Myths and Realities About ITIL®

Business Beam

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What is a Service?

>> Myths and Realities About ITIL

What would you call a Service?

What is a Service?

- Definition:
  - A means of delivering value to customers by facilitating outcomes that they want to achieve without the ownership of specific costs and risks.

- Examples:
  - Event Hosting service offered by Hotels
  - Rescue 1122
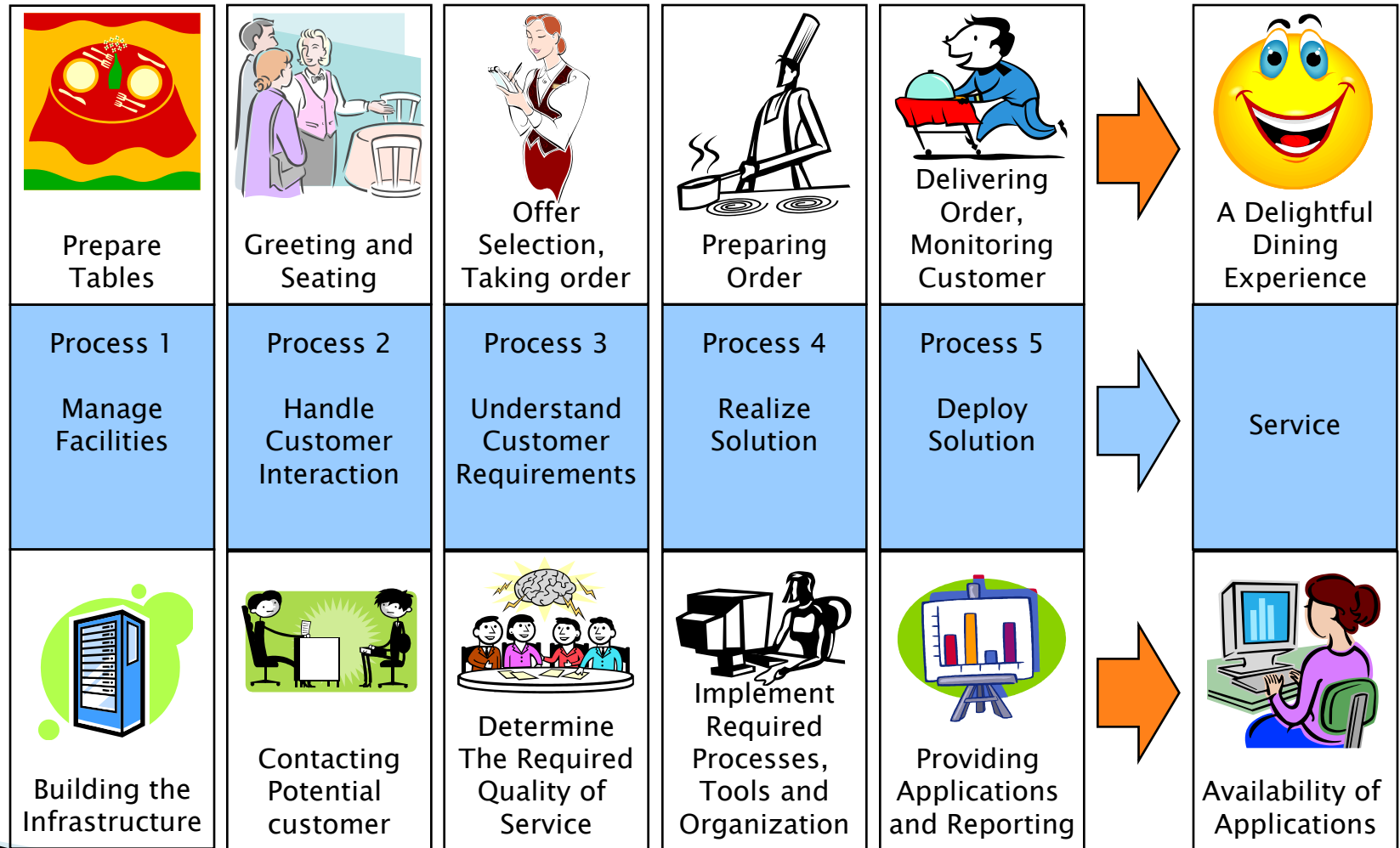 - Website hosting service

What is Service Management?

›› Myths and Realities About ITIL

Service Management

- A set of specialized organizational capabilities for providing value to customers in the form of services

IT Service Management

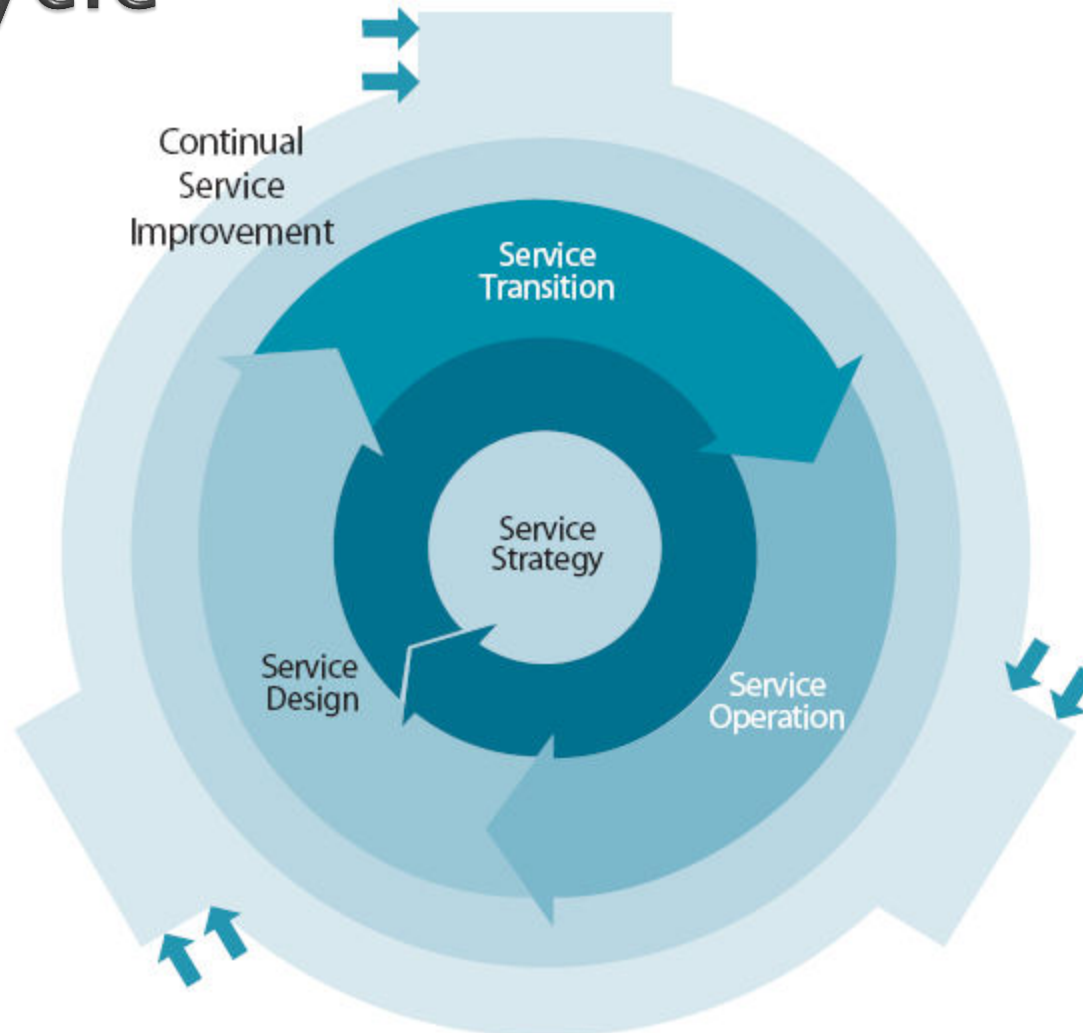| Prepare Tables	Greeting and Seating	Offer Selection, Taking order	Preparing Order	Delivering Order, Monitoring Customer	A Delightful Dining Experience
Process 1	Process 2	Process 3	Process 4	Process 5	
Manage Facilities	Handle Customer Interaction	Understand Customer Requirements	Realize Solution	Deploy Solution	Service
Building the Infrastructure	Contacting Potential customer	Determine The Required Quality of Service	Implement Required Processes, Tools and Organization	Providing Applications and Reporting	Availability of Applications

What is ITIL?

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What is ITIL?

- Stands for "Information Technology Infrastructure Library"

- Set of experiences by the industry leaders (e.g. IBM, SUN, HP, Microsoft, etc.) in the form of best practices to manage your IT services

- Version 3, released in May 2007, consists of 5 core books

- Fits all kinds of organizations, large and small

ITIL Core – Five books

| Service Strategy | Service Design | Service Transition | Service Operation | Continual Service Improvement |

ITIL Service Management Lifecycle

Myths and Realities Around ITIL

➤➤ Myths and Realities About ITIL

Myth #1: ITIL will fix IT Chaos!

- Many IT leaders and enterprises are looking for a magic bullet to end their IT chaos.
- Reality:
  - Success with ITIL is largely dependent on determining how best, and when, to apply the processes in the IT organization

Myth #2: ITIL is an IT industry standard

- Vendors claiming "ITIL compliance" give the false impression that ITIL is an IT standard
- Reality:
  ◦ ITIL is a set of best practices
  ◦ In the strictest sense of the term, there is no such thing as ITIL compliance
  ◦ ISO 20000 ITSMS is an international standard "based" on ITIL

Myth #3: ITIL is an "all or nothing" proposition

- The interactive and integrative nature of ITIL processes implies the entire framework has to be in place for benefits to be achieved
- Reality:
  ◦ Many organizations benefit from implementing only one or two ITIL processes such as change management or incident management

Myth #4: ITIL is a governance and compliance framework

- Getting IT under control with ITIL is an important step in meeting the requirements of governance
- Reality:
  - ITIL does not address governance in a comprehensive way
  - COBIT is the de facto North American governance framework

Myth #5: ITIL can be implemented out of the book

- ITIL consists of a series of books that describe best practices in IT service areas.
- Reality
  - ITIL provides WHAT to do, not HOW to do it
  - It is not an instructional manual for IT leaders to improve IT services and operations

So Why Implement ITIL?

> **Only One Reason**
> ## To obtain business benefits

▶ Proctor & Gamble saved about $500 million across multiple departments since beginning to streamline processes with ITIL four years ago" (reported in 2002).

▶ Shell utilized ITIL best practices when they overhauled their global desktop PC consolidation project, encompassing 80,000 desktops. After this project was completed, they can now do software upgrades in less than 72 hours, potentially saving 6000 man-days working days and 5 million dollars.

So Why Implement ITIL? (2)

- Avaya reported drastic decrease of the number of calls, improved efficiency and communication, customer satisfaction, no more unplanned changes, registration of all IT assets in the Configuration Management DB, and always-on infrastructure.

- ITSMF reports:
  - More than 70 percent reduction in service downtime
  - ROI up by more than 1,000 percent
  - Savings of nearly $200 million annually
  - 50 percent reduction in new product cycles

Who is Relying on ITIL?

- 60% of Fortune 100 company CIOs are working with ITIL (2008).

- ITIL is the hottest buzz word these days in IT service industry across the globe.

So how do you start benefiting through ITIL?

- Understand ITIL – Read ITIL books, articles and blogs

- Attend training courses and seminars
  - ITIL v3 Foundation can be a good starting point

- Hire a good consultant – if you want to improve your IT services "quickly" and "reliably"!

Thank You!

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