

ITIL—The IT Infrastructure Library

For those of us who have no idea what it is



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Introduction to ITIL

Ever heard of ITIL? If you're an IT professional you should know what ITIL is, what its benefits are, and when you're going to implement it. ITIL, or the Information Technology Infrastructure Library, has begun to take root in today's IT shops and is raising eyebrows in executive boardrooms. Developed by the United Kingdom's Office of Government Commerce (OGC), ITIL is currently the only comprehensive, non-proprietary, publicly available guidance for IT Service Management (ITSM). ITIL describes an integrated, process based, best practice framework for managing IT services and has become a world-wide de facto standard in Service Management. ITIL compliant practices efficiently deliver quality cost conscience IT services that your business expects. In simple terms, ITIL helps your IT shop provide better service to the business.

It Starts With Service Management

The focus of ITSM is to integrate the IT processes that specifically satisfy business requirements. Fundamentally, ITSM applies customer relationship principles to IT. ITSM does not specifically manage the technology itself, rather addresses the alignment of delivering the technology with expectations that the business has. This means IT must transform its traditional thought into a more enterprise collaboration that is based on processes that support the business. Under the traditional IT delivery paradigm, there is a user/technology/reactive focus, while under the ITSM paradigm you see more customer/process/proactive focus. So where do ITIL and ITSM intersect? Simple, ITIL defines the framework, best practices and documents, while ITSM employs them aligned with the business expectations and needs. ITSM builds upon ITIL, where ITIL tells *you what to do*, ITSM tells you *how to do it*.

The ITIL Framework

The ITIL framework is broken down into logical publications (see figure below). Specifically, the ITIL Service Delivery and Service Support modules consists of the following areas:

Service Delivery

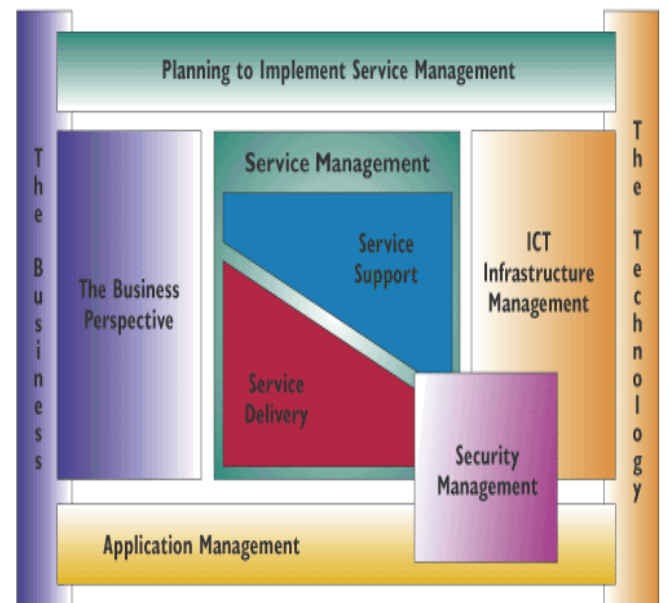
Capacity Management ensures IT infrastructure is provided at the right time, place, price, and in the most efficient manner.

Financial Management for IT ensures that the IT infrastructure is obtained at the most effective price and calculating the cost of providing IT services so that an organization can understand the costs of its IT services.

Availability Management strives to deliver a cost effective and sustained level of service availability that meets business requirements and includes serviceability, reliability, recoverability, maintainability, resilience and security.

Service Level Management (SLM) links the IT organization with its customers. SLM strives to ensure the quality of the IT services provided, at a cost acceptable to the business/customer.

Continuity Management is the process that strives to ensure that IT Services can recover and continue in the event of a serious incident.



ITIL Publication Framework,
The Office of Government Commerce, UK

Which processes do you start with in ITIL? In what order do you implement ITIL best practices? What order to do them in, or whether to do them at all? How to decide any of the above questions? Let Escoute Consulting guide you through your journey.

Service Support

Service Desk is an important function within the service support arena. As the first, single point of contact for the users, the Service Desk handles all incoming calls and escalates to the second or third tier support when necessary.

Incident Management is how an organization handles its “fires.” An Incident is any event which causes an interruption or a reduction of the quality of the service.

Problem Management minimizes the adverse impacts of incidents and problems on the business caused by errors in the IT infrastructure.

Configuration Management enables control of the infrastructure by monitoring and maintaining information on all the resources needed to deliver services.

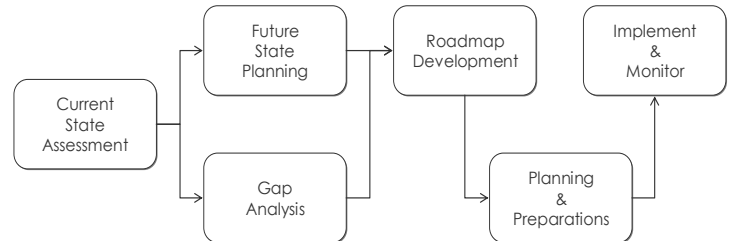
Change Management manages and controls changes to the IT production environment with the least possible risk of service level disruption.

Release Management implements changes to IT services and considers all aspects of a change including planning, designing, building, testing, training, communications and deployment activities.

Implementing ITIL

Of course there are always challenges to adopting the latest framework or methodology. True, there are some limitations to the ITIL framework; however, if utilized correctly, it can dramatically improve your service and efficiency. Some key benefits include:

- *Improved resource utilization and integration of central processes, leading to decreased rework and redundancy*
- *Improved project deliverables and Root Cause Analysis (RCA), with better managed milestones and schedules*



Sample Implementation Methodology
Escoute Consulting, LLC

- *Improved availability, reliability and security of mission critical systems*
- *Satisfied customers*

IT professionals preparing to implement all or a part of the ITIL framework will ask the same questions: Where do I start? The key to any successful implementation is to first gain key stakeholder support, then determine where you are in your relative ITSM maturity. The high level methodology above is a representative sample of the steps to take; however, it is very important that you engage some type of outside help in your implementation efforts.

Escoute Consulting has developed our consulting competencies around ITIL. We have coupled ITIL with our service offerings (Strategy & Planning, Assessment & Evaluation, Execution & Delivery) to provide your company with a powerful mix of capabilities to match any unique situation. Our services range from helping you design your ITIL journey, to managing the implementation process, to providing an objective outside assessment of your program.

At Escoute Consulting, we understand that you are different. That’s why we don’t come to you with the final solution in mind. Our methodology is up front and honest, and will provide you with a sound roadmap towards all or part of ITIL.

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