

ITIL v3.0 Processes and Key Concepts – One Pager



	Key Processes:	Key Concepts:
ITSM – Generic Concepts	<p>Service: Must always provide value to customers without transferring the costs and risks associated with providing the service.; ITIL v2 - Service Support and Service Delivery.; ITIL v3 introduced the concept of Service Life Cycle, SKMS, SVT & Supplier Management 4 P's of Service Management – People, Process, Products and Partners; Resources versus Capabilities as tangible and intangible assets, RACI Model to define roles and responsibilities; Service Owner versus Process Owner, Hierarchical / Vertical Versus Functional / Horizontal Escalation, Process characteristics – Delivers value to stakeholders, It is always measurable, Function – is a group of people, a method of restructuring the organization; Complimentary Guidance: Specific knowledge about a particular domain</p>	
Service Strategy	<p>Service Portfolio Management: Dynamic method of governing investments Financial Management – Budgeting, Accounting, Charging and Reporting Demand Management –Shift customers to your favorable times</p>	<p>Service Portfolio – what you bring on table, Service Pipeline, Service Catalogue & Retired Services, Service Level Package (SLP) – Defined level of Utility (fit for purpose) and Warranty (fit for Use) to Service Design, Service Assets, Patterns of Business activity (PBA) – Activity based demand management, Differential Charging</p>
Service Design	<p>Service Level Management – Manage customer expectations Service Catalogue Management – Ensure SC is always up-to-date Capacity Management – Right capacity at right time & right cost Availability Management – Meeting or exceeding availability levels IT Service Continuity Management – Follow the organization BCM Information Security Management – ISP created and publicized Supplier Management – Updated supplier DB, track supplier SSIP</p>	<p>SDP to Service Transition, SLM: SC, SLR, SLA, OLA, UC, Measurement, Reporting, SIP, Multilevel (Customer/Service Based) SLAs; SCM: Business & Technical SC, to include service which are live or ready for deployment; CM: Business Capacity– Demand Management; Service Capacity – Workload Mgmt & Baselines; Component Capacity – Performance Tuning & Mgmt, CDB, CMIS, FSTBU; AM: MTBSI = MTBF + MTTR (MTRS); ITSCM: BCP For Disaster, DRP, Gradual (> 72 hrs), Intermediate (24< HR <72) and Immediate (< 24 hrs) recovery options; ISM: ISP available to all; SM: SDB, SPR, SSIP</p>
Service Transition	<p>Knowledge Management – Knowledge is captured and reused Change Management – track and control changes Release and Deployment Management – Effective releases to production Service Asset and Configuration Management – updated DB of CIs/assets Service Validation and Testing – Service V Model</p>	<p>KM: Data > Information > Knowledge > Wisdom; Wisdom Can't be stored by a tool; SKMS is superset of CMS & CMDB, also includes KEDB; Chg Mgmt: FSC, Normal, Standard & Emergency, CAB / EC; RDM: Release Unit, Types (Full, Delta, Package, Emergency); DML / DS; Approaches (Big Bang / Phased, Push / Pull, Automated / Manual), ELS; SACM: Supporting Process, CI, CMDB, Activities (PICSAVAR), Optimum detailing; CI Types (HW, SW, People, Accommodation, Documents); SVT: V Model, LHS – Requirements and RHS – Testing Criteria (baselines for later comparison)</p>
Service Operation	<p>Event Management – Track all that has 'significance' Request Fulfillment – Implementing Service Requests / Standard Changes Incident Management – Restore Service ASAP, reduce negative impact Problem Management – root cause analysis, prevent incidents to reoccur Access Management – rights as defined in Information Security Mgmt</p>	<p>EM: Alerts managed by EM process when 'threshold' reaches; Classify events (Information, Warning, Exception) for analysis; RF: Low impact, high frequency changes, standardize them, pre-approved, no CAB; IM: Any thing which is not normal (within SLA) and may disrupt service quality; RSA; PM: Cause of one or more incidents; generate problems from IM database & remove the root cause; (PPM / PC / EC); Suggest workarounds to IM; Owns KEDB; AM: Directory services, CIA in action</p>
Functions	<p>Service Desk (SDF) – Single point of contact (SPOC) Technical Management (TMF)– custodian of technical infrastructure Application Management (AMF)– custodian of enterprise applications IT Operations Management (ITOMF)– Operations control & Facilities Mgmt</p>	<p>SDF: SPOC, Ownership of all customer / user incidents, fulfils requests i.e. sourcing of licensed media from DML; TMF: technical infrastructure e.g. network; AMF: enterprise apps e.g. PeopleSoft, OracleApps or Intranet; ITOMF: Operations Control – day to day operations (e.g. antivirus); Facilities Mgmt – data center / training room</p>
Continual Service Improvement	<p>Why Measure: VDJI (Validate, Direct, Justify and Intervene); Three Types of Metrics – PST (Process, Service and Technology); Process Metrics measures CSF and KPI for a process; Technology Metrics measures component availability; Service Metrics measure End to End Service; What to measure – Effectiveness, Efficiency, Progress, Compliance; CSI Model – How do we keep the momentum going; The 7 Step Improvement Process – Define What you Should / Can Measure / Gather, Analyze, Process & Present Data, Implement Corrective Action</p>	