



Introduction to The IT Infrastructure Library (ITIL)



What is ITIL?

- The IT Infrastructure Library
- A set of books
- A best practice framework for managing IT services
- An industry of products, services, and organizations
- The only comprehensive, publicly available guidance on IT service provision

ITIL Defined

- Contains codes of practice for quality management of IT services and infrastructure
- Defines quality as “matched to business needs and user requirements as these evolve”
- Has its own definitions for key terms

ITIL Origin and History

- Developed by the United Kingdom's Office of Government Commerce (OGC) in the 1980's*
- Intended to improve management of IT services in the UK Central Government
- Contributed to by expert IT practitioners around the world

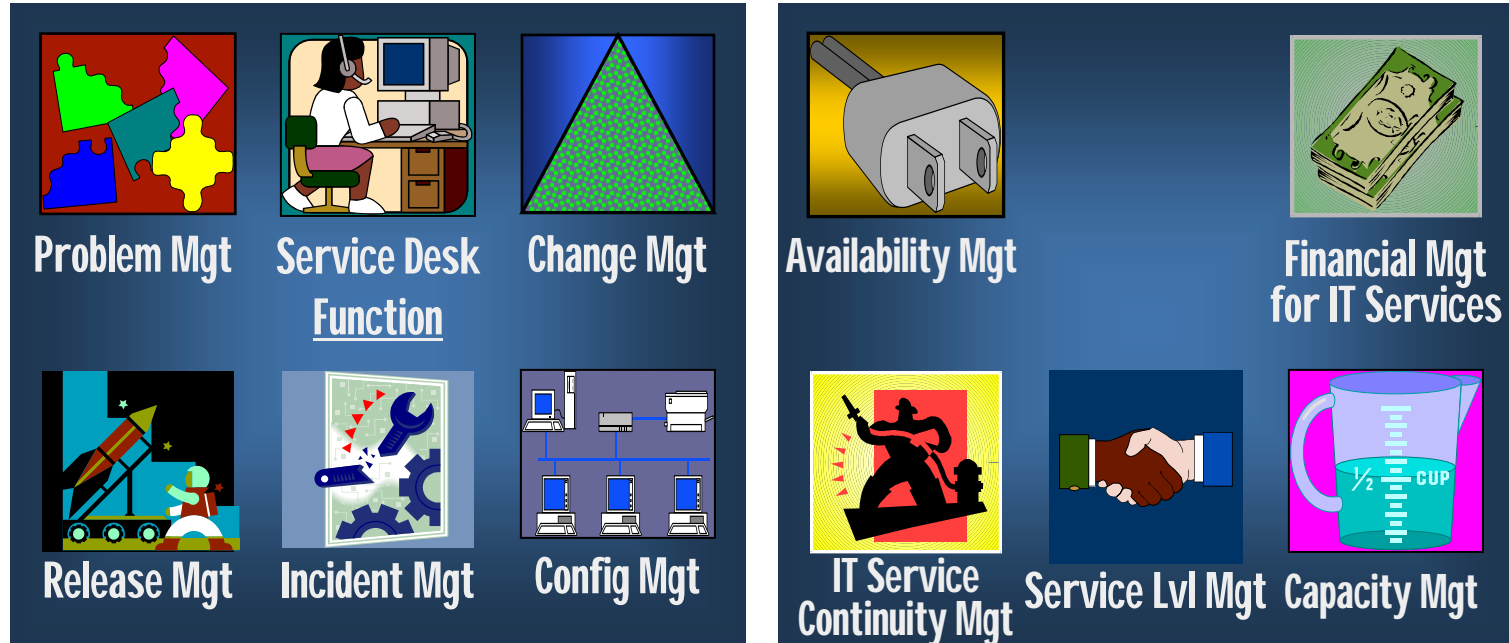


*Known then as the Central Computer and Telecommunications Agency (CCTA)

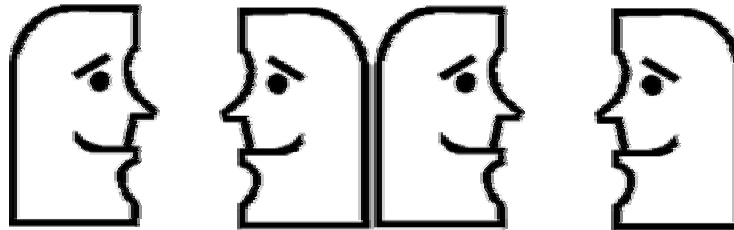
OCG's Objectives for ITIL

- Create a set of comprehensive, consistent and coherent codes of Best Practice for quality IT service management, promoting business effectiveness in the use of IT
- Encourage the private sector to develop services and products (training, consultancy and tools) that support ITIL

ITIL Svc. Delivery & Svc. Support: 10 Processes + 1 Function



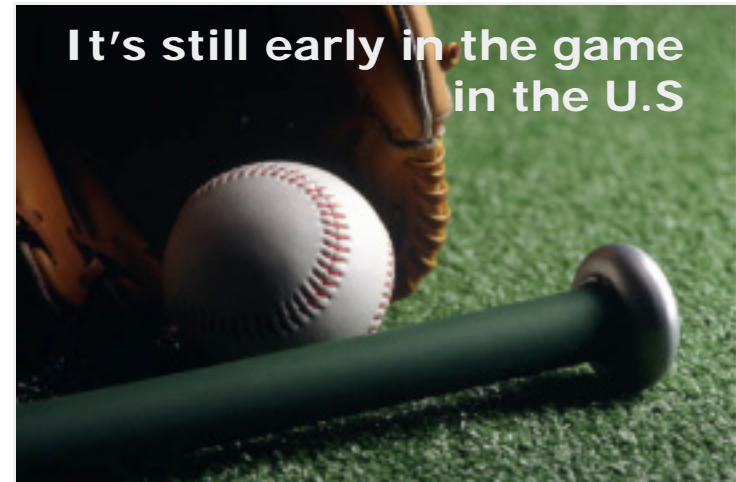
**Service Support
(User-Facing)**



**Service Delivery
(Customer-Facing)**

Who is using ITIL?

- 10,000+ Companies Worldwide
- European and Canadian IT practitioners
- Microsoft, Hewlett-Packard, IBM
- IT support package vendors
- Companies seeking ISO-9002 certification



ITIL-Based Tools

HP OpenView Service Desk

"...designed using the best practices of the IT Infrastructure Library (ITIL)."

Remedy

"...the first service desk ever certified as ITIL-compatible..."

CA

"...has designed ITIL-specific process flows and adaptations to help ensure that organizations can quickly implement global best practices..."

Perigrine ServiceCenter

"...based on years of experience working with world-class IT practitioners and global standards for best practices, including ITIL."

ITIL-Based Frameworks

Microsoft Operations Framework (MOF)

"...combines [ITIL's] collaborative industry standards with specific guidelines for using Microsoft products and technologies."

HP IT Service Management Reference Model

"...built on Hewlett-Packard's experience in service management and processes, ITIL and industry best practices."

The ITIL Caretaker

- The OGC still own ITIL
- EXIN: The National Exam Institute for Informatics (Netherlands)
- Contracted in 1995 by the CCTA to maintain and develop ITIL



The ITIL Users Group

- The IT Service Management Forum
- The independent forum for ITIL users, formed in 1991
- Promotes exchange of information and experience to help IT Service Providers manage IT service delivery
- International Chapters:
 - ◆ Australia
 - ◆ Austria
 - ◆ Belgium
 - ◆ Canada
 - ◆ Denmark
 - ◆ France
 - ◆ Japan
 - ◆ The Netherlands
 - ◆ Norway
 - ◆ South Africa
 - ◆ Sweden
 - ◆ Switzerland
 - ◆ United Kingdom
 - ◆ United States of America



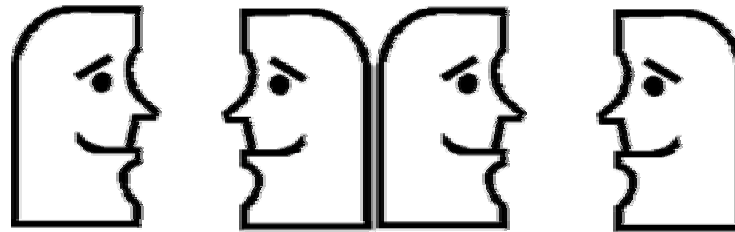
The Latest ITIL Revision

- First and most recent revision released in 2001
- Revised in order to:
 - ◆ Eliminate duplication
 - ◆ Improve consistency
 - ◆ Enhance navigation
 - ◆ Sharpen focus, especially on infrastructure management business issues
 - ◆ Reflect changes since 1989
 - ◆ Ensure synergy with the new OGC IS guides

ITIL V1 Service Support and Service Delivery processes...



**Service Support
(End-User-Facing)**



**Service Delivery
(Customer-Facing)**

... versus V2 Service Delivery and Service Support processes



ITIL Service Support and Service Delivery changes in V2

- Ten core books consolidated into two:
 - 1) Service Support
 - 2) Service Delivery
- Content restructured, updated
- Four processes renamed
- Service Desk function added

Levels of ITIL certification

Certificate	Description	Training and Examination
Foundation	<u>Basic</u> understanding of <u>the ten</u> ITIL Service Delivery and Service Support processes and the Service Desk function	2-3 day training, 1 hour multiple choice exam
Practitioner	Deep understanding of <u>one</u> ITIL process; Foundation certificate is a prerequisite	2-3 day training, 2 hour essay style exam
Service Manager	<u>Deeper</u> understanding of <u>all ten</u> ITIL processes and the Service Desk Function; Foundation certificate is a prerequisite	2 week training, 2x3-hour essay style exams

ITIL certification providers



The National Exam Institute for Informatics
(Netherlands)

www.exin.nl/en/itilfoundation.htm



The Information Systems Examination Board
(UK), part of the British Computer Society

www.bcs.org/iseb/syll/ism2.htm

The ITIL Foundation Exam

- **Hardcopy**
- **Multiple choice (one correct answer per question)**
- **1 hour to complete**
- **40 questions**
- **26 out of 40 (65%) required to pass**
- **Not a “black and white” exam**
- **Similar to sample exams**
- **Results via e-mail in 3-4 days, hardcopy certificate arriving shortly thereafter**

The ITIL Foundation Exam (cont.)

- **Available at Prometric Testing Centers**
 - ◆ North America only
 - ◆ USD\$156 fee
 - ◆ Instant results
 - ◆ www.prometric.com or 888-249-3702
- **Available during Fox IT's ITIL Service Management Essentials**
 - ◆ Administered during class
 - ◆ Results within one week

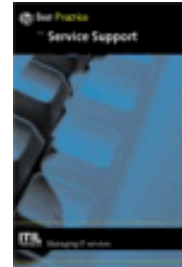
Major ITIL Titles

ITIL Service Support

Book (ISBN 0113300158) \$110 USD

CD (ISBN 0113308671) \$225 USD

Buy at www.tso.co.uk

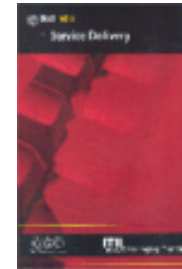


ITIL Service Delivery

Book (ISBN 0113300174) \$110

CD (ISBN 0113308930) \$225

Buy at www.tso.co.uk



Planning to Implement Service Management

Book (ISBN 0113308779) \$110

CD (ISBN 0113309058) \$225

Buy at www.tso.co.uk



itSMF ITIL Pocket Guide

Book (ISBN 0952470616) \$15 USD

Buy at www.pultorak.com



Service Support & Service Delivery

Two publications within in a series

- **Service Support and Service Delivery**
- **Planning to Implement Service Management**
 - ◆ Explains ITIL benefits and how to achieve them
- **ICT Infrastructure Management**
 - ◆ Covers Network Service, Operations, Systems, and Local Processor Management, and Computer Installation and Acceptance
- **Applications Management**
 - ◆ Covers the Software Development Lifecycle
- **The Business Perspective**
 - ◆ Covers Business Continuity Management, Partnerships and Outsourcing, Surviving Change and Business Transformation

Where to go for more information about ITIL

The Official ITIL Site

www.iti1.co.uk

itSMF International

www.itsmf.com

EXIN

www.exin-exams.com

ISEB

www.bcs.org.uk/iseb/ism2.htm

ITIL Tooling Page

www.tools2manage-it.com

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