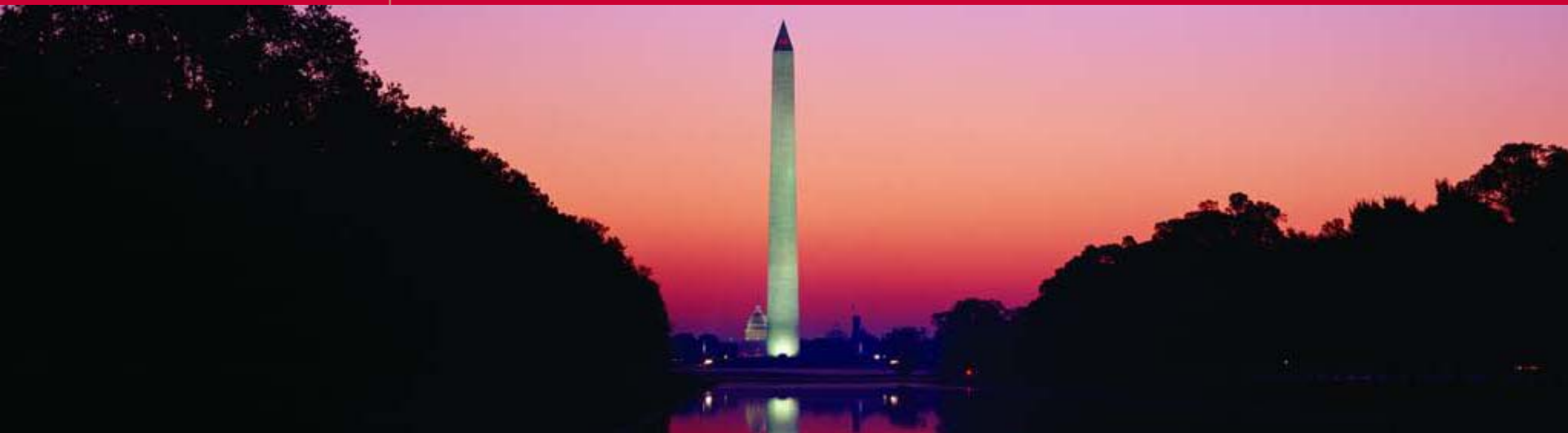


Introduction to ITIL for Project Managers May Chantilly Luncheon

Linda Budiman, PMP
ITILv2 & ITILv3 Process Architect
ITIL Service Manager, CobiT certified



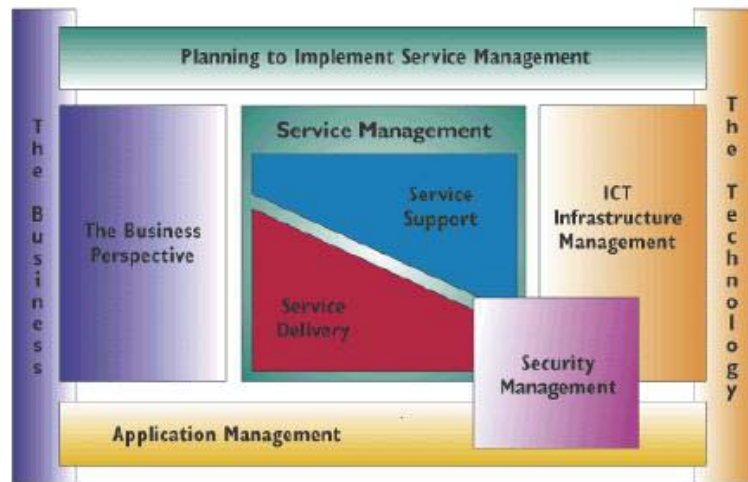
EXPERIENCE. RESULTS.

- **What is ITIL?**
- **What is purpose and goal of ITIL?**
- **What does ITIL means to project managers?**
- **What ITILv3 Service Lifecycle?**
- **What are the benefits of ITIL and PMP certificate?**

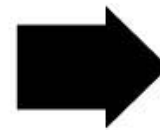
- ITIL is a de facto global standard that has been in use for over 20 years and now has reached a global scale
- Embraced by governments and businesses as a framework to optimize IT service support and service delivery
- ITIL aligns to the ISO/IEC 20000 standard
 - Harmonizing with best practices CMMI, PMI, Six Sigma, COBIT
- ITIL provides a standardized way to of working with activities, processes, functions, standards and guidelines
- **ITILv2 recently upgraded to ITILv3 June '07**

IT Alignment to Business Strategy and Requirements

- Manage services based upon strategic goals and customer requirements, governance, and compliance
- ITILv2 emphasized Service Support & Service Delivery
- ITILv3 is more customer service lifecycle oriented



ITIL v2 Publication Framework



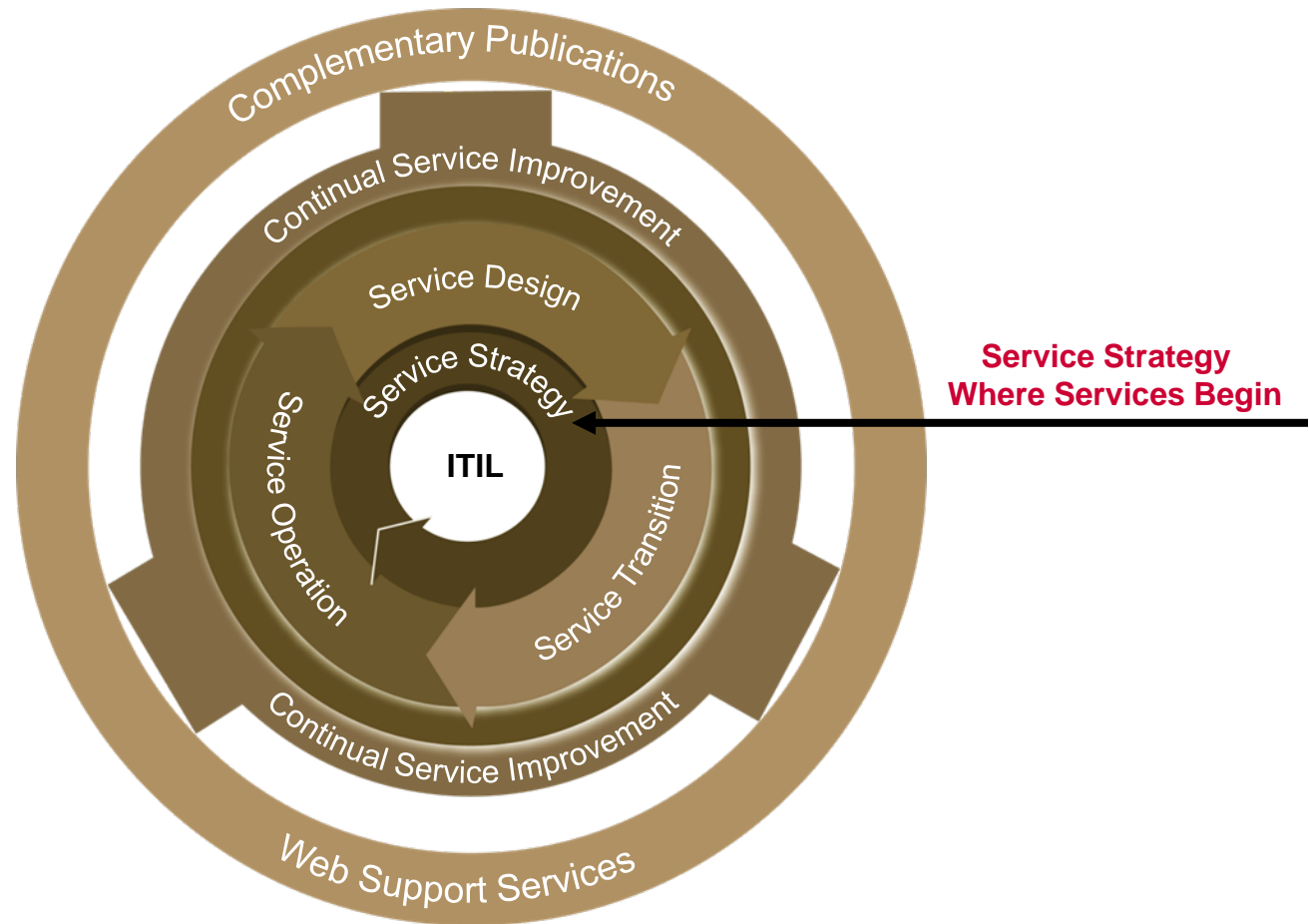
ITIL v3 Service Lifecycle

ITIL Project and Program Success!

- **Stakeholder Satisfaction**
 - Management ROI
 - Customers
 - Service Management Staff
- **Reduce Total Cost Ownership**
 - Operations
 - Maintenance
- **Critical Communications Awareness**
 - Governance
 - Clear Roles, Responsibility, Accountability, Ownership
 - Cultural Change

<u>PMBOK</u>	<u>ITILv3</u>
•Initiating & Planning	•Service Strategy
•Executing	•Service Design •Service Transition •Service Operation
•Controlling	•Continuous Improvement
•Closing	N/A

New ITILv3 Core Structure



Service Lifecycle emphasizes control of functions and processes
Critical Success Factor: Integrated Project Management

ITILv3 Service Management

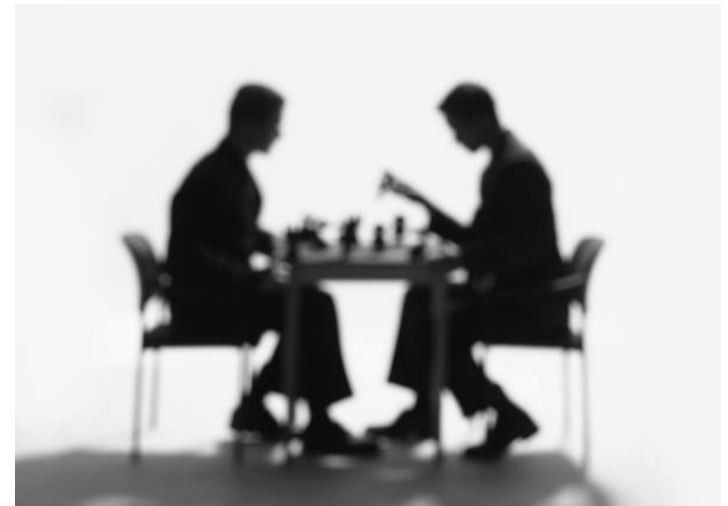
- **A set of specialized organizational capabilities for providing value to customers in the form of services**
- **Capabilities take the form of functions and processes for managing services over a lifecycle**

Service Strategy

- Sets Service Management objectives, policies, and guidelines
- Creates a valuable Service Management organization
- Differentiates services and organization as a Strategic Asset

Processes

- **Service Strategy (Generation)**
- **Service Portfolio Management**
- **Demand Management**
- **Financial Management**



Service Design

- Design of innovative services, processes, measurements, metrics, technology including their architecture
- Based upon Service Strategy objectives and policies
- Focus on people, processes, products and partners

Processes

- **Service Catalogue Management**
- **Service Level Management**
- **Supplier Management**
- **Availability Management**
- **Capacity Management**
- **Information Security Management**
- **IT Service Continuity Management**

Service Transition

- Plan and manage service changes
- Deploy service releases into Operations successfully
- Verifies and validates Service Strategy business requirements and Service Design functional requirements

Processes

- **Transition Planning and Support**
- **Change Management**
- **Service Asset & Configuration Management**
- **Release and Deployment Management**
- **Service Validation and Testing**
- **Evaluation**
- **Knowledge Management Evaluation**

Service Operation

- Achieve efficiency and effectiveness in the delivery of managed services
- Strategic objectives are realized through Service Operations, making it a critical capability

Processes

- **Event Management**
- **Incident Management**
- **Request Fulfillment**
- **Problem Management**
- **Access Management**

Functions

- ***Service Desk***
- ***Technical Management***
- ***IT Operations Management***
- ***Application Management***

Goal

- Review, analyze, and make recommendations on improvement opportunities in each Lifecycle phase:
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Plan, Do, Check, Act

Processes

- **Seven Step Improvement Process**
- **Service Management Process Measurement**
- **Service Reporting**
- **Service Improvement Plan**

Get involved Local Interest Group (LIG)

- **National Chapter Local Interest Group**
 - One of the largest Local Interest Groups
 - Local forum for implementation discussion
 - Everyone welcome!
 - <http://www.itsmfusa.org/mc>

- **ITIL News**
 - www.itsmwatch.com

- **ITIL**
 - www.itil-officialsite.com/home/home.asp

- **PMP and ITIL Certification**

- Apply Project Management skills, tools and techniques to ITILv3 Service Lifecycle
- Critical need to understand ITIL terminology
- Project Managers will then better anticipate risk
- Lead the next ITIL implementation
- High demand – skill differentiator

**Most of all have fun and
enjoy your ITIL journey!!!**

Thank You!

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ITILv3 Service Lifecycle

Continual Service Improvement

- Seven Step Improvement Process
- Service Management Process Measurement
- Service Reporting
- Service Improvement Plan

Service Strategy

- Service Strategy (Generation) Process
- Service Portfolio Management
- Demand Management
- Financial Management



Service Operations

- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management
- *Service Desk*
- *Technical Management*
- *IT Operations Management*
- *Application Management*

Service Design

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ITIL® v3 Qualification Scheme

