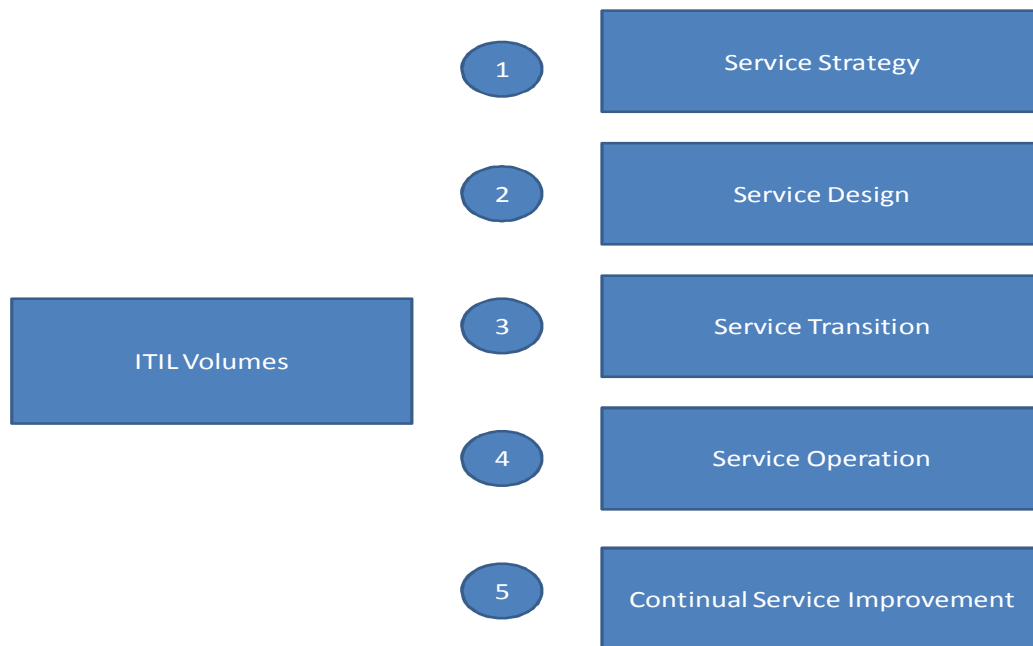


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Information Technology Infrastructure Library

- ITIL, formally an acronym for Information Technology Infrastructure Library, is a set of detailed practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business.
- In its current form (known as ITIL 2011), ITIL is published as a series of five core volumes, each of which covers a different ITSM lifecycle stage
- ITIL 2007 has five volumes, published in May 2007, and updated in July 2011 as ITIL 2011 for consistency:



- **ITIL Service Strategy:** understands organizational objectives and customer needs.
- **ITIL Service Design:** turns the service strategy into a plan for delivering the business objectives.[
- **ITIL Service Transition:** develops and improves capabilities for introducing new services into supported environments.
- **ITIL Service Operation:** manages services in supported environments.
- **ITIL Continual Service Improvement:** achieves services incremental and large-scale improvements.

Service Strategy

Service Strategy Volume provides guidance on the clarification and prioritization of service-provider investment in services

Provides guidance on the principles underpinning the practice of service management

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- **IT Service Generation:-** Implementation and Management of Quality Information Technology Services
- **Service Portfolio Management:-** Application of systemic management to the investments, projects and activities of enterprise information technology departments
- **Financial Management:-** aims to give accurate and cost effective stewardship of IT assets and resources
- **Demand Management :-** Planning Methodology to manage and forecast the demand of goods and services
- **Business Relationship Management:-** Formal approach to understanding, defining and supporting broad spectrum of inter business activities relating to providing and consuming knowledge and services and service assets

Service Design

It translates the strategic plans and objectives

It provides guidance on the design and development of services and service management processes

It includes the design principles and methods for converting the strategic objectives into portfolios of service and service assets

- **Service Catalogue Management:-** Maintains and produces the Service Catalogue and ensures that the details, dependencies and all interfaces of all services made available to customers
- **Service Level Management:-** Identification, monitoring and review of all the IT services specified in the Service Level Agreements (SLA)
- **Availability Management:-** Realise the availability requirements, compile availability plan, monitoring availability and maintenance obligations
- **Capacity Management:-** Supports the optimum and cost effective provision of IT services by helping organisations match their needs to the resources
- **IT Service Continuity Management:-** To ensure that the IT Services recover and continue even after serious incident occurs
- **Information Security Management:-** Protect the information assets against risks and maintain the value to the organisation
- **Supplier Management:-** Identification of business needs, evaluation of suppliers, establishing contracts, their categorization, management and termination

Service Transition

Provides guidance on the service design and implementation ensuring that the service delivers the intended strategy and that it can be operated and maintained effectively

- **Service Transition Planning and Support:-** Ensures orderly transition of new or modified service into production, together with the necessary adaptations to the service management process ‘
- **Change Management and Evaluation:-** Ensuring that the standardized methods and procedures are used for efficient handling of all changes

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- **Service Asset and Configuration Management:**-Concerned about maintaining information about the assets required to deliver the IT service
- **Release and Deployment Management:**-Used by software migration team for platform independent and automated distribution of software and hardware, including licence controls across the IT infrastructure
- **Service Validation and Testing:**-Ensure that the deployed releases and resulting services meet customer expectations
- **Knowledge Management:**- Process of capturing, developing, sharing and effectively using the organisational knowledge

Service Operation

It provides guidance on the management of a service through the day to day production life. Also provides guidance on the supporting operations

- Functions are as follows
 - **Service Desk:**-Tasks include incident handling and requests, and providing an interface for other service processes
 - **Application Management:**-It encompasses a set of best practices proposed to improve the overall quality of the software development and support through the life cycle of software development projects
 - **IT Operations:**- Primarily work from documented processes and procedures and procedures and to be concerned with a number of sub-processes
 - **IT Technical Support :-** Number of specialist functions like research and evaluation, market intelligence, proof of concept and pilot engineering

Incident Management:- aims to restore the normal service operation as quickly as possible and minimise the adverse effects on the business operations

Request Fulfillment:-Focus on fulfilling Service Requests(E.g.:-Changing password)

Access Management:- Focus on the granting authorised users the rights to use a service, while preventing access to non authorised users

Event Management:- Event may indicate something is not functioning correctly, leading to an incident being logged

Problem Management:-Aims to resolve the root causes of incidents and thereby minimise the adverse impacts of incidents caused by errors

Continual Service Improvement

It provides guidance on the measurement of service performance through the service life-cycle, suggesting improvements to ensure that the service delivers the maximum benefit