

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

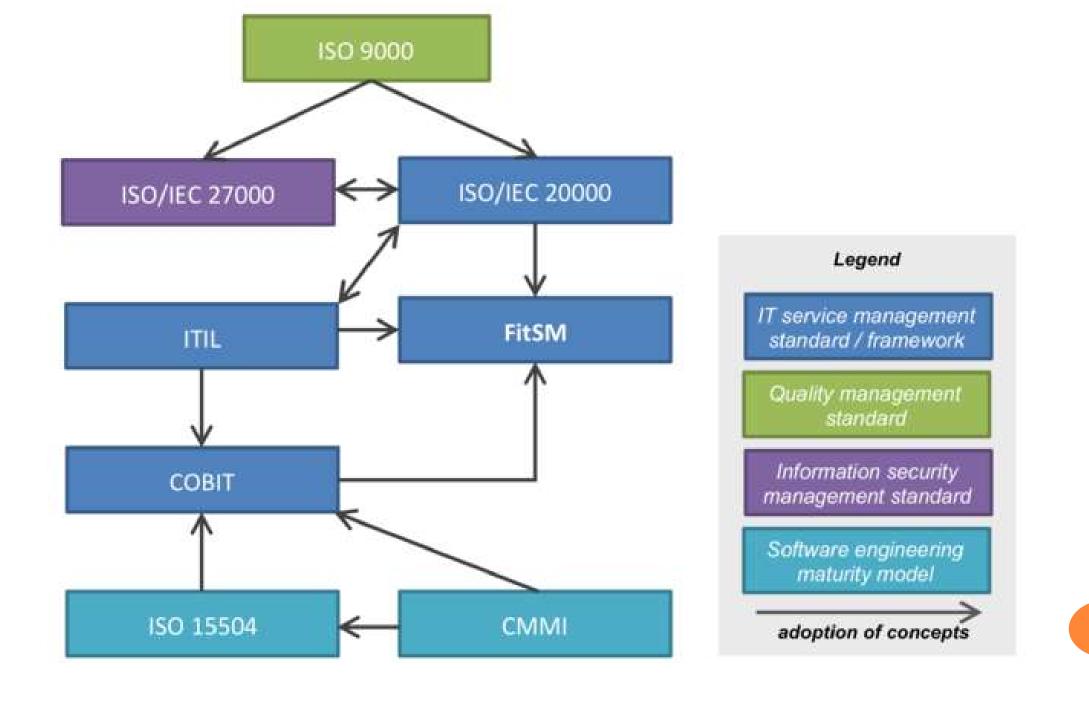
integrate with the business processes,

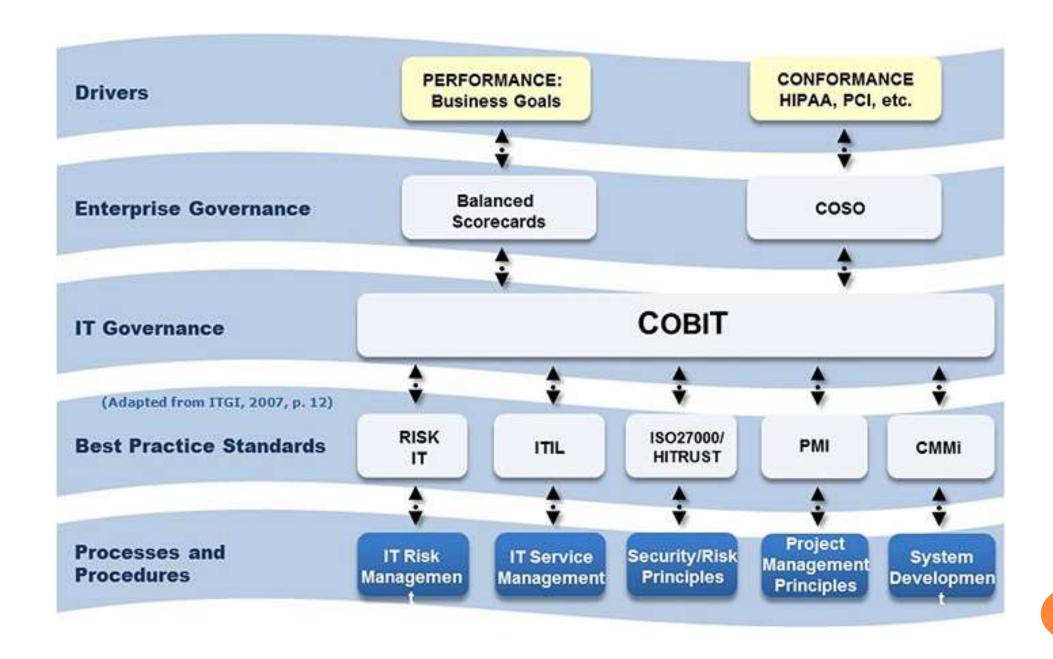
provide measurable value and evolve the ITSM industry forward in our pursuit of

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





COBIT

governance and management

TIL service

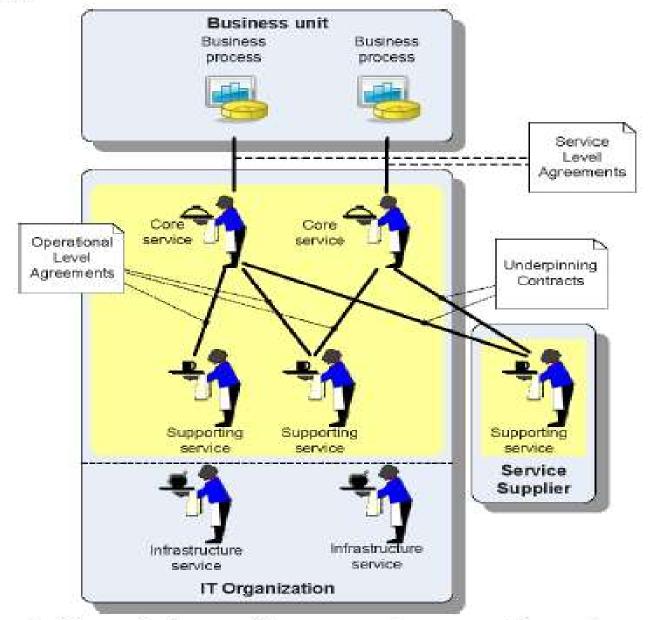


سرویس

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

Explained Simply & Visually

Types of Services



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

شاخص های یک سرویس

Utility

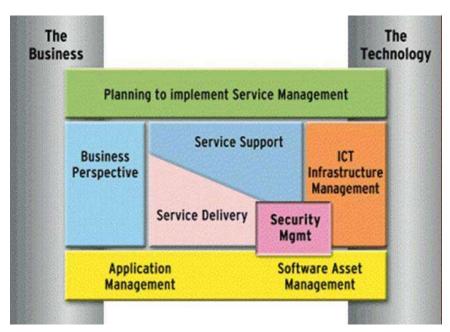
سرویس IT

Warranty

- خروجی های یک سرویس که مجموعه کسب کار مستقیم یا غیر مستقیم از آن استفاده میکنند.
- انچه اهداف اصلی کسب کار میباشد.

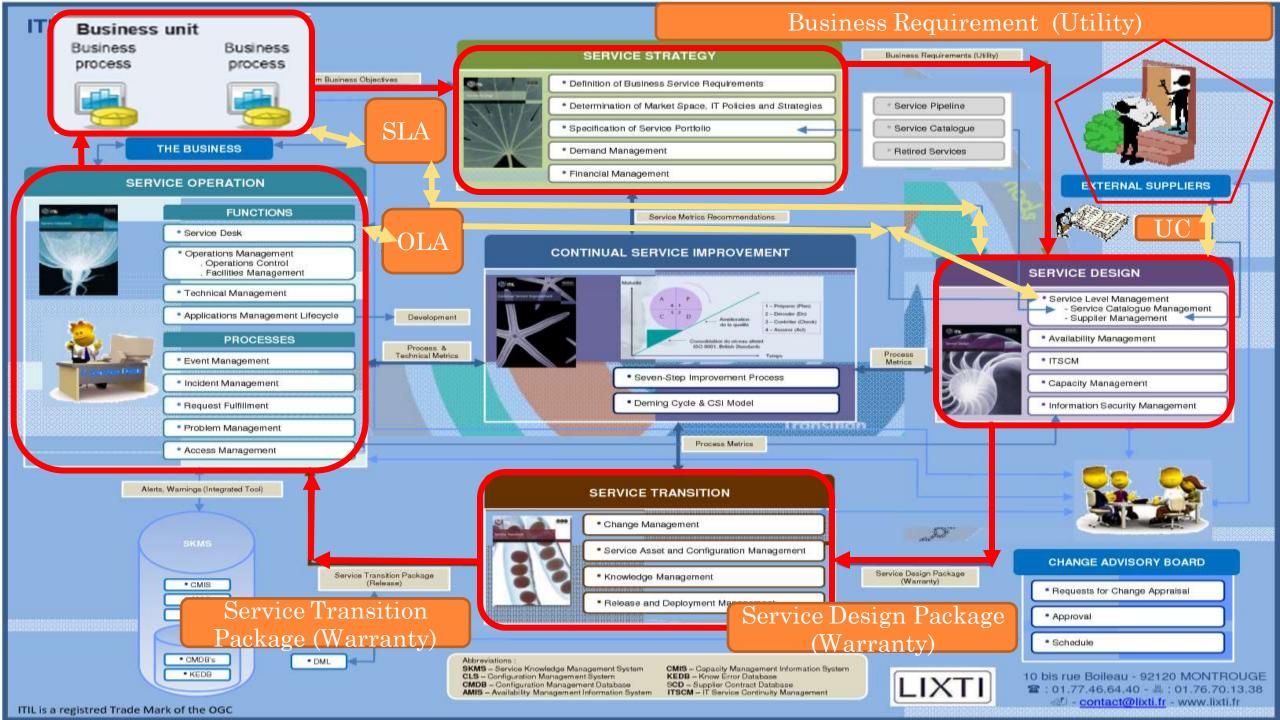
- پایداری
- دسترس پذیری
 - امنیت
 - تكرار پذيري







ITI1 V2.0



ConnectSphere Deliver Success

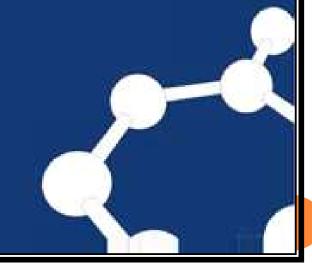


ITIL® Overview

Jo Peacock

www.connectsphere.com

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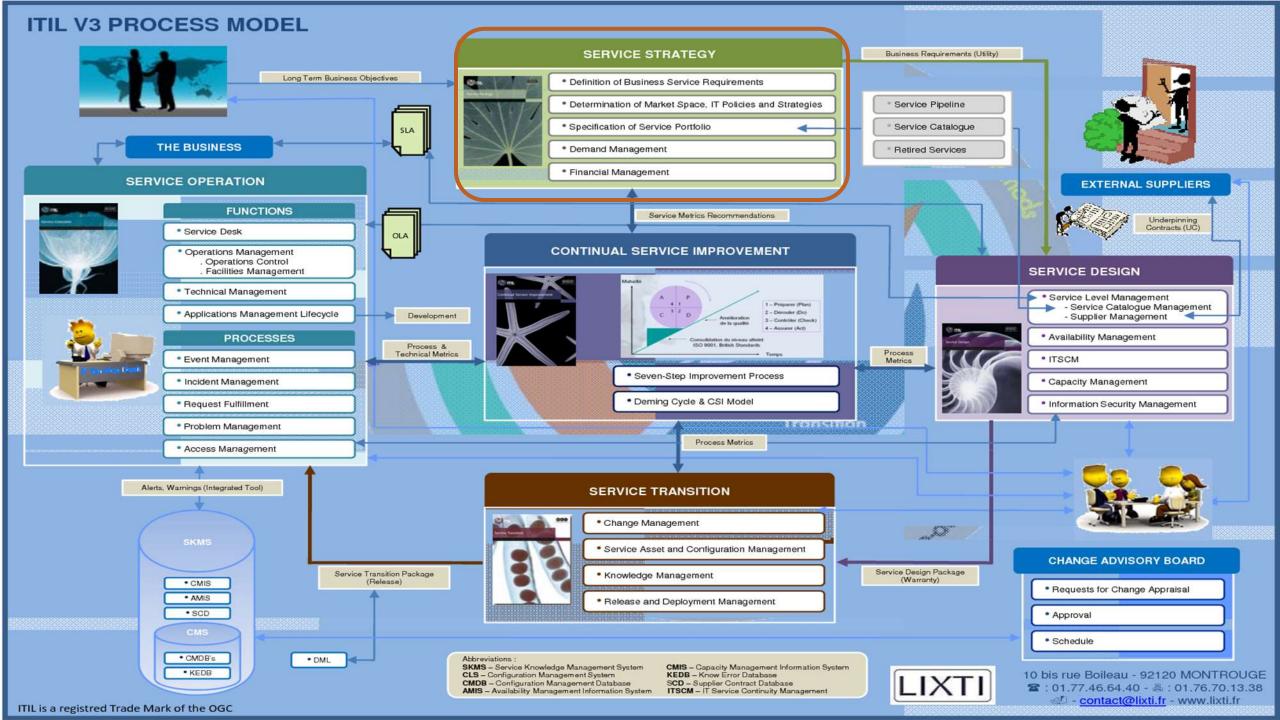


SERVICES STRATEGY

نیازمندی به عنوان یک دارای استراتزیک در نظر گرفته میشود و برای نحوه طراحی، توسعه، پیاده سازی ومدیریت آن الگو ارایه میکند.

Pattern of Business Activity (PBA)

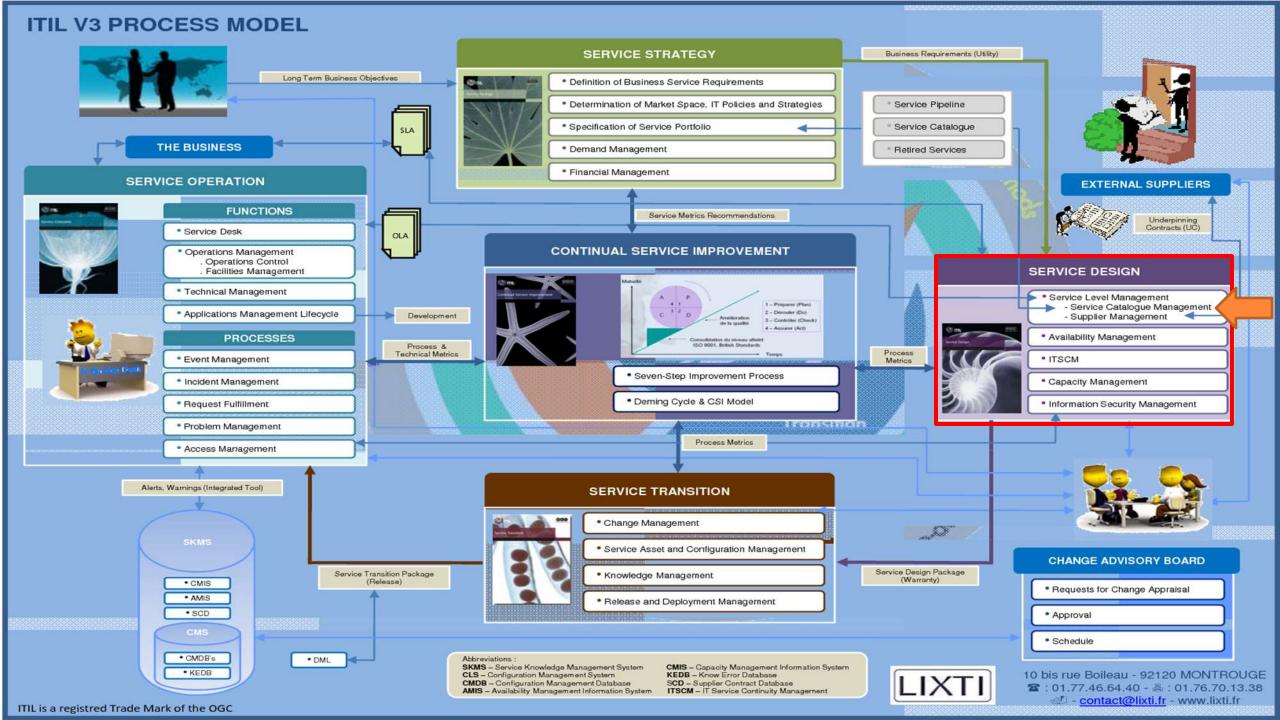
- انطباق نیاز مندی های کسب کار با استراتژی ها
- (Service Lifecycle) ایجاد چرخه حیات سرویس
 - و ارزیابی ریسک سرویس در سطح استراتژی
- و ارزیابی مالی سرویس از نظر میزان ارزش برای سرمایه گذاری



SERVICES STRATEGY IN ITIL 2011

New Process

- Strategy Management for IT Services
- Business Relationship Management.







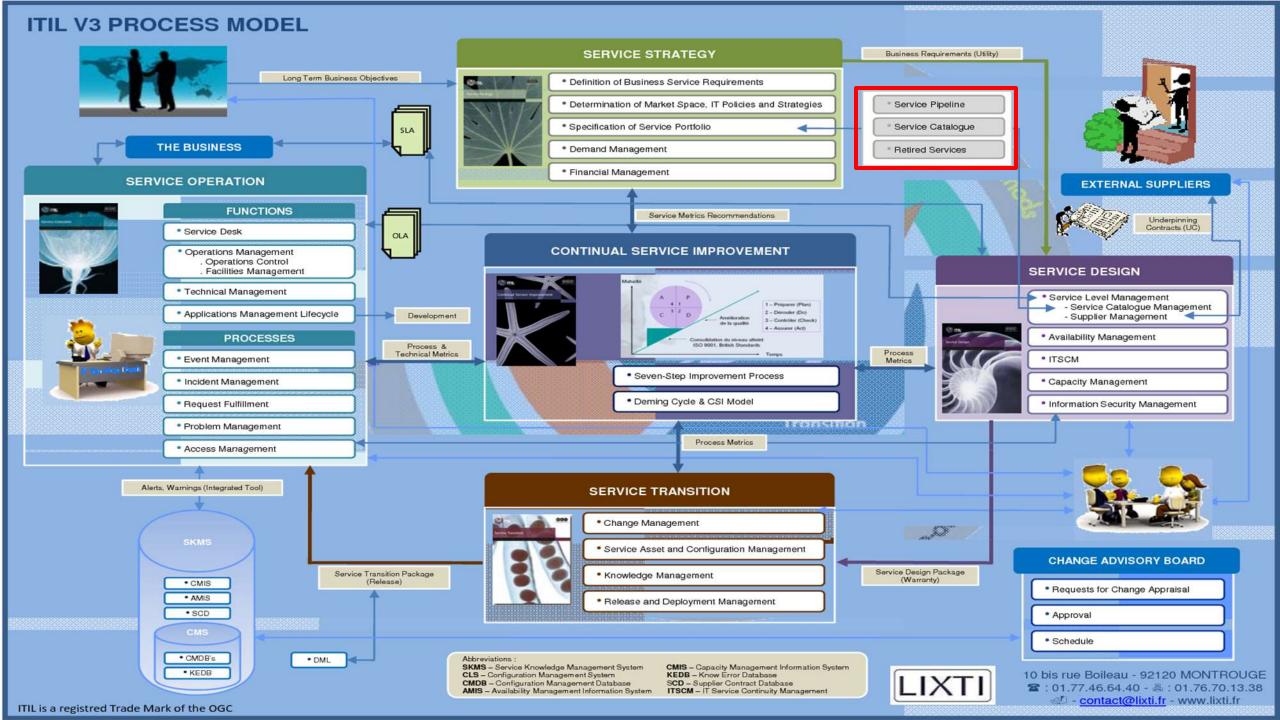
ITIL® Overview

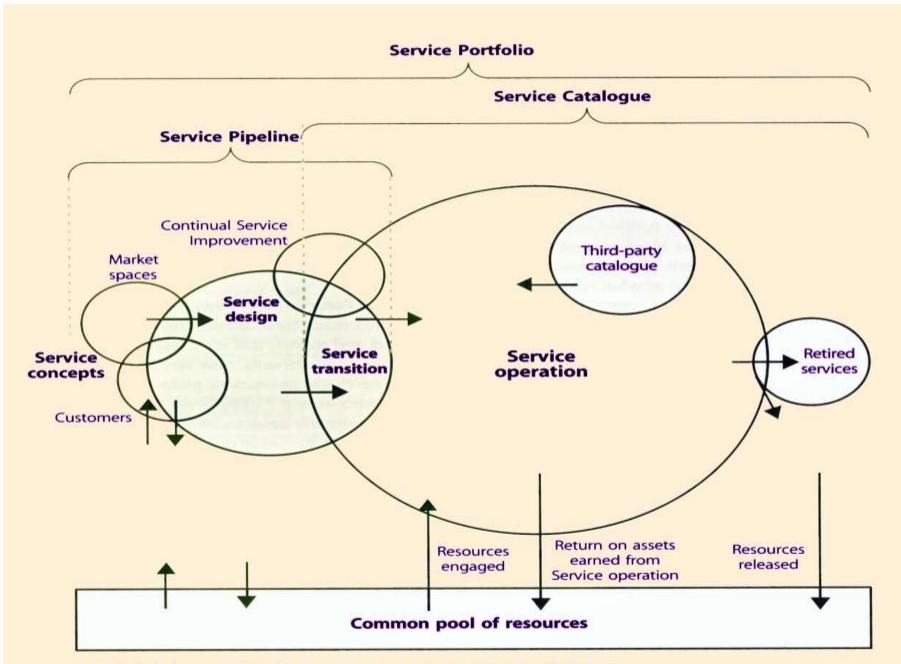
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Area of circle is proportional to resources currently engaged in the lifecycle phase (Service Portfolio and Financial Management)

Service Portfolio

Description

Value Proposition

Business Cases

Priorities

Risks

Offerings and Packages

Cost and Pricing

Service Catalogue(s)

Services

Supported Products

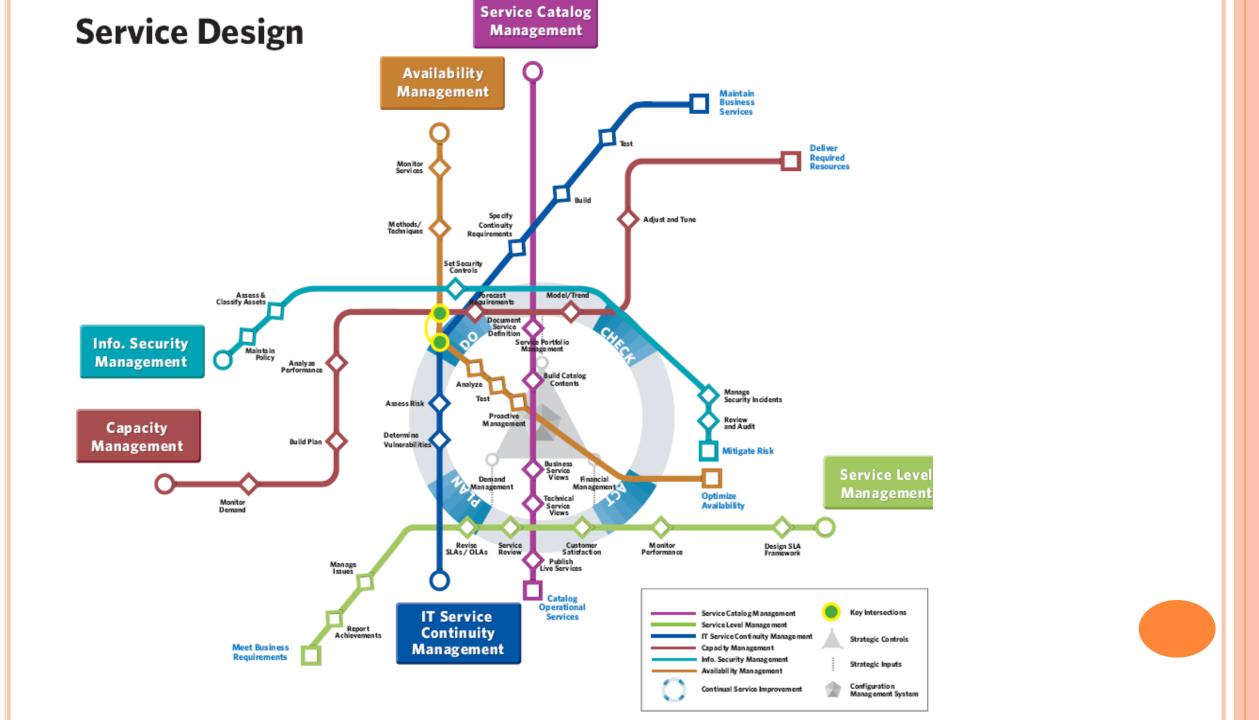
Policies

Ordering and Request Procedures

Support Terms and Conditions

Entry Points and Escalations

Pricing and Chargeback



SERVICE DESIGN 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

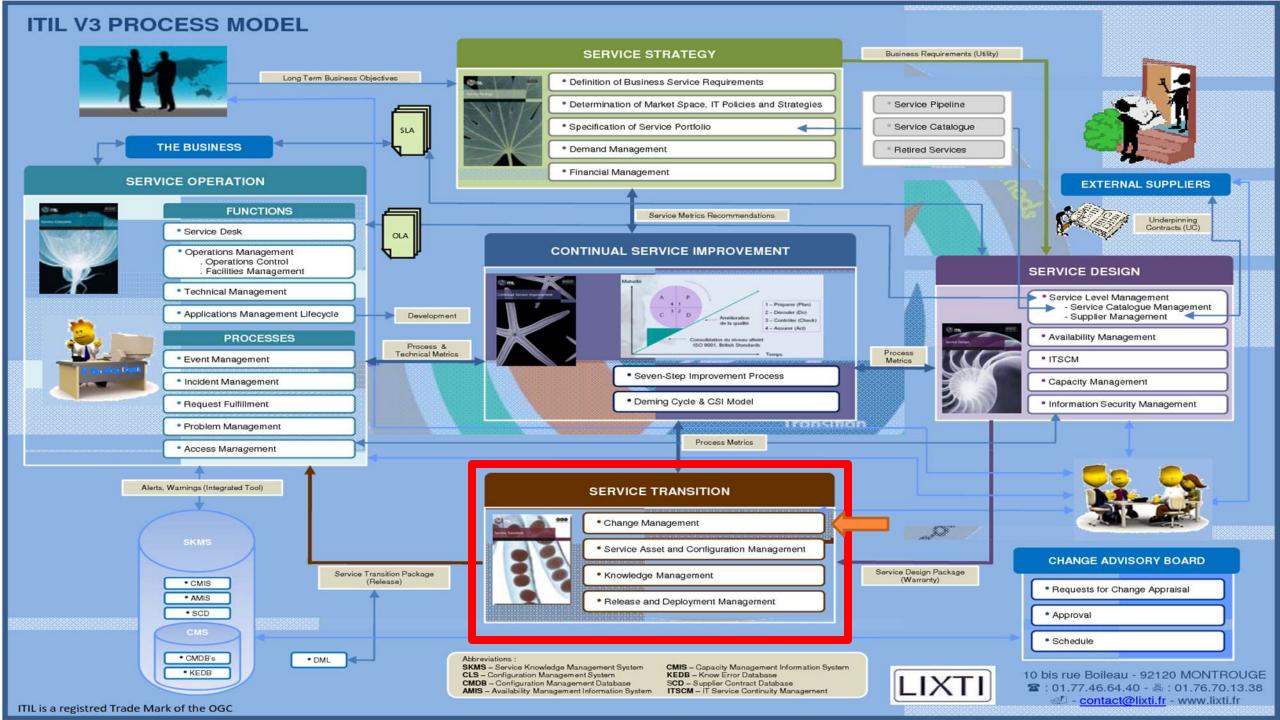
- Service Level Management v3.0
- Design Coordination process v2011

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

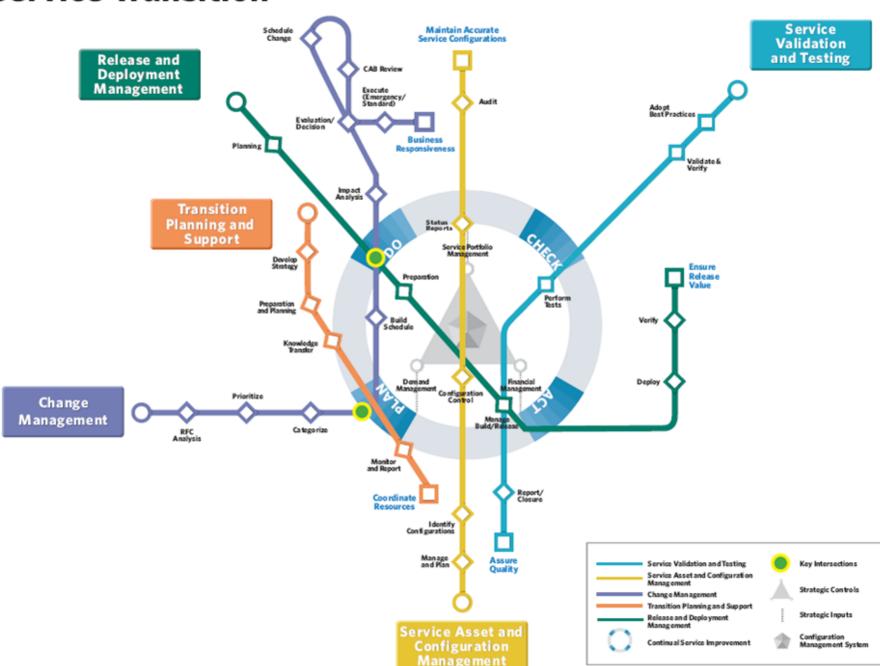


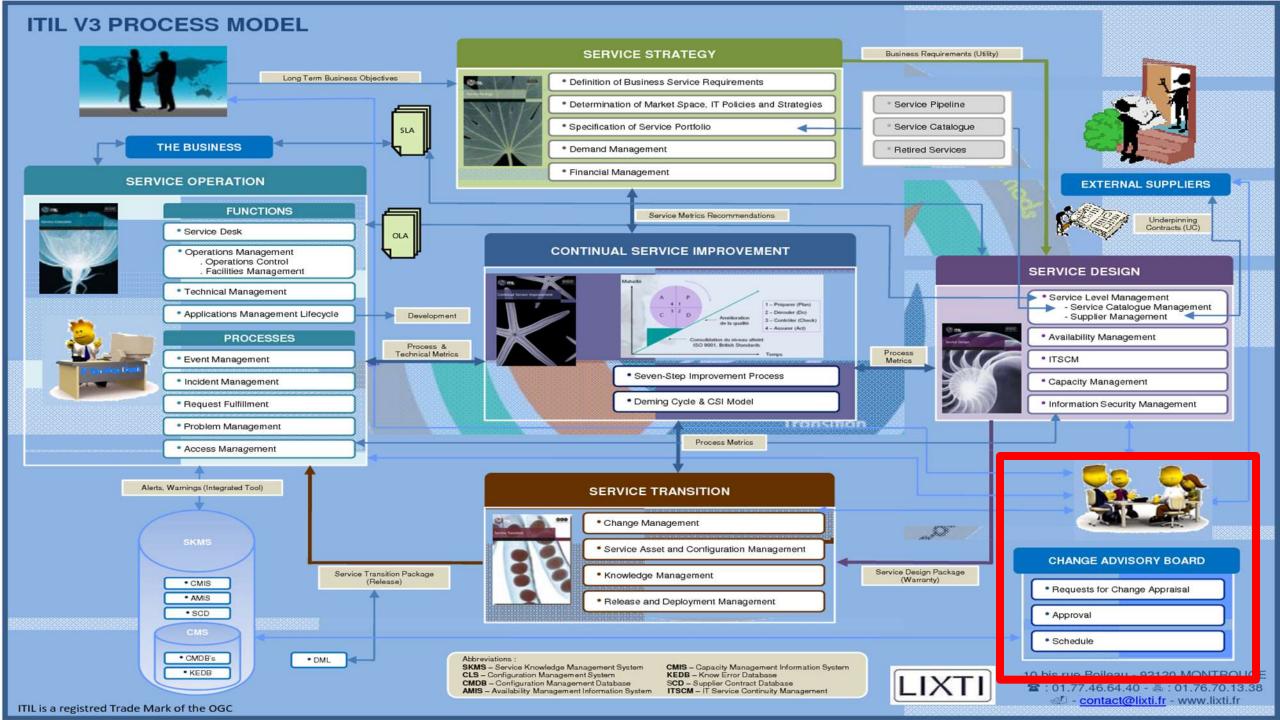
CHANGE MANAGEMENT

ITIL Change Management aims to control the lifecycle of all Changes.

- •Standard
- •Normal
- oUrgent

Service Transition



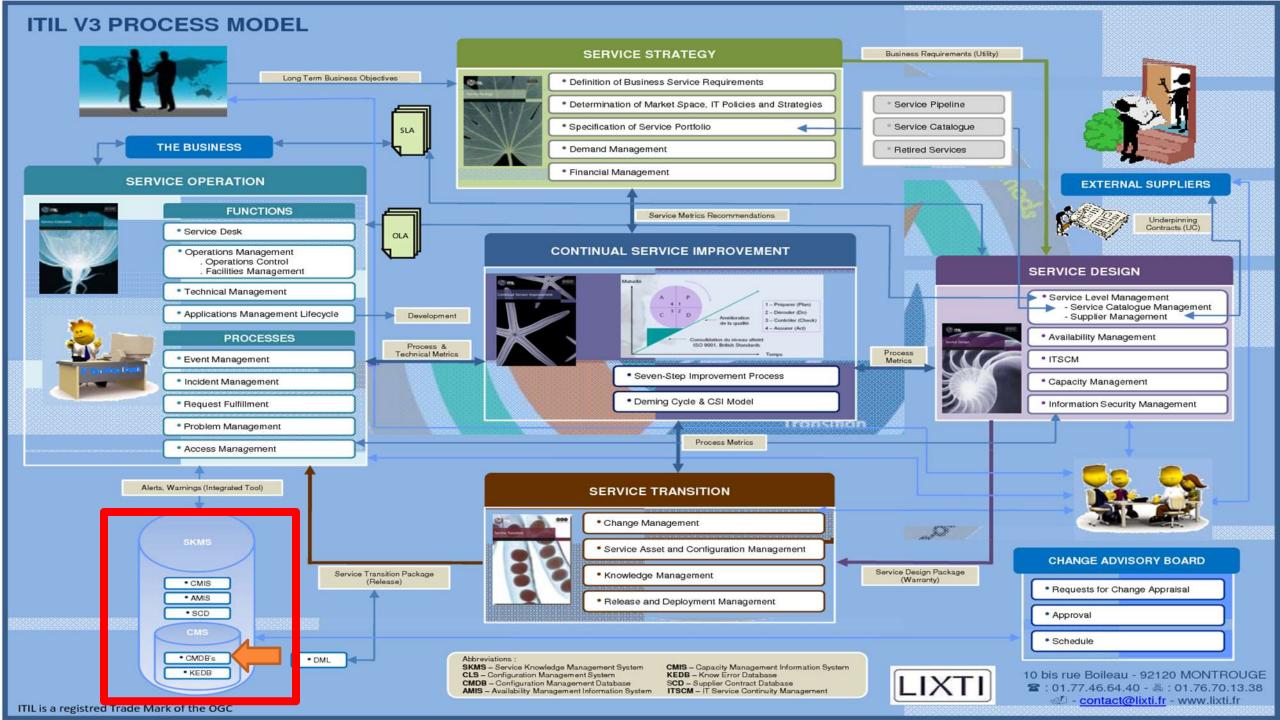


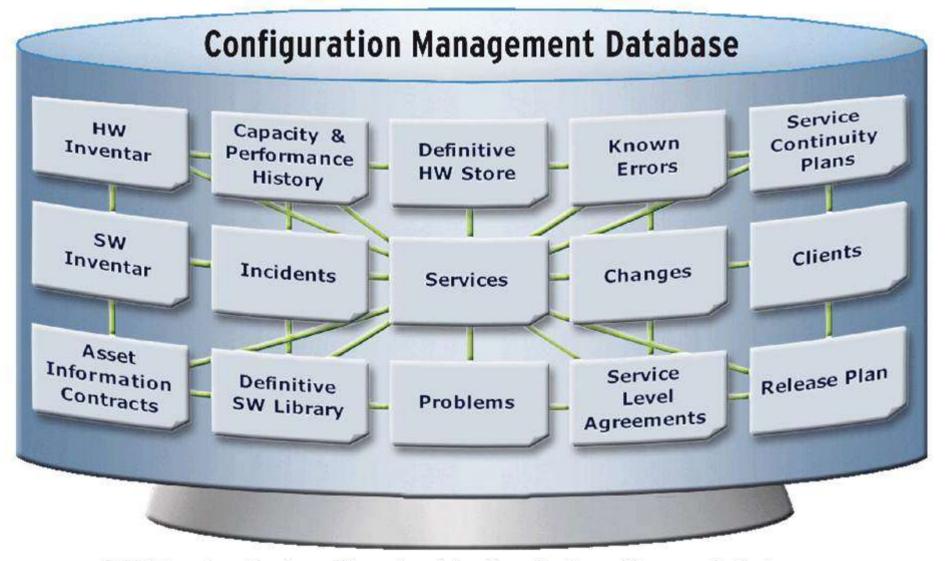
REQUEST FOR CHANGE (RFC) - CONTENTS

- 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





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

CONFIGURATION ITEMS (CIS)





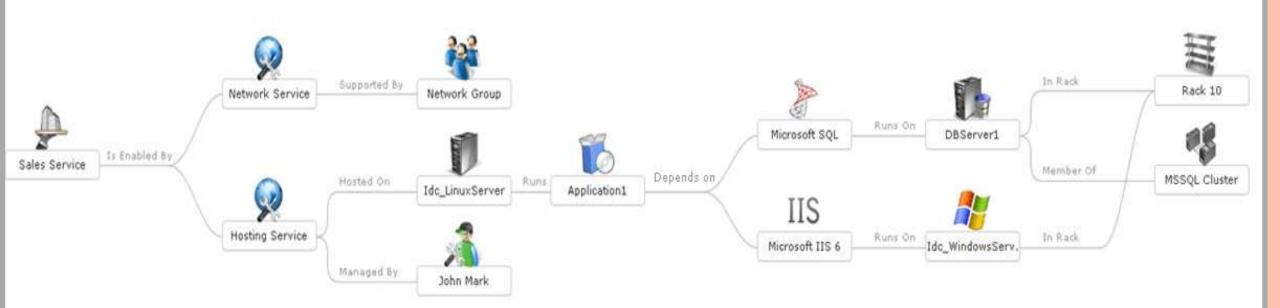












SERVICE TRANSITION IN 2011

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

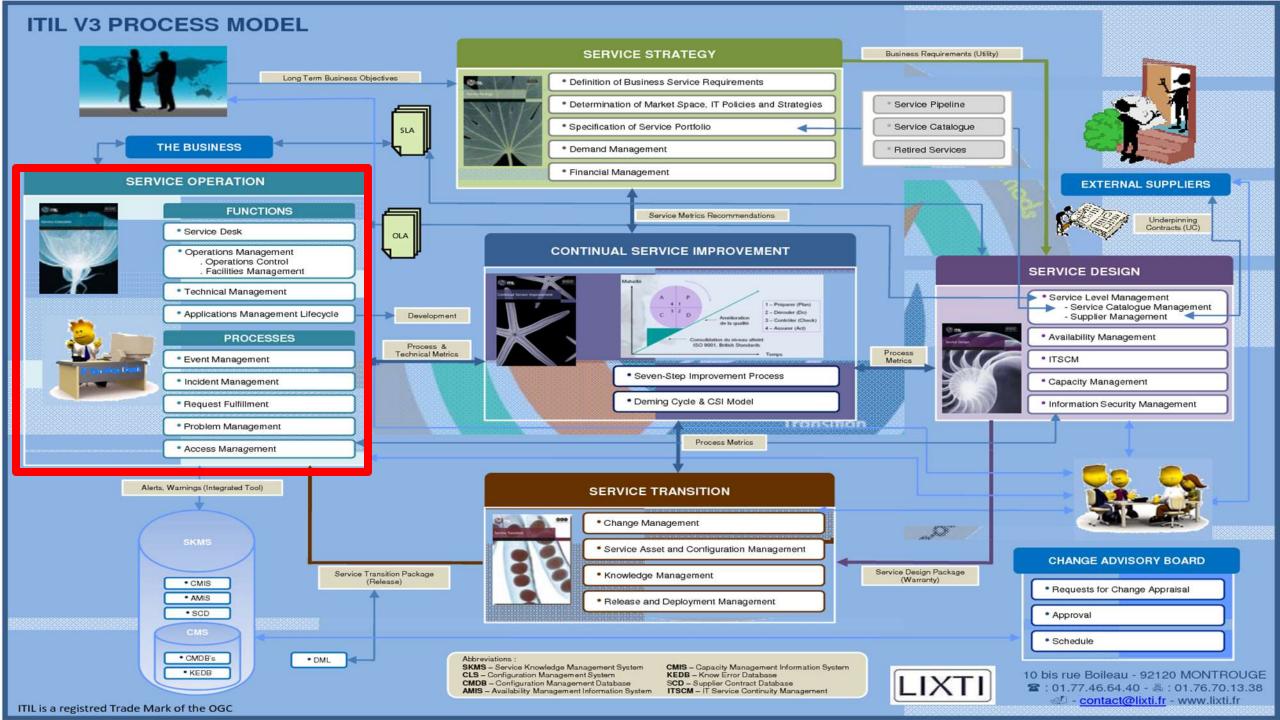
SERVICE OPERATION

ثابت نگهداشتن سطح سرویس . مدیریت آن در

سطح توافقي

که با کاربر و مشتري، نهايي شده است .

Service Level Agreement

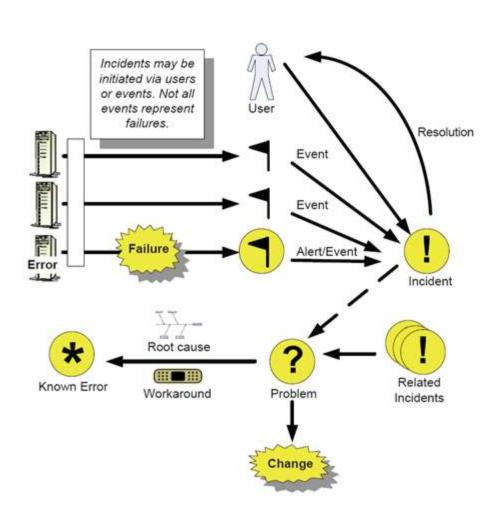


Service Operation Key Concepts

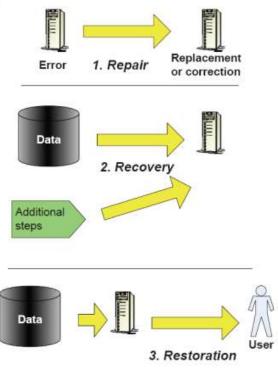
Events, Incidents, and Problems



RESOLVE INCIDENT



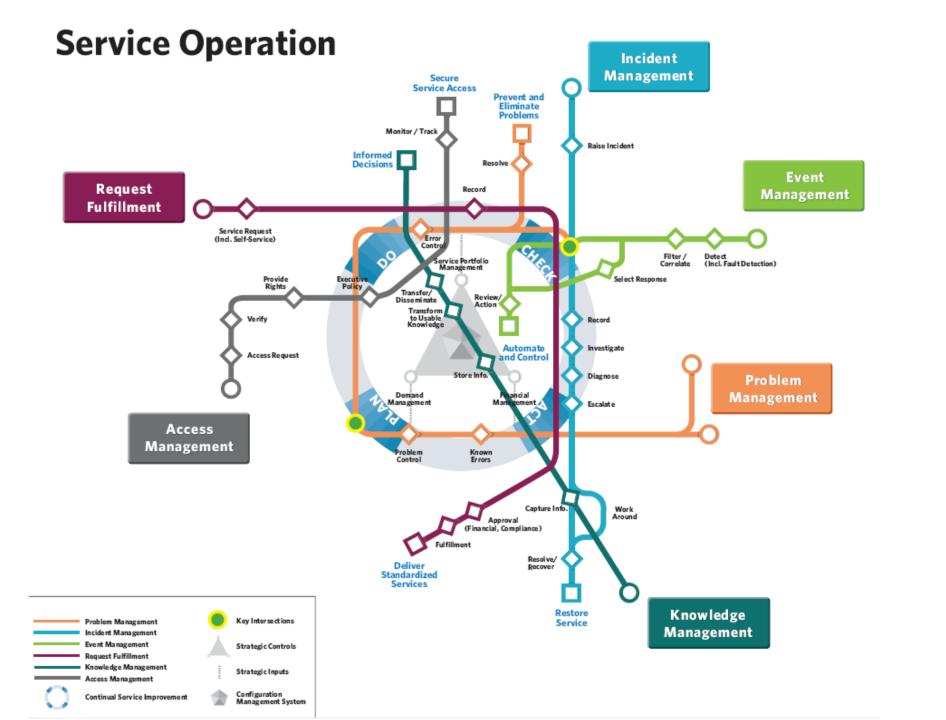
Restoring a Service

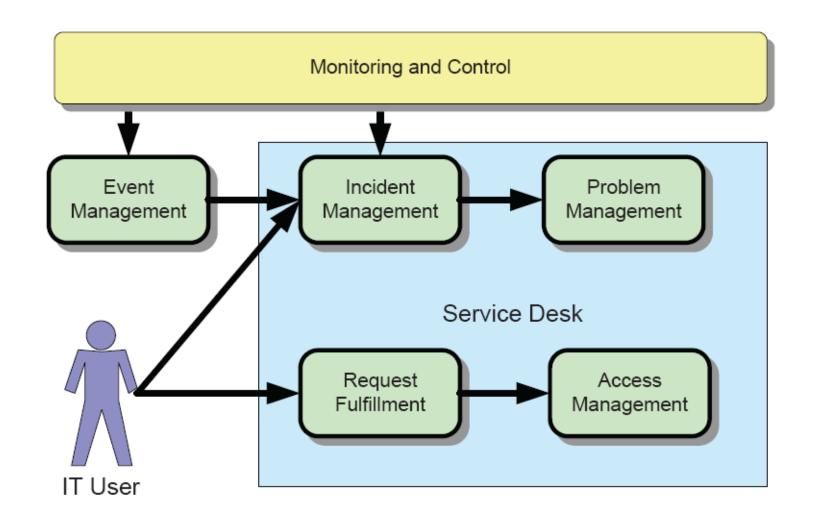


After a service has been interrupted, it should be repaired, recovered, and restored

SERVICE OPERATION

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



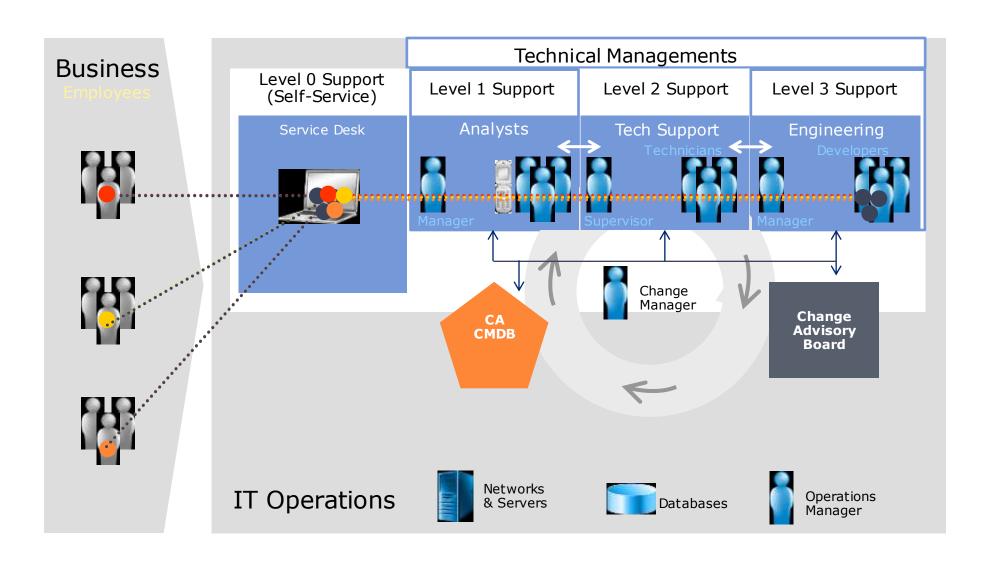


Key

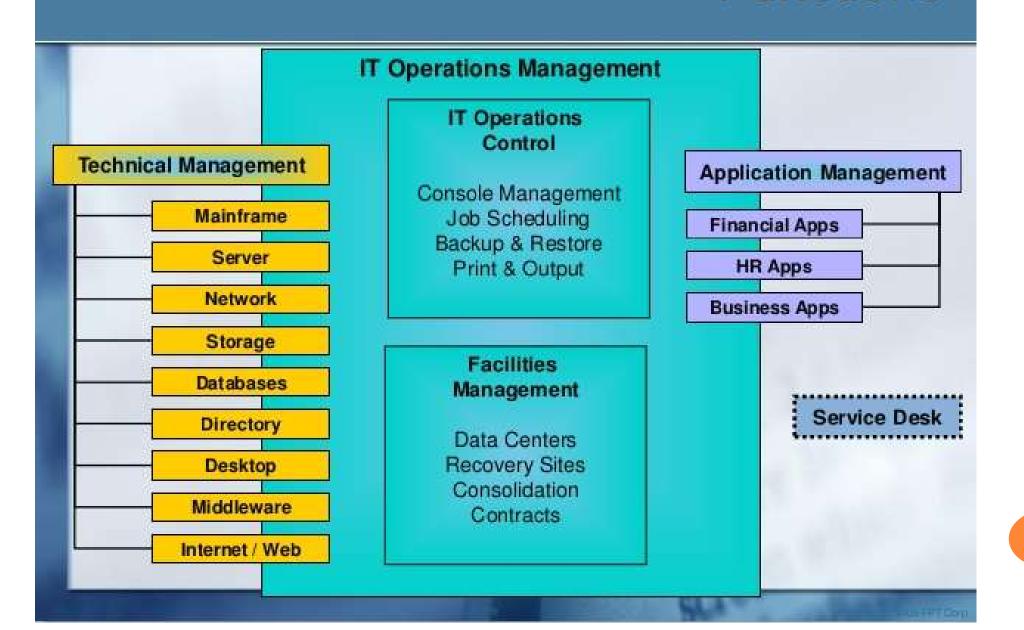
Rectangle with thick border - Process Rectangle with thin border - Practice Rectangle with dashed border - Function

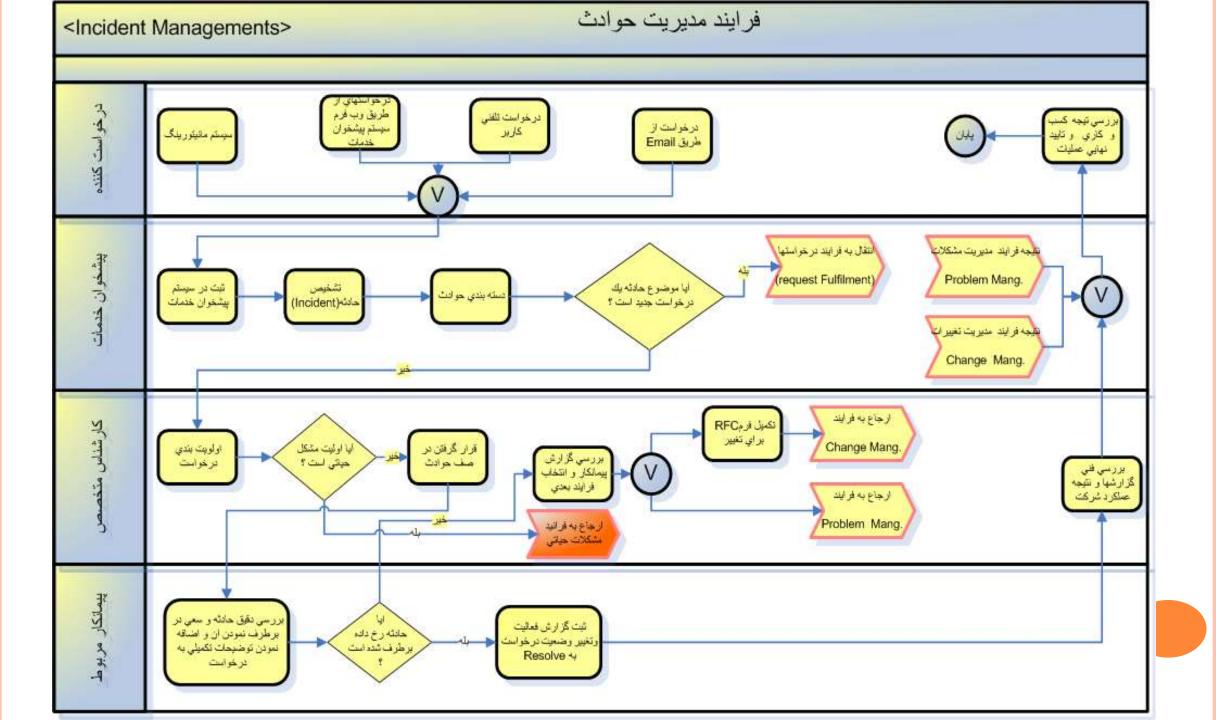
The service desk is at the heart of the service operation stage

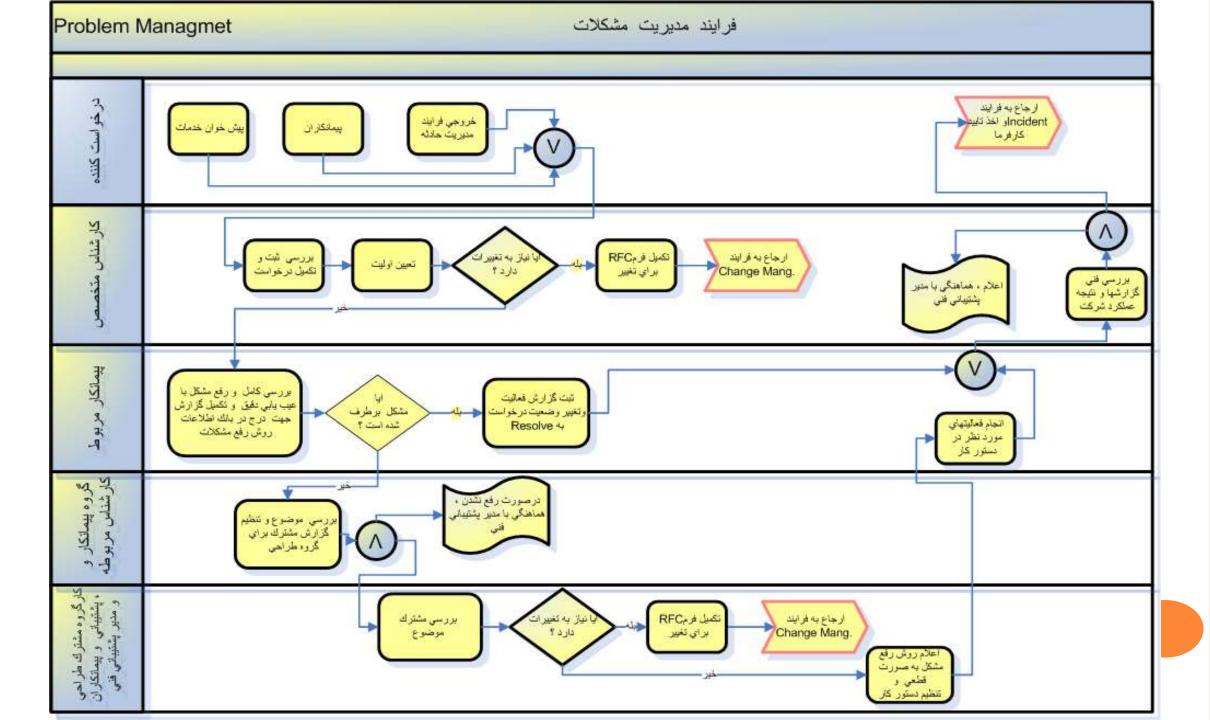
SERVICE DESK



Functions







APPLICATION MANAGER

Upgrade Management

- Upgrade Roadmap
- Upgrade Dependency Analyser

Optimise

- Reverse Innovation Finder

Solution Documentation

- Business Blueprint Configuration
- Solution Documentation Assistant
- Reverse Business Process Documentation
- Landscape Management Database

Design

Build & Test

Custom Code Management

- Custom Code Lifecycle Management
- Clearing Analysis

Maintenance Management

- Maintenance Optimizer
- Early Watch alerts
- Service Level Reporting

Technical Operations

- Root Cause Analysis
- Systems Monitoring
- Systems Administration
- Data Volume Management

Requirements

Application Lifecycle Management

Operate

Solution Implementation

- Implementation Project Management
- Implementation Content
- Roadmaps
- Template Management

Test Management

- Test Planning, Execution
 & Reporting
- Test Automation
- Business Process
 Change Analyser
- Test Scope Optimisation

Business Process Operations

- Business Process & Interface Monitoring
- Business Process analytics
- Job Scheduling Management
- Data Integrity & Consistency

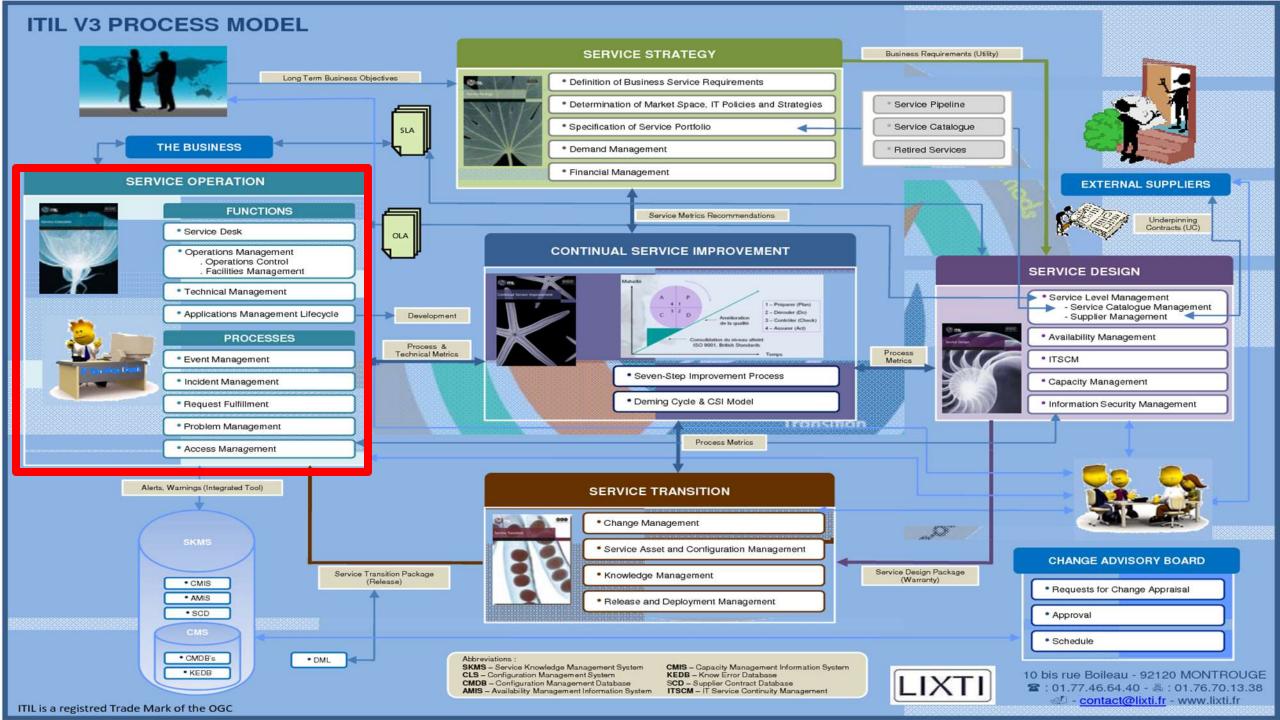
Deploy

IT Service Management

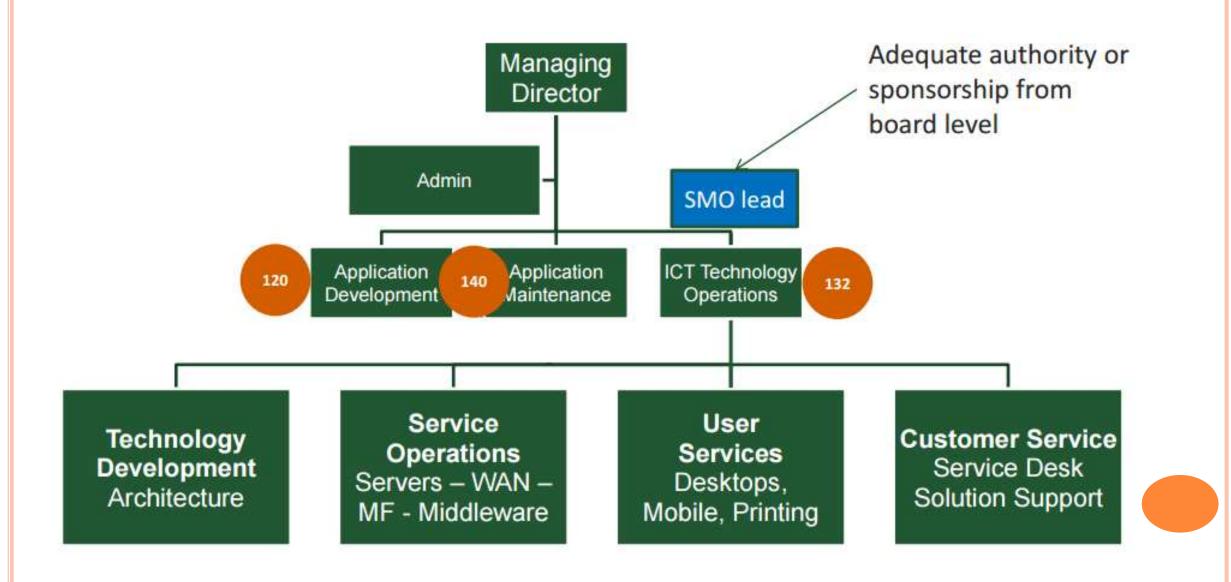
- Incident Management
- Problem Management
- Knowledge Base

Change Control Management

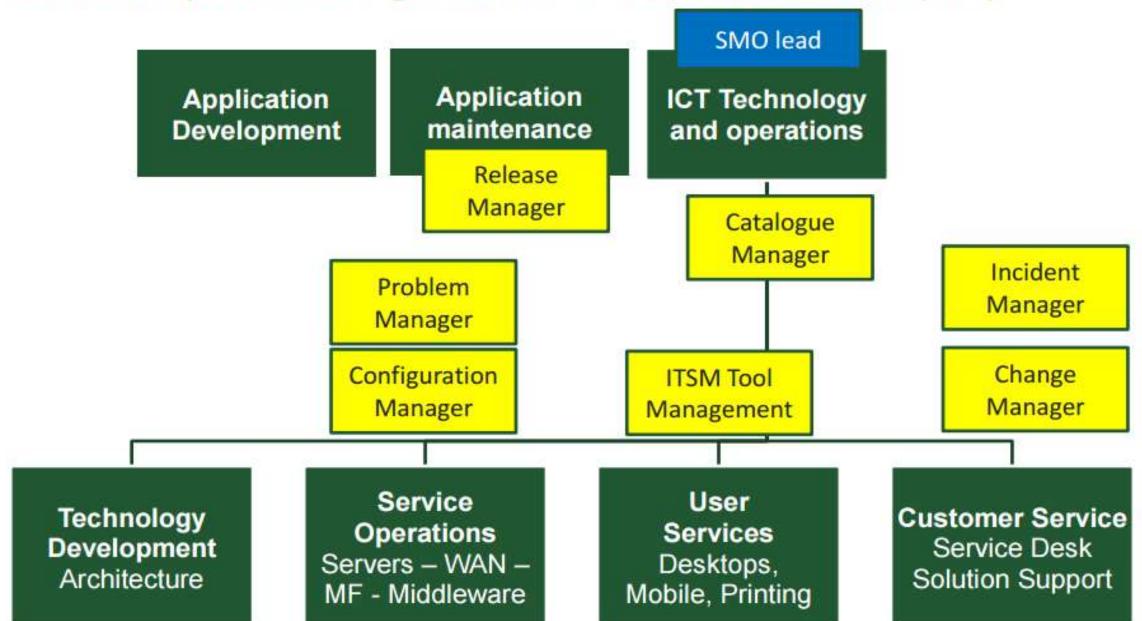
- Change & Request Management
- Quality Gate Management
- Extended Change & Transport Management

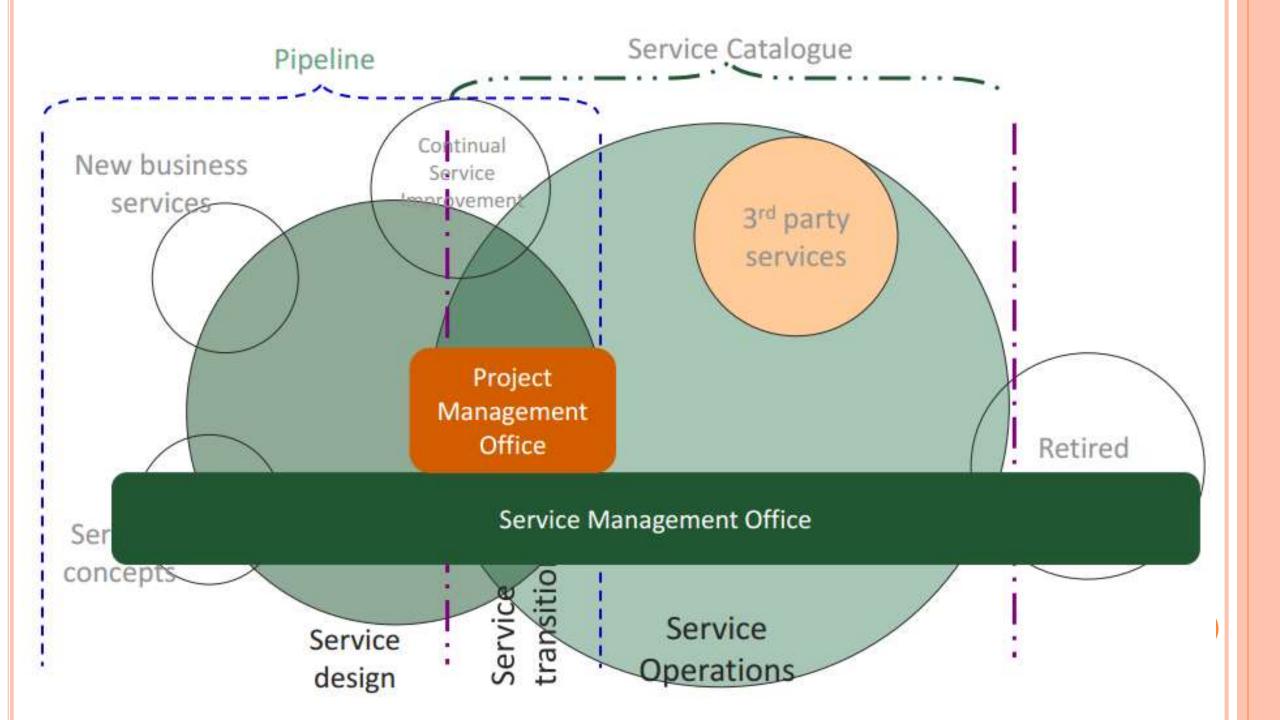


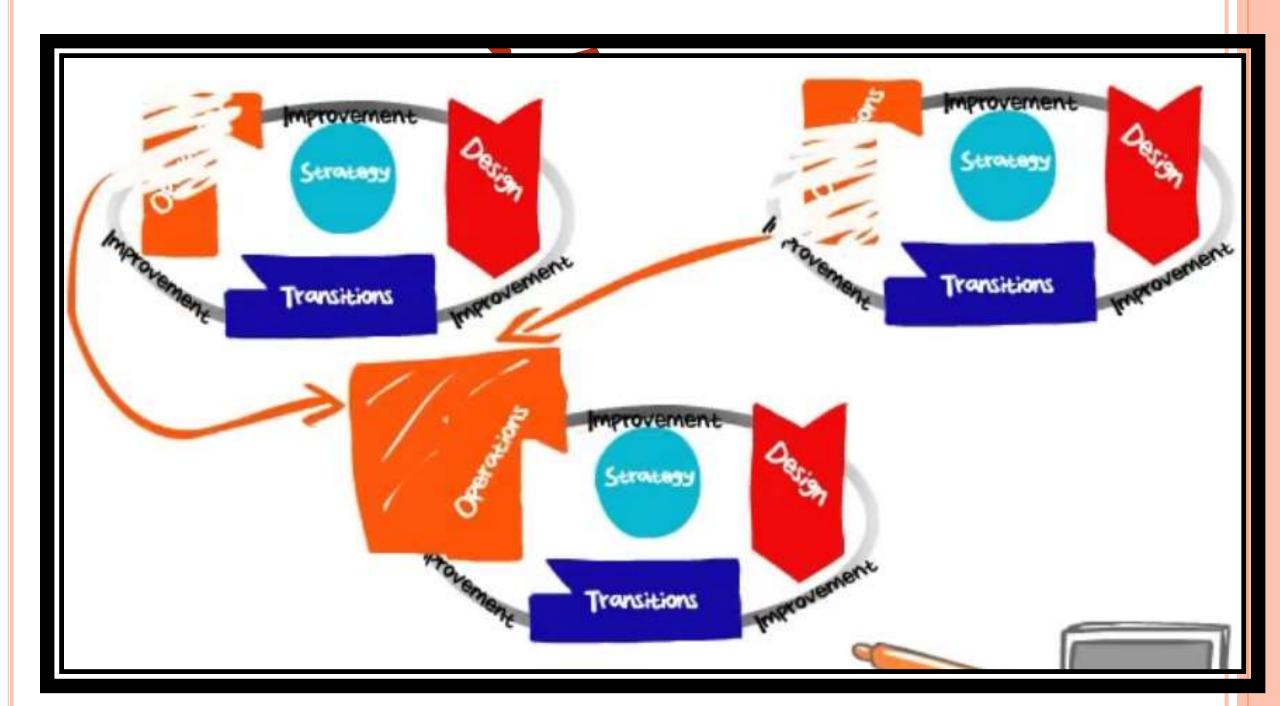
Case example: SMO organization in traditional IT company



Case example: SMO organization in traditional IT company







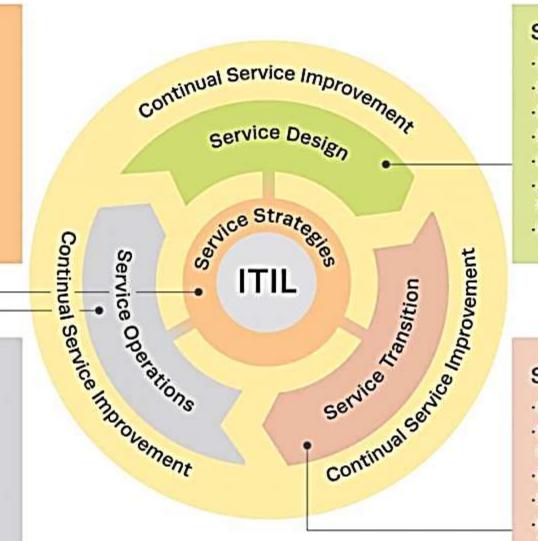
Change and Release Configuration Life Technical Service Desk View Asset Management Quality Presentation Configuration View Management View View View Cycle View User assets Layer Schedules/plans Project configurations Service Applications Financial Asset Asset Asset and User configuration, Changes, Releases, Service Strategy, Configuration Change Request Status Status Reports Asset Application Portal Change Advisory Board Design, Transition, Management Policies, Asset and Configuration Statements and Bills Environment Licence Management agenda and Operations Test Environment Processes, Procedures, item and related Asset performance configuration Infrastructure incidents, problems, minutes forms, templates, baselines and checklists workarounds, changes changes Search, Browse, Store, Retrieve, Update, Publish, Subscribe, Collaborate Monitoring Knowledge Performance Management Modelling Scorecards, Dashboards Processing **Query and Analysis** Reporting Forecasting, Planning, Budgeting Layer Alerting Business/Customer/Supplier/User - Service - Application - Infrastructure mapping Information Service Change Service Portfolio Integration Service Service Catalogue Layer Integrated CMDB Service Release Model Common Process. Data Data Extract, Transform, Schema Meta Data Data and Mining synchronization reconciliation Load Mapping Management. Information Model Data Integration Definitive Media Physical CMDBs Software Discovery. Platform Project Document Enterprise Library Configuration Tools Configuration Asset Applications Filestore E.g. Storage Database Definitive Management Management Access Management Data and CMDB1 Middleware Network and audit Document Library Human Resources Information Mainframe tools Supply Chain Structured Sources Distributed Desktop Definitive Management and Tools CMD82 Mobile Multimedia Library 1 Customer Relationship Management Project Definitive Software CMD83 Multimedia Library 2

Service Strategies

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

Service Operations

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



Service Design

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

Service Transition

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

ITIL

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which together allow IT Service Management (ITSM) to

integrate with the business processes,

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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
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- http://www.hci-itil.com/ITIL_v3/books/1_service_strategy/service_strategy_cha.html
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- 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://www.slideshare.net/lecuong75/itlc-hanoi-itil-nguyen-manh-cuong

سیاس از توجه شما

