Understanding ITIL

The Legislation Minefield

Privacy & Security

- Personal Information Protection Electronic Document Act (PIPEDA)
- US Patriot Act \ Homeland Security (Critical Infrastructure)
- Personal Health Information Protection Act (PHIPA)
- Health Insurance Portability and Accountability Act (HIPAA)
- SEC Rules 17a-3 & 17a-4 re: Securities Transaction Retention
- Gramm-Leach Bliley Act (GLBA) privacy of financial information
- Children's Online Privacy Protection Act
- Clinger-Cohen Act (US Gov.)
- Federal Information Security Mgmt. Act (FISMA)
- Freedom of Information & Protection of Privacy (FOIPOP) BC Gov
- FDA Regulated IT Systems
- Freedom Of Information Act
- Americans with Disabilities Act, Sec. 508 (website accessibility)

Finance

- Sarbanes Oxley (US)
- FFIEC US Banking Standards
- Basel II (World Bank)
- Turnbull Report (UK)
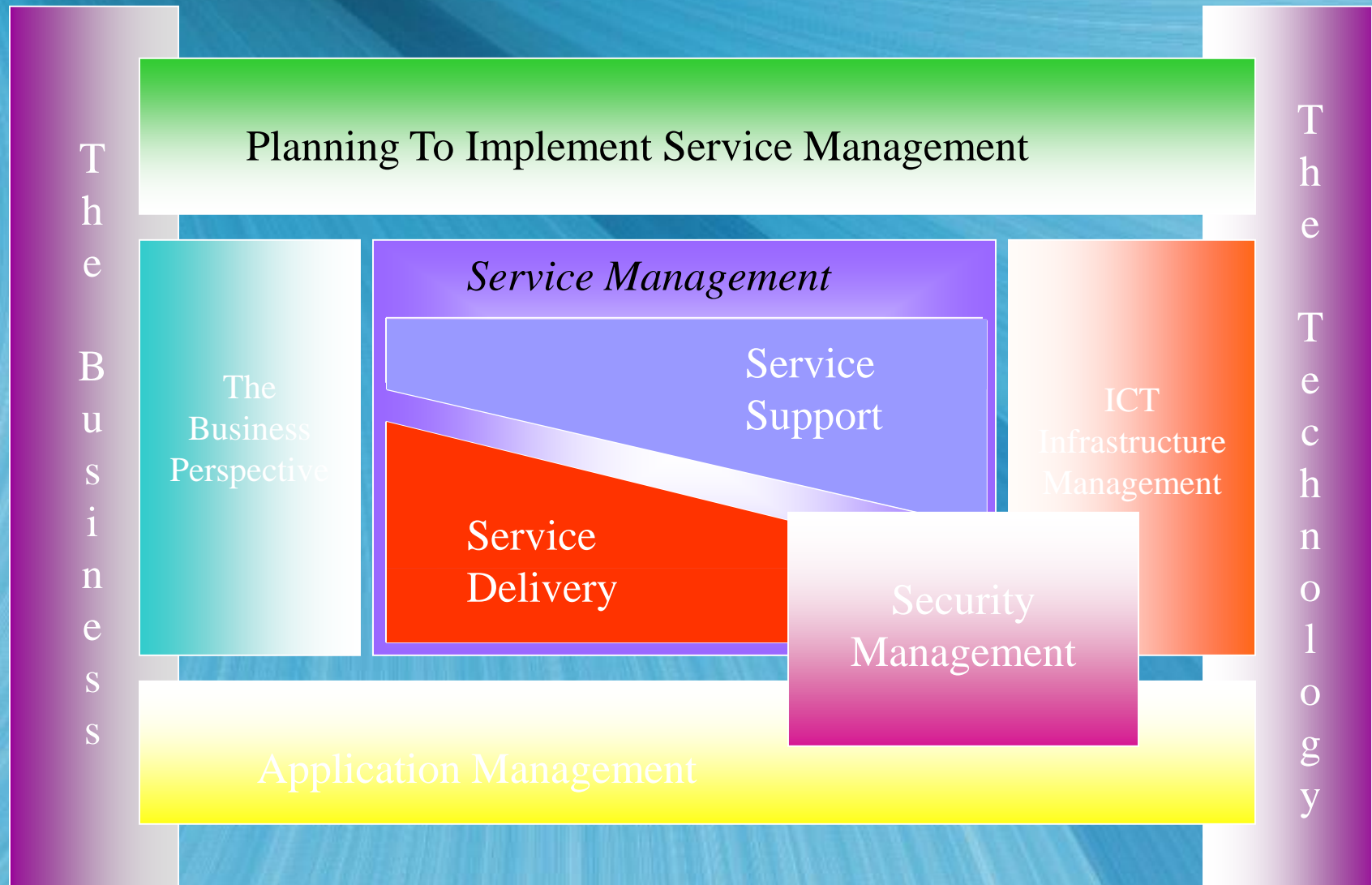- Canadian Bill 198 (MI 52-109 & 52-111)

Other International IT Models

- Corporate Governance for ICT DR 04198 (Australia)
- Intragob Quality Effort (Mexico)
- Medical Information System Development (Medis-DC) (Japan)
- Authority for IT in the Public Administration (AIPA) (Italy)
- Principles of accurate data processing supported accounting systems (GDPdu & GoBS) (Germany)
- European Privacy Directive (Safe Harbor Framework)

What Is ITIL?

♦ ITIL is a seven book series that guides business users through the planning, delivery and management of quality IT services
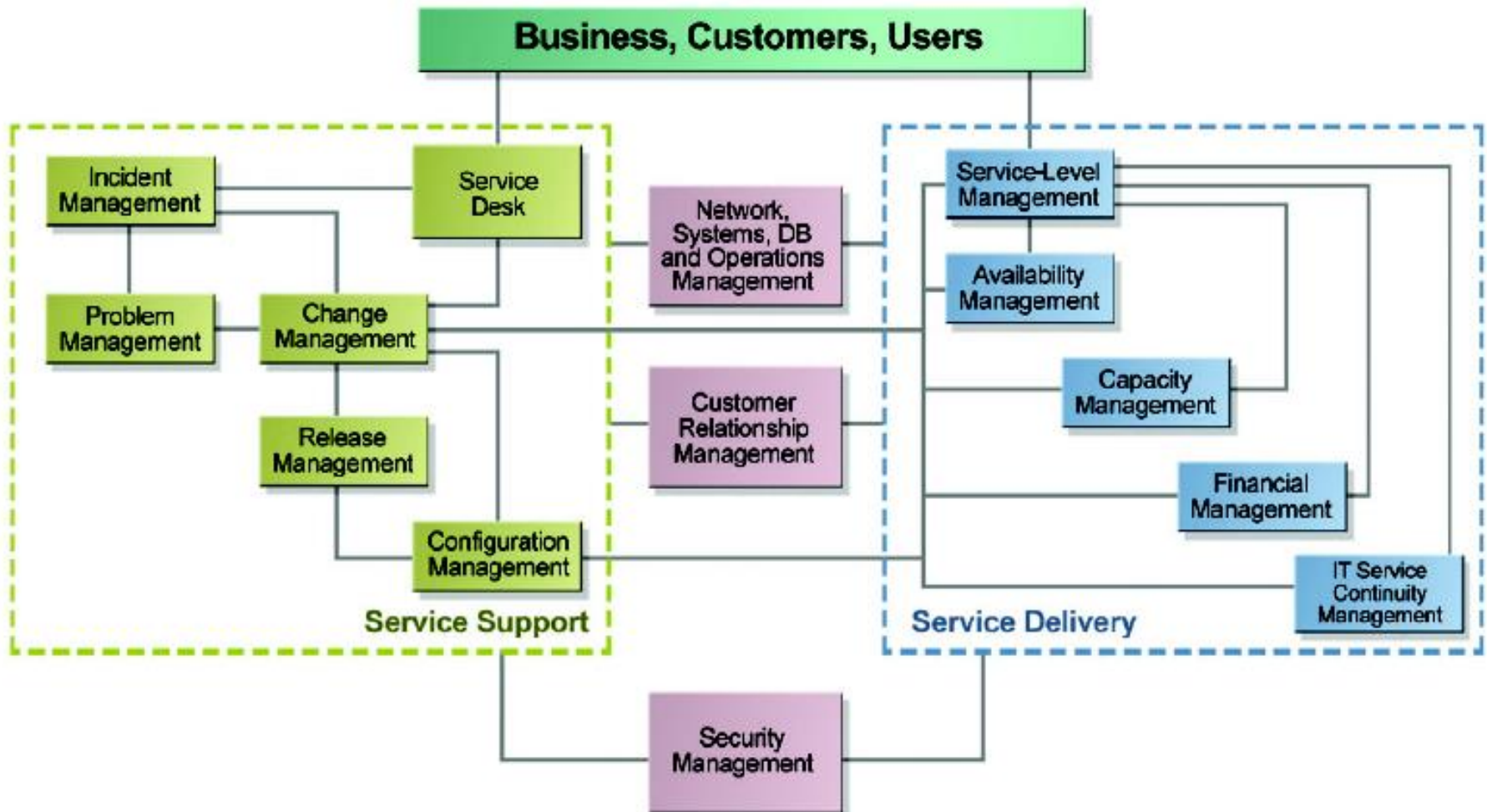
*I*nformation *T*echnology

*I*nfrastructure *L*ibrary

The ITIL Books

ITIL Simplified

The ITIL Process Model

Business, Customers, Users

Service Support

- Incident Management
- Problem Management
- Change Management
- Release Management
- Service Desk
- Configuration Management

Network, Systems, DB and Operations Management

Customer Relationship Management

Service Delivery

- Service-Level Management
- Availability Management
- Capacity Management
- Financial Management
- IT Service Continuity Management

Security Management

ITIL Service Support Model

The Business, Customers or Users

Monitoring Tools

Difficulties
Queries
Enquiries

Communications
Updates
Work-arounds

Incidents

Incidents

Service Desk

Changes

Incident
Management

Customer
Survey
reports

Service reports
Incident statistics
Audit reports

Problem
Management

Releases

Change
Management

Problem statistics
Problem reports
Problem reviews
Diagnostic aids
Audit reports

Change schedule
CAB minutes
Change statistics
Change reviews
Audit reports

Release
Management

Release schedule
Release statistics
Release reviews
Secure library'
Testing standards
Audit reports

Configuration
Management

CMDB reports
CMDB statistics
Policy standards
Audit reports

Incidents

Problems
Known Errors

Changes

Releases

Cls
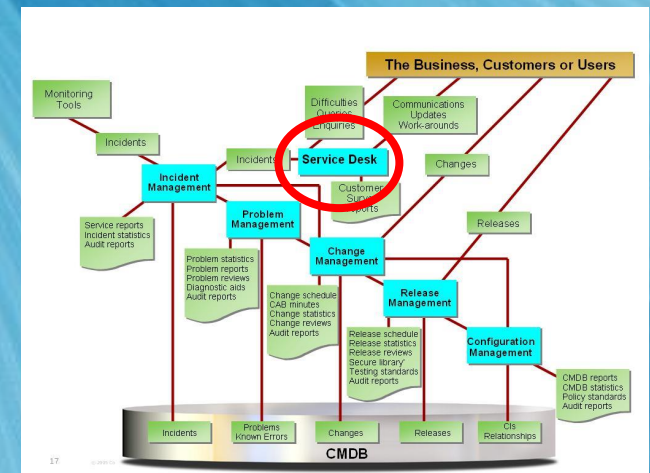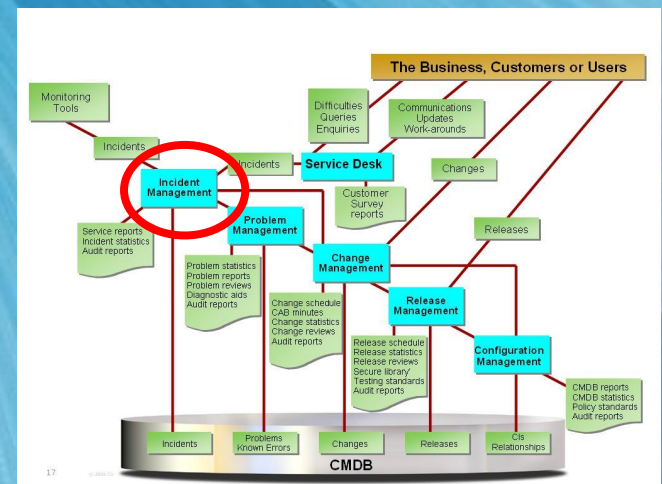Relationships

CMDB

Service Desk

- To provide a strategic central point of contact for customers and an operational *single point of contact* for managing incidents to resolution

- In addition, the Service Desk handles Service Requests
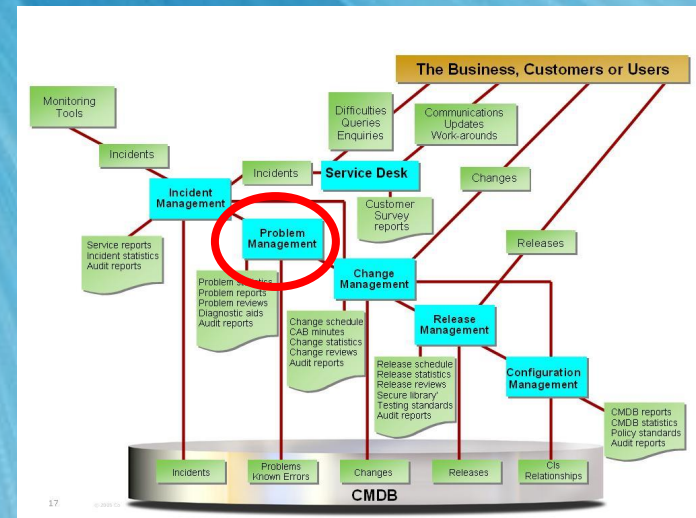
Incident Management

♦ To <u>restore</u> normal <u>service</u> operation <u>as quickly as possible</u> and minimize the adverse impact on business operations
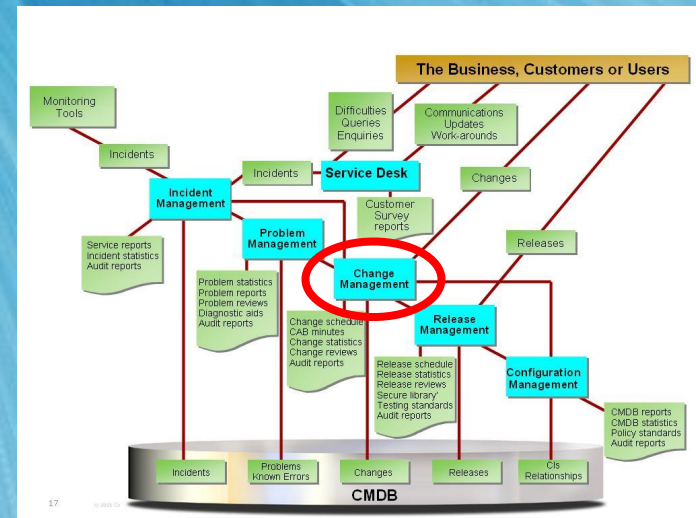
Problem Management

- To <u>minimize the adverse impact of incidents</u> and problems on the business that are caused by errors in the IT Infrastructure and to prevent recurrence of incidents related to these errors
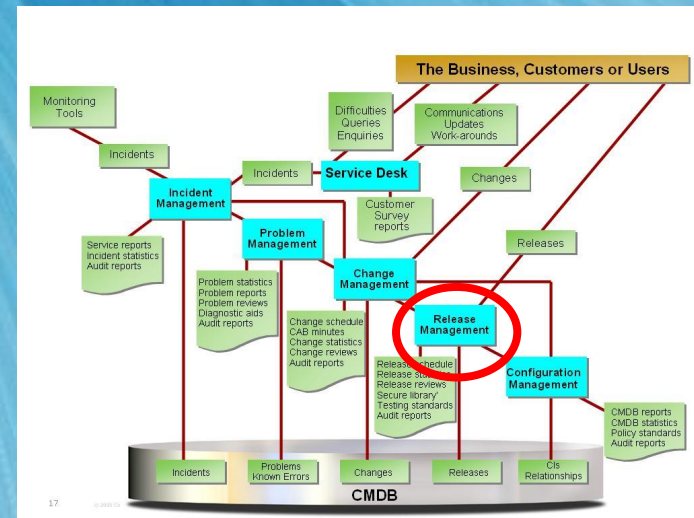
Change Management

◆ To ensure that standardized methods and procedures are used for efficient and prompt handling of all changes to minimize the impact of change-related incidents and improve day-to-day operations
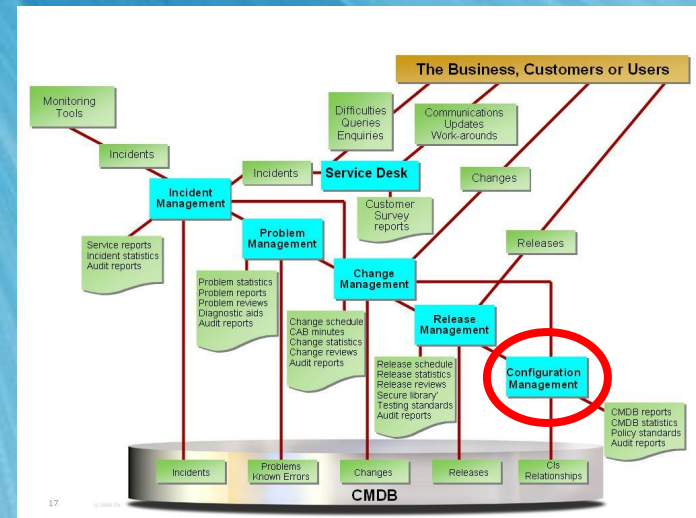
Release Management

- Release Management takes a holistic view of a change to an IT service and should ensure that all aspects of a Release, both technical and non-technical, are considered together
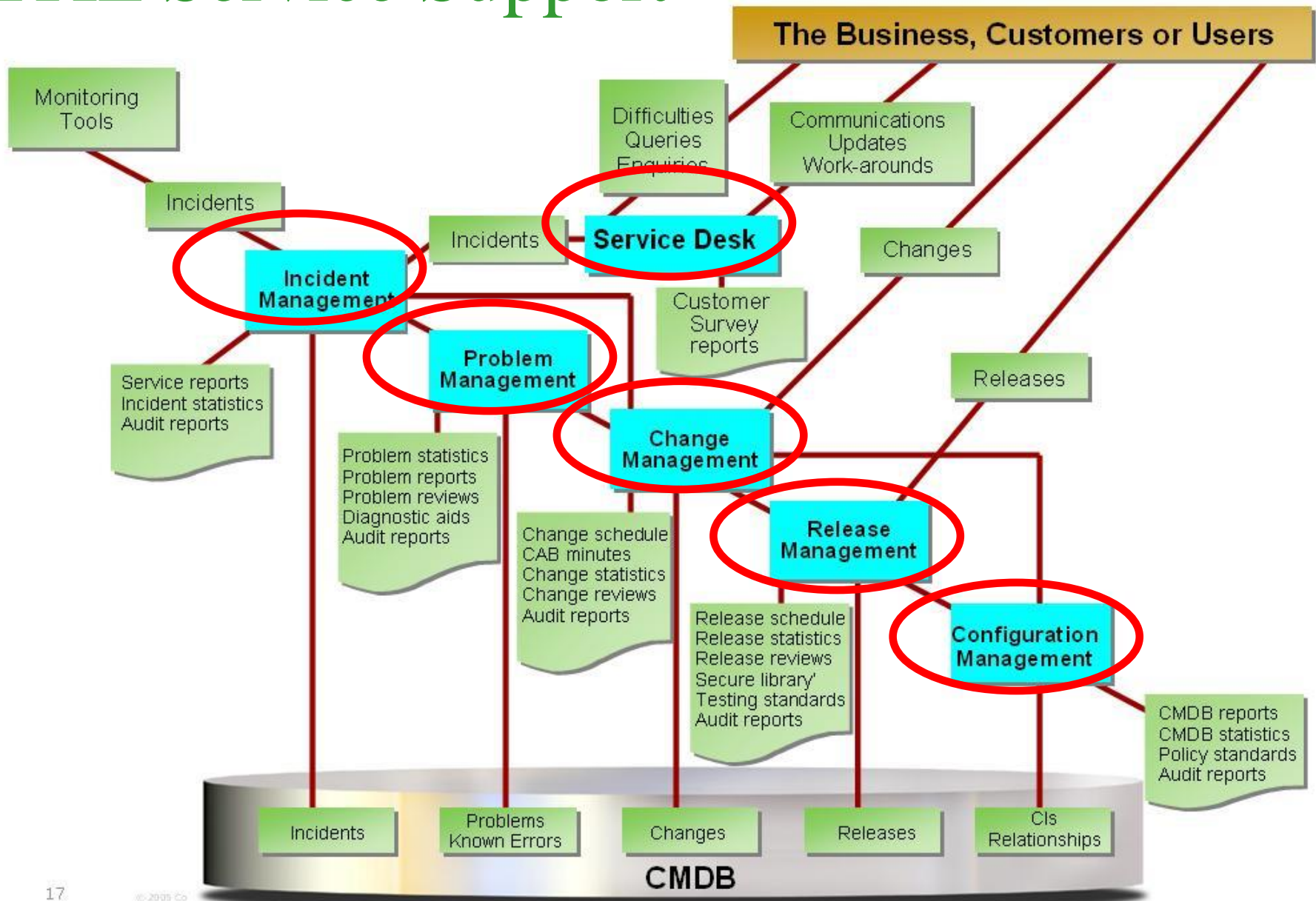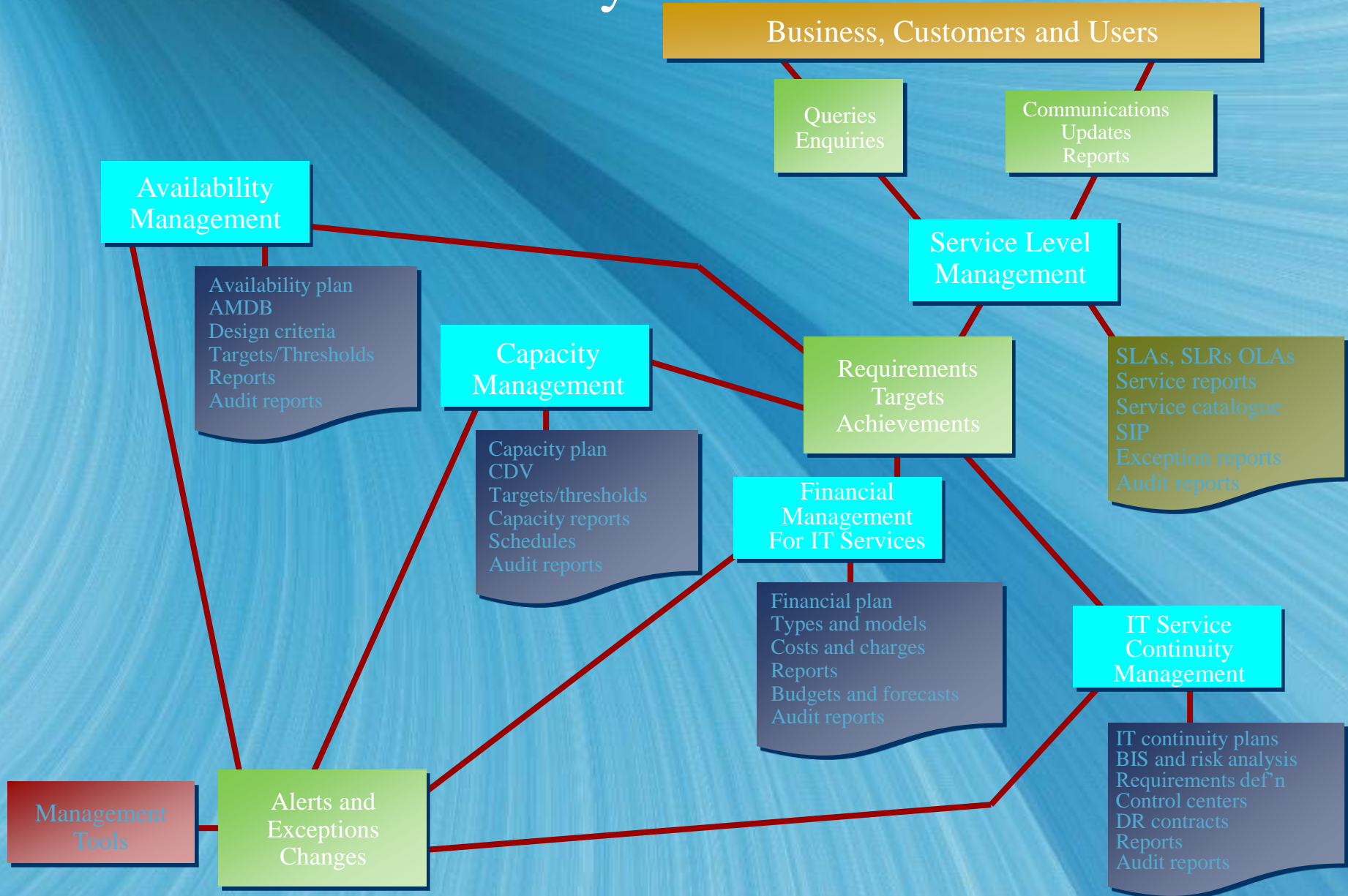
Configuration Management

♦ To identify, record and report on all IT components that are under the control and scope of Configuration Management

ITIL Service Support

ITIL Service Delivery Model

Business, Customers and Users

Queries Enquiries

Communications Updates Reports

Availability Management

Availability plan
AMDB
Design criteria
Targets/Thresholds
Reports
Audit reports

Service Level Management

Capacity Management

Capacity plan
CDV
Targets/thresholds
Capacity reports
Schedules
Audit reports

Requirements Targets Achievements

SLAs, SLRs OLAs
Service reports
Service catalogue
SIP
Exception reports
Audit reports

Financial Management For IT Services

Financial plan
Types and models
Costs and charges
Reports
Budgets and forecasts
Audit reports

IT Service Continuity Management

IT continuity plans
BIS and risk analysis
Requirements def'n
Control centers
DR contracts
Reports
Audit reports

Management Tools

Alerts and Exceptions Changes
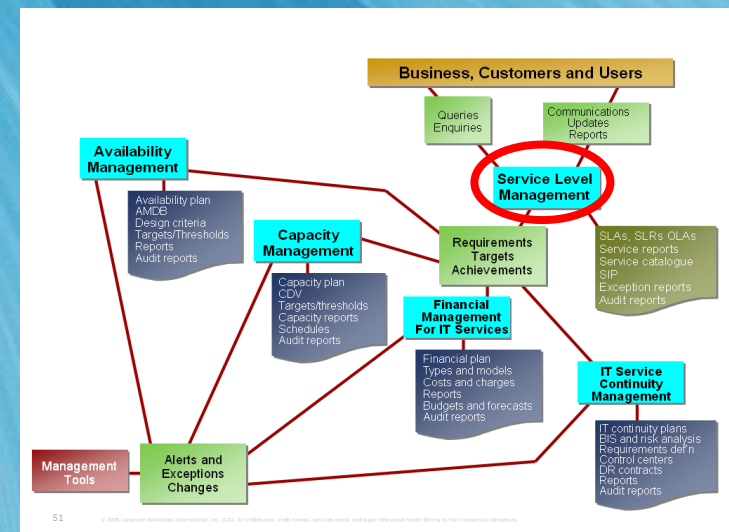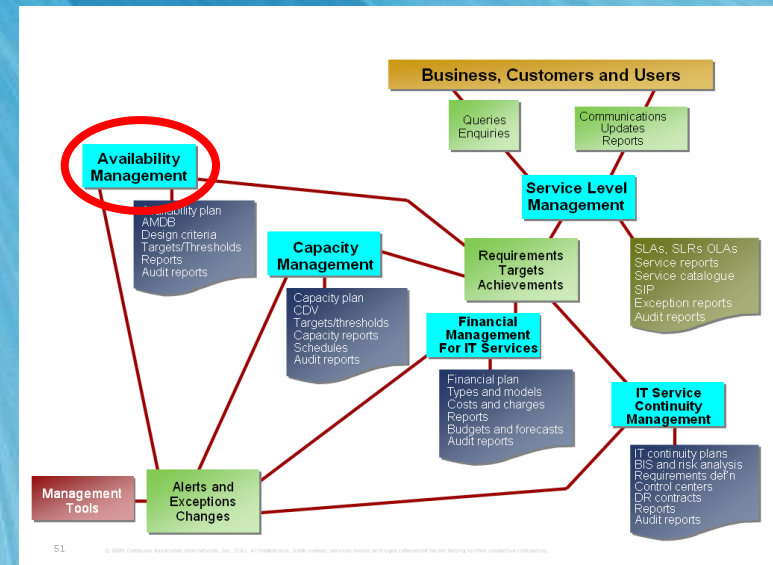
Service Level Management

♦ To maintain and improve IT service quality through a constant cycle of agreeing, monitoring and reporting to meet the customers' business objectives

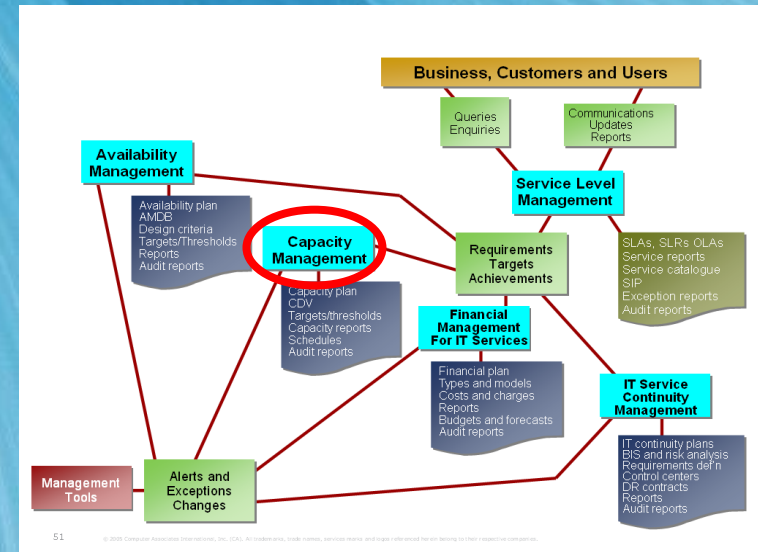# Availability Management

♦ To optimize the capability of the IT infrastructure, services and supporting organization to deliver a cost effective and sustained level of availability enabling the business to meet their objectives

Capacity Management

♦ To ensure that all the current and future capacity and performance aspects of the business requirements are provided cost effectively

Financial Management

♦ To provide cost-effective stewardship of the IT assets and resources used in providing IT services

IT Service Continuity Management

- To ensure that the required IT technical and services facilities can be recovered within required, and agreed timescales

- IT Service Continuity Planning is a systematic approach to create a plan and/or procedures to prevent, cope with and recover from the loss of critical services for extended periods

Service Delivery

Business, Customers and Users

Queries
Enquiries

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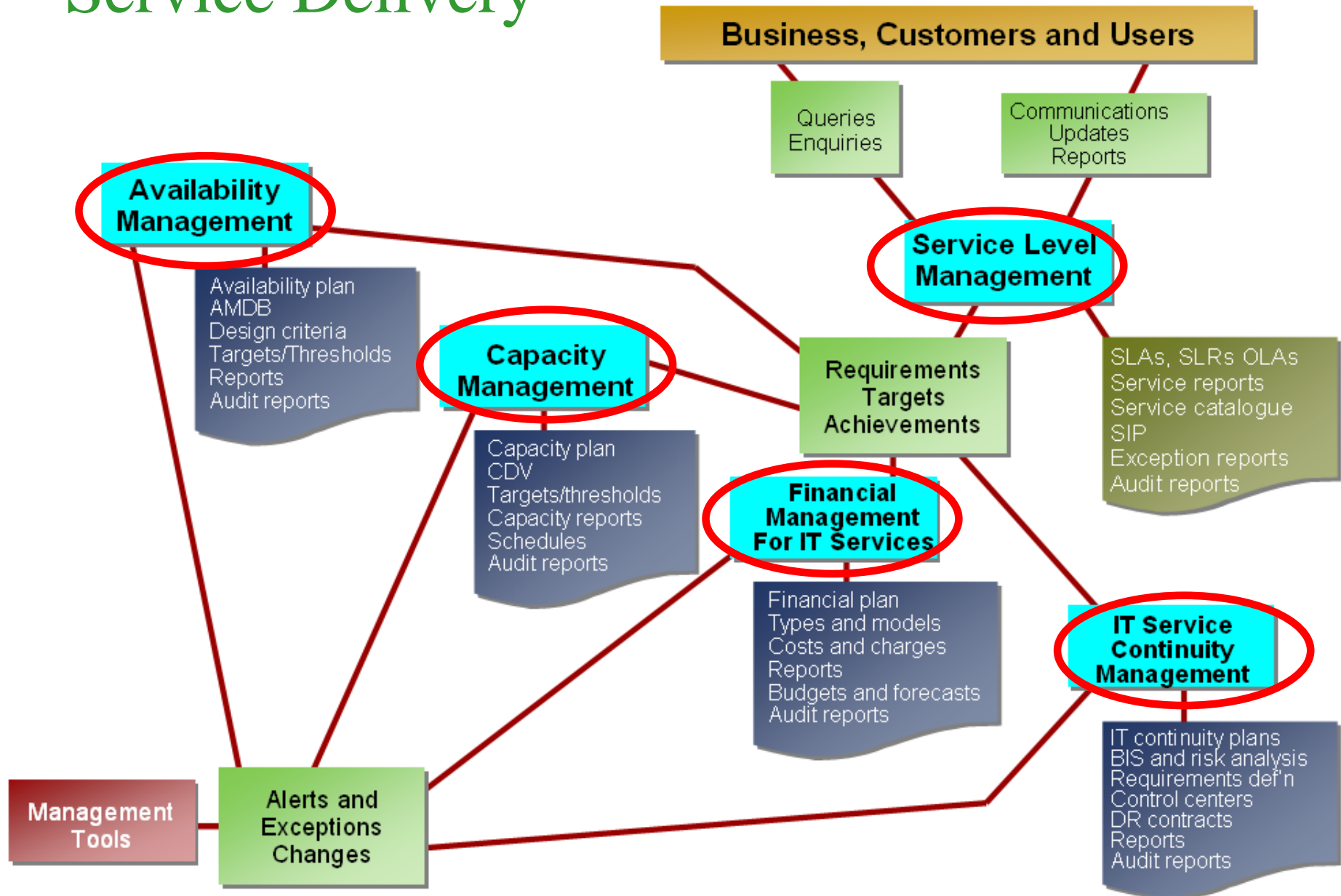Service reports
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Audit reports

Management Tools

Alerts and Exceptions Changes

What Is ITIL All About?

- <u>Aligning</u> IT services with business requirements

- A set of *<u>best practices</u>*, not a methodology

- Providing <u>guidance</u>, not a step-by-step, how-to manual; the implementation of ITIL processes will vary from organization to organization

- Providing *<u>optimal service provision</u>* at a justifiable cost

- A <u>non-proprietary, vendor-neutral, technology-agnostic</u> set of best practices.

How to Make ITIL a Reality?

Key Success Factors

Theory – ITIL/CobIT

- Guidelines for Best Practices
- Provides the theory but not the process
- Education is an important component

Process

- Convert theory to process that is applicable to the unique needs of the organization
- Training & Education
- Tool configuration

Technology

- Provide the technology that enables and automates the process
- Repeatability, compliance and notifications
- Implement processes impossible without technology