

# ITSM

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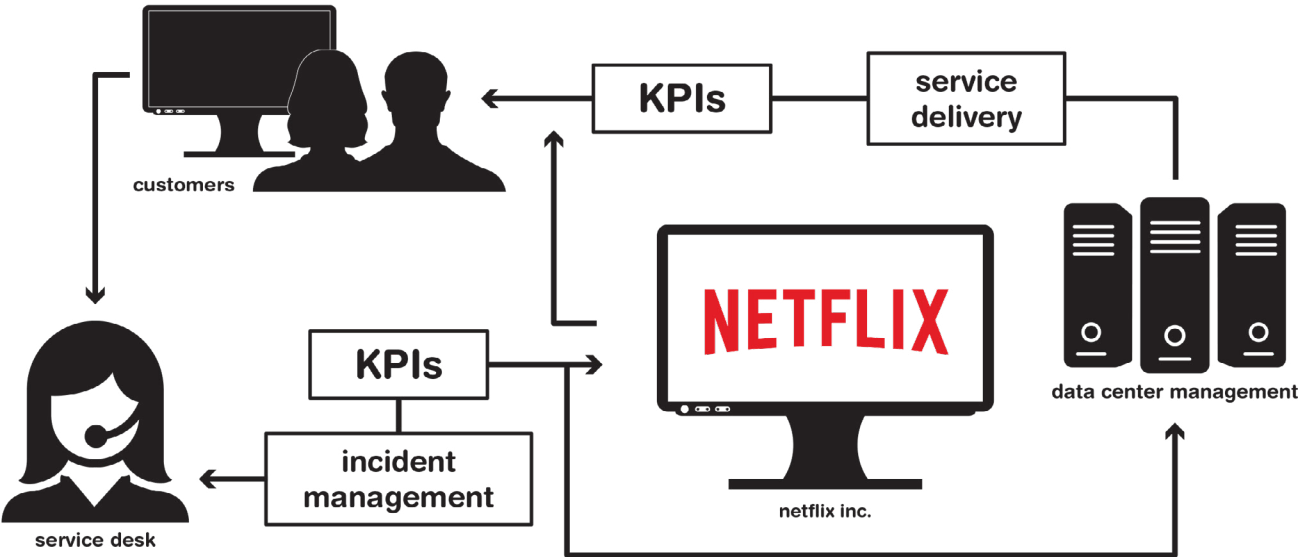
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# CHAPTER 1

## Technology Vs. Process

fig. 1

### A Theoretical ITSM Model for Netflix



## CHAPTER 2

### ITSM & ITIL: The Difference

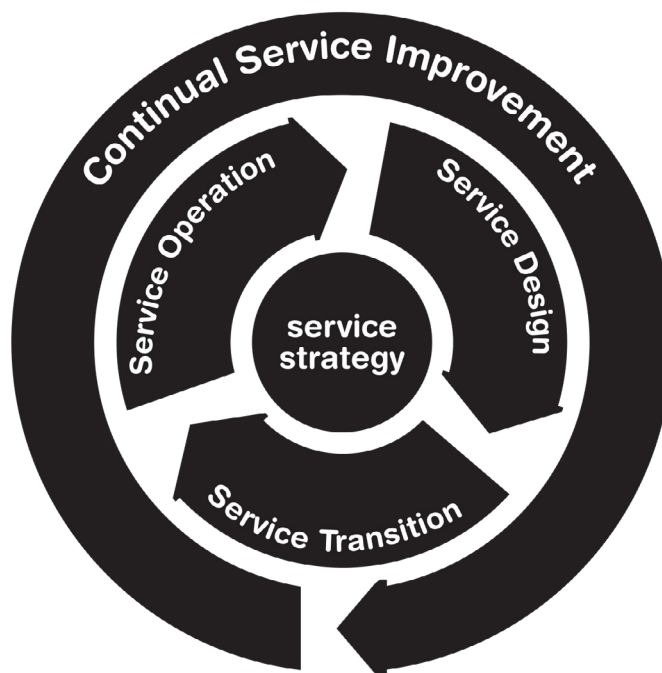
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fig. 2



fig. 3

### The ITIL Service Lifecycle



# CHAPTER 4

## ITIL & Beyond

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fig. 4

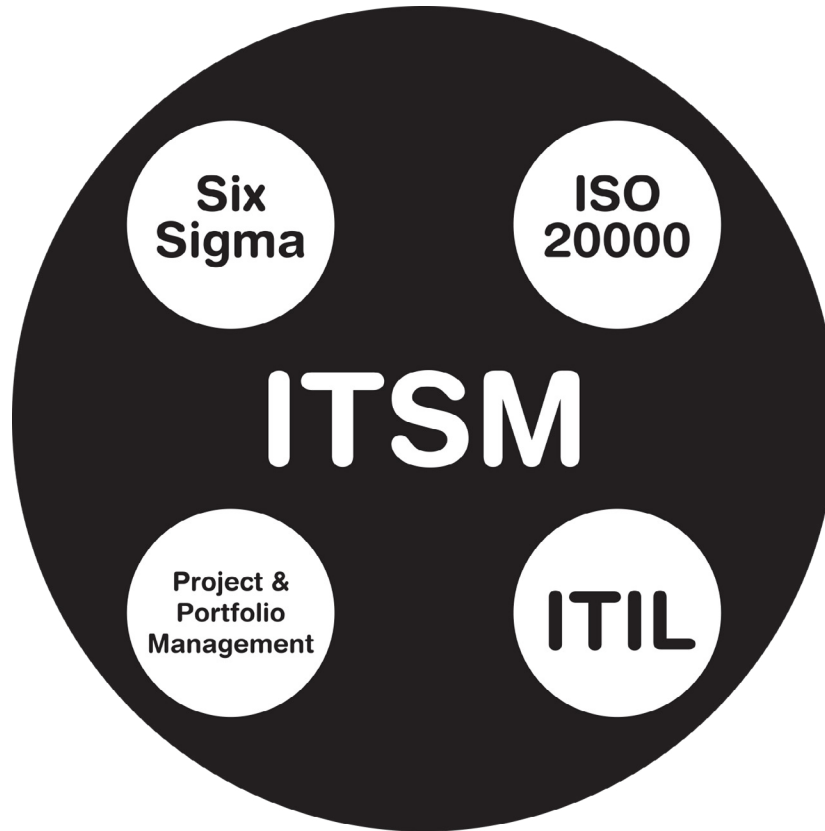
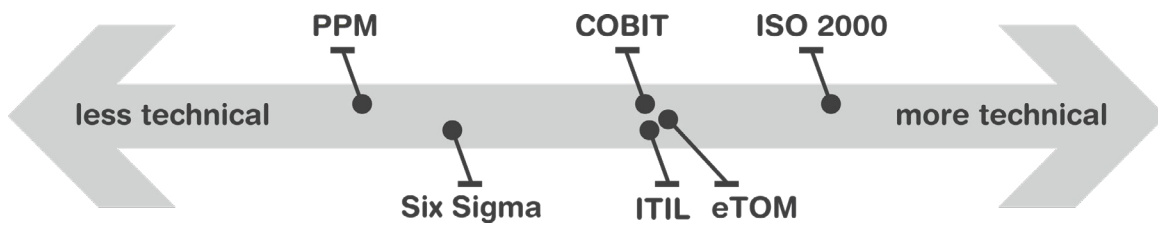


fig. 5

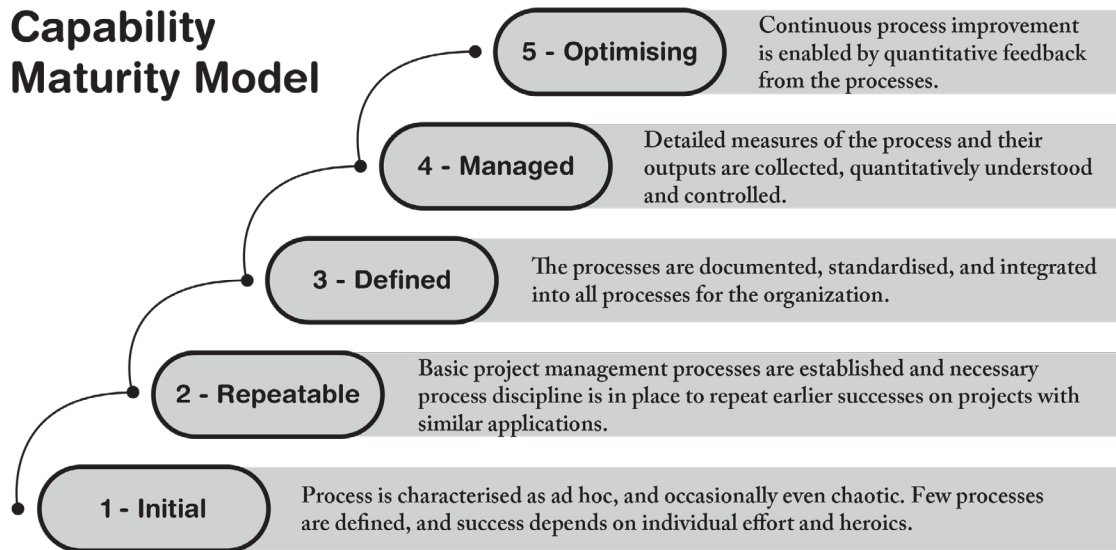


# CHAPTER 5

## Applying ITSM

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fig. 6

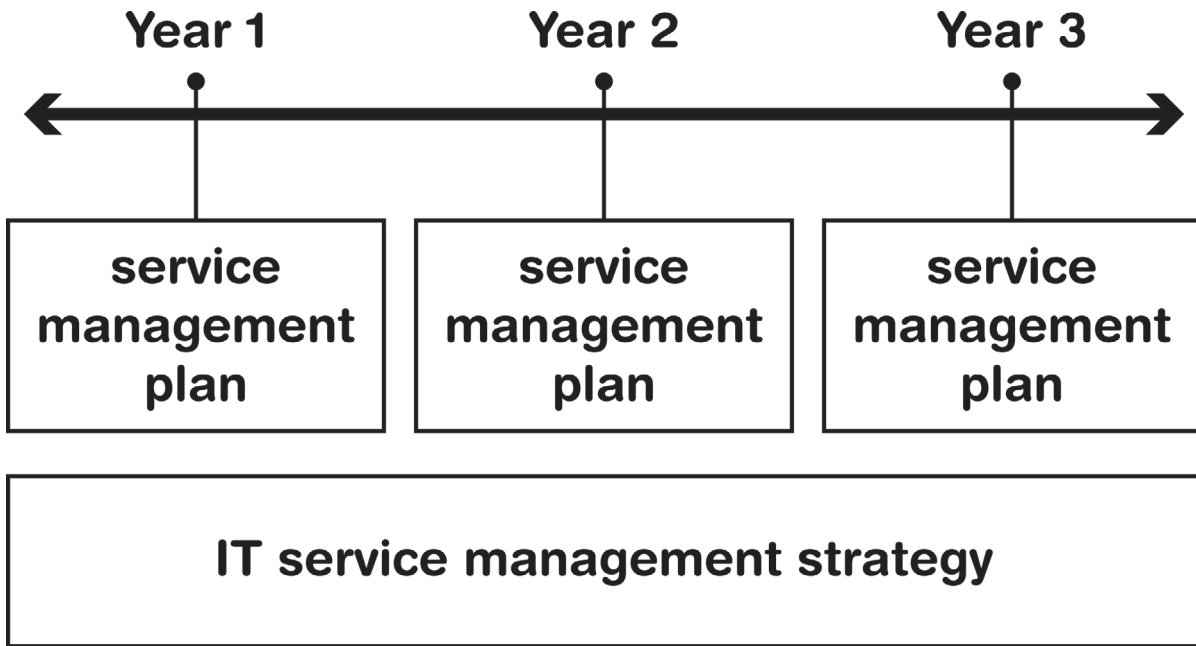


# CHAPTER 6

## Why Strategy is so Important

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fig. 7





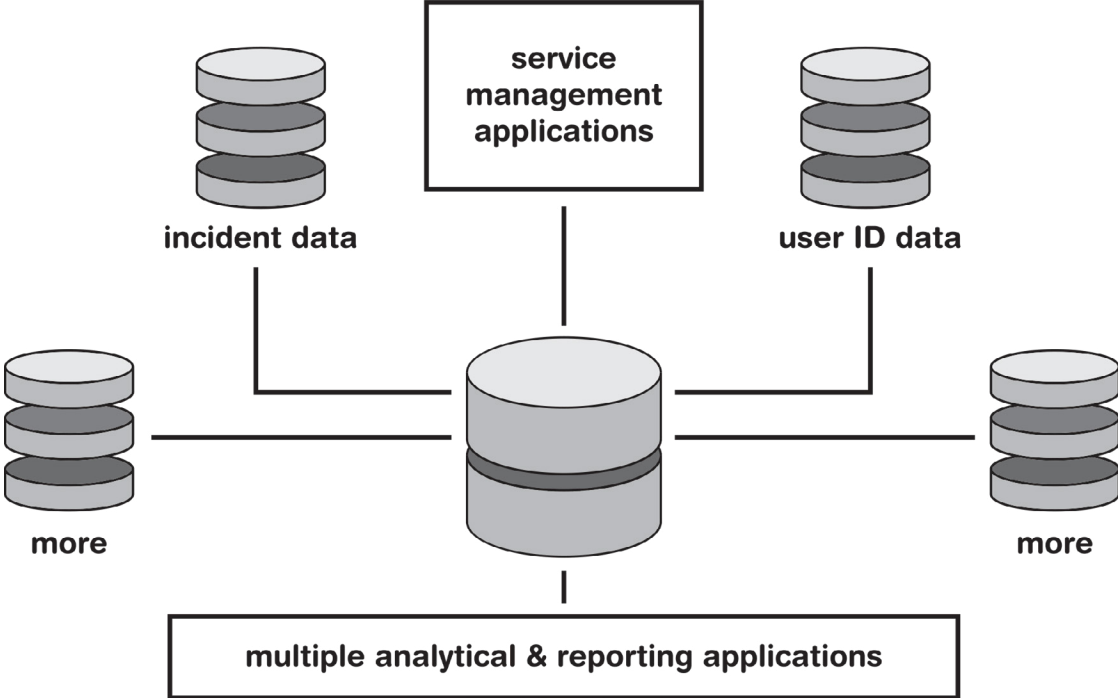
# CHAPTER 7

## Beyond Theory

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fig. 8

### The Configuration Management Database



# CHAPTER 8

## The Key Roles of ITSM

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fig. 9

### Key Roles in ITSM



#### service sponsor

- Sets budget for project
- Assesses risk
- Establishes service-level target



#### service manager

- Understands customer expectations
- Understands how service is supported and delivered
- Oversees critical processes such as Change Management and Incident Management



#### service team

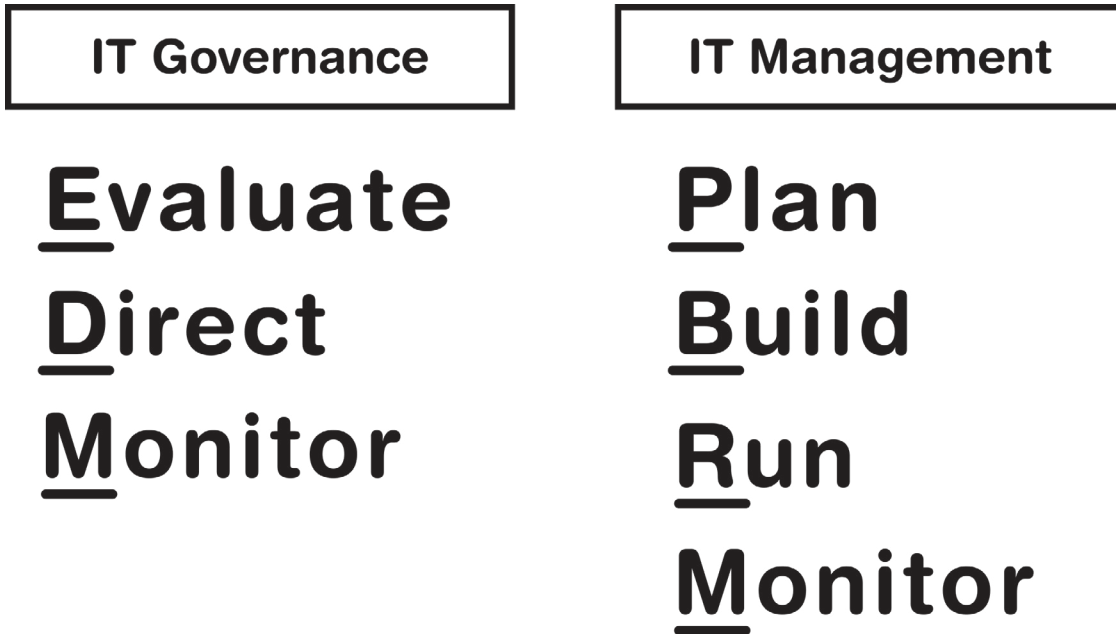
- Ensures ongoing service efficacy
- Recommends service improvements and identifies expansion opportunities
- Contributes to Service Catalog

# CHAPTER 9

## IT Governance

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fig. 10



# GLOSSARY

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## **Business Process Framework (eTOM)**

The standard digital enterprise IT framework utilized primarily by the telecommunication and entertainment industry. The eTOM standard optimizes communication between various parties within the industry and allows for productive and agile business cooperation.

## **Capability Maturity Model (CMM)**

Created in 1986 by the Software Engineering Institute at Carnegie Mellon, the CMM model was originally used as an assessment tool for process maturity in software development but was soon expanded to encompass a variety of IT processes (see Process Maturity).

## **COBIT (Control Objectives for Information & Related Technology)**

Developed and overseen by the nonprofit ISACA (Information Systems Audit and Control Association), this tool set utilizes highly defined inputs and outputs that allow multiple IT operations to interact with utmost efficiency. Next to ITIL, COBIT is commonly thought to be the most important modern IT framework.

## **Configuration Management Database (CMDB)**

A “data warehouse” that stores the assets of an IT organization and defines the various relationships and communication channels shared between them.

## **Events**

Commonly referred to as an “event record,” this refers to a change in state in an IT system that influences the configuration of a system or impacts a service. Events are usually logged and reported and may turn into “incidents” if they result in a disruption of service.

## **Incident**

An incident is declared when a service is interrupted or its quality is severely impaired.

## **Integration Infrastructure**

Middleware that allows multiple applications to communicate with one another.

## **ISO/IEC 20000**

A prescriptive, easily measurable framework for IT performance. Unlike ITIL, ISO/IEC 20000 is designed to be easily auditable and verifiable, and is a good standard to use when enforcing basic competency thresholds in an IT organization.

## **IT Governance (ITG)**

Refers to the efficient, effective, and cost-sensitive application of IT to attain the business goals. ITG is broken up into two sides. Supply side ITG is primarily undertaken by a company or organization’s CIO, and its purpose is to ensure that IT resources are being used effectively. Demand side governance refers to how organizations evaluate, plan, prioritize, and fund business needs that can be met through the application of IT.

## **ITIL**

A broad multivolume advisory guide containing a system of best practices for IT. Thought by many to be the established norm for the practice of IT.

## **ITIL Life Cycle Stages**

The five core broad-topic areas covered by ITIL v3 (2011): service strategy, service design, service transition, service operation, and continual service improvement. Each ITIL Life Cycle Stage relies on multiple processes and subprocesses to support its objectives.

## **ITSM**

Information Technology Service Management refers to the continual effort toward incorporating IT into the service needs of business.

## **IT Systems Management**

A broad bucket term referring to how an organization manages its IT assets. It is separate from ITSM (IT Service Management), which seeks to incorporate IT Systems Management into the service needs of a business or organization.

## **KPIs (Key Performance Indicators)**

In ITIL, KPIs are used to evaluate the quality of performance achieved through the use of various ITIL processes (see Process).

## **Maturity Model**

A blueprint for scrutinizing a process to allow it to grow more effective with time. (See Capability Maturity Model).

## **Network Management**

A system of activities and tools used to support and optimize computer network systems. ITSM seeks to incorporate Network Management practices into an intelligible, business service-oriented framework.

## **Project Portfolio Management (PPM)**

PPM contains guidance on how to prioritize and execute projects in an efficient manner. PPM also includes an analytical evaluation framework by which the strength of ongoing projects may be assessed.

## **Process**

In ITIL, a process is one among a collection of IT practices listed under one of the five Life Cycle Stages. Each process contains methodologies to achieve objectives that support the Service Life Cycle stage. Most use KPIs to evaluate progress made toward these objectives.

## **Process Maturity**

The extent to which a process has proven useful, has acquired documentation, is repeatable, and is being steadily improved upon. The more of these favorable attributes present in a process, the more “mature” it is said to be.

Note: The “process” being assessed and improved through Process Maturity need not necessarily be a strictly defined “ITIL” process.

## **Scrum**

A style of project management whereby a team works toward a goal in short, iterative bursts. Hierarchical roles among team members are often disregarded when working on a scrum team.

## **Service Catalog**

The organized assortment of all business and IT services offered by an organization.

## **Service Desk**

A service desk, in ITIL, is defined as a direct communication channel between the IT department and the users of a service.

**Subprocess**

In ITIL, most processes include a collection of subprocesses used to support the main process's objectives.

**White List**

A security protocol where only certain applications (those specifically designated on the "white list") are allowed to operate and access data on certain servers.