



Arab Republic of Egypt
**Ministry of Communications
and Information Technology**



**Software Engineering
Competence Center**

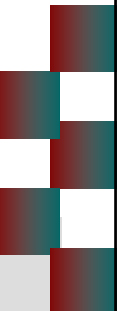
SECC – ITIL Overview

Presented by: Haitham S. Hamza, Ph.D.
Senior Standards Consultants



Agenda

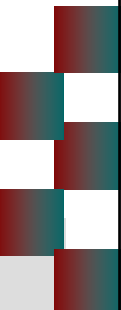
- IT Service Management
- Definition of a Service
- The ITIL Framework
- Service Life-Cycle and Processes





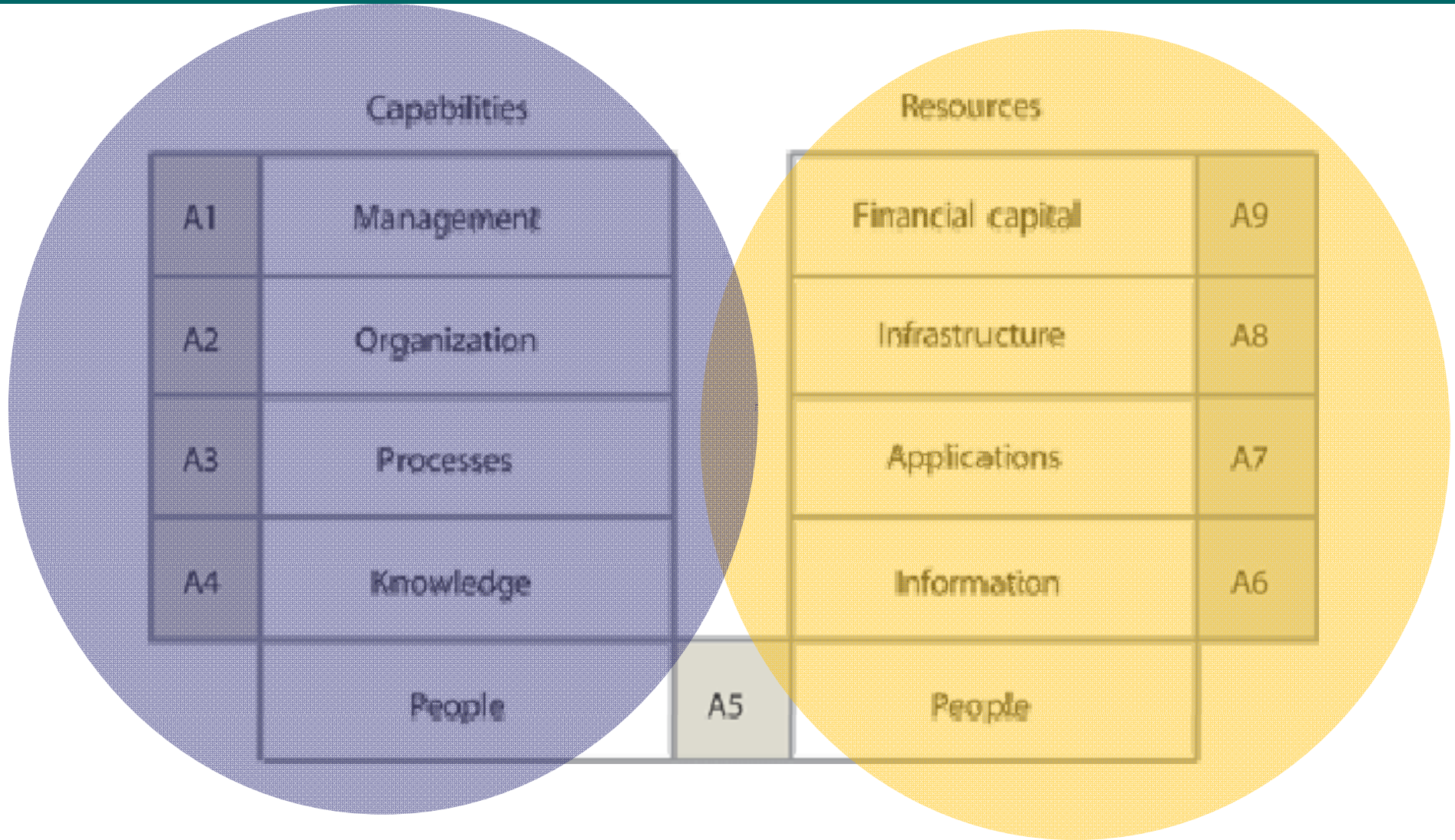
IT Service Management

- Service management is a set of specialized organizational **capabilities** for providing value to customers in the form of **services**.
- Capabilities: functions and processes for managing services over a lifecycle, with specializations in strategy, design, transition, operation, and continual improvement.
- Capabilities represent a service organization's capacity, competency, and confidence for action [transforming resources into valuable services]





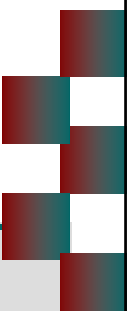
IT Service Management *(cont.)*



Differentiation

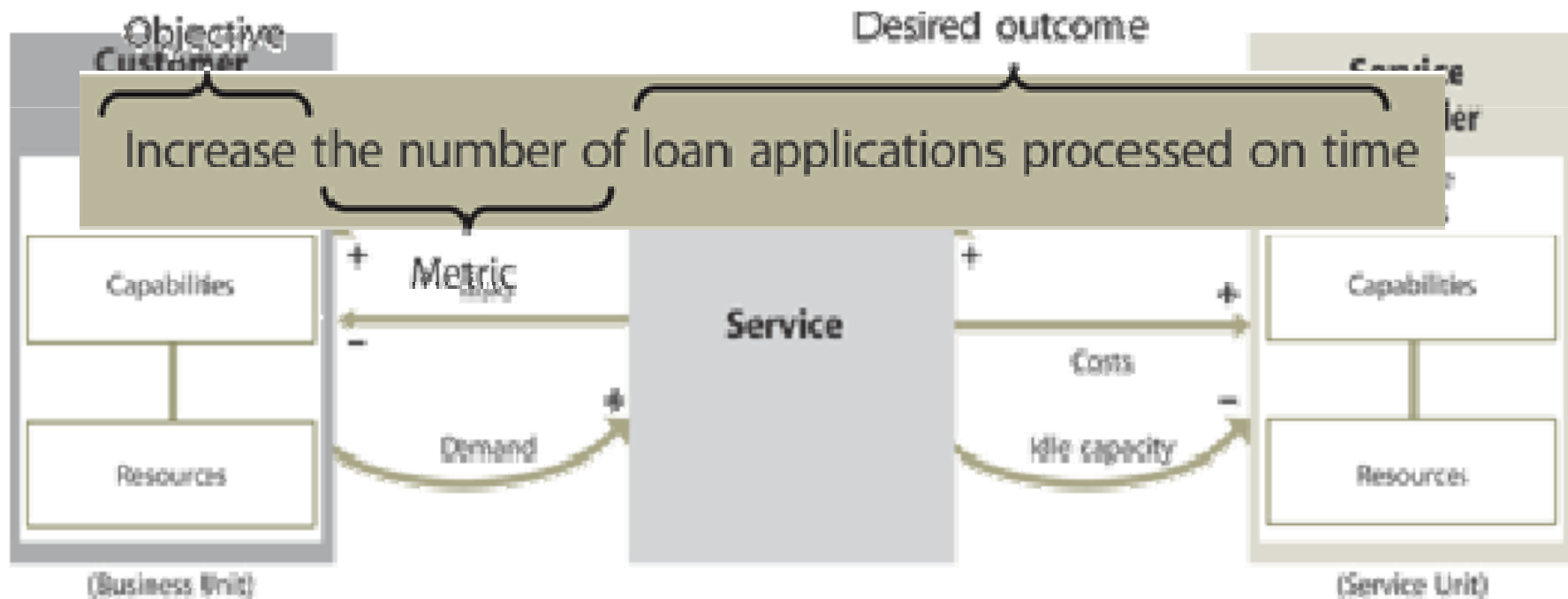
Easy to attain

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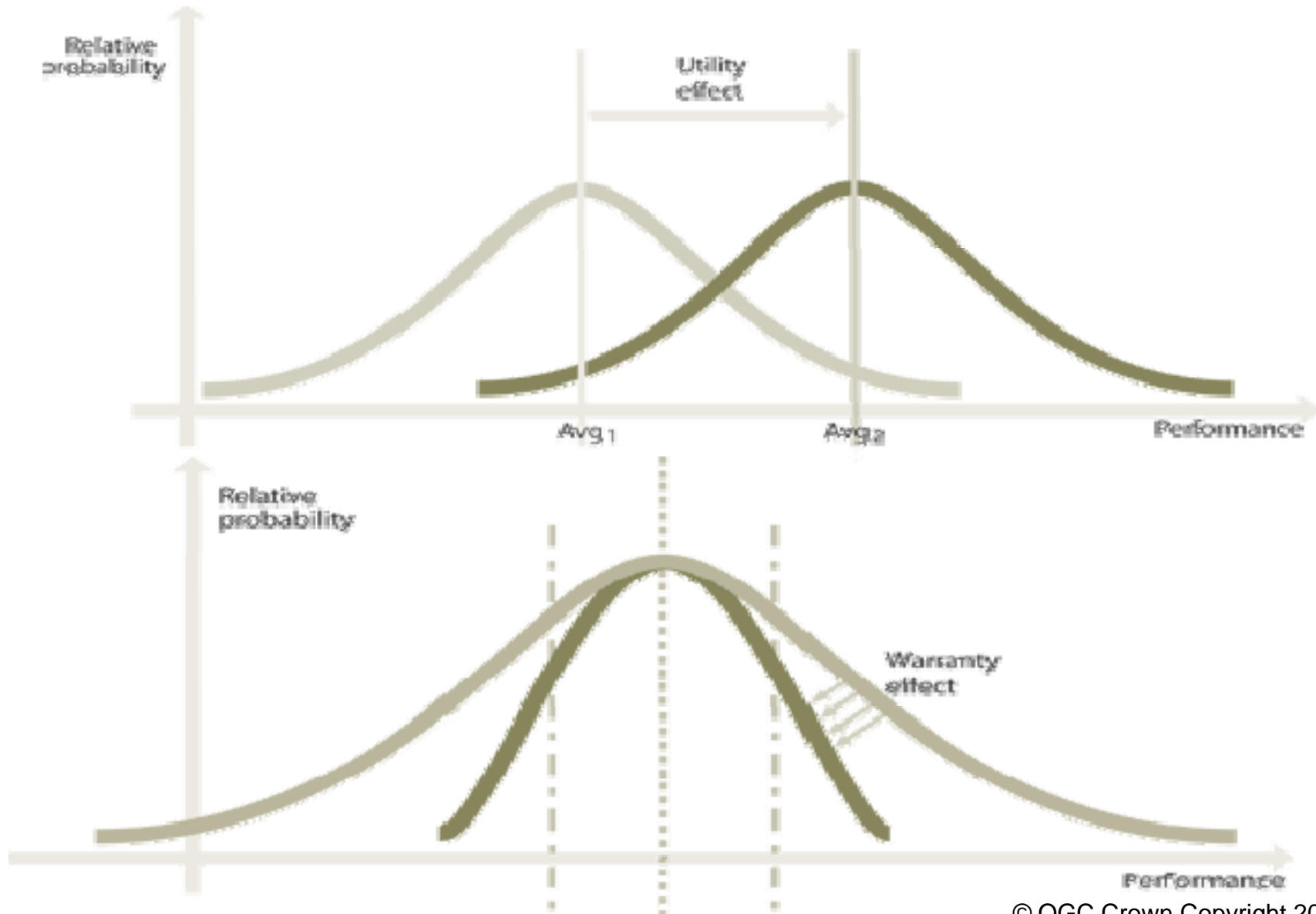


What are Services?

- A service is a means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks.



Service Value

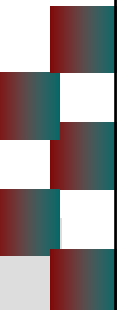


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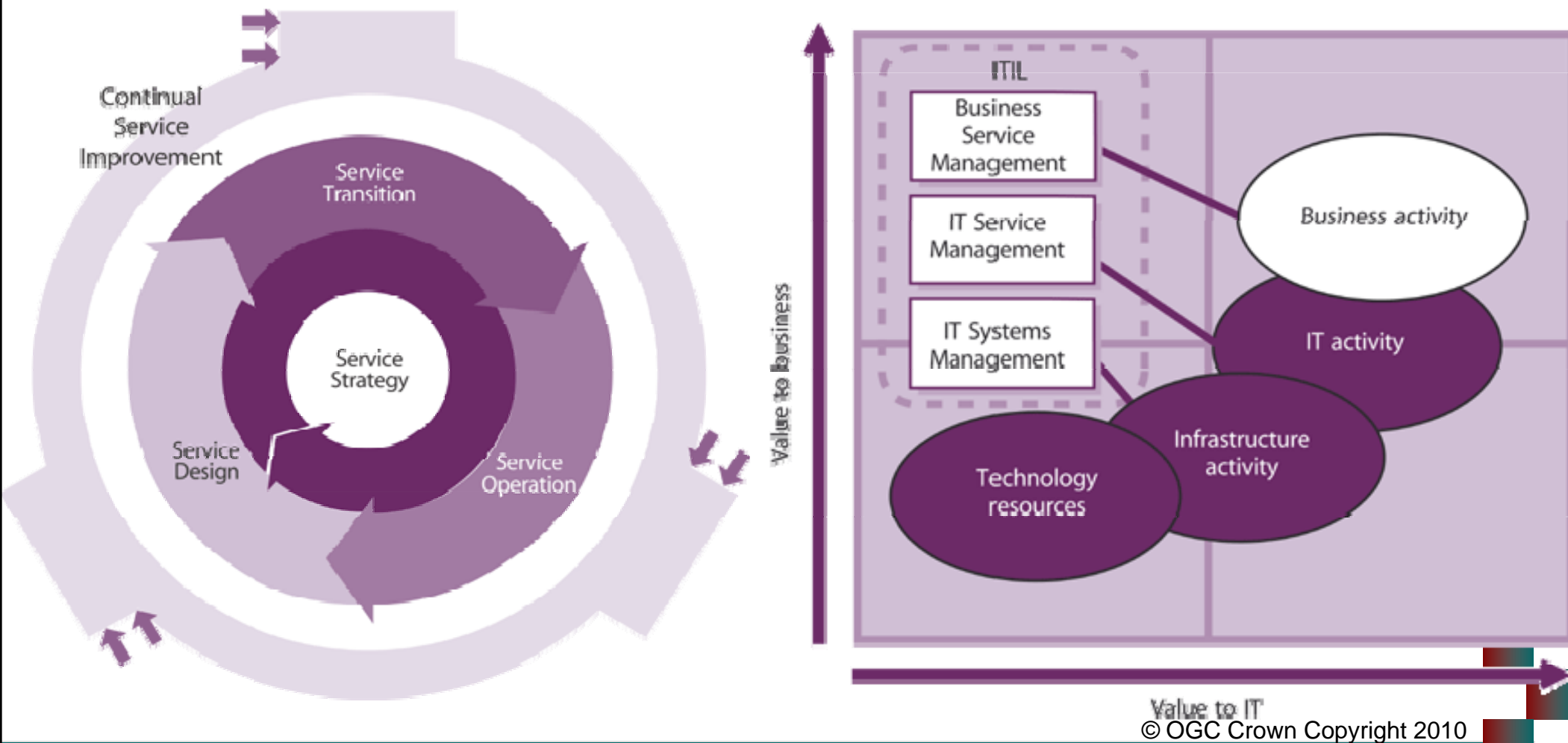


Key Requirements of ITSM

- Align with business (it is your customer after all)
- Focus on services rather than on systems (traditional view)
- Leverage service life-cycle (end-to-end view)



- The Information Technology Infrastructure Library (ITIL®) is a set of best practice guidance for IT Service Management.



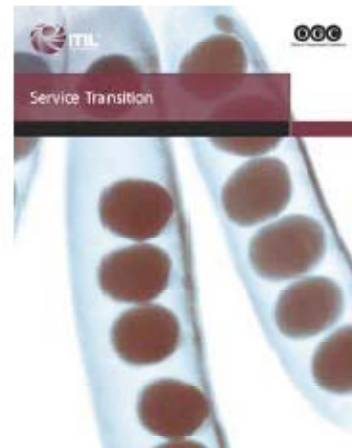
- The ITIL service management practices are comprised of three main set of products and services:
 1. ITIL service management practices – core guidance
 2. ITIL service management practices – complementary guidance
 3. ITIL web support services



Service Strategy



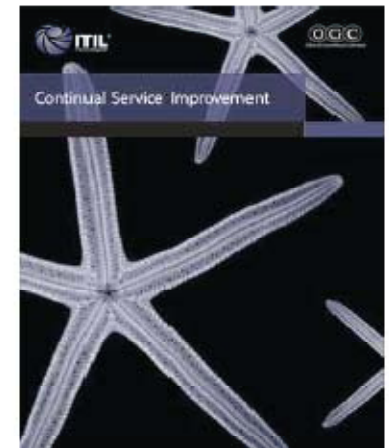
Service Design



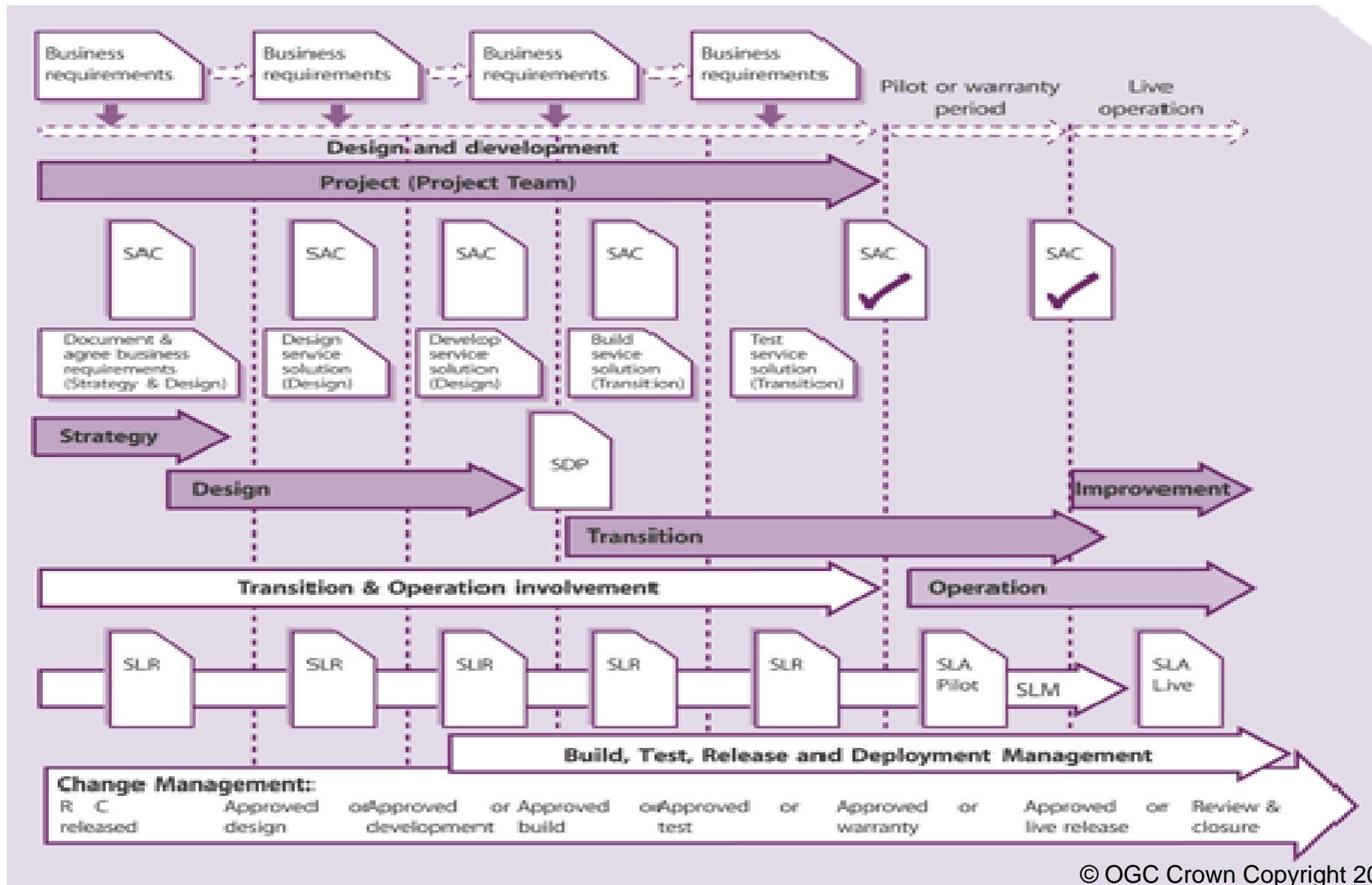
Service Transition



Service Operation



Continual Service Improvement

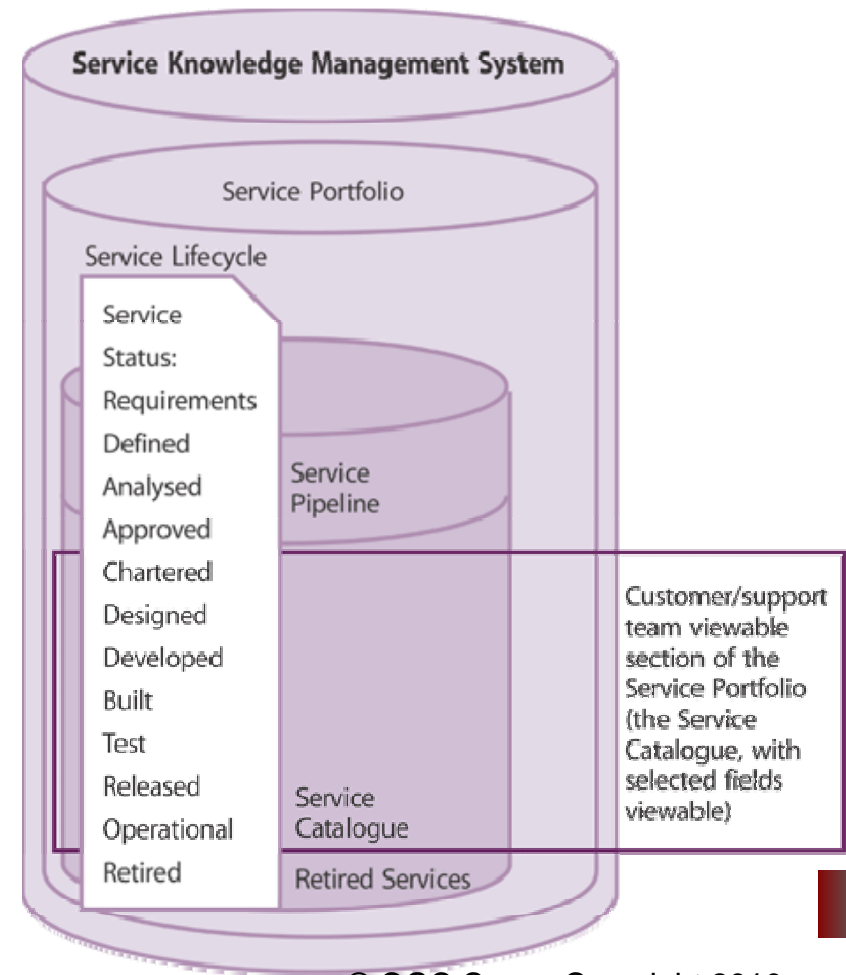


Service Strategy

- Provides the guidance on how to design, develop, and implement service management as a strategic asset.

- Key Processes:

- Service Portfolio Management
- Financial Management
- Demand Management

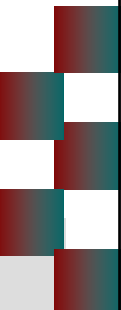


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Service Design

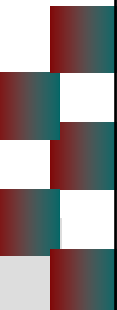
- Guides the design and development of services and service management practices
- Key Processes:
 - Service Level Management
 - Service Catalogue Management
 - Availability Management
 - Information Security Management
 - Supplier Management
 - Capacity Management
 - Continuity Management





Service Transition

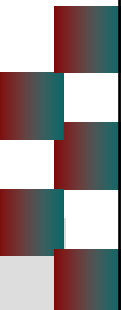
- Provides guidance for the development and improvement of capabilities necessary to transition new and/or changed services into operations
- Key Processes:
 - Change Management
 - Service Assets & Configuration Management
 - Release & Deployment Management
 - Service Validation and Testing
 - Evaluation
 - Knowledge Management



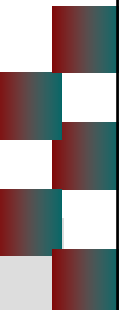


Service Operation

- Tailors guidance on achieving effectiveness and efficiency in the delivery and support of services such that value is achieved for the customer and captured by the service provider
- Key Processes:
 - Event Management
 - Incident Management
 - Request Fulfillment
 - Problem Management
 - Access Management



- Sustains the creation and maintenance of customer value through better design, transition, and operation of services
- A closed loop feedback system (based on Plan-Do-Check-ACT model), is established to receive inputs and incorporate improvements





What are the benefits?

ITIL provides a systematic and professional approach to the management of IT service provision, the organization can begin to:

- Improve resources utilization and customer satisfaction
- End-to-end service cost optimization
- Provide services that meet business, customer and user demands
- Be more competitive
- Reduce service cycle time
- Eliminate redundant work
- Improve availability, reliability and security of mission critical IT services
- Integrate central processes





Thank You

