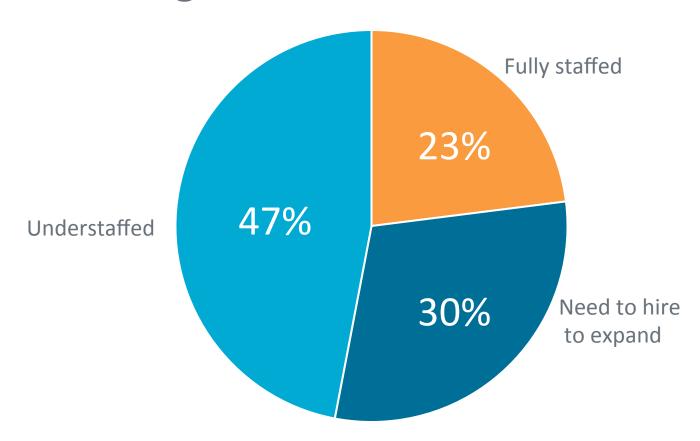


Dealing with Lack of Technical Staff



ITIL for the Front Line IT Professional



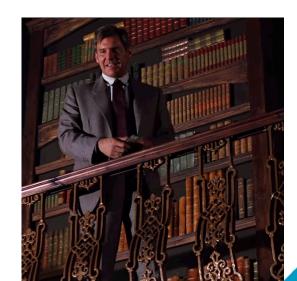
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Outline

- What is the IT Infrastructure Library?
- ISO 20000 & ITIL
- The Service Lifecycle and You!
 - Strategy
 - Design
 - Transition
 - Operation
 - Improvement
- PDCA and how it relates to Troubleshooting Theory
- Service Management
 - Capability, Resources, Service, Portfolio
 - Change
 - Release
- Incidents and Problems, your bread and butter
- Service Desk
- ITIL and other Methodology

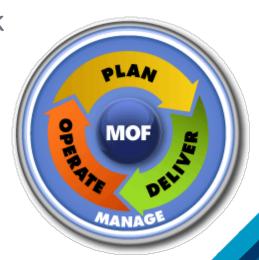
What is the IT Infrastructure Library

- ITIL is a set of global bests practices that focus on aligning IT with the business.
- Not Line of business specific, should work in any industry
- Covers 5 volumes/books of IT Service Management Lifecycles



ISO 20000 & ITIL

- IS/IEC 20000 is the first international standard for IT Service Management
- Originally intended to represent ITIL, expanded to include major players
 - Microsoft Operations Framework
 - COBIT



The Service Lifecycle and You!

 The Service Lifecycle outlines the birth of an IT service to its ongoing support and operation as it aligns with business needs

- Strategy
- Design
- Transition
- Operation
- Improvement



What is a Service?

- A service is a means of delivering value to our customer by giving them the results they are need
- Identify business needs and create services that cost effectively support them
- The IT Organization makes transparent the services they offer so the business can take advantage of them



Service Lifecycle: Strategy

- Architecture and Planning
 - Intent is to implement basic Service Management
 - Consider how this technology drives and impacts the business objectives
 - Investigate affordable & wanted features
 - How technology and features will need to adapt over time

Service Lifecycle: Design

- Adding, changing and removing
- Start building your catalog, the menu of what you can do
 - Service Level Agreement/Expectations
 - Capacity and Availability
 - Continuity; availability in the case of a major event
 - Last but not least, SECURITY!

Service Lifecycle: Transition

- Ensure all the work we've done so far meets business expectations
 - Manage and mitigate risks
 - Deploy services/code into production environment (RADM)
 - Build testing and validation standards
 - Assets, Configuration and Change management (SACM)
 - Knowledge Management



Service Lifecycle: Operation

- This is where most of your work is and where most services exist
 - Health & Event Monitoring
 - Incident Management; get back to normal
 - Request Management; order from the menu
 - Access Management

Problem Management; Root Cause analysis and reduce

incidents



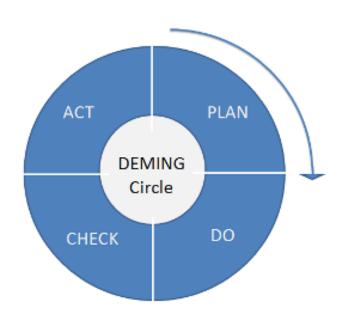
Service Lifecycle: Improvement

- This should be a part of every phase, start and finish
- Ensure we continue to provide value to the customer and increase quality
- PDCA Cycle Deming Model
- Measure, Monitor, move the needle(s)
 - Processes, Costs, maturity/capability
 - SMART (specific, measurable, accurate, repeatable, timely)
- Customer Feedback



PDCA and Troubleshooting

- Plan
- Do
- Check
- Act



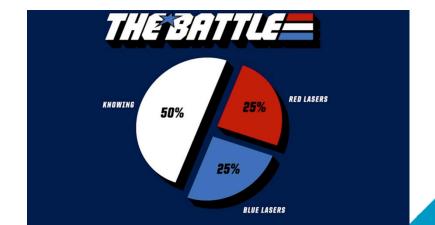
Change

- A process that makes or breaks an organization
 - Manage ALL changes to services and systems to limit service disruption
 - Tie IT changes back to business benefit
 - Often the root cause associated with a problem record
 - Standard, Normal, Emergency
 - CAB and ECAB



Knowledge

- Well maintained, available and useful documentation
- Search, tag, update and make available information
- Data, Information, Knowledge and Wisdom
- Covers KB Articles, config management, asset information, even change
- Important to make articles able to be updated!



Incident

- What our customers tend to think of as 'IT'
- Ideally we find an incident before our customers do (event mgmt)
- Stop the bleeding, Restore service
- Please please create incidents when you fix problems
- Classifications that dictate priority
- Status categories; often over complicated



Problem

- Problem is the root cause of some number of recurring incidents
- Reduce frequency of repeat incidents
- Improve service reliability, customer experience, etc
- Known errors can be problems, but still have workarounds
- Root Cause Analysis (RCA).
 - 7 Whys
- Fix the problem root cause and follow change, release, deployment processes



Request

- The menu of IT activities you offer to your customer
- Similar to a standard change, but for operations
- Put in as few 'custom solutions' as possible



The Service Desk

- Central point of contact between IT and customers
- Performs all of the above activities
 - Resolve incidents
 - Document problems
 - Fulfill Requests
 - Create and access knowledge
- Tiered System, allows for escalation

ITIL and Other Methodology

- Agile
- DevOps
- Lean

