

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

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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

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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



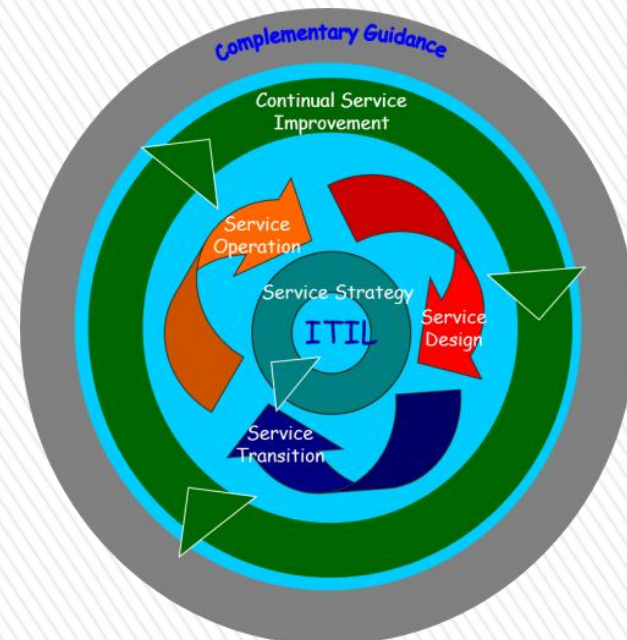
Why is ITIL® Successful?

- 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.

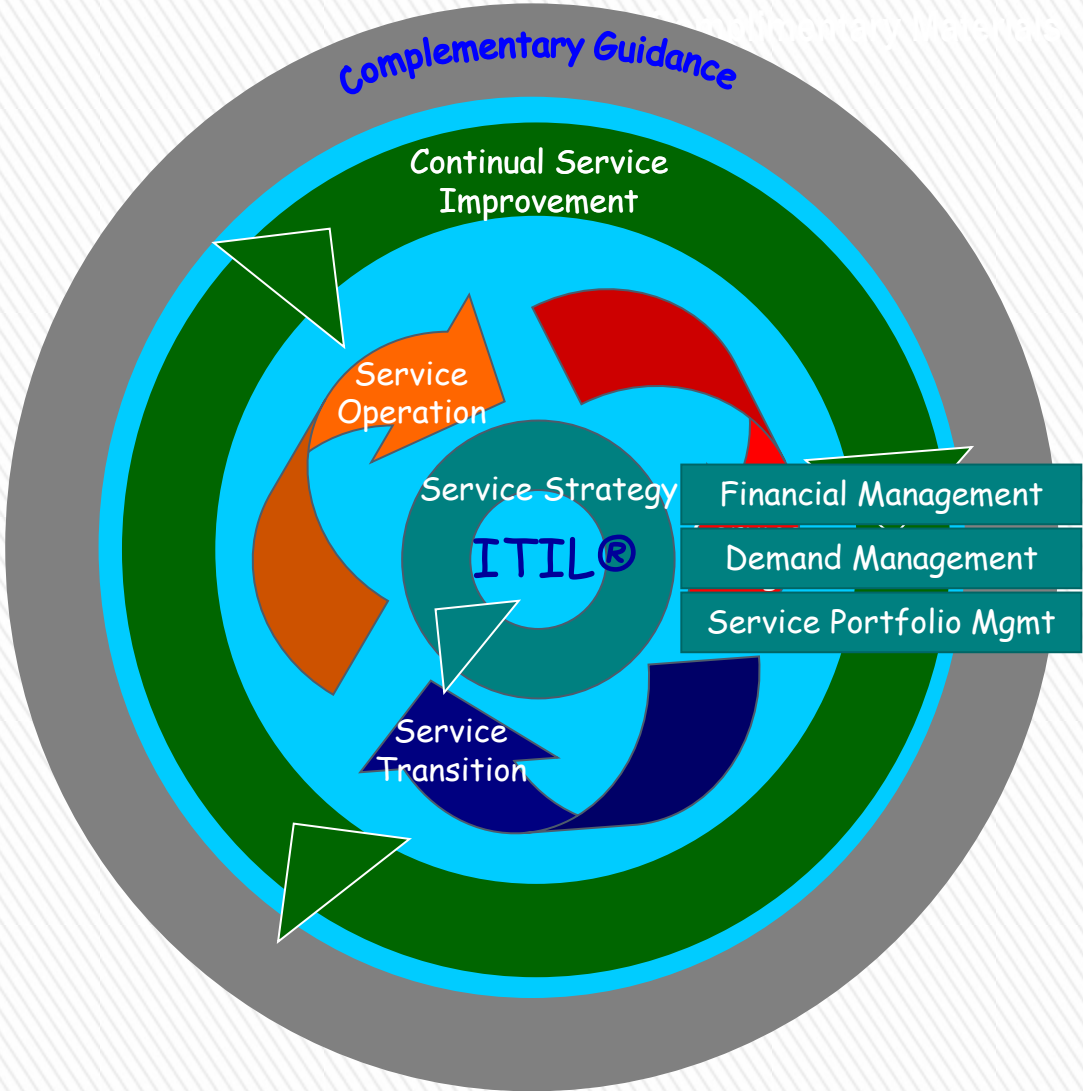


Short Descriptions: Lifecycle Phases

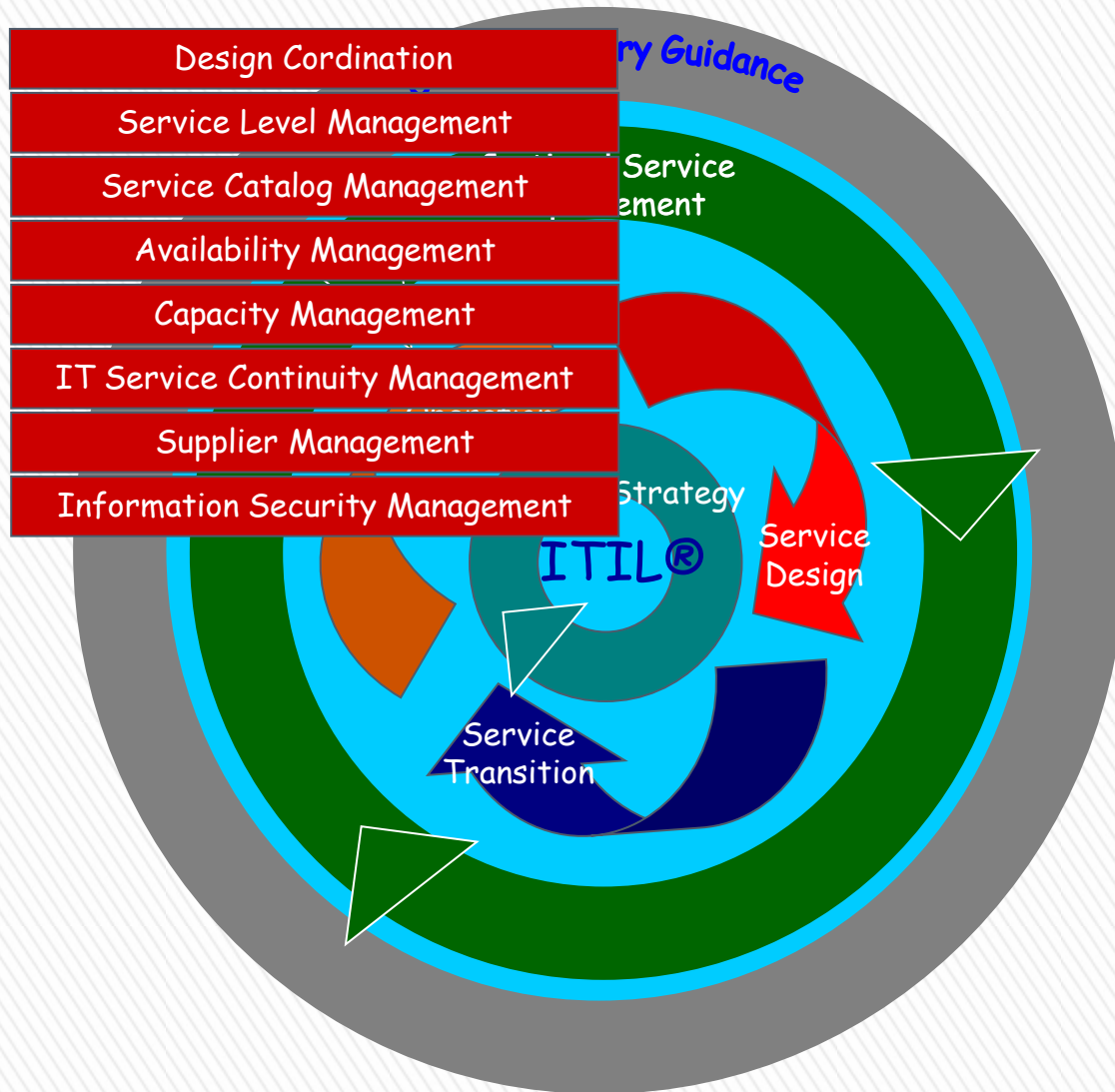
- Service Strategy – Business Requirements
- Service Design – Functional Requirements
- Service Transition – Managing Change
- Service Operation – Day-to-day Management of Services
- Continual Service Improvement – Incremental improvements



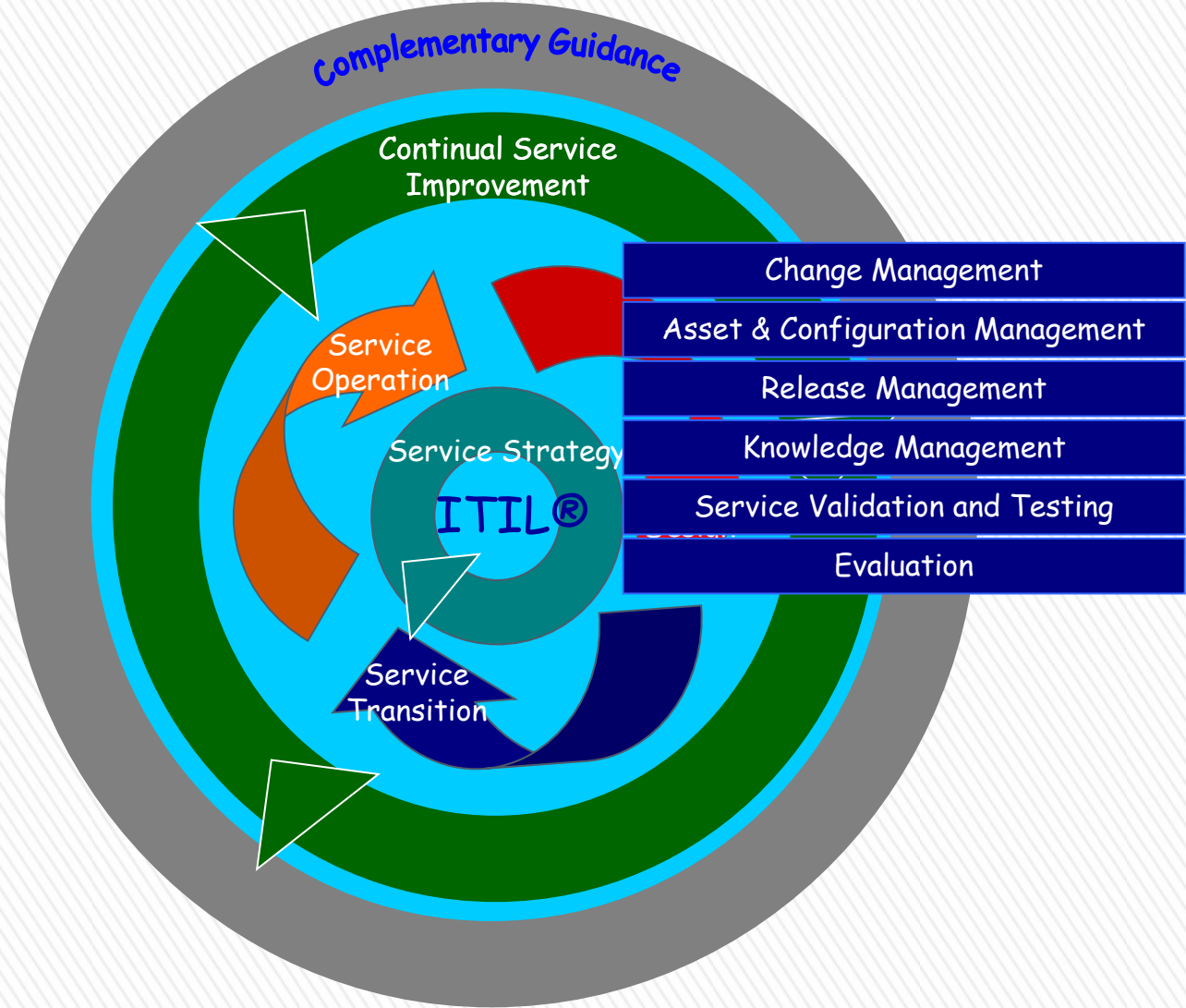
Lifecycle Structure: Service Strategy



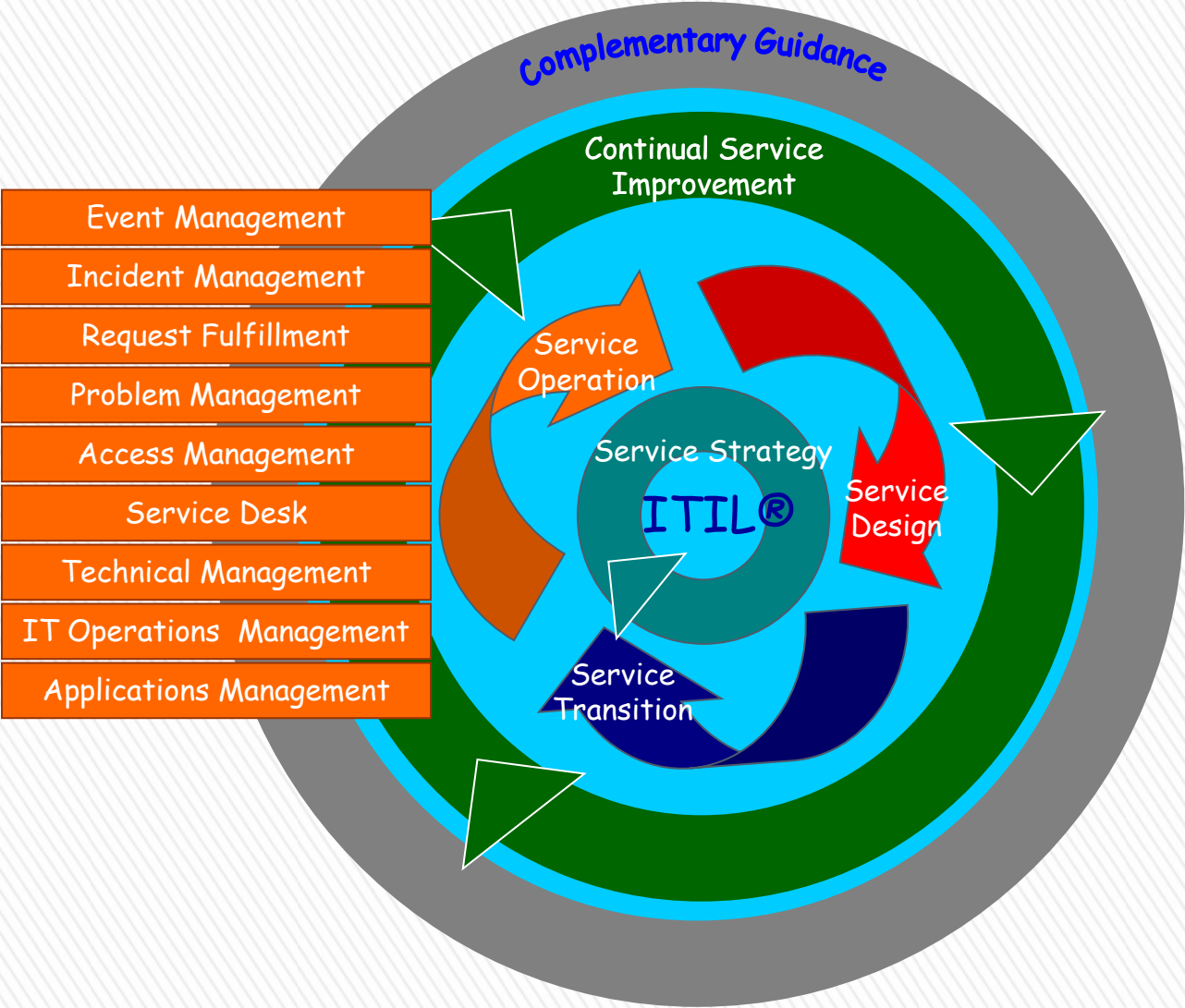
Lifecycle Structure: Service Design



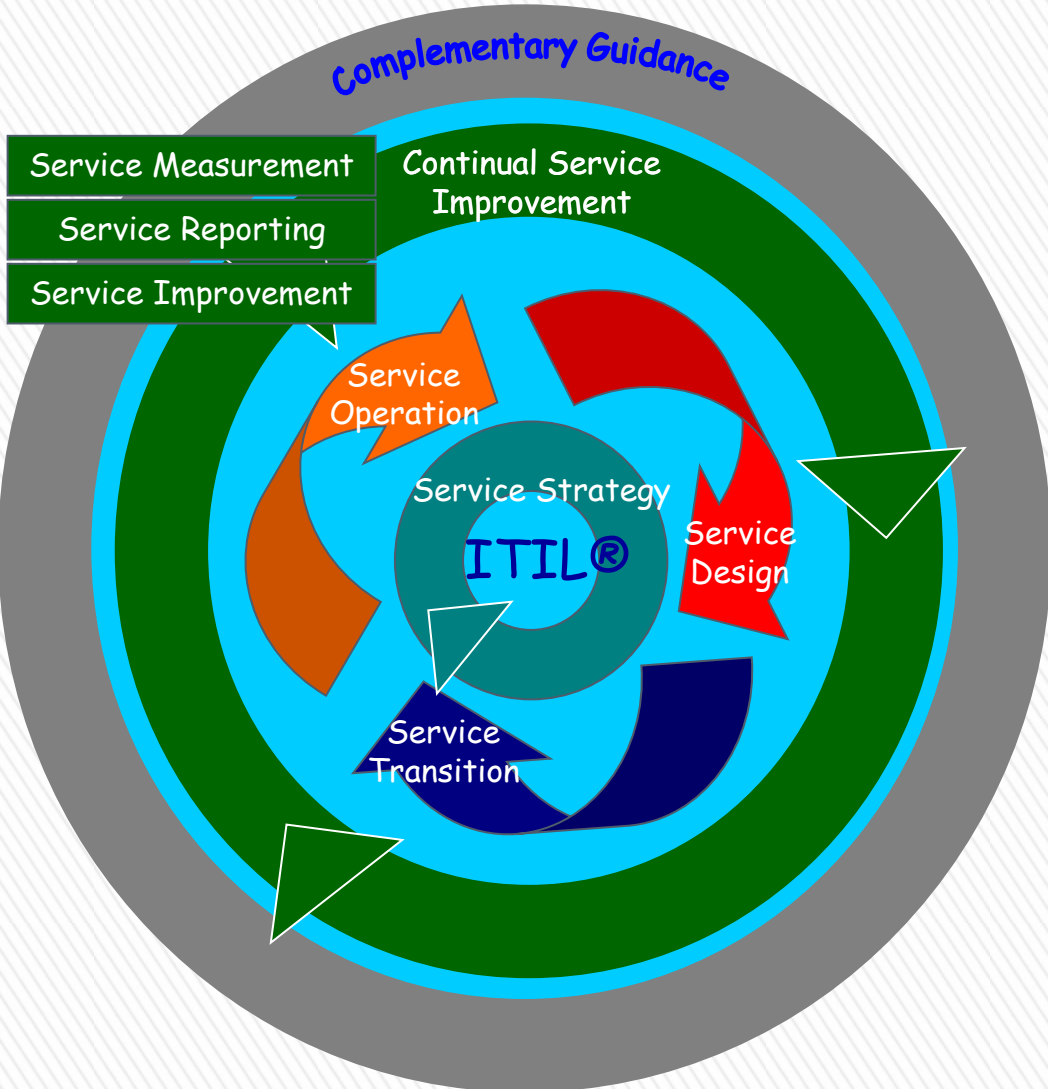
Lifecycle Structure: Service Transition



Lifecycle Structure: Service Operation



Lifecycle Structure: CSI



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

