



*"where experience counts"*



# IT Service Management (ITSM) & IT Infrastructure Library (ITIL) Overview

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**Hamid Nouri**  
President, Nouri Associates

Client Briefing

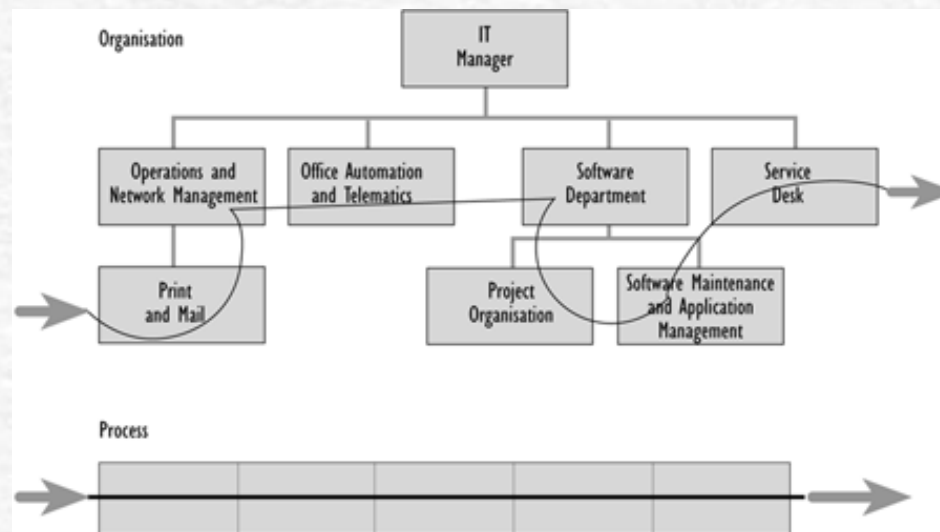
# What is IT Infrastructure Library (ITIL)?

- Information Technology Infrastructure Library
  - Developed by UK CCTA (now OGC) in 1980's
  - Result of years of analysis and research by many contributors
  - Currently consists of 7 books providing guidance on the planning, delivery and management of quality IT services
  - The de facto global standard of IT Service Management best practices
- ITIL is a process-based methodology that delivers a set of IT service management best practices that can help align IT with business requirements, improve service quality, and lower the long-term costs of IT service provision.
- ITIL is the world's most widely accepted approach to IT service management

# What Is an IT Service?

- “A set of related components provided in support of one or more business processes.
- The service will comprise of a range of Configuration Item types, but will be perceived by the customer and users as a self-contained, single, coherent entity.”

• Source: - From “A dictionary of IT Service management Terms, Acronyms and Abbreviations”



Services Require a Process View

# How Does ITIL Work?

- Quality Methodology
- Focused on
  - process management
  - Process control

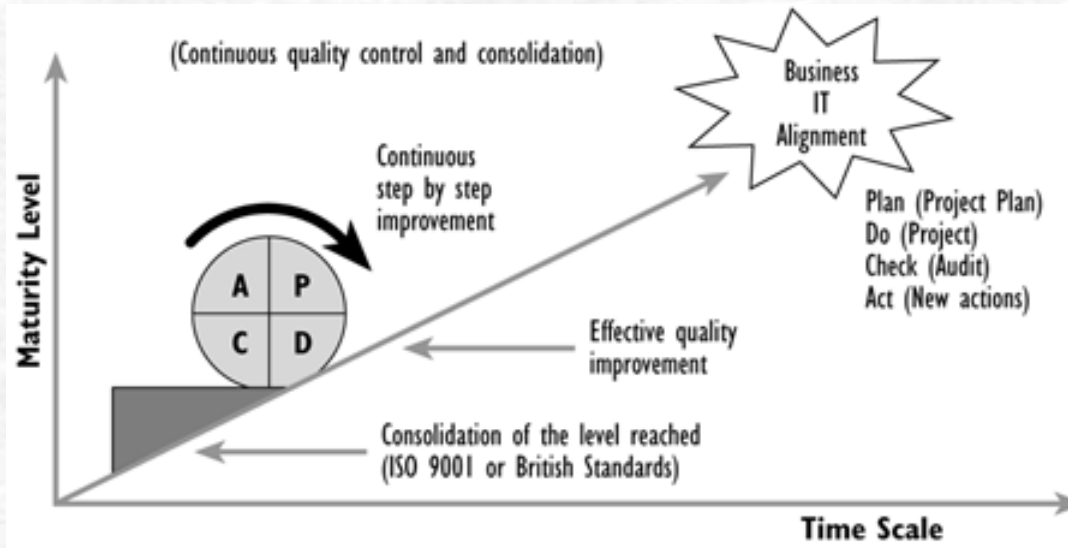


Figure A – The Deming Cycle

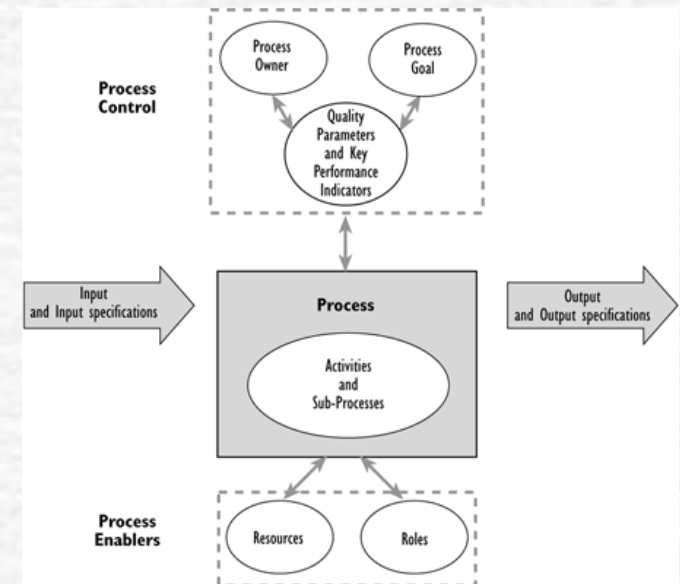
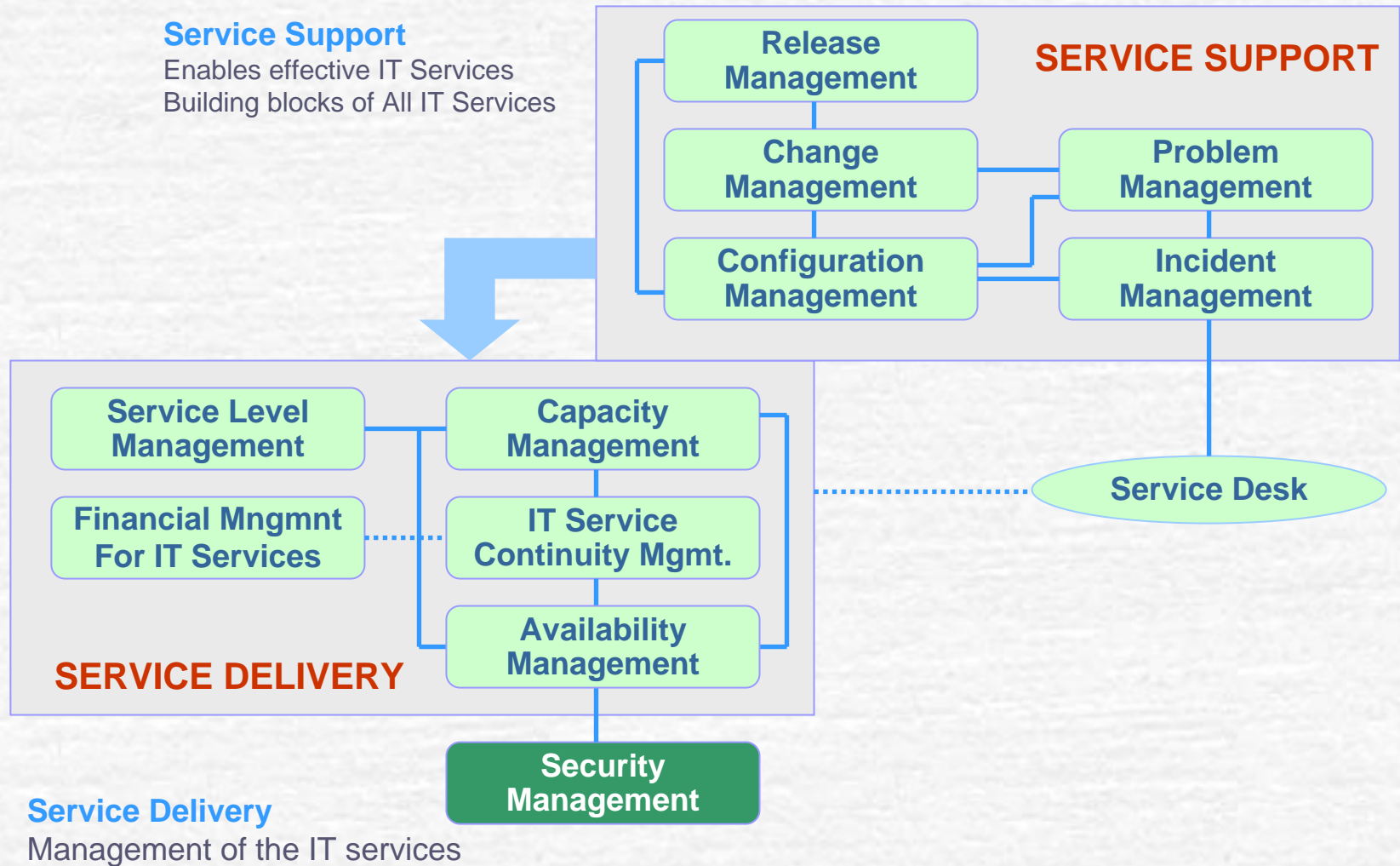


Figure B – The Generic Process Model

# ITSM Reported Benefits

- ✔ Enhanced/Increased Service Levels
- ✔ Align IT goals with those of Business Units supported
- ✔ Make “Excellence in Service” a part of the culture
- ✔ Improved quality and reliability of IT services offered
- ✔ Optimize resource utilization
- ✔ Enforces collaboration across silos
- ✔ Move from traditional supply-demand model to customer oriented processes and service value creation

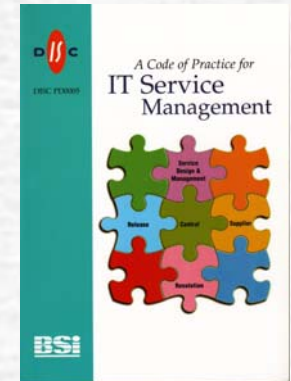
# Core ITSM Disciplines Per the ITIL Framework



# Towards an International Standard

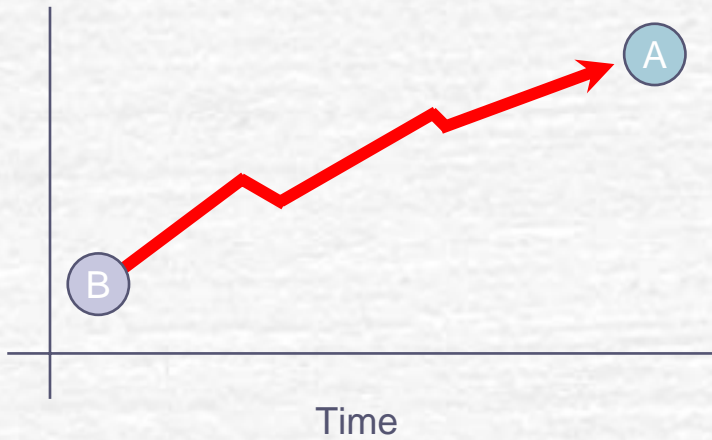
## British Standards Institute (BSi)

- 1998 - Code of Practice [PD0005]
- 2000 - Self-assessment Workbook [PD0015]  
- Specification [BS15000]
- 2001 - Early adopters → Feedback
- 2002 - Rewrite as Part 1 & 2 (release 11/02)  
- Rewrite PD0005/PD0015
- 2003 - Formal certification scheme
- 2006? - ISO Standard (ISO 20000)

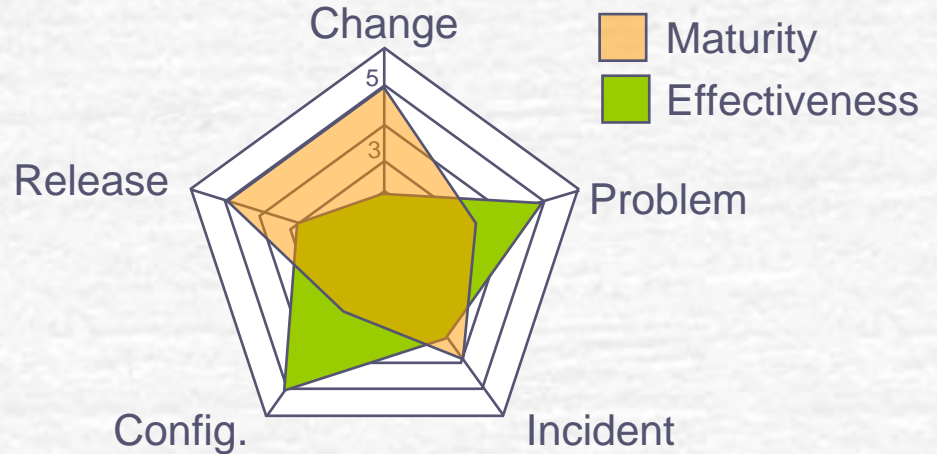


# ITSM Focuses on Continuous Process Improvement

Customer Satisfaction



Process Maturity and Effectiveness



Process Cycle Times





# What Vendors Support ITIL

- All Major IT industry vendors
  - Microsoft (MOF – Microsoft Operations Framework)
  - IBM (IBM IT Service Management Framework)
  - HP (HP ITSM Framework)
  - Dell – Used internally
  - Cisco – In the process of deploying globally
  - Systems and Network Management Vendors
    - BMC
    - Mercury
    - IBM/Tivoli
    - CA
    - Host of specialist vendors
  - Over 100 vendors exhibited at itSMF USA (global user group) conference in 2005

# What User Organizations Use ITIL

- ITIL is predominant in Europe
- ITIL is catching on in US in last 5 years
  - itSMF has over 3000 members in US now
  - There are over 31 Local Interest Groups (up from 5 in 2001)
  - Significant number of success stories emerging
- Early Success Stories
  - Proctor & Gamble
  - Caterpillar
  - Etc.
- Many Financial Services Companies in process of evaluation, adoption or institutionalization
  - All State Insurance
  - Bank of America
  - Washington Mutual
  - Many others...

**NAI Contact:**

Hamid Nouri

Telephone: 1 (888) 556-3618

Facsimile: 1 (415) 267-6127

Email: [hamid.nouri@nouriassociates.com](mailto:hamid.nouri@nouriassociates.com)

