



The Evolution of IT Service Management

IT Service Management And Convergence of ITIL, ASL, ISO, and COBIT

BCS Rideau Presentation

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Phil Mustaphi



Discussion Topics

- Introduction
- ITIL – why, what is it? (Briefly)
- ITIL Version 3 – ‘Vital ITIL’ The Refresh
- Event Horizon:
 - ◆ IT Management Systems Convergence
 - ◆ If time permits:
 - ◆ Implementation and Example
- Q&A Session



Introduction Phil Mustaphi

- **Founder and principle of *KnowledgeCore***
 - ◆ *Enable Your Business – Engage IT*
 - ◆ **Over 25 years experience in high technology sectors:**
 - ◆ Semiconductors, Telecommunications, Information Technology (Systems Integration & Software Development), Management Consulting – ITIL, IT Service Management.
 - ◆ National Semiconductor, Nortel, Mitel, LGS Group, SHL Systemhouse/MCI, AIT, COMPAQ, Federal Government.
- **Areas of interest:**
 - ◆ Business processes, work flow, methods, new product and service development and introduction, Quality Management & Customer Service, Creativity, Knowledge Transfer.
- **Credentials / Qualifications:**
 - ◆ BSc. Physical Electronics, MSc. Quality Management, IEEE Senior Member, Chartered Physicist, Chartered Scientist, European Engineer, Chartered Engineer, ITIL certified



Sources of Crises (1998)

- Hardware system malfunction – 44%
- Human Error – 32%
- Software corruption & Program malfunction – 14%
- Computer viruses – 7%
- Natural disasters – 3%
 - ◆ It would be interesting to see how much Change Management has affected this data! (RBC, CRA more recently!)
- Crises – and more Web-based applications are forcing convergence of improved / better practice
 - ◆ You would think we had learnt a lesson by now...



Sources of Crises (2006)

- IT Cortex conclude that analysis of IT project statistics converge to establish that an IT project is more likely to be unsuccessful than successful:
 - ◆ About 1 out of 5 IT projects is likely to bring full satisfaction
 - Then 80% less than fully satisfied!
 - ◆ The larger the project the more likely the failure
 - We only have small projects – right?
 - <http://www.it-cortex.com/Recovery.htm>



Why Use ITIL? Alleviate Crisis!

- Consistent framework of IT Support & Delivery for Engineering, Technical Service and Management Teams
- Common language for IT
 - ◆ Integrated disciplines: Change, Configuration, Release, Incident, Service Level Management
- Best Practices used by many successful IT groups – IBM, HP, MS-MOF
- Supports and Promotes cultural change
- Has wide and growing industry support
- Professional certification of skills

Evolve as a Business Partner



Business Value

**Business Utility
Or
Business Partner?**

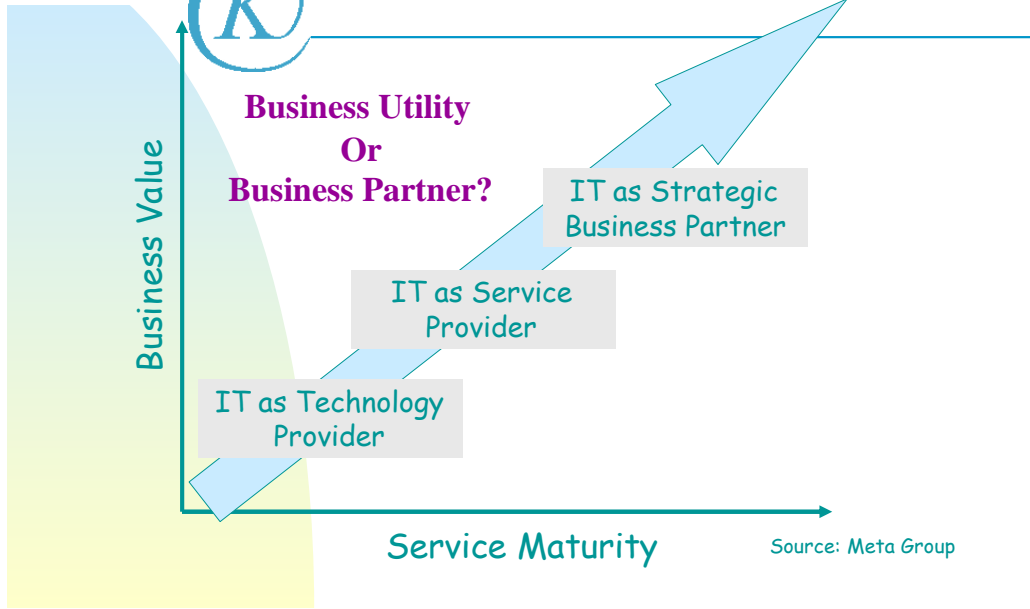
IT as Strategic
Business Partner

IT as Service
Provider

IT as Technology
Provider

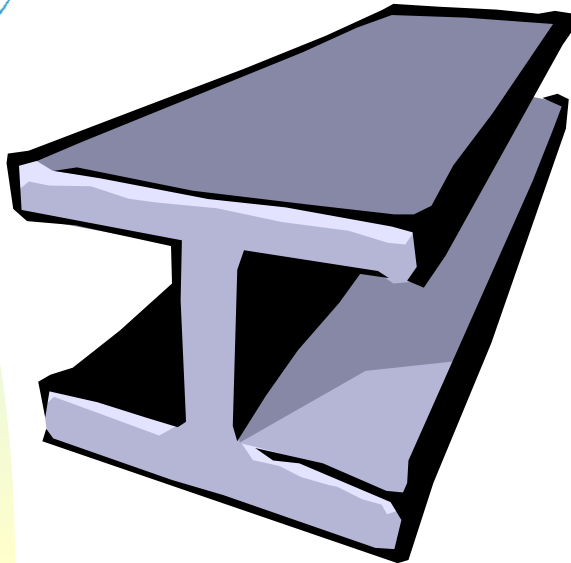
Service Maturity

Source: Meta Group





ITIL Introduction





ITIL – what is it?

- **Information Technology Infrastructure Library – (ITIL) is a framework of:**
 - ◆ Non-proprietary IT management Best Practices
- **Offers a generic framework to Manage IT**
- **Works in conjunction with ISO:**
 - ◆ 9000 Quality Management Systems (Plan-Do-Check-Act)
 - ◆ 9000-3 Software Quality Management
 - ◆ 12207 Software Lifecycle Management
 - ◆ 20000 IT Service Management
 - ◆ 27000 IT Risk and Security Management areas
- **ITIL is currently documented in over 40 Books**

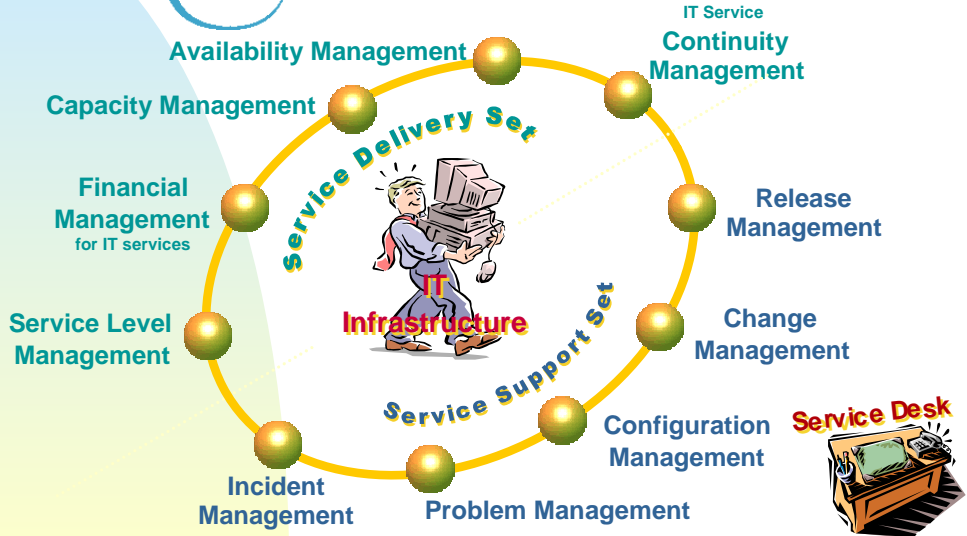


Some Benefits of ITIL

- Improved quality of service (QoS) to clients
- Metrics available on current service provision
- Business flexibility achieved through understanding of IT
- Enhanced customer satisfaction – SLAs & Service Catalogue
- Higher motivated staff at all levels – training skills, professional certification
- Improved visibility of IT through planning and cycle time for Changes
- Provides fact-based IT management of your business



Managing IT – “Vital ITIL”





ITIL V3 Refresh: A Snapshot [1]

- **Began August 2005**
 - ◆ Call for tenders for subject matter expert participation
- **Target completion December 2006**
 - ◆ ITIL content refresh consultation process
- **New documents released February 2007**
 - ◆ Update existing ITIL document materials
 - ◆ Newly scoped content – retain core content
 - ◆ No changes to training and certification – Year 1



ITIL V3 Refresh: A Snapshot [2]

- **Alignment with other Best Practices and Standards:**
 - ✦ COBIT relationship – IT Management (Governance)
 - ✦ ISO 20000 (BS 15000) relationship – IT Service Management
 - ✦ ISO 17799 (BS 7799) relationship – Security Management
 - ✦ ISO 27005 relationship – Risk Management
- **Certification status:**
 - ◆ Individual ITIL certification remains
 - ◆ ISO 20000 registration and certification introduced for corporations

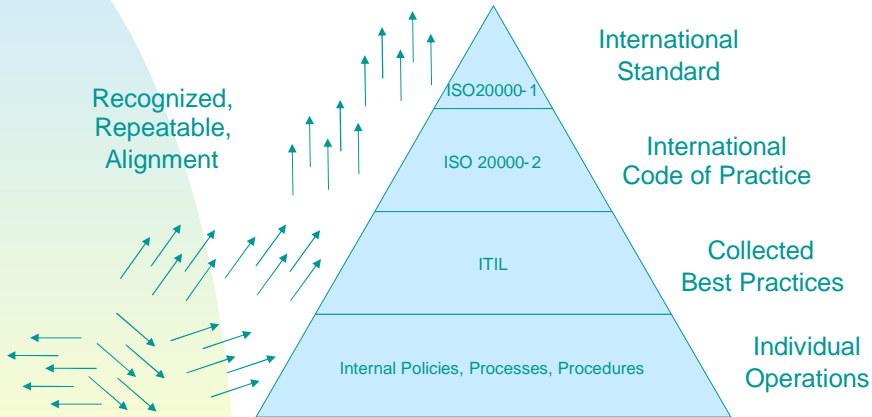


Main Points of ITIL V3 Refresh

- **Life-cycle stages of service management:**
 - ◆ Recognition of Service Requests (Services) as a category at the Service Desk in addition to Incidents
- **Retain core/generic ITIL principles:**
 - ◆ 1. Service Strategies, 2. Design, 3. Transition, 4. Operation and 5. Continuous Improvement
 - ◆ Reduce from over 40 books to 5 core books
- **Provide complementary guidance and value added products using the Internet:**
 - ◆ Process Maps, Glossary, Introductory Materials
 - ◆ Web-based tools and access for updates, changes
 - ◆ Relationship with other Best Practices and Standards



ITIL & ISO Concordance



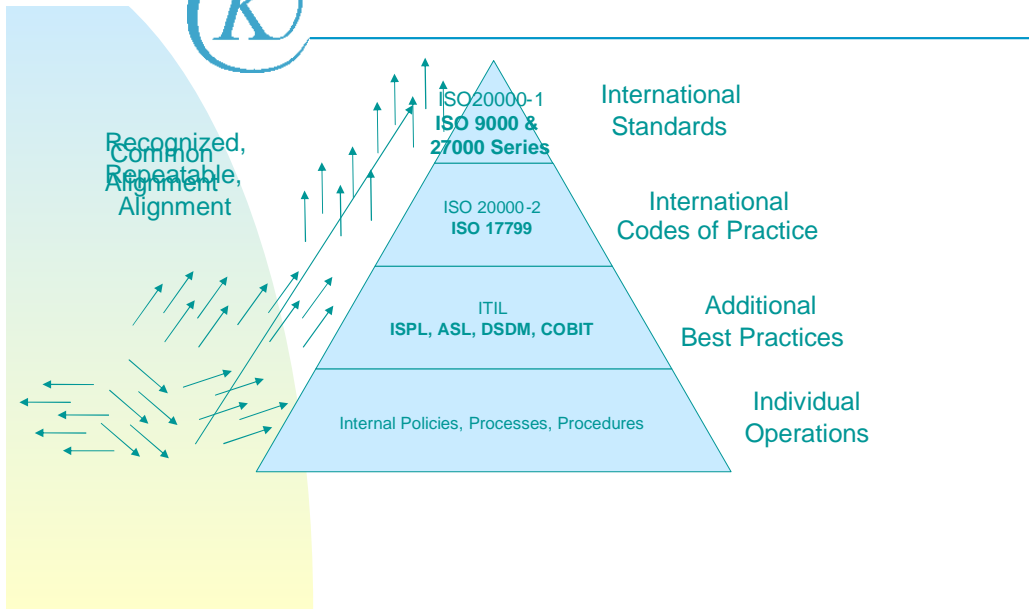


On the Horizon

- Application Services Library (ASL)
 - ◆ Software Development Best Practice to align with ITIL
- Dynamic Systems Development Method (DSDM) – Agile Development/XP
 - ◆ Software Development methodology
- Information Services Procurement Library (ISPL)
 - ◆ IT requisition, acquisition and procurement
- COBIT for IT Governance
- Risk and Security Management practices



The Horizon Affect





Consider this:

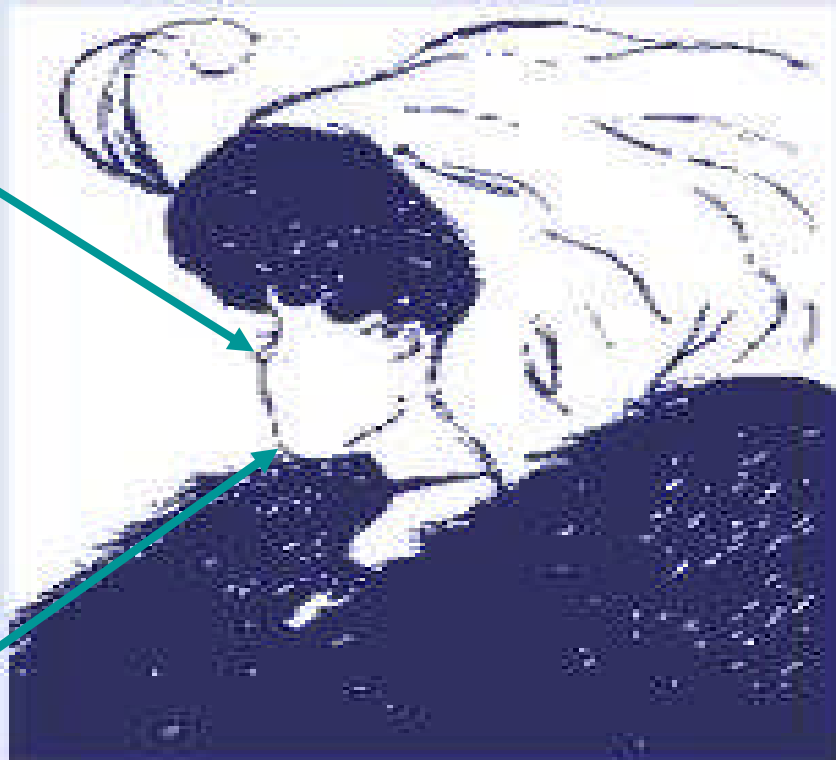
Convergence
of IT
Management
Systems
in
ISO
ASL
COBIT
(ITS-CMM)

- The language of ITIL sounds familiar to ISO QMS family of standards
- ITIL has a 5-level assessment rating questionnaire with mandatory levels and point-rated levels similar to ITS-CMM
- ITIL, ASL, ISO and COBIT discuss:
 - ◆ Documentation, Training, Assessment (Audits), Statistics, Performance Management – all similar to ISO QMS
- ITIL points out links with ISO but does not discuss how they link as IT Management Systems
- How does ISO20000 fit with this?
 - ◆ ISO20K is based on BS15000 based on ITIL

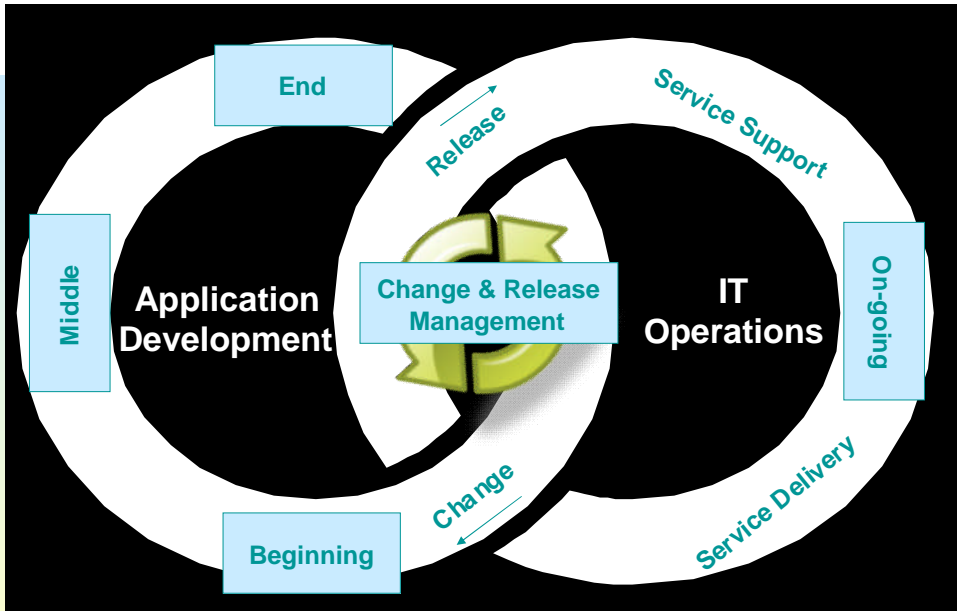
**New
View**

**2 Views
of the
same
Picture!**

**Old
View**



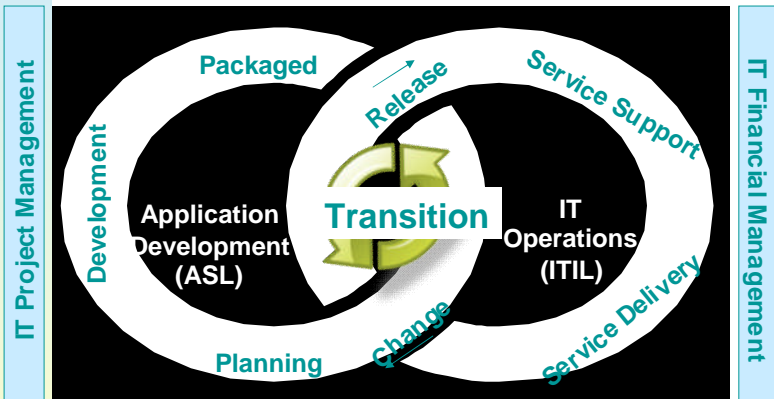
2 Views of IT



Relationships: ASL, ITIL, COBIT, Risk, Project & Finance

ISO Series IT Service Management Framework

IT Security Management Framework (ISO, ITIL)



IT Governance Framework (COBIT)

IT Risk Management Framework (ISO)



Questions & Answers

■ Questions

&

■ Answers

Thank You!