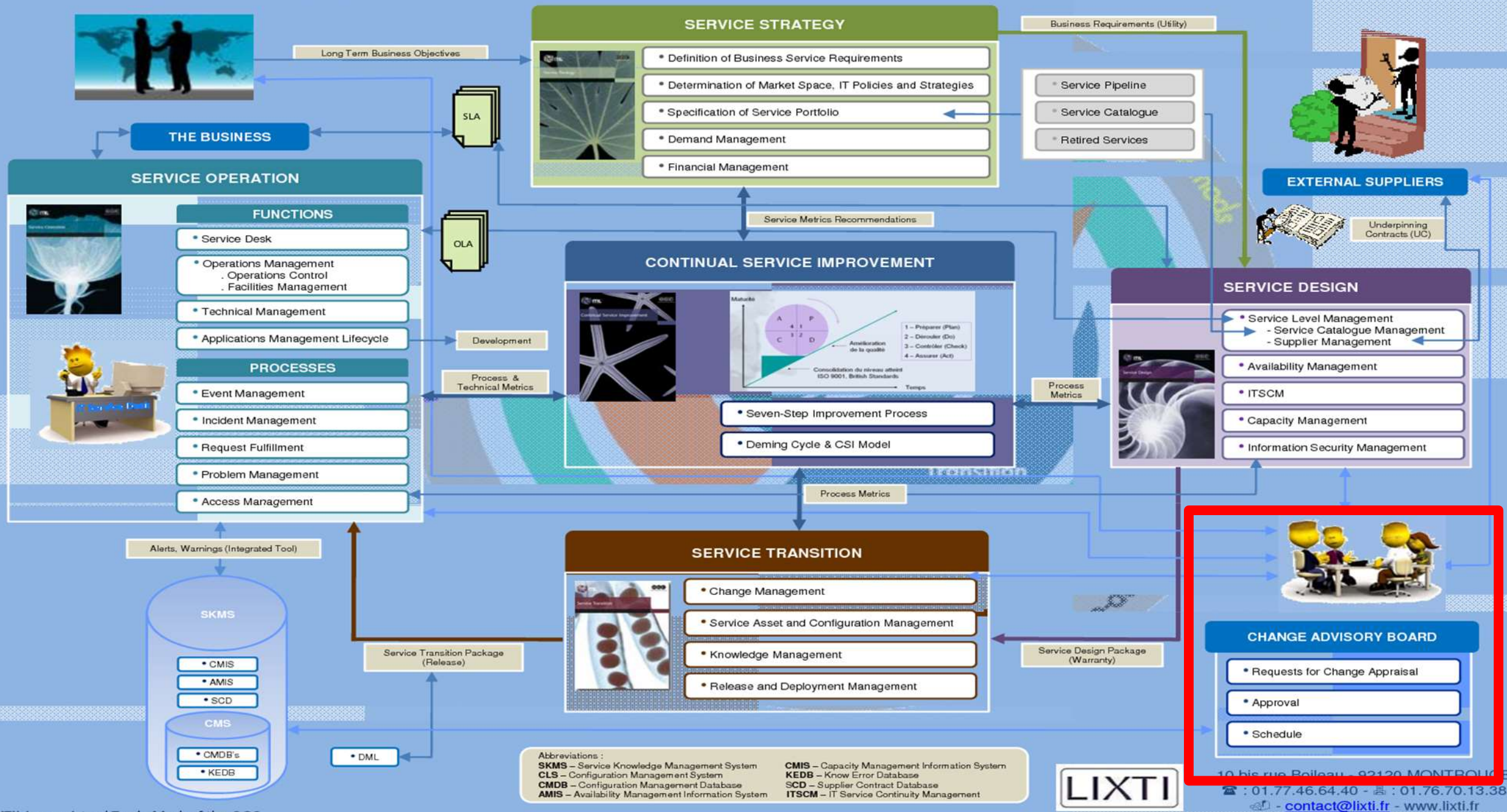


# Service Transition





# ITIL V3 PROCESS MODEL



# REQUEST FOR CHANGE (RFC) - CONTENTS

1. Unique ID
2. Date of submission
3. Change Owner
4. Initiator of the RFC
5. Proposed Change priority
6. Reference to Change Proposal
7. Description of the Change being applied
8. Risks
9. Time schedule
10. Estimate of resources for the implementation
11. Budget
12. Additional supporting documents
13. Approval or rejection



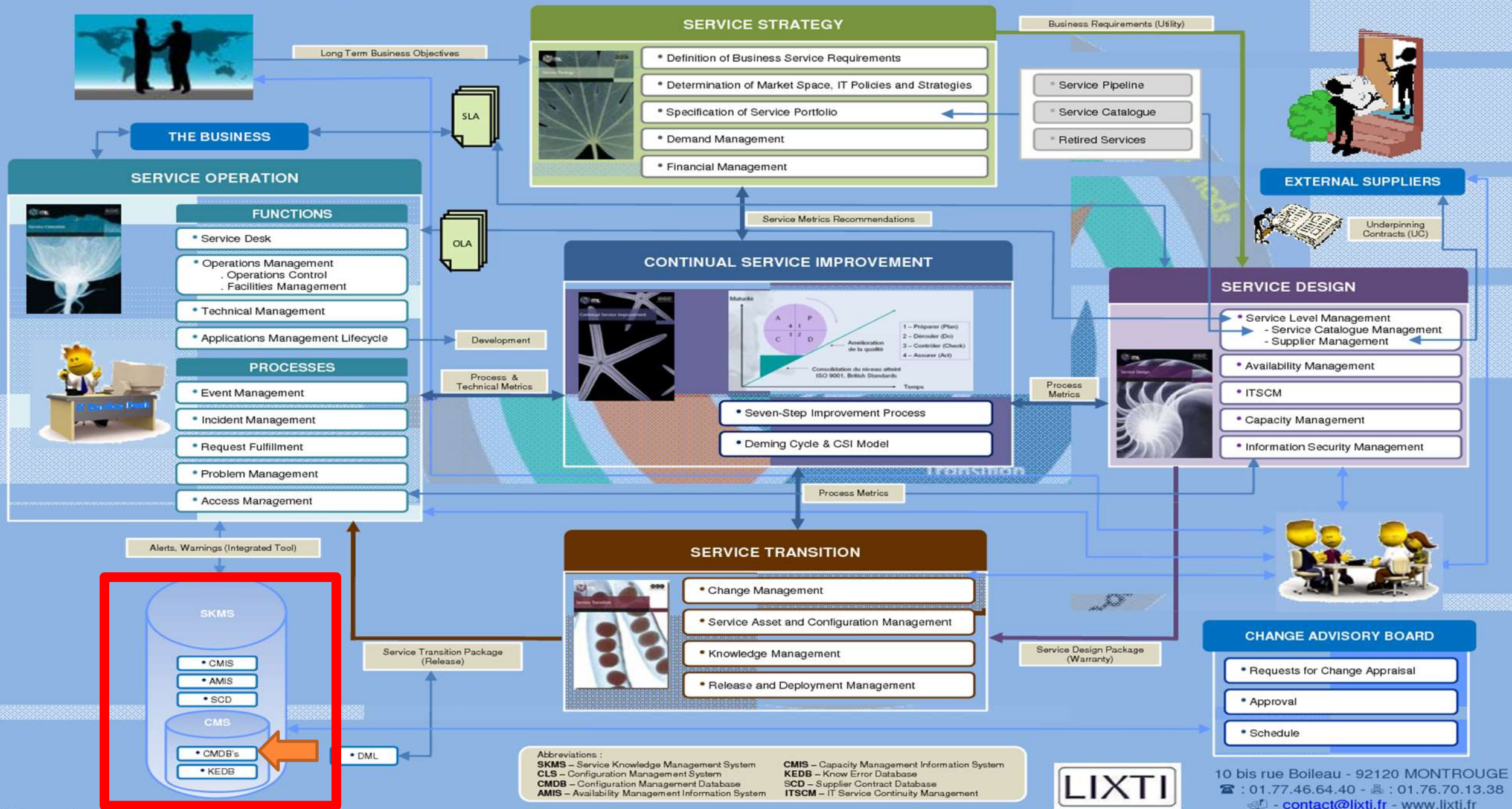
# CONFIGURATION MANAGEMENT DATABASE (CMDB)

*Data warehouse for  
information technology (IT)  
organizations*

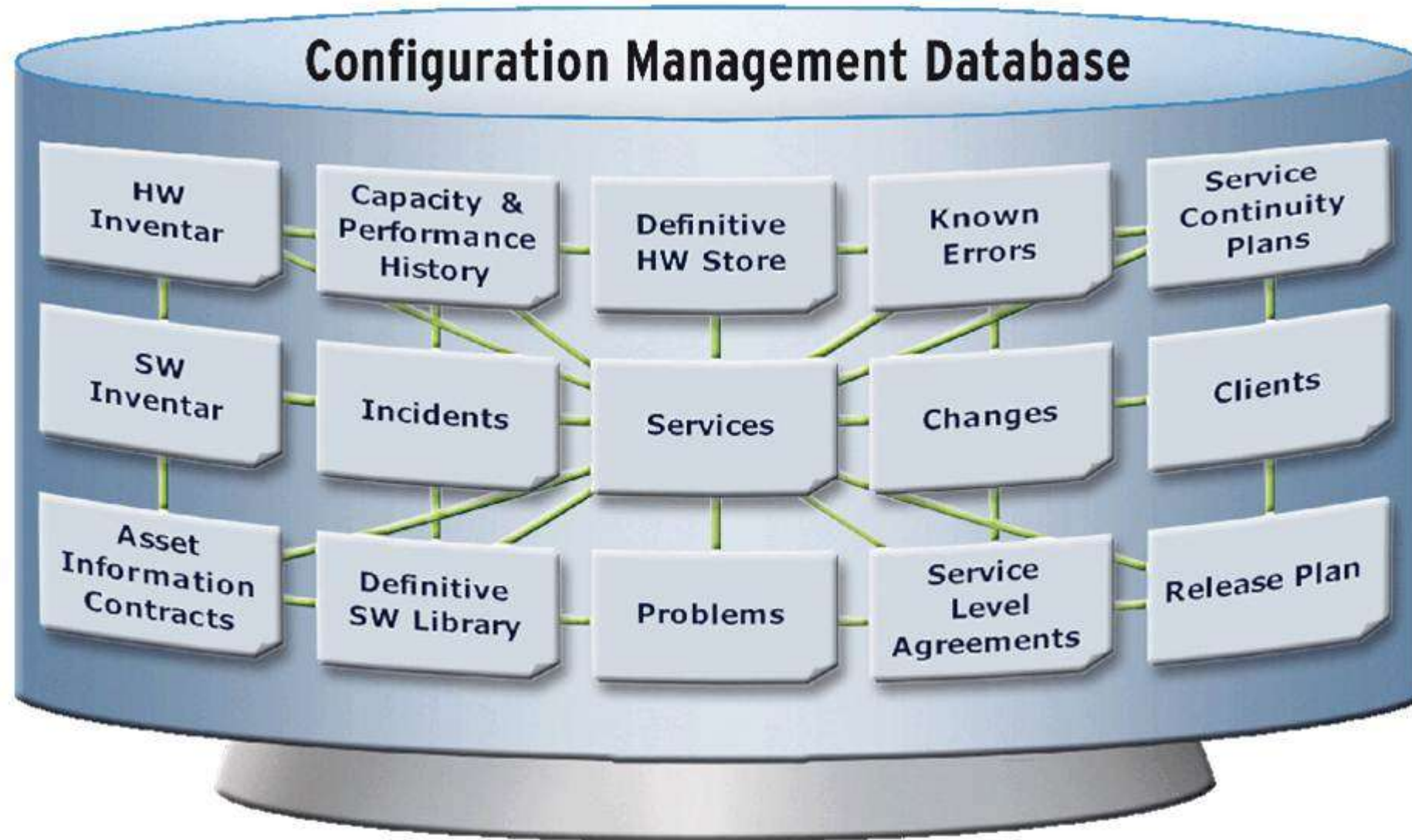




# ITIL V3 PROCESS MODEL







**CMDB = Logisches Konstrukt aller Daten die zur Erbringung  
eines Services benötigt werden**



# CONFIGURATION ITEMS (CIs)

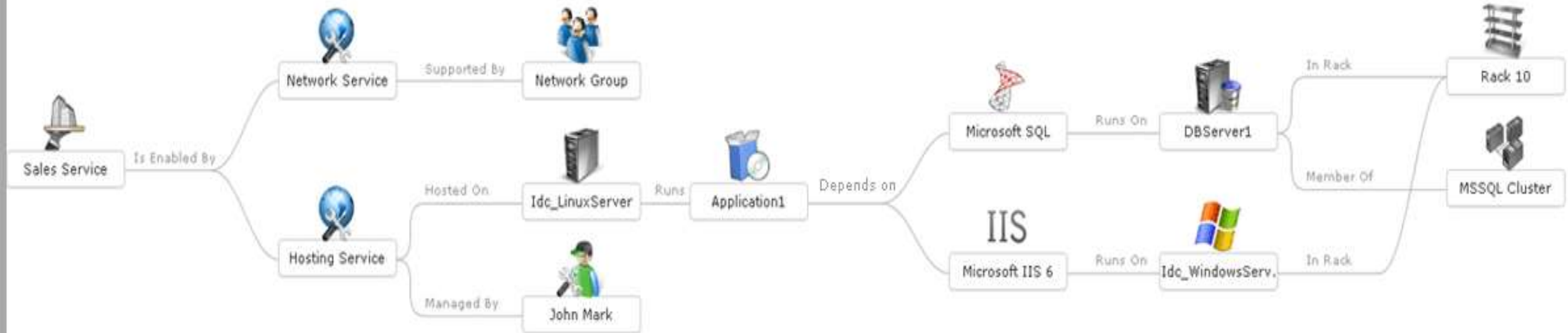


## CI Relationships



## Relationship Map

 Quick Create - Relationship   



# SERVICE TRANSITION IN 2011

- Process V3.0
  - Release and Deployment Management
- Process (V 2011)
  - Project Management (Transition Planning and Support)



# SERVICE OPERATION

ثابت نگهداشتن سطح سرویس . مدیریت آن در

سطح توافقی

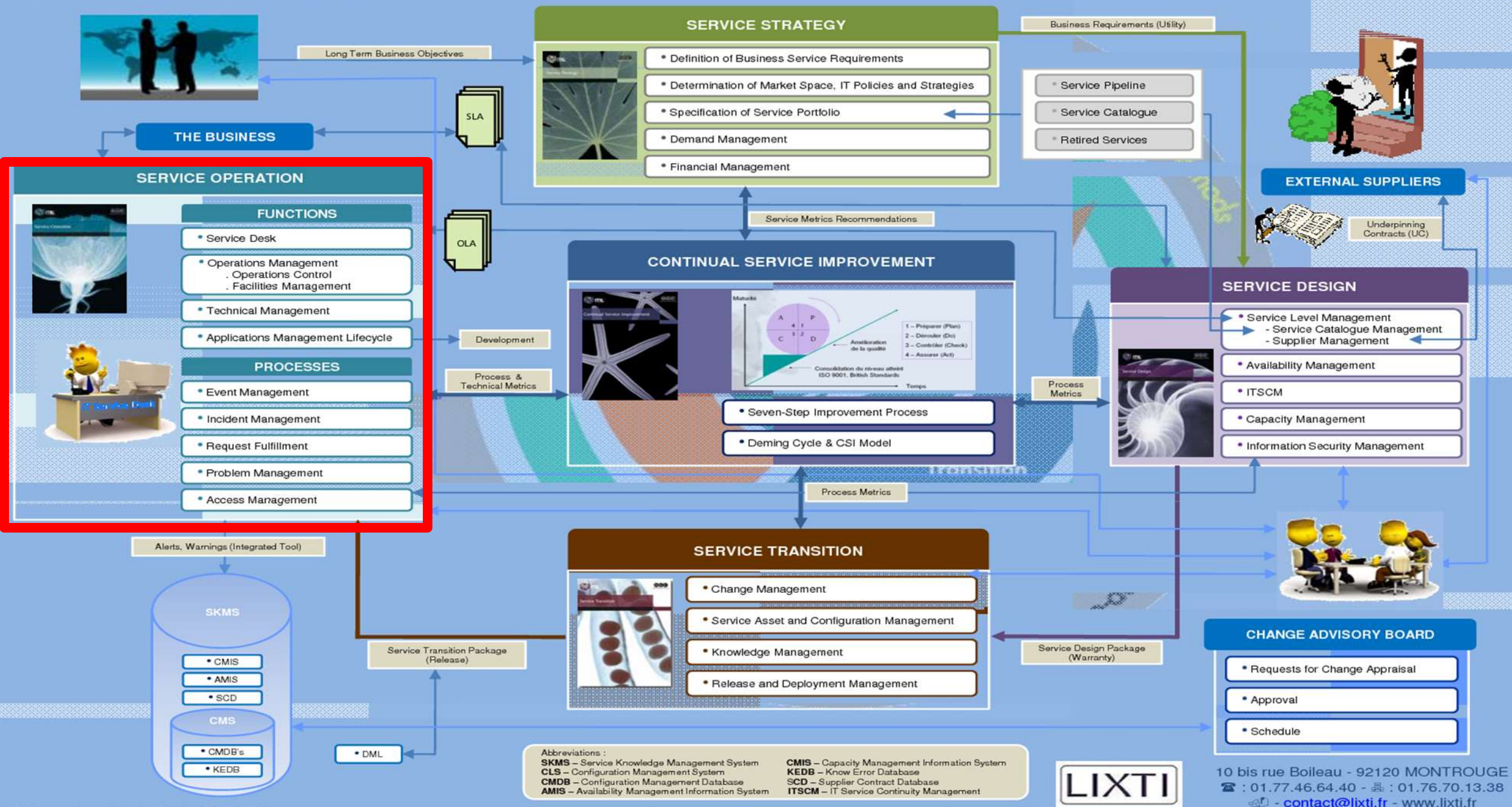
که با کاربر و مشتری، نهایی شده است .

## Service Level Agreement



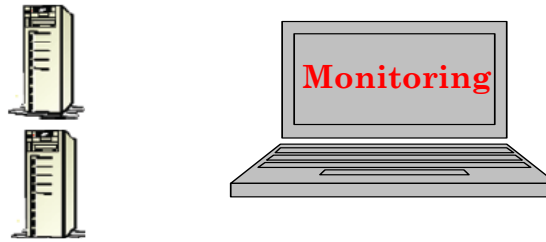


# ITIL V3 PROCESS MODEL



# Service Operation Key Concepts

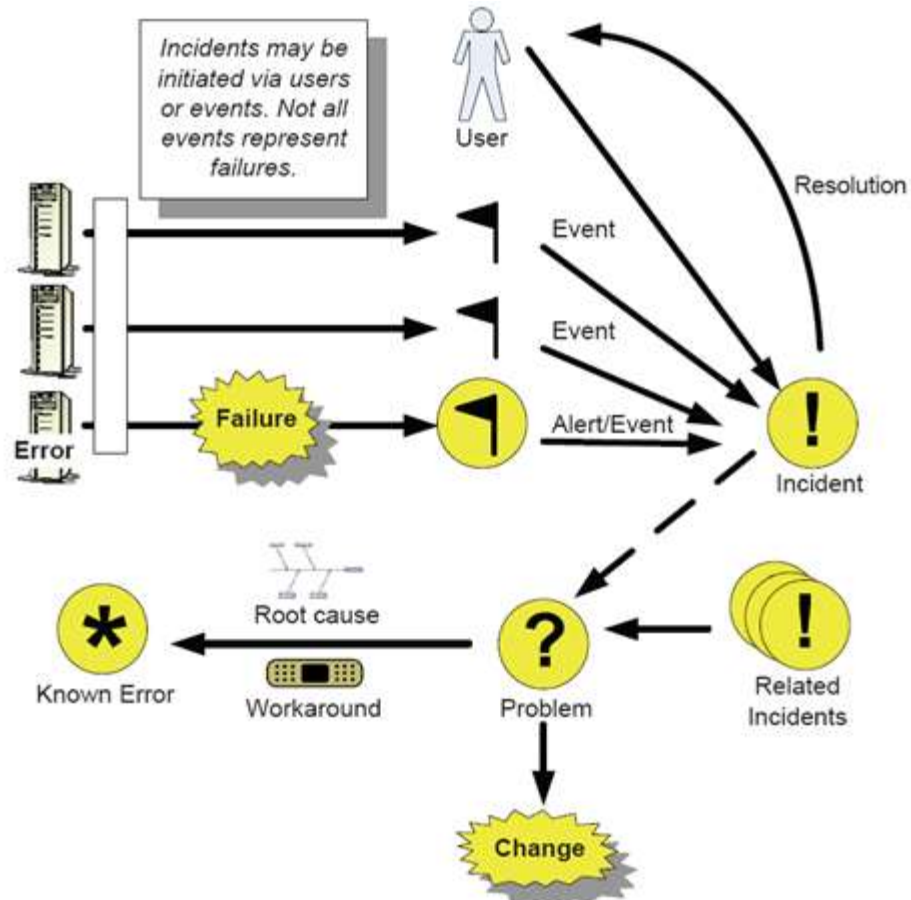
## Events, Incidents, and Problems



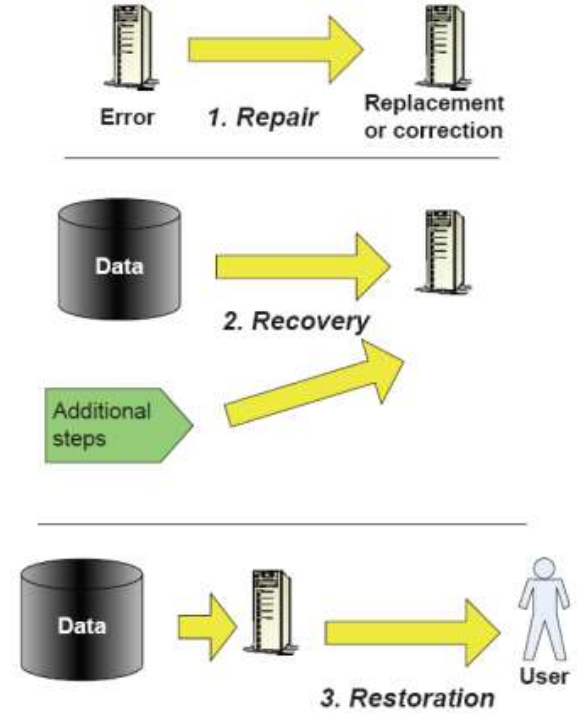
*Events may turn into incidents, and related incidents may constitute a problem*



# RESOLVE INCIDENT



## Restoring a Service



After a service has been interrupted, it should be repaired, recovered, and restored

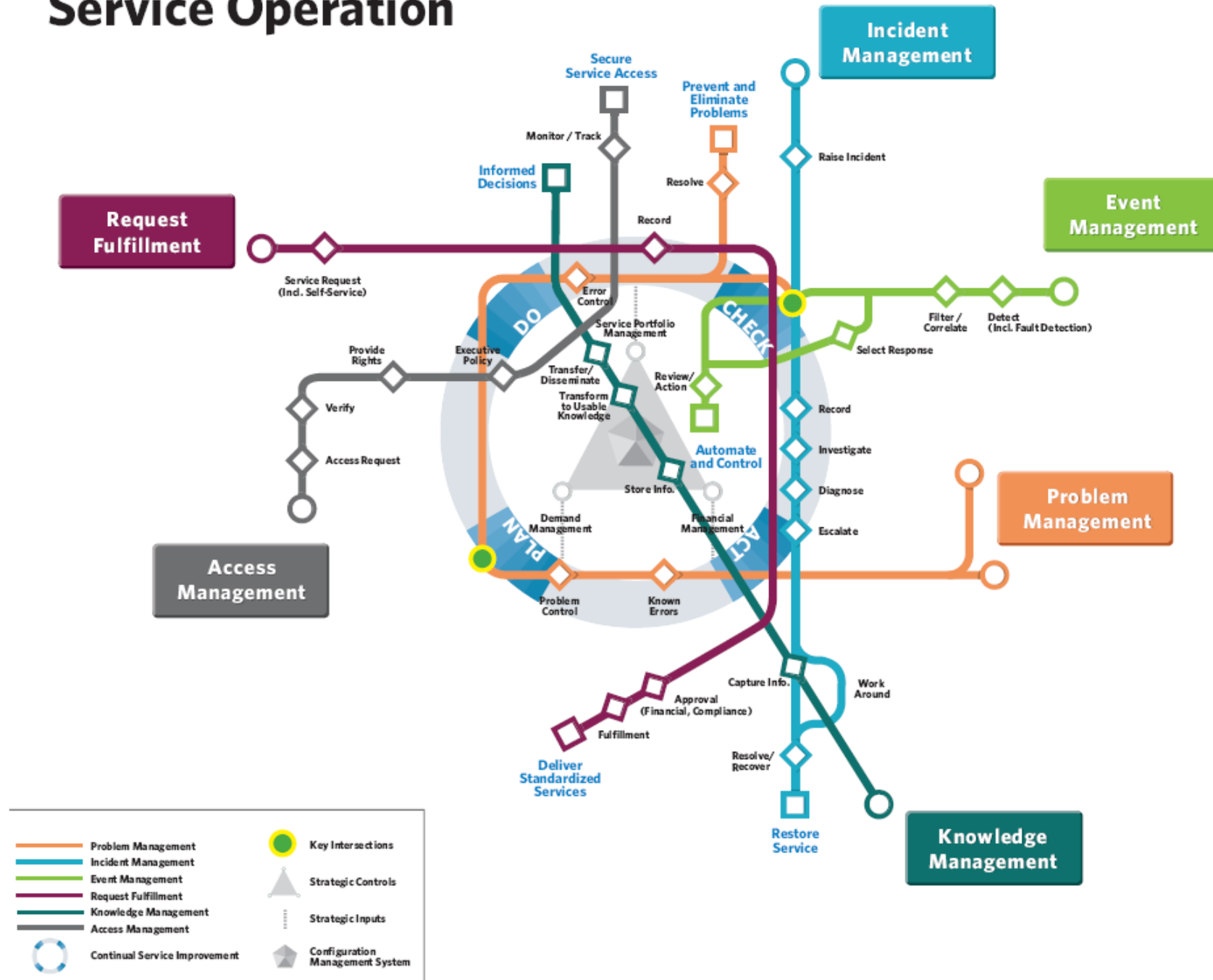


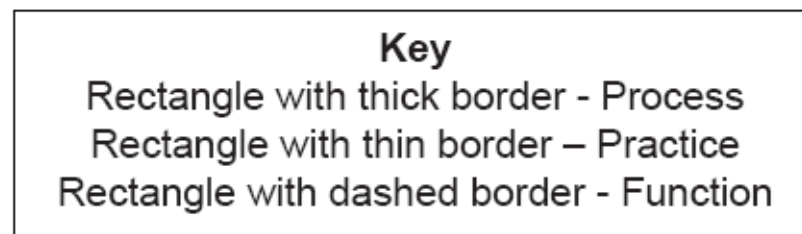
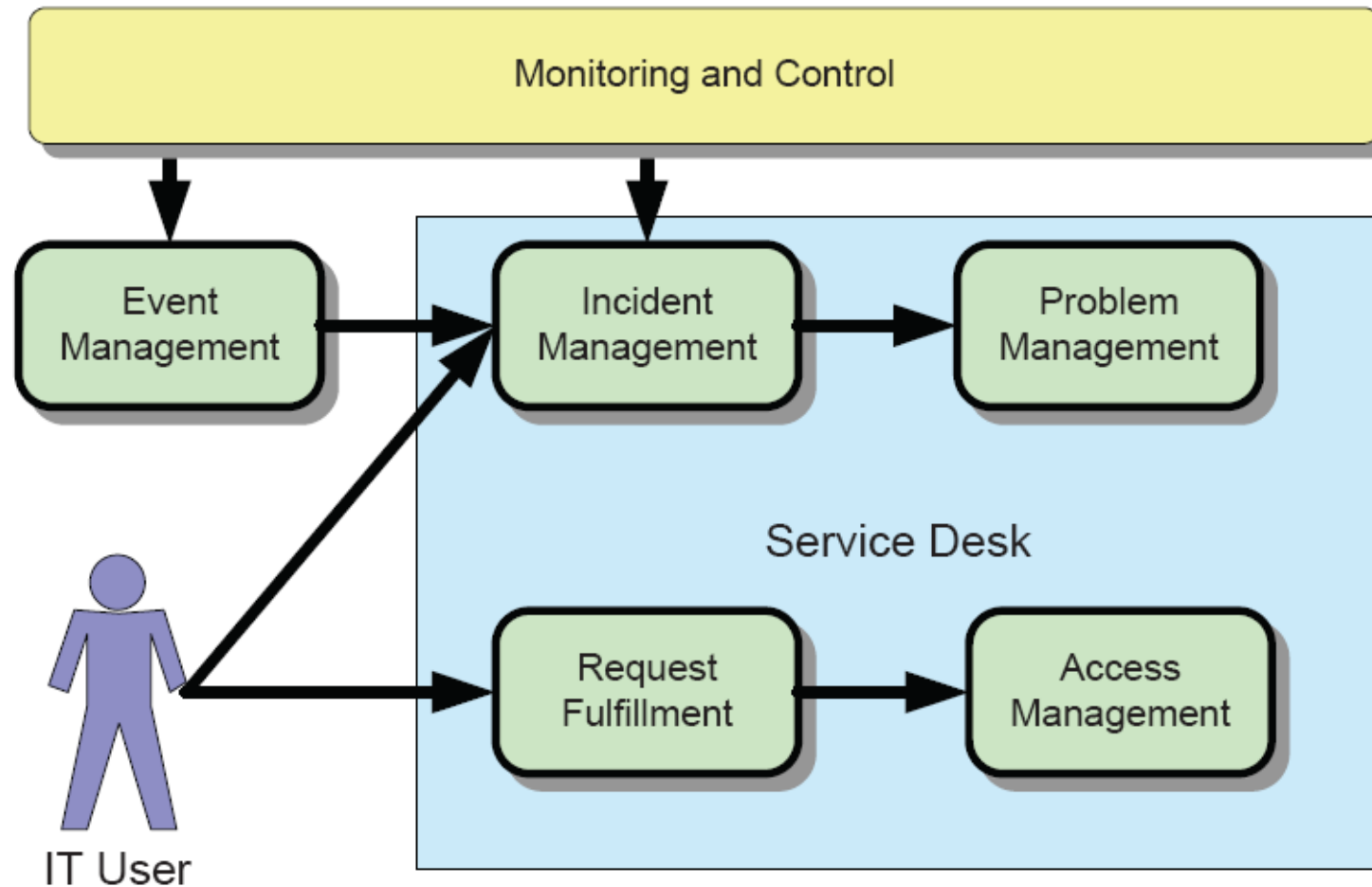
# SERVICE OPERATION

- Processes
  - Event Management
  - Incident Management
  - Problem Management
  - Request Fulfillment
  - Access Management



# Service Operation

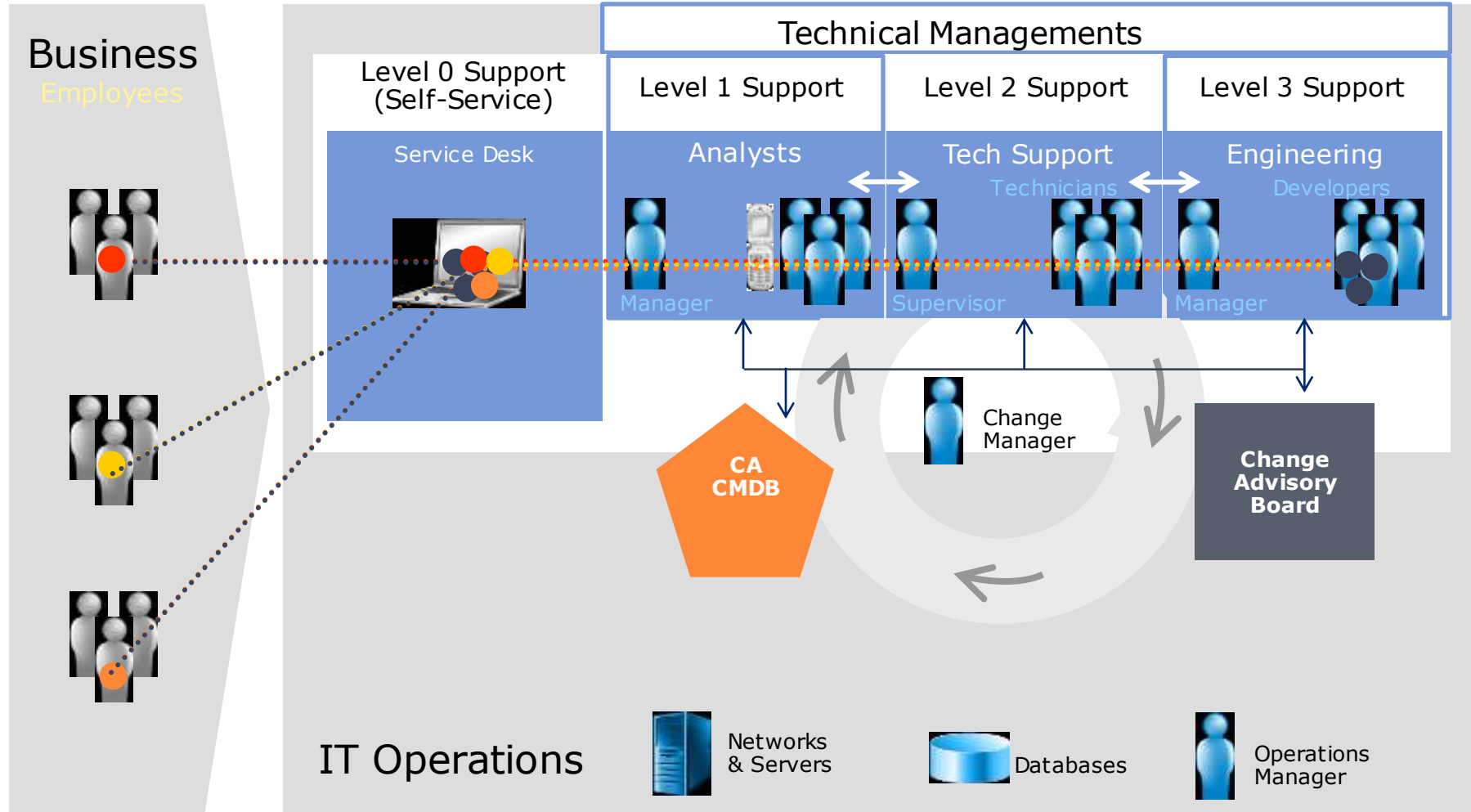




*The service desk is at the heart of the service operation stage*

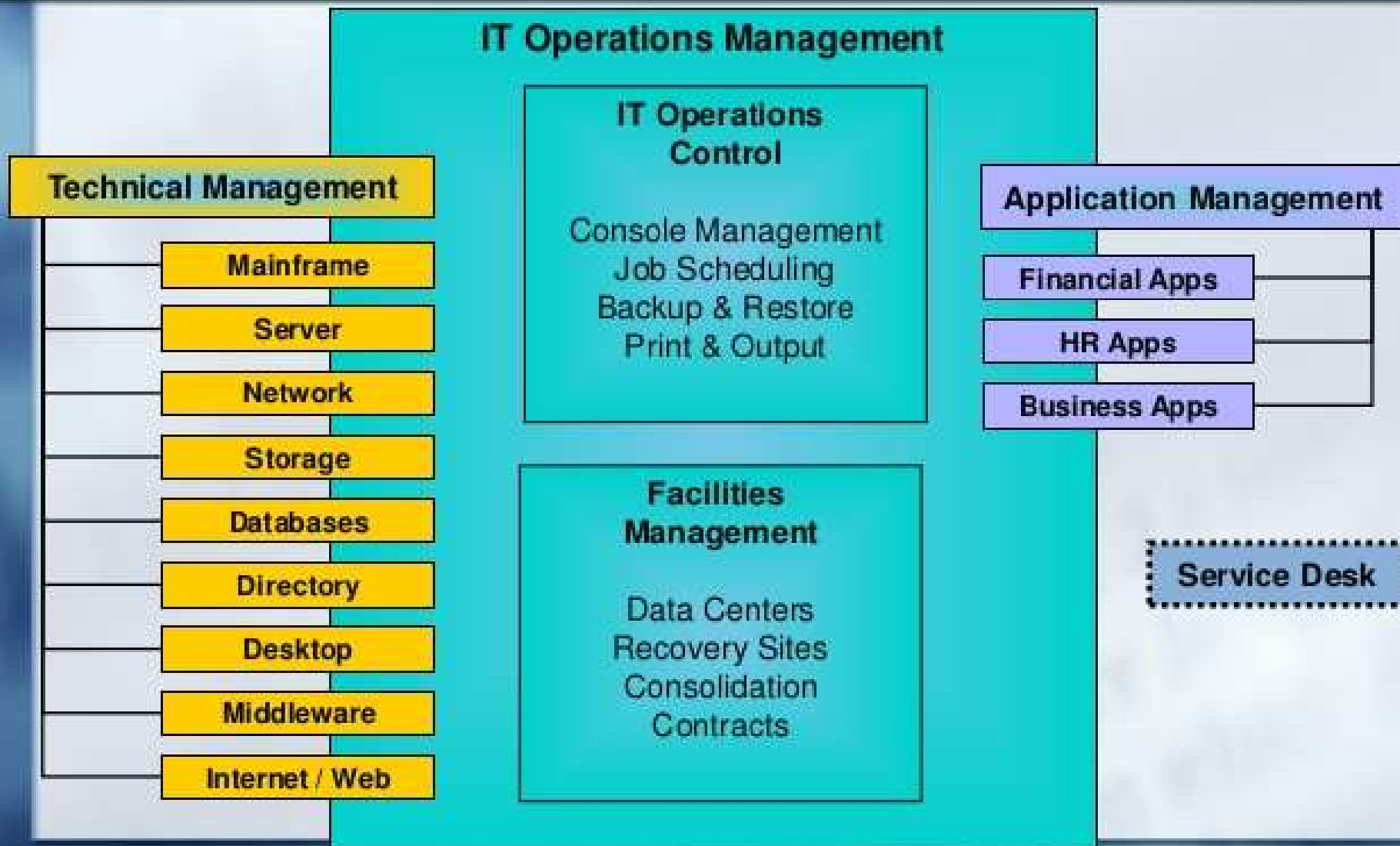


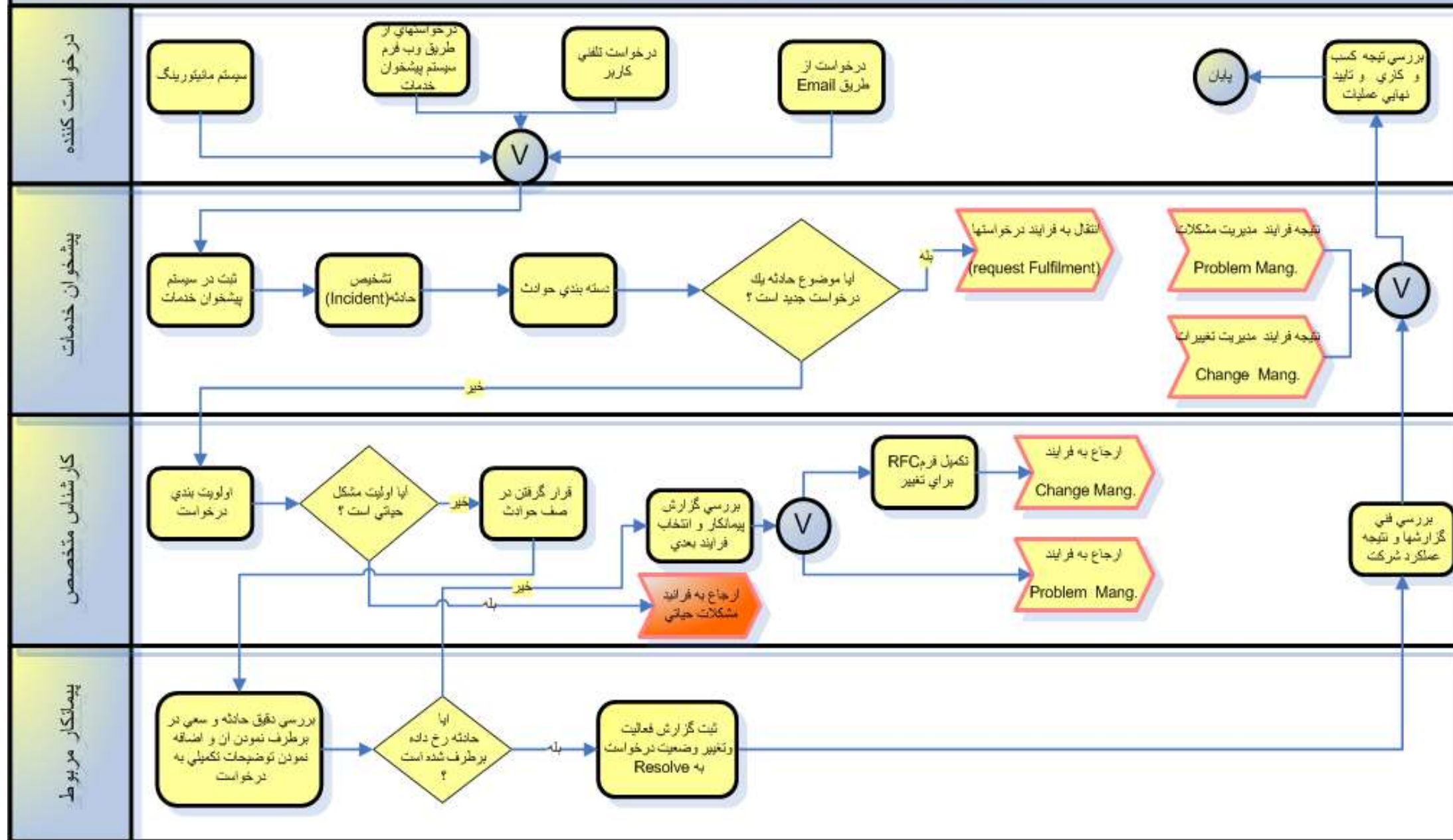
# SERVICE DESK

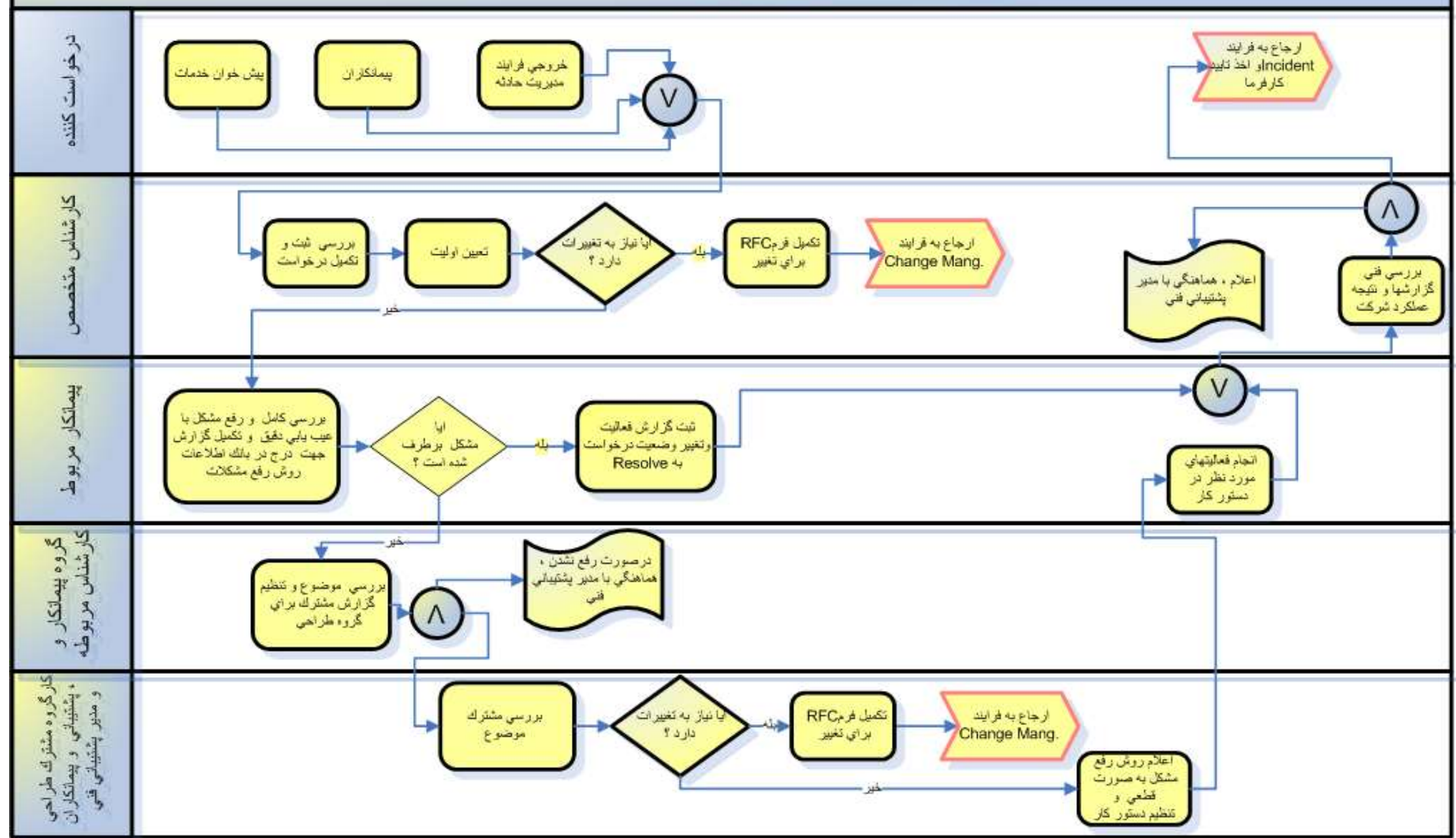




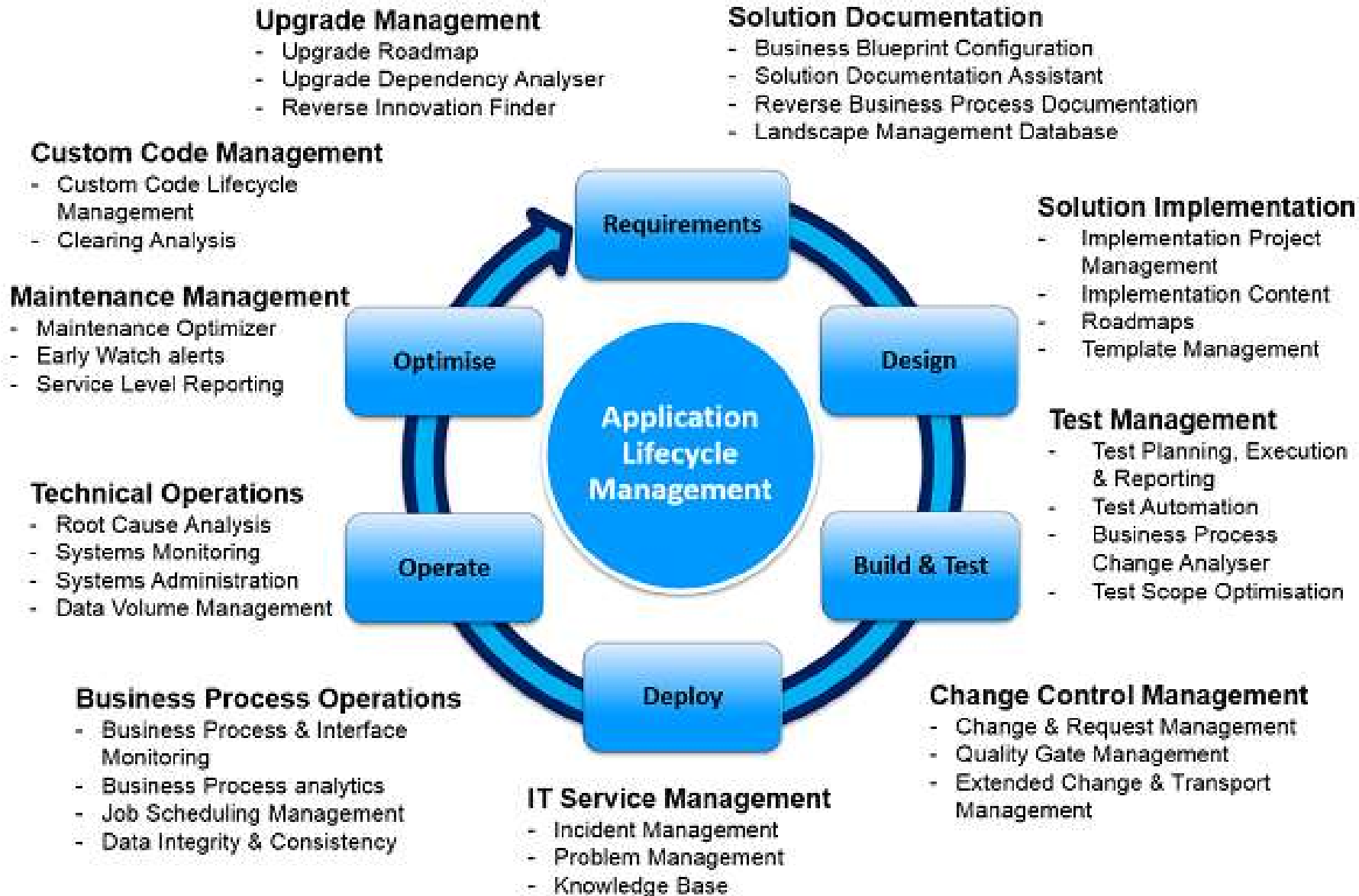
# Functions





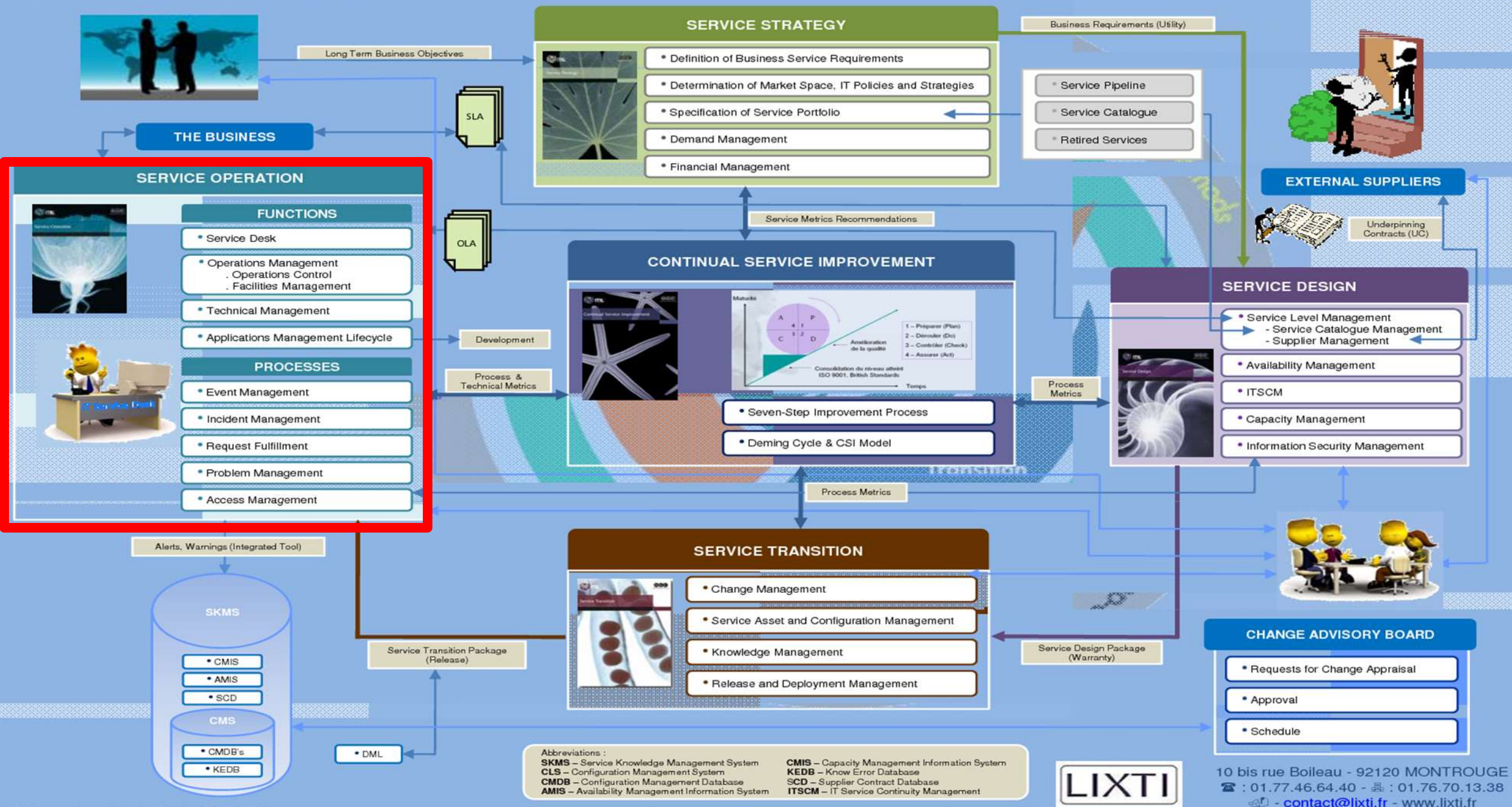


# APPLICATION MANAGER

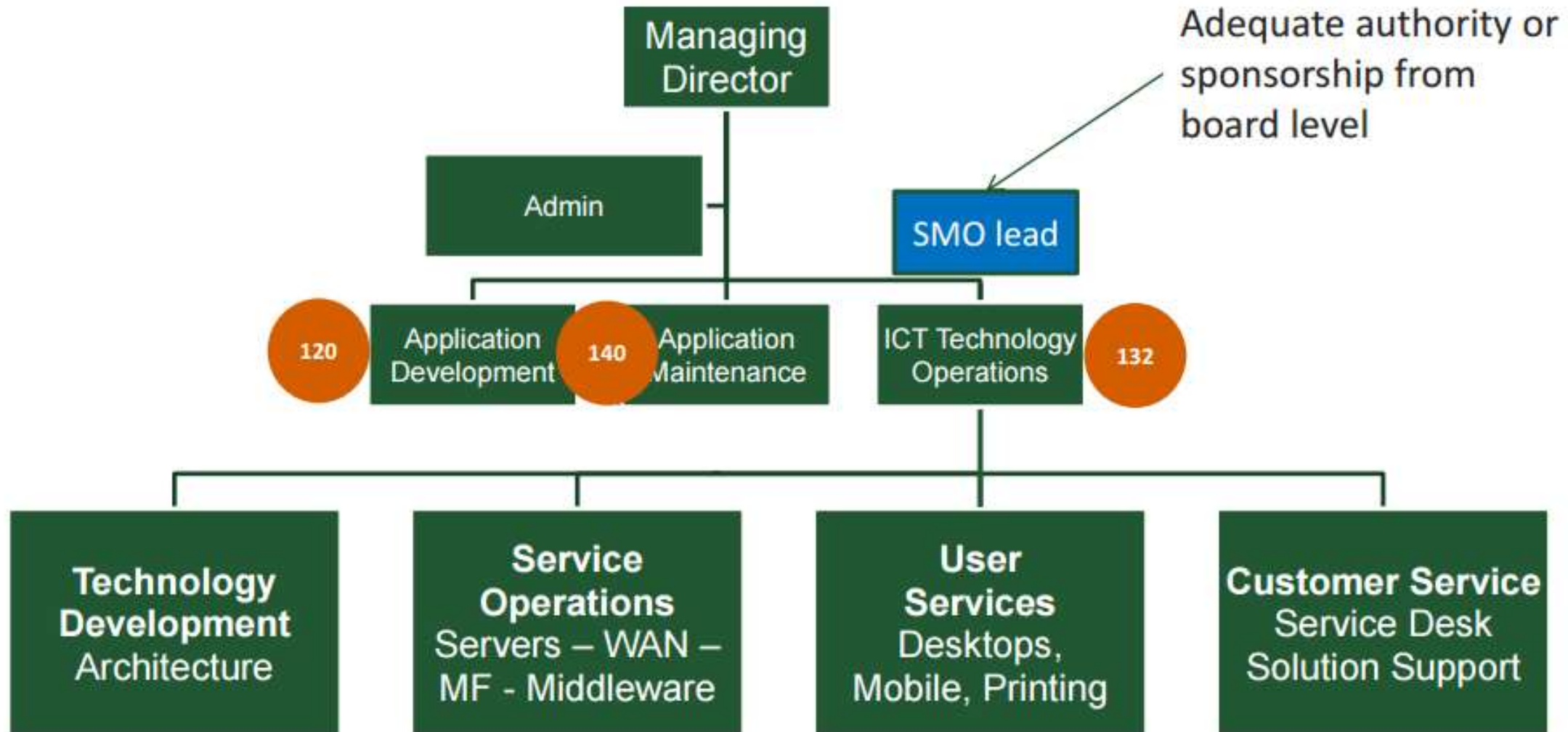




# ITIL V3 PROCESS MODEL

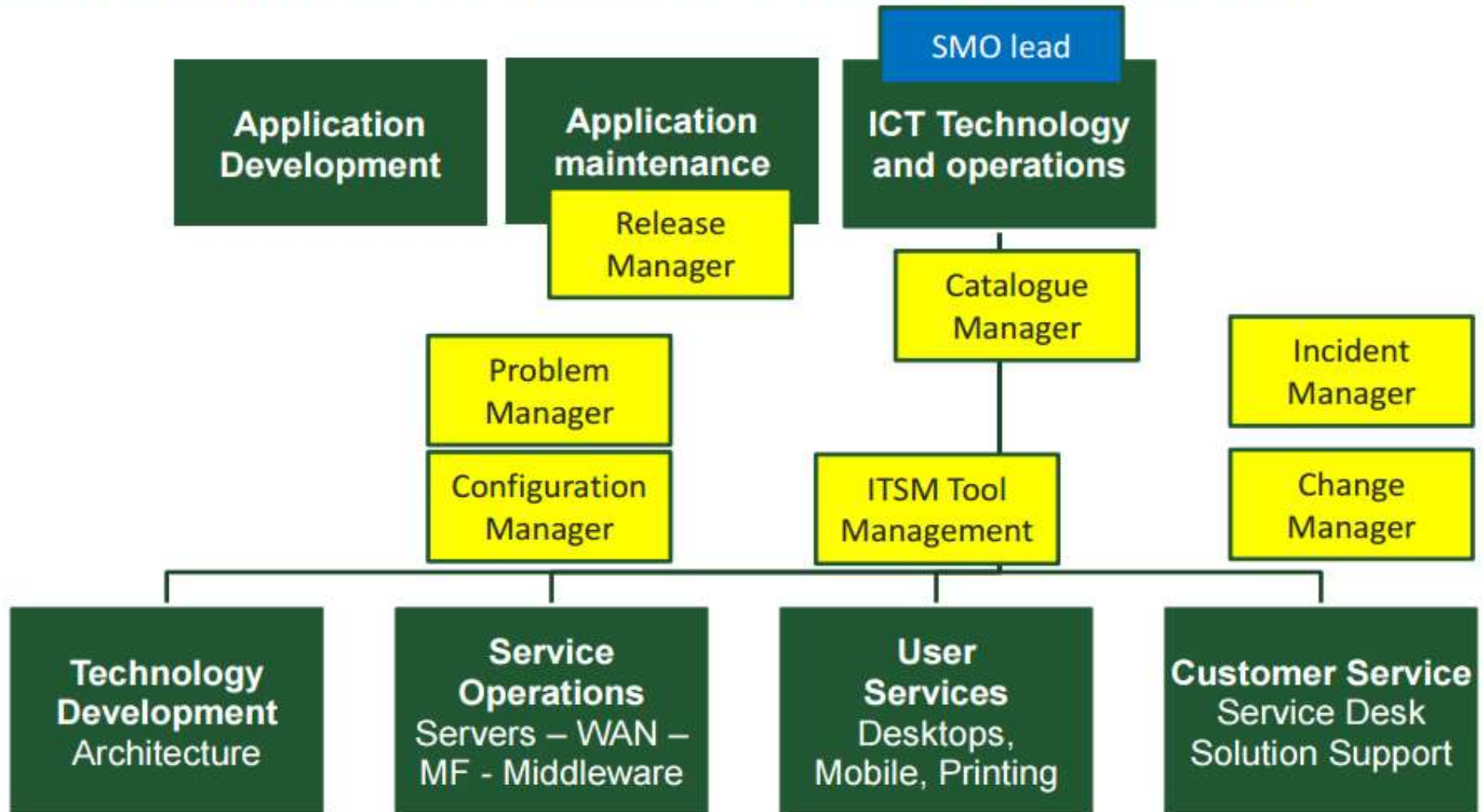


## Case example: SMO organization in traditional IT company





## Case example: SMO organization in traditional IT company



Pipeline

Service Catalogue

New business  
services

Continual  
Service  
Improvement

3<sup>rd</sup> party  
services

Project  
Management  
Office

Retired

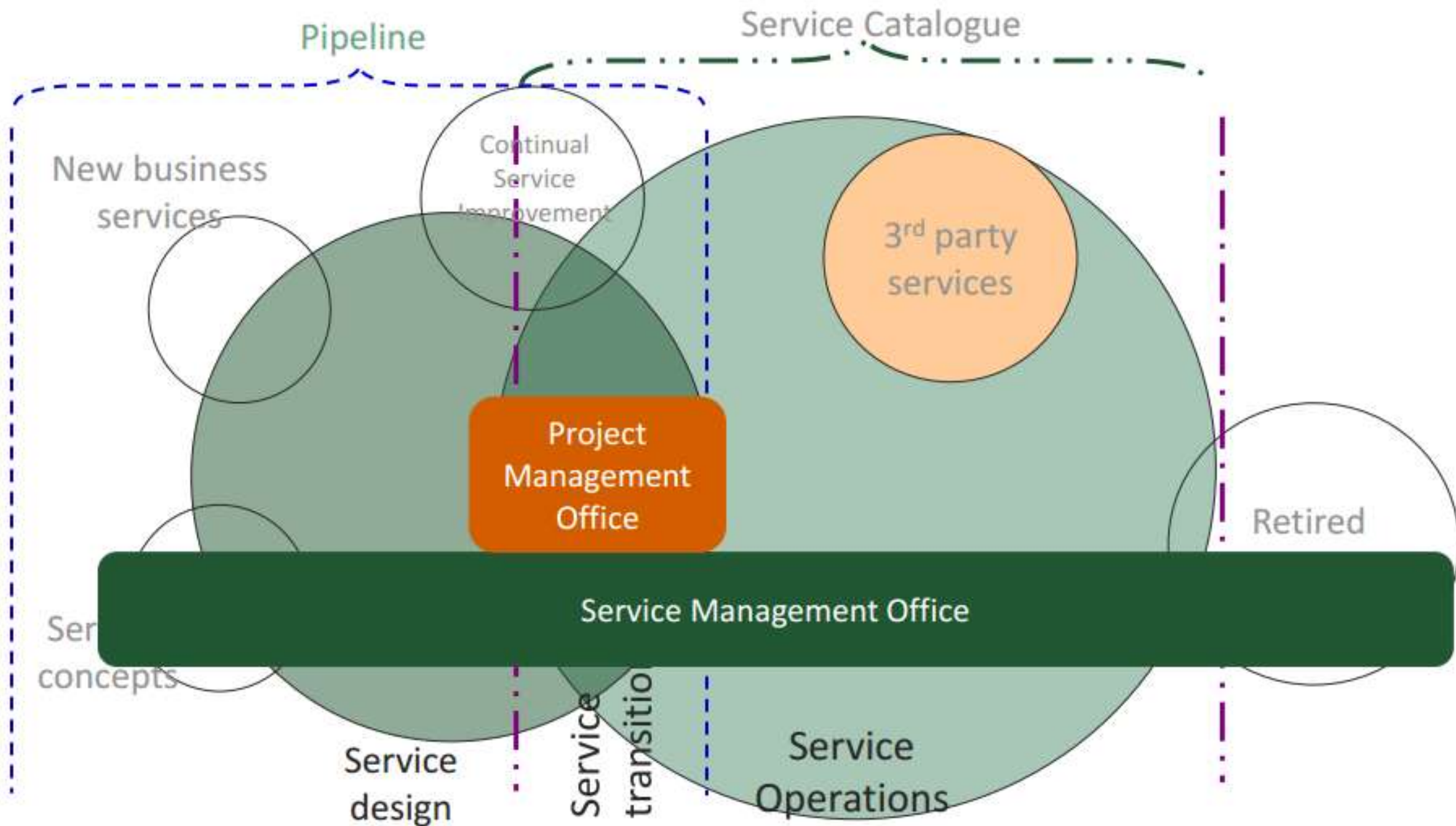
Service  
concepts

Service Management Office

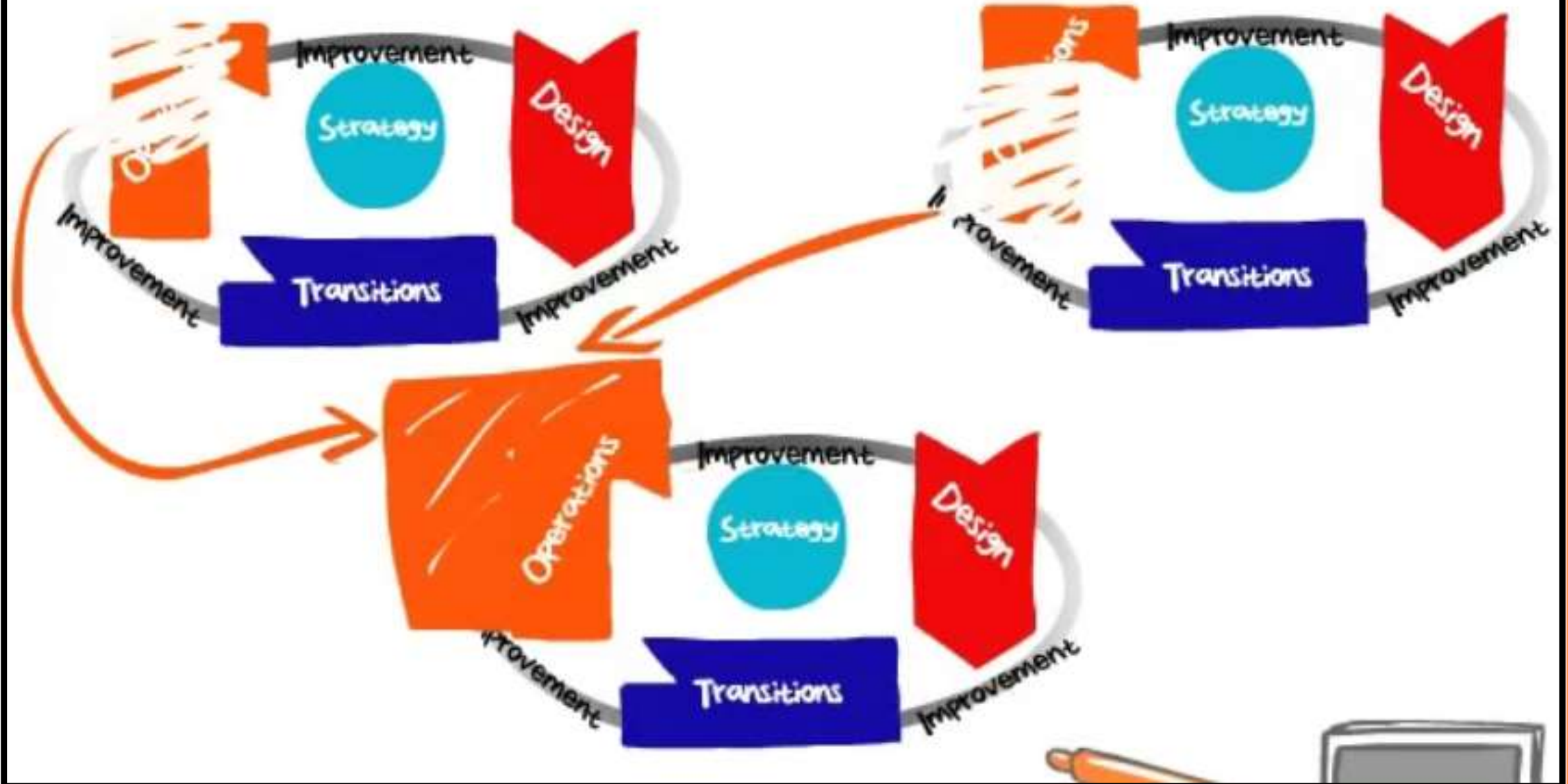
Service  
design

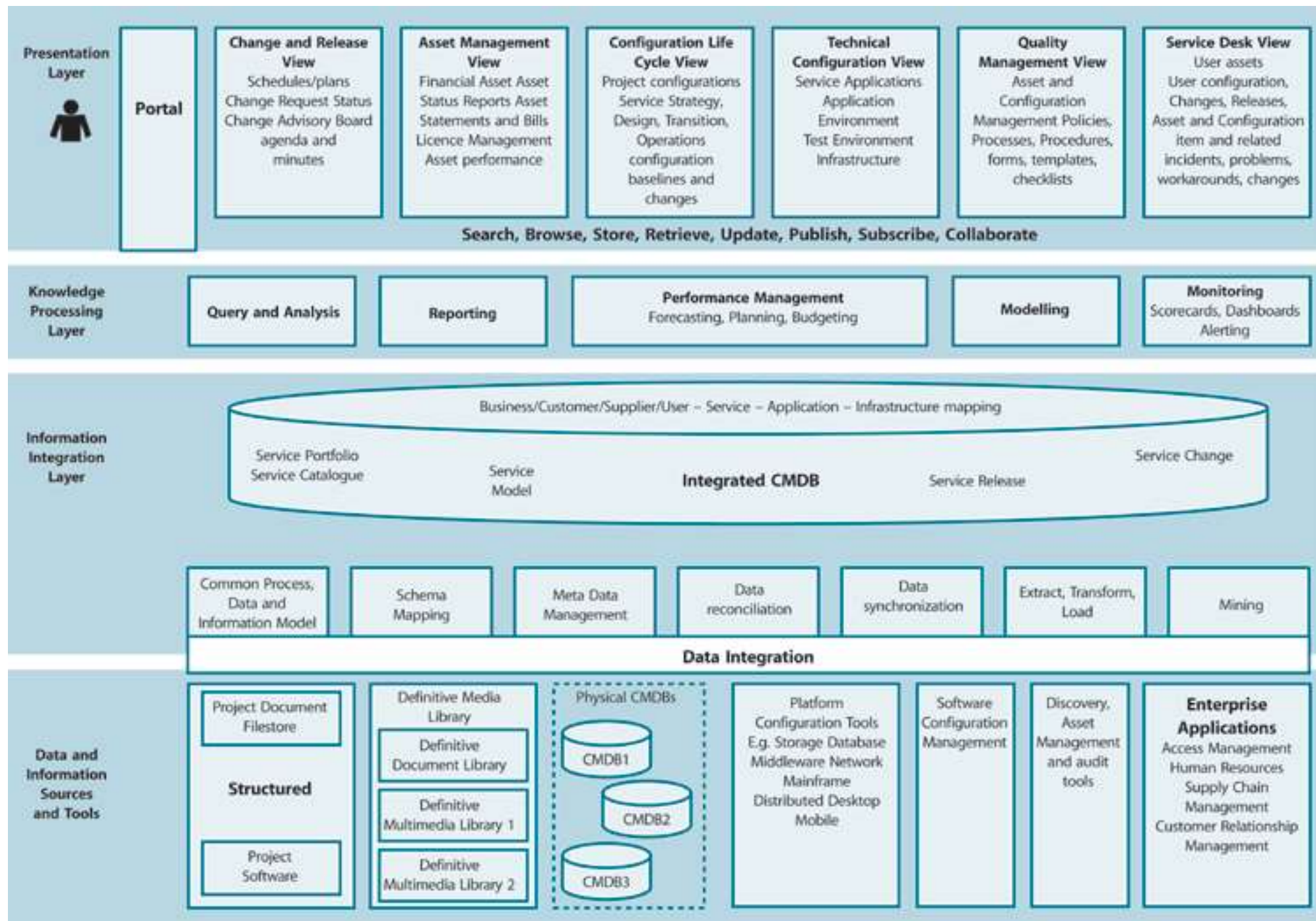
Service  
transition

Service  
Operations











## Service Strategies

- Service portfolio
- Service economics
- IT financial management
- IT demand management
- Service strategies for out-sourcing, insourcing, and co-sourcing

## Service Design

- Service portfolio design
- Service catalogue management
- Service level management
- Supplier management
- Capacity management
- Availability and service continuity management
- Information security management

## Service Operations

- Service request management
- Event management
- Incident management
- Problem management
- Access management

## Service Transition

- Change management
- Service asset and configuration management
- Knowledge management
- Service release management
- Deployment, decommission, and transfer



# ITIL

- Common across the lifecycle is the overall practice itself, which relies on **processes, functions, activities, organizational models and measurement**, which together allow IT Service Management (ITSM) to **integrate with the business processes**, provide measurable value and evolve the ITSM industry forward in our pursuit of **service excellence.**





# منابع:

- Service Operation ITIL Version 3 OGC's foreword
- Service Transition ITIL Version 3 OGC's foreword
- Service Strategy ITIL Version 3 OGC's foreword
- Service Design ITIL Version 3 OGC's foreword
- yout
- [http://mandiri9.rssing.com/chan-23030116/all\\_p18.html](http://mandiri9.rssing.com/chan-23030116/all_p18.html)
- [https://en.wikipedia.org/wiki/IT\\_service\\_management](https://en.wikipedia.org/wiki/IT_service_management)
- [http://www.hci-til.com/ITIL\\_v3/books/1\\_service\\_strategy/service\\_strategy\\_cha.html](http://www.hci-til.com/ITIL_v3/books/1_service_strategy/service_strategy_cha.html)
- [http://wiki.en.it-processmaps.com/index.php/ITIL\\_Service\\_Operation](http://wiki.en.it-processmaps.com/index.php/ITIL_Service_Operation)
- [http://wiki.en.it-processmaps.com/index.php/ITIL-Checklists#ITIL\\_Service\\_Operation\\_Templates](http://wiki.en.it-processmaps.com/index.php/ITIL-Checklists#ITIL_Service_Operation_Templates)
- [http://wiki.en.it-processmaps.com/index.php/ITIL\\_Service\\_Operation](http://wiki.en.it-processmaps.com/index.php/ITIL_Service_Operation)
- [https://en.wikipedia.org/wiki/Configuration\\_management\\_database](https://en.wikipedia.org/wiki/Configuration_management_database)
- <http://itsminfo.com/tag/cmdb/>
- <http://rapid-erp.com/portfolio-items/sap-solution-manager-a-tool-for-the-techies-right-wrong/>
- [http://wiki.en.it-processmaps.com/index.php/ITIL\\_Application\\_Management](http://wiki.en.it-processmaps.com/index.php/ITIL_Application_Management)
- <http://www.slideshare.net/lecuong75/itlc-hanoi-til-nguyen-manh-cuong>



سپاس از توجه شما

