What is ITIL®?
(And why should I care?)

Tim Maxwell, ITIL® Expert
December 19, 2012
What is ITIL®?

- Information Technology Infrastructure Library
  - A collection of books that contain guidance for managing the end to end delivery of high-quality IT services based on a Lifecycle approach
- ITIL® is not prescriptive or “written in stone”
  - It provides a set of best practices that can be adapted to meet the needs of the organization
- Each organization’s implementation will be unique but organizations should not dilute the practices to the point that they are ineffective
Components

• Includes 5 core texts published late 2006 (revised 2011)
  • Service Strategy
  • Service Design
  • Service Transition
  • Service Operation
  • Continual Service Improvement

• Complimentary Materials to provide specific guidance:
  • Materials that make it easier to tailor for specific vertical markets and industries
  • Provide a venue for rapidly changing guidance
  • A web-based glossary, process maps and mapping to governance and other frameworks and techniques
  • Small-scale implementation
Why is ITIL® Successful?

- Embraces a practical approach to service management – do what works
  - What works is a common framework of practices
- Key characteristics that contribute to ITIL®’s success
  - Vendor neutral
    - Not dependent on any one vendor’s products
  - Nonproprietary
    - No license costs
  - Non-prescriptive
    - Gives organizations flexibility to implement what makes sense for them
  - Best practices
    - Proven over 2 decades and across multiple organizations
  - Scalable
    - Key processes can be implemented in any organization
Why is ITIL® Successful?

• ITIL® Best Practices:
  • Deliver value to customers
  • Align IT with business needs
  • Optimize services and service provider performance
  • Manage IT investment
  • Manage capabilities and resources
  • Enable adoption of a standard service management approach
  • Change organizational culture to support long-term success
  • Improve interaction and relationships
  • Coordinate delivery of goods and services
  • Optimize and reduce costs.
Short Descriptions: Lifecycle Phases

- Service Strategy – Business Requirements
- Service Design – Functional Requirements
- Service Transition – Managing Change
- Service Operation – Day-to-day Management of Services
- Continual Service Improvement – Incremental improvements
Lifecycle Structure: Service Strategy

Complementary Guidance

Continual Service Improvement

Service Operation

Service Transition

Service Strategy

ITIL®

Financial Management

Demand Management

Service Portfolio Mgmt
Lifecycle Structure: Service Design

- Design Coordination
- Service Level Management
- Service Catalog Management
- Availability Management
- Capacity Management
- IT Service Continuity Management
- Supplier Management
- Information Security Management

ITIL®
Lifecycle Structure: Service Transition
Lifecycle Structure: CSI

- Service Transition
- Continual Service Improvement
- Service Design
- Service Operation
- Service Strategy
- ITIL®
- Service Measurement
- Service Reporting
- Service Improvement

Complementary Guidance
Why should I care?

• Modern organizations depend heavily on IT Services
  • Think of something you do in your work that doesn’t depend on IT in some way
    • Hint: Do you get paid in gold coins?
  • You have “skin in the game”
    • Everyone is a stakeholder

• For far too long IT has acted as if the organization should revolve around IT
  • IT doesn’t understand what the organization really needs

• Organizations need to be able to recognize what they are paying and what they are getting in return (value)
  • Organizations know their business processes but they don’t know how IT can enable those processes

• Organizations have constant pressure to cut costs
  • Inefficiencies in IT contribute heavily to cost
  • Organizations are in fact endangered if they don’t respond to these pressures
  • Quality must still be maintained
Questions and Answers