



***it*SMF** 



ITIL Orientation

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What is ITIL?

- IT Infrastructure Library
 - started with a series of service mgmt books
- Developed and owned by Office of Government Commerce, U.K.
- “Open Source”
- Best practice framework for IT Service Management



Objective of the Framework

“Provide services to business customers that are fit for purpose, stable and they are so reliable, the business view them as a trusted utility”

Source: The Official Introduction to the ITIL Service Lifecycle



Applying ITIL

- Best Practice Framework – “adapt ITIL practices within own context, and entrench own best practices with an overall Service Mgmt framework”
- Conformance
- To achieve compliance with standards such as ISO20000

Source: The Official Introduction to the ITIL Service Lifecycle



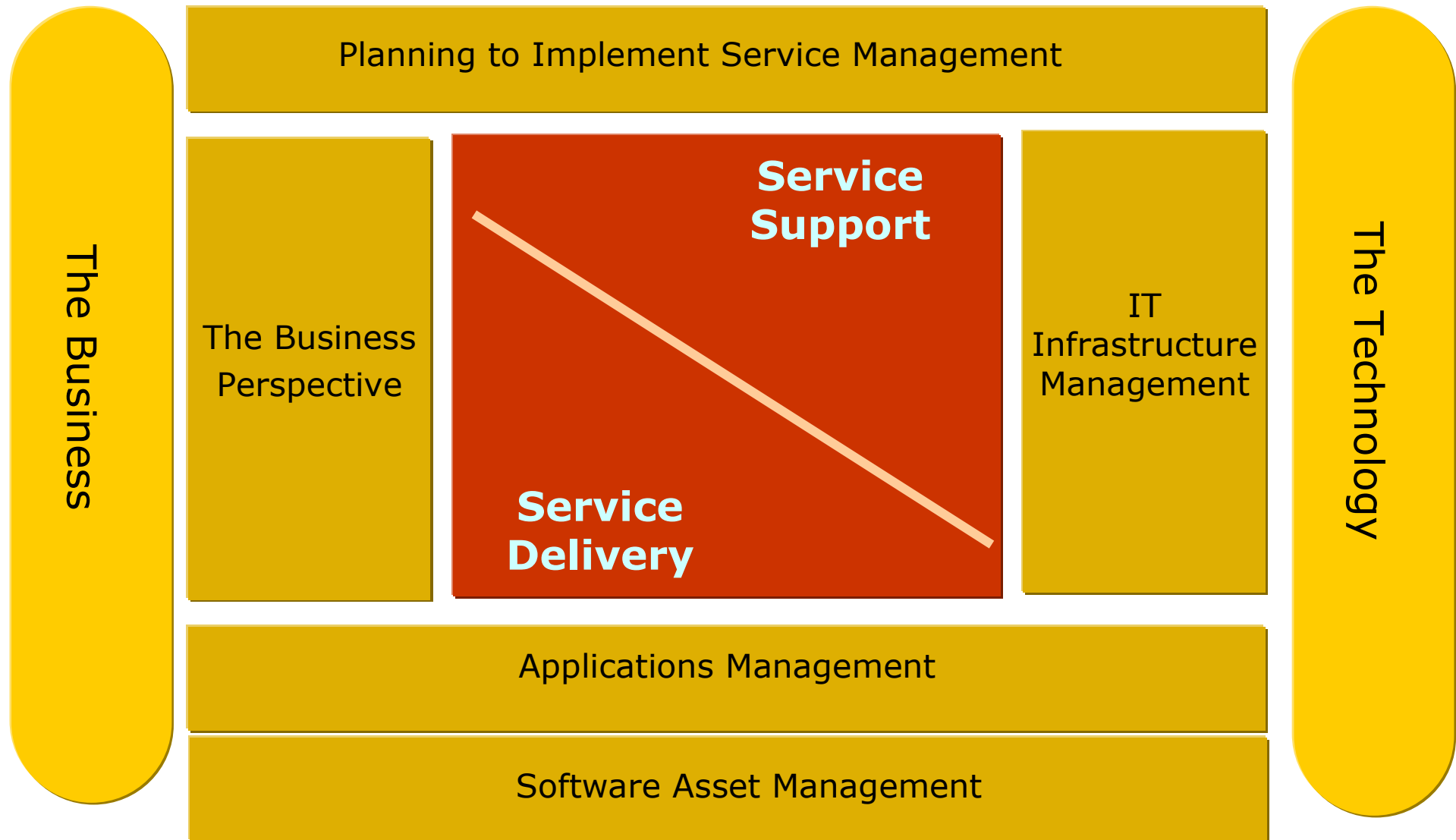
Applying ITIL

Top ten concerns of IT Directors

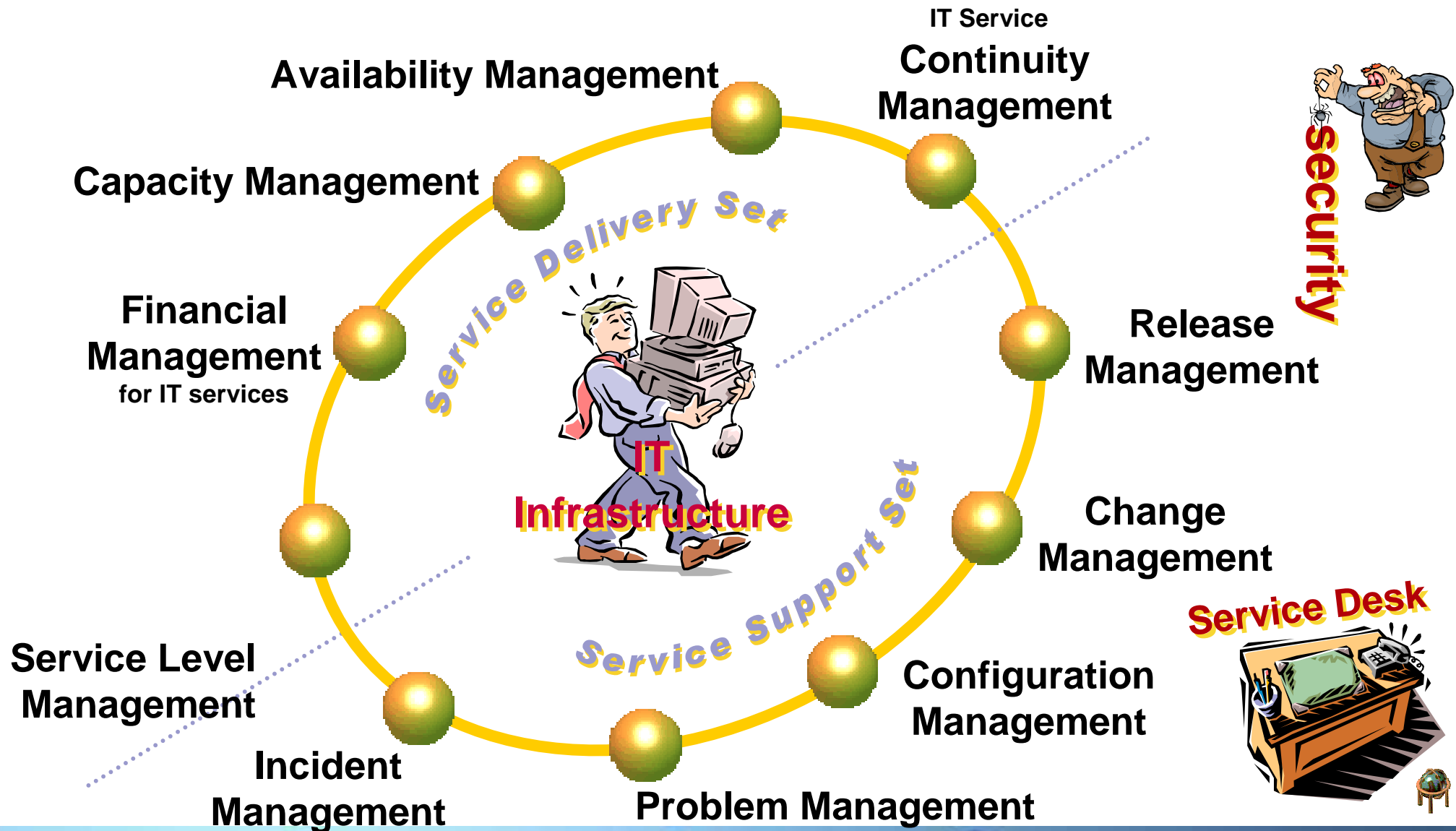
- 1. Aligning IT strategy with business strategy**
- 2. Meeting business and user needs**
- 3. Coping with change**
- 4. Dealing with senior management**
- 5. Managing costs, budgets and resources**
6. Keeping up with technology
7. Recruiting and retaining staff
8. Time and resource management
9. Infrastructure management
10. Maintaining skills and knowledge



The ITIL Framework



ITIL Service Management



Who uses ITIL?

- **PUBLIC SECTOR** - Central & Local Government, Health & Police Authorities
- **PRIVATE SECTOR** - Banking, Insurance, Telecomm, Utilities, Retail, Transport, Leisure
- **VENDORS** - Product suppliers, Consultancies, Trainers, Legal, Recruitment, Outsourcing



Continued Evolution

- ITIL v1 (late 80's to early 90's)
- ITIL v2 today's implementation
- ITIL v3 (2007)
 - ITIL Service Lifecycle
 - Service Strategy – Design – Transition – Operation – continued improvement



ITIL Certifications

(individual)



- ITIL Foundation
 - ITIL Practitioner
 - ITIL Service Manager (master)
 - “International”
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- Training Providers
 - Examination Service
 - Loyalist Certification Services
 - www.lcsexams.com



Be part of the growing community

- itSMF (International)
 - IT Service Management Forum
 - 46 National chapters; 100,000+ members
 - www.itsmfi.org

- itSMF Canada
 - Non-profit org affiliated to International since 2000
 - 9 Branches: Atlantic, Quebec City, Montreal, Ottawa, Toronto, Manitoba, N. Alberta, S. Alberta, BC
 - 2,800+ members
 - www.itsmf.ca

