

# itSMF ITIL V3: Accelerate Success with Tools

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# Challenging Questions

- > **Should we slow down current software implementations to investigate how to use new ITIL information and strategy?**
- > **Are your IT business management and infrastructure solutions mapped to the new ITIL v3?**
- > **Does your vendor have business services management processes and architecture to support ITIL v3 lifecycle approach?**

# The Goal of ITIL V3

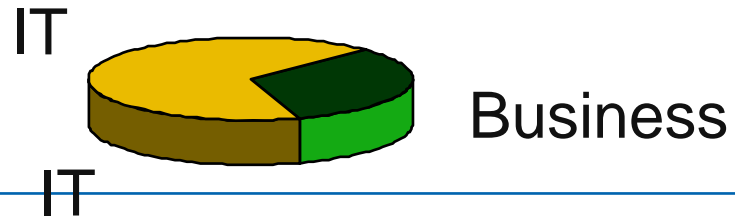


# “Hub and Spoke” Concept

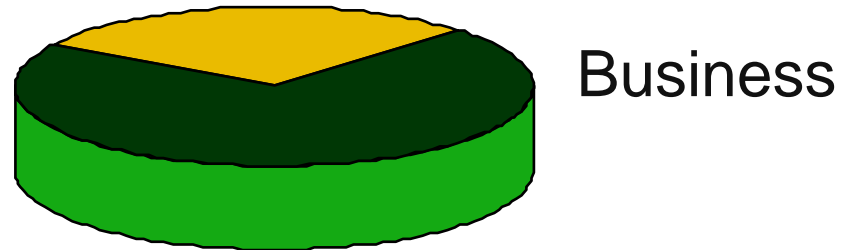
Automation of Work



Management of Information



Transformation of Business – “Hub and Spoke”



**It's no longer enough to align with the business – you must integrate & understand industry specifics**

# The Successful IT Manager/CIO

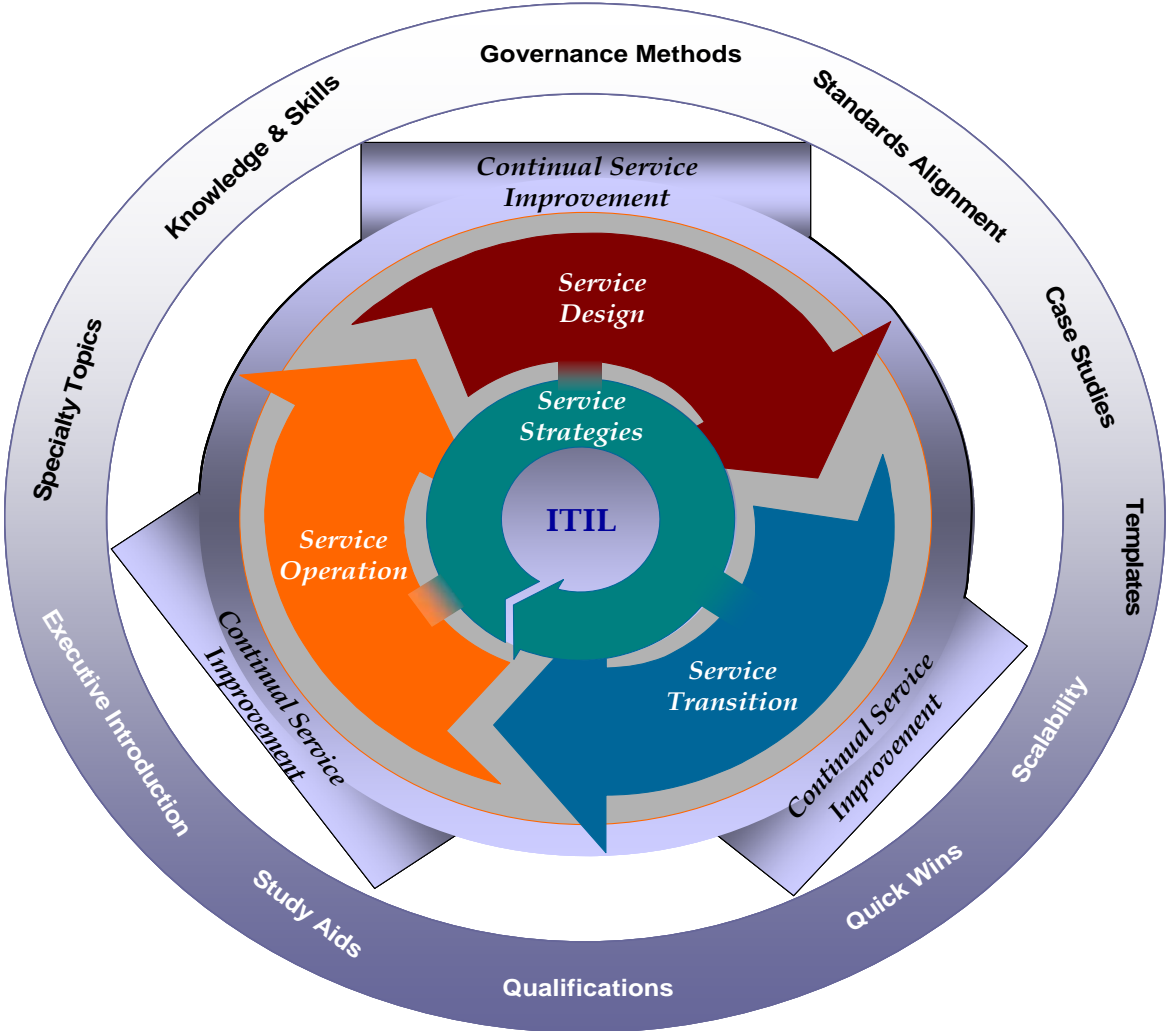
## > Effective IT Governance demonstrates:

- IT integration with business strategy
- Value IT brings to the business
- Risk Mitigation
- Resource Management
  - People
  - Partner and Suppliers
  - Assets
- Performance and Availability



**Accountable to the Director Level**

# ITIL Version 3



# ITIL V2 Service Support mapping to V3 (High level)

ITIL V2 Process	Primary ITIL V3 Book
<b>Change Management</b>	<b>Service Transition</b>
<b>Configuration Management</b>	<b>Service Transition</b>
<b>Incident Management</b>	<b>Service Operation</b>
<b>Problem Management</b>	<b>Service Operation</b>
<b>Release Management</b>	<b>Service Transition</b>
<b>Service Desk</b>	<b>Service Operation</b>
<b>CMDB</b>	<b>Service Transition as part of the Configuration management process and Service Operation for ongoing</b>
<b>Fault Management (ICT Volume)</b>	<b>use Service Operation</b>
<b>Knowledge Management (not in V2)</b>	<b>Service Transition and Service Operation</b>

# ITIL V2 Service Delivery mapping to V3 (High level)

ITIL V2 Process	Primary ITIL V3 Book
<b>Availability Management</b>	<b>Service Design</b>
<b>Capacity Management</b>	<b>Service Design</b>
<b>Financial Management</b>	<b>Service Strategies</b>
<b>IT Service Continuity Management</b>	<b>Service Design</b> <b>Referenced in Service Transition, Service Operation and Continual Service Improvement</b>
<b>Service Level Management</b>	<b>Service Design</b>
<b>Asset Control</b>	<b>Service Operation</b>
<b>Service Catalogue</b>	<b>Service Design</b>

# Existing ITIL Implementations: Incomplete and Unlinked

**People**

Education remains focused on what ITIL is, not how to apply it for the benefit of business and IT.

**Process**

Organizations lack actionable guidelines and blueprints to accelerate implementations and increase ROI.

**Technology**

Technology lacks the means to integrate and automate ITIL processes across both service support and service delivery.

# Service Management Strategy

Unify and Simplify

**People**

**Process**

**Technology**

Get on the ITIL Track

ITIL education;  
team-building  
**simulations** for  
implementers  
through executives

Drive to Service  
Excellence

ITIL maturity  
assessment services  
and implementation  
**blueprints.**

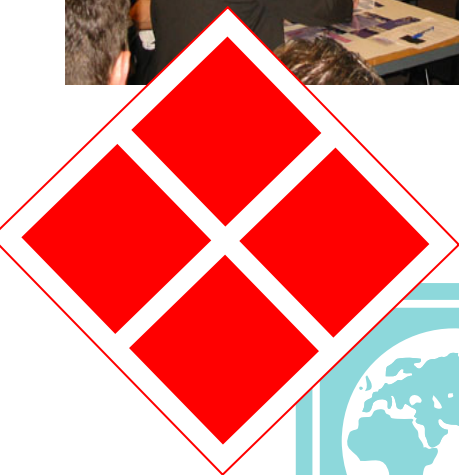
Deliver Superior  
Service

First-class software to  
automate and  
integrate all ITIL  
processes, including  
the **CMDB**

# An Academy of Service Excellence



- > ITIL Education Courses and Workshops
  - From Basics to Manager and Practitioner
  - Designed to help you convert theory into Best Practice
  
- > ITIL Simulations
  - Business and IT Focus
  - Unify teams behind ITIL goals
  
- > ITSMF Membership and Panel Participation
  - Emphasis on thought leadership and practical guidance



# Implementation Blueprint

## Active Service Management

## Efficient Service Management

## Responsive Service Management

## Business-Driven Service Management

- Request triage
- Incident Management
- Work is task driven
- Focus on cost containment
- Ad-hoc categorization of work
- Establish incident relationships
- Emphasis on breakfix
- Tracking expenses
- Disparate discovery methods
- Ad-hoc problem management
- Manual entry of incidents

- Root Cause Analysis (Problem Management)
- Change Driven, Pre-Planned Work
- Focus on cost reduction
- Formal Categorization of work, Establish SLA
- Establish incidents, problems, and changes relationships
- Build common tasks templates (Ad-hoc project management)
- Managing against a budget (SLAs or Projects)
- Integrated decentralized configuration mgmt systems
- Prioritization based on established IT guidelines
- Knowledge tools
- Automated Incident Reports via Enterprise-wide Integration

- Analyze IT Impact
- Project/Program and/or SLA/Priority driven work
- Focus on Revenue Protection
- Requests tied to an IT Service Catalog, Establish OLA
- Ability to identify range of change impact across business
- Planned work scheduled, Performance dashboard
- Automated IT Accounting / Chargeback across processes
- Full CMDB implementation, Historical state tracking
- Priority based on overall opportunity/risk to business
- Control Releases between Dev, QA, and Production
- Enterprise data integration (ERP)

- Analyze Business Impact
- Service/Portfolio driven work
- Focus on Revenue Increase
- Requests tied to an end-user catalog
- Impacts judged at project/portfolio level
- CMDB tracks intangible assets
- Portfolio management
- Enterprise data integration (CRM)
- Services/Investment based accounting
- Capacity planning

Service Support and Asset Tracking

Metrics - Reliability

Service Mgmt, Asset Mgmt, Change Mgmt, ECM, Service Monitoring

Establish relationships between incidents, problems, and changes

Metrics - Quality, Waste, Cycle Time

IT Service Catalog, IT Accounting, Project Mgmt

Determine upstream / downstream impacts

Metrics - Flexibility, Productivity, IT Financial

End-User Service Catalog, Biz Portfolio Mgmt

Metrics - Biz Financial, Agility, LOB satisfaction

ITIL / Service Desk Design Assessment

Service Desk AM Discovery Starter Implementation Package

Change & Configuration Mgmt Assessment & Planning

Integrated Service Desk, NSM, Asset Mgmt and Change Mgmt Implementation

SLA (w/ Impact mgmt and NSM) Assessment & Implementation

Financial Mgmt (w/ Risk Mgmt) Assessment & Planning

Catalog & Business SLA Assessment & Planning

Catalog, IT Accounting Service Assure, and Project Mgmt Implementation

Service Management Optimization Assessment & Tuning

Clarity Implementation

ITIL Training: Service Desk, Incident, Problem

Custom Implementation Services

ITIL Training: Problem, Configuration, Change, SLM

Change Mgmt Process Roadmap and Technology Integration

Custom Implementation & Optimization Services

ITIL Training: Release, Availability, Financial, Security

Project Mgmt Process and Tech Integration

Custom Implementation & Optimization Services

IT Risk, Contract Mgmt ITIL Training: Capacity Contingency

Custom Implementation & Optimization Services

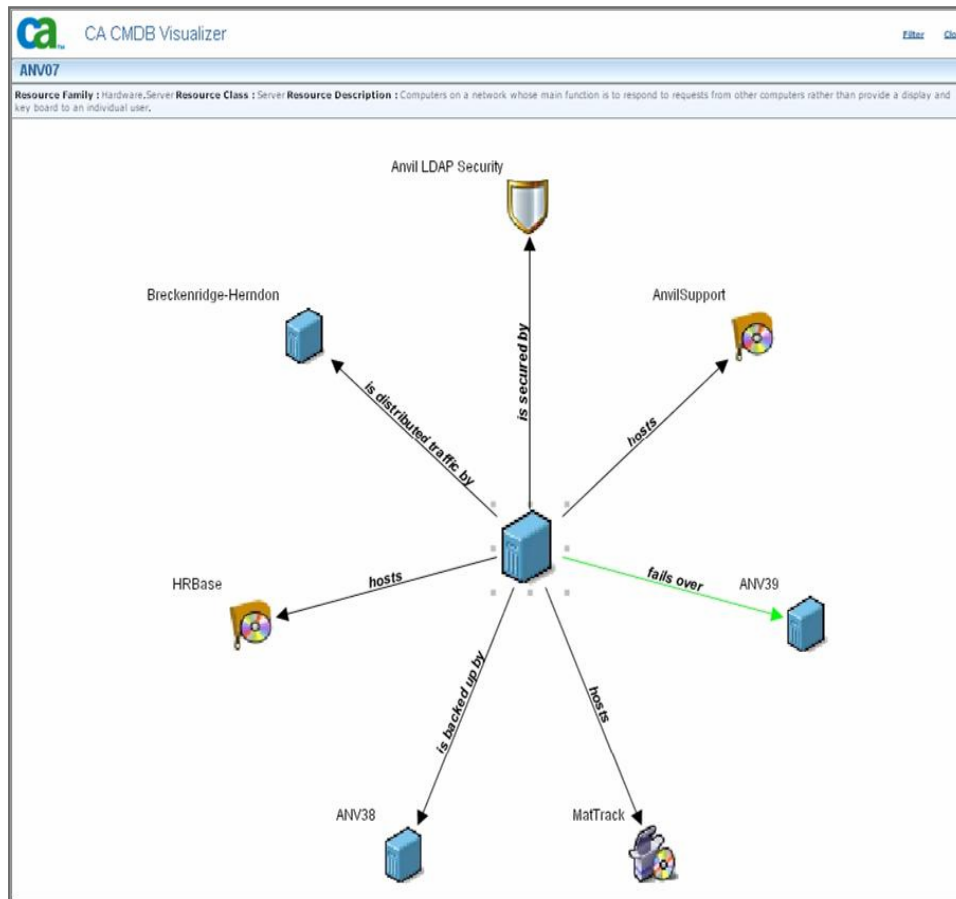
Education Services

Enterprise Service Management Assessment

# Enabling Software to Fully Automate ITIL processes

Technology

## CMDB is at the Center



Unified change and configuration visibility

- Common view of IT relationships supporting the business

Efficient root cause analysis

- Faster and more effective Problem Management

Business relevant views of IT services

- Alignment of IT to business priorities

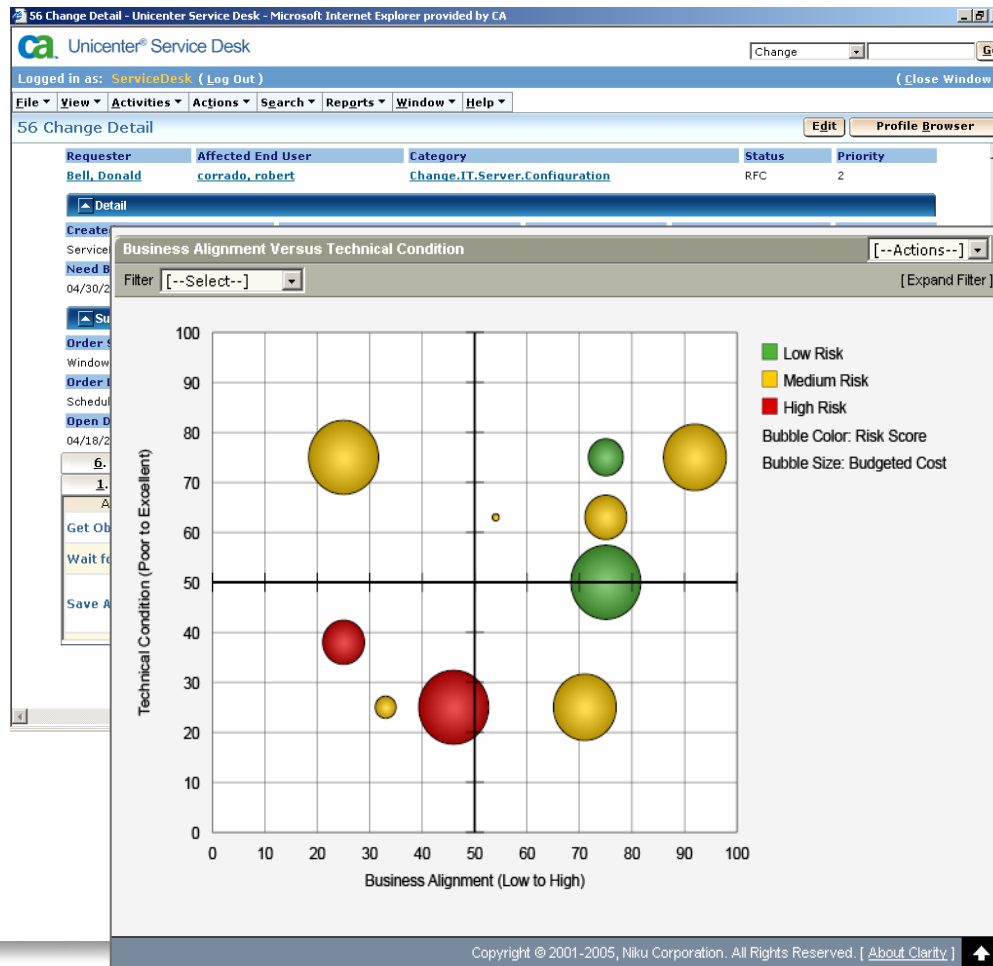
Improved regulatory compliance support

- Changes are tightly controlled and managed
- Audit control of configurations
- Eliminates unapproved configuration changes and the introduction of security vulnerabilities

# Enabling Software to Fully Automate ITIL Processes

Technology

## Service Support Change and Release Management



Centralizes the submission of RFC's for better control.

- > Plans, Prioritizes, costs and schedules changes.
- > Manages both operational and software changes.
- > Tracks all changes across the lifecycle for improved auditing
- > Detects unauthorized changes to reduce the number of incidents and problems
- > Integrated software distribution support.



# Enabling Software to Fully Automate ITIL Processes

## Service Support Incident and Problem Management

The screenshot displays a 'Service Desk Dashboard' with several key components:

- Problems Today:** 14 Total Active, 0 Opened Today, 0 Closed Today, 6 Total Unassigned.
- Violated by Priority:**

Active	Ratio	Priority
1	100%	1-High
5	100%	2-Med-High
4	75%	3-Medium
2	100%	4-Med-Low
2	0%	None
- Unassigned Problems Table:**

Problem	Priority	Date Opened	Expense System Error: 'Bad Gateway: 10:52 AM
227	2-Med-High	May 17th, 2006	Expense System Error: 'Bad Gateway: 10:52 AM
218	2-Med-High	May 16th, 2006	Expense System Error: 'Bad Gateway: 05:23 PM
217	2-Med-High	May 16th, 2006	Expense System Error: 'Bad Gateway: 09:38 AM
104	3-Medium	April 6th, 2006	Web server for forward inc is down 01:31 PM
214	None	May 11th, 2006	How to print an e-mail message and a 03:00 PM
69	None	March 31st, 2006	Cannot access my webmail. Getting p 11:37 AM
- Active by Analyst:** Horizontal bar chart showing counts for No Assignee, Smith, Bell, Hun, and Reed.
- Active by Priority:** Vertical bar chart showing counts for 1-High, 2-Med-High, 3-Medium, 4-Med-Low, and None.
- Active by Problem Area:** Pie chart showing distribution across Applications, Email, Printer, Networks, Software.Windows.XP, and No Problem Area.

### Service Desk

- > Automatically detects incidents and prioritizes severity based on business impact.
- > Proactive – quickly finds the root-cause of severe problems.

### Knowledge Tools

- > Matches incidents using a knowledge base to find faster solutions and workarounds.

### Dashboard

- > Provides decision support for Service Desk operations.

### Self Healing

- > Rapid service restoration and self-healing capabilities.

# Enabling Software to Fully Automate ITIL Processes

Technology

## Service Delivery Service Level Management Financial Management for IT

### Service Catalog

- > Presents IT Services in customers own language
- > Automates service fulfillment.

### Service Metric Analysis; Service Assure

- > Builds Business based contracts and SLA's

### Service Accounting

- > Tracks and manages IT service costs.

The screenshot displays the Unicenter Service Management Dashboard in a Microsoft Internet Explorer browser window. The dashboard is titled "Unicenter Service Management" and shows a user logged in as "Joe User". The main content area is divided into several sections:

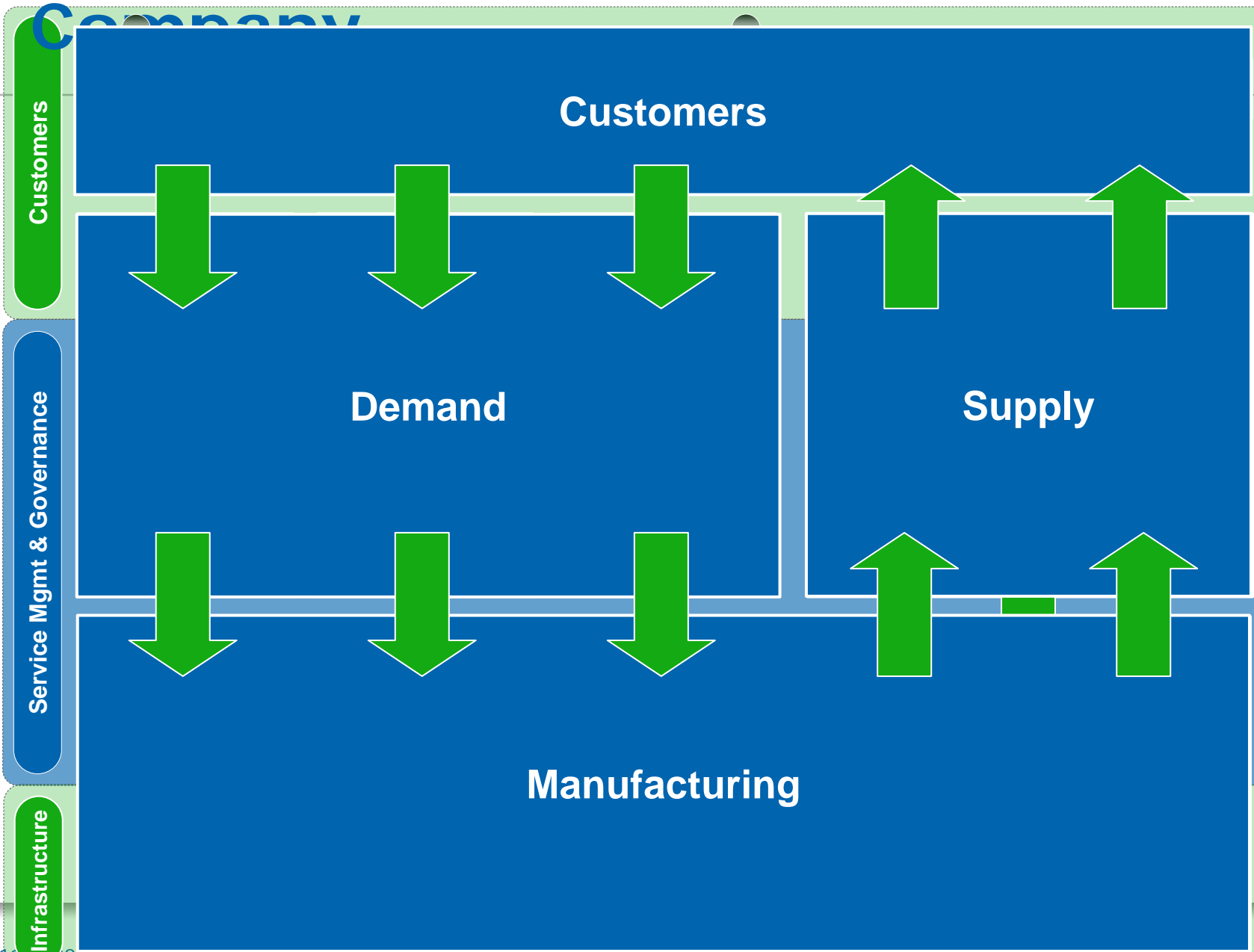
- Home**: Contains navigation links for Dashboard, Tasks, Messages, Reports, Documents, Requests, Invoices, and Applications.
- Browse Catalog**: A search interface with a search bar and a dropdown menu for "Search In:".
- SLA Manager**: A section for managing Service Level Agreements, including a "Quality of Service - Provider Summary" table and a "Provider Summary" overview.
- SLA Recent Reports**: A table listing recent reports with columns for Status, Report Title, Period, and Period start.
- SLA Quick Create**: A section for creating new SLA contracts, including a "Create SLA Contract" button.

Service	Number of subscriptions	Service Level	Data Quality	History - 1 Year	Trend
Stock/Country1	3	★★★★★	U	Green	Up
Email	1	★★★★★	U	Green	Up
WebBank/Country1	3	★★★★★	U	Green	Up
ATM/Country1	4	★★★★★	U	Green	Up
Online Banking	1	★★★★★	U	Green	Up
Internet Banking	0	-	-	-	-

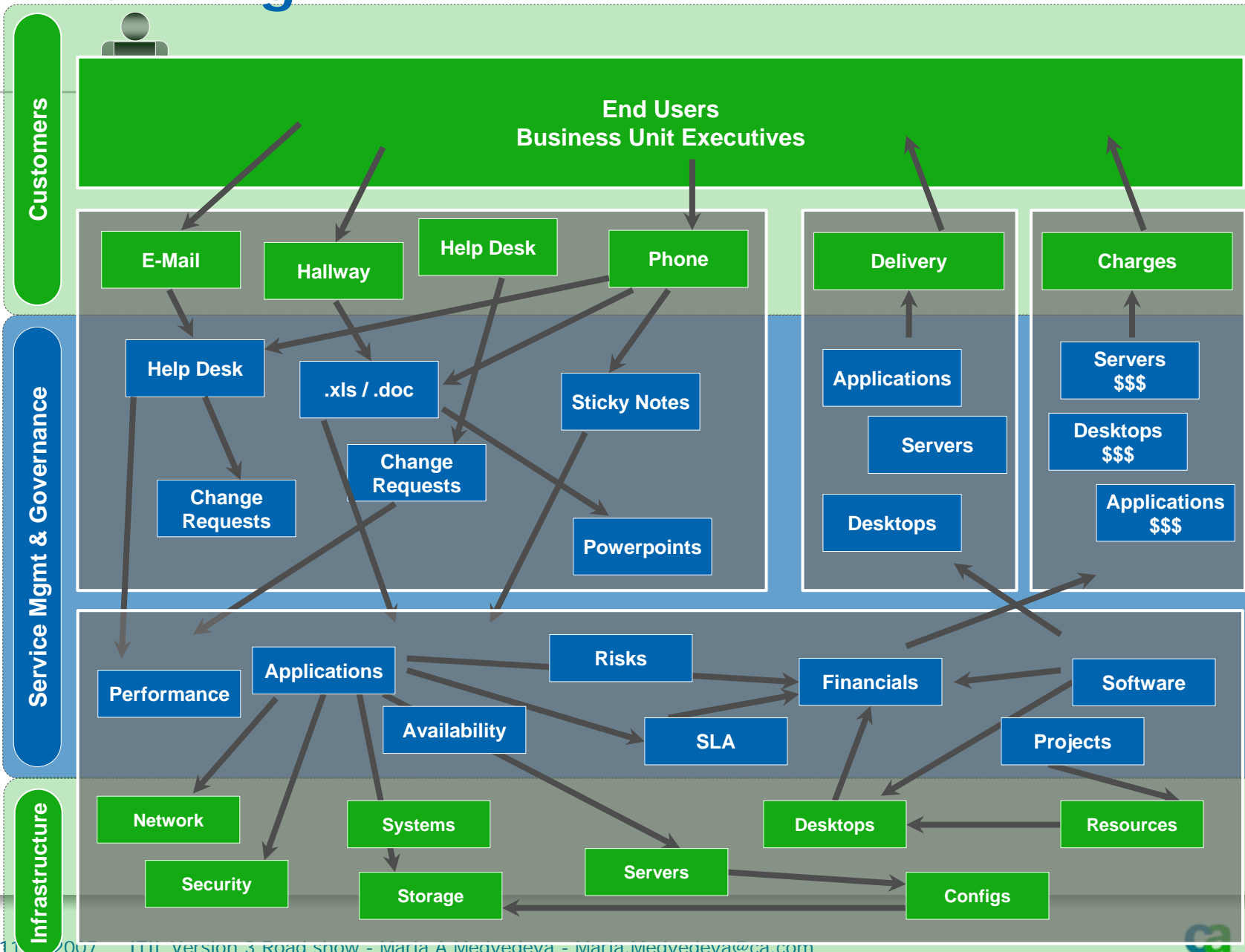
Status	Report Title	Period	Period start
U	Service availability...	Today(Monday)	Mon Mar 26 01:00:00 EDT 2007
U	Banking Component 3 Response Time...	Today(Monday)	Mon Mar 26 01:00:00 EDT 2007
U	State history...	This week(Week_13)	Mon Mar 26 01:00:00 EDT 2007
U	Service availability...	Today(Monday)	Mon Mar 26 01:00:00 EDT 2007
U	Service availability...	Today(Monday)	Mon Mar 26 01:00:00 EDT 2007
U	Service availability...	This week(Week_13)	Mon Mar 26 01:00:00 EDT 2007
U	Baseline Periodic Service Time	Today(Monday)	Mon Mar 26 01:00:00 EDT 2007

# CA Service Management Vision and Strategy

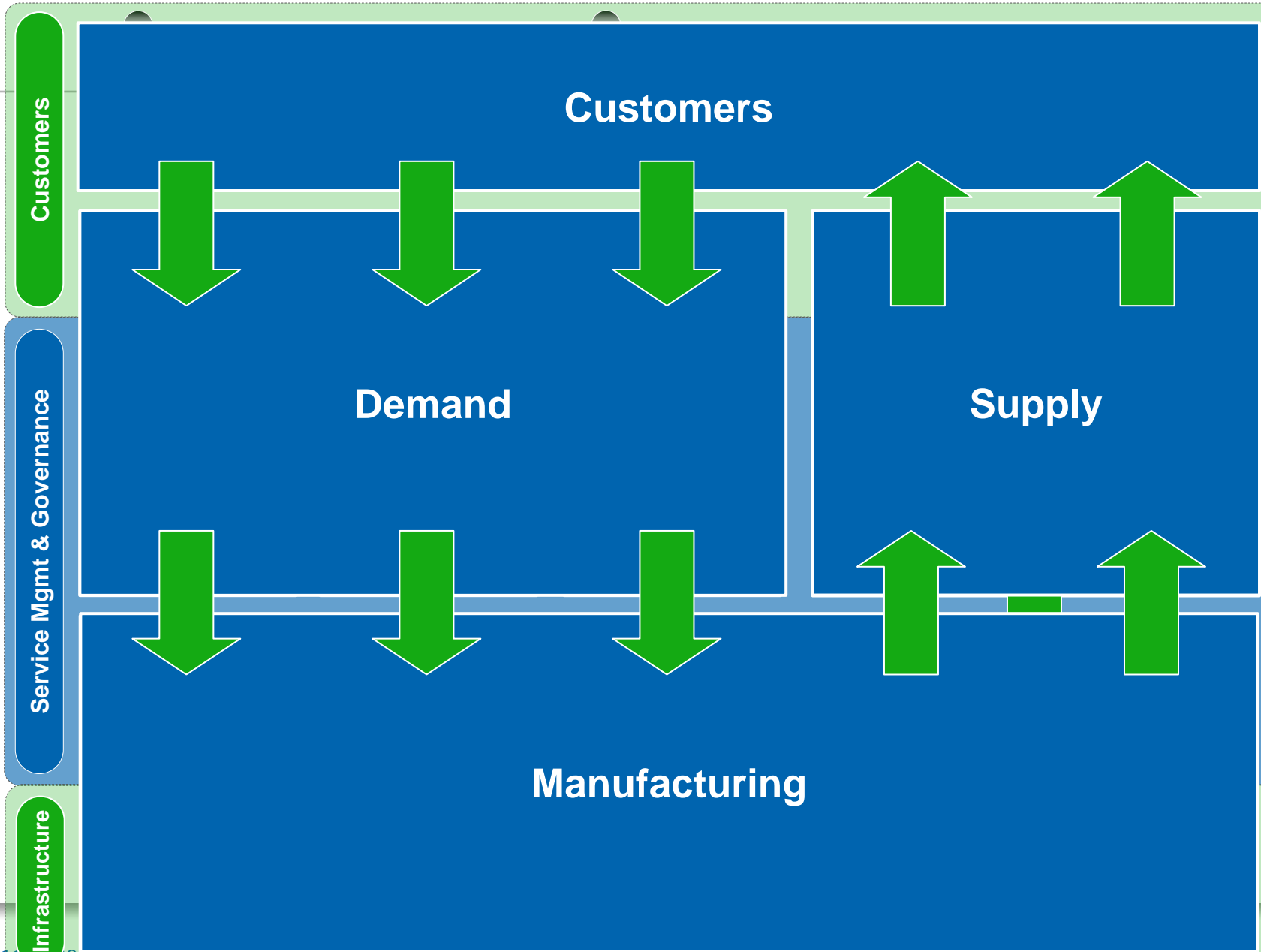
# Think of IT as a Manufacturing



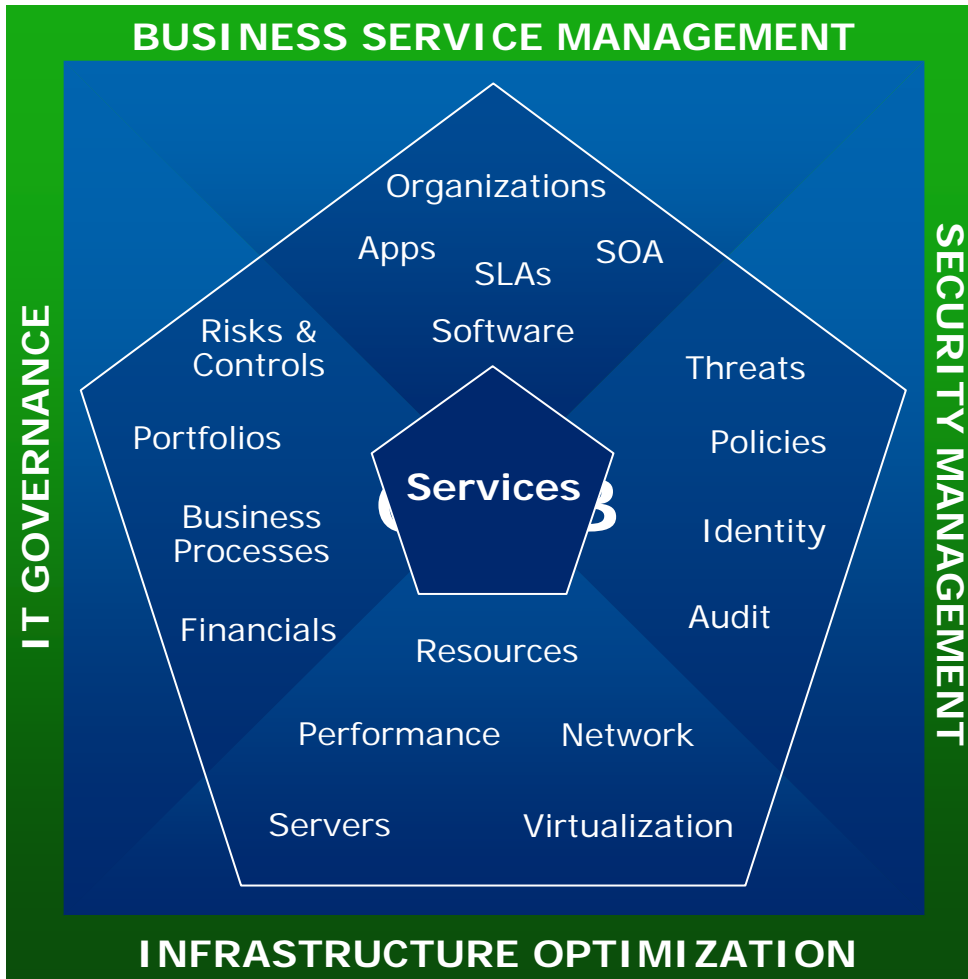
# IT Prior to "Manufacturing Resource Planning"



# Business Service Factory



# CA Service Model Implementation



Building on Industry Standards

- > **CMDBf (Federation) (in progress)**
- > **CML (in progress)**
- > **SML (in progress)**
- > **CIM**

Implemented in CMDB

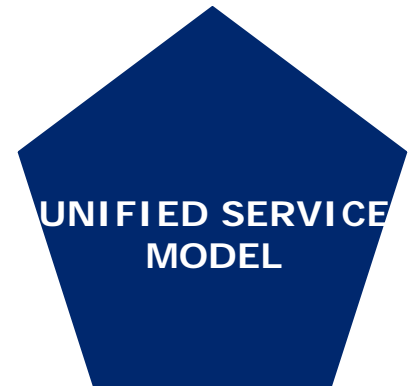
- > **System of record for "Service" is the CMDB**
- > **Other configuration items are registered and federated**
- > **Relationships are discovered automatically**
- > **Metrics and KPIs are aggregated up the service component hierarchy**

# CA Service Management Roadmap

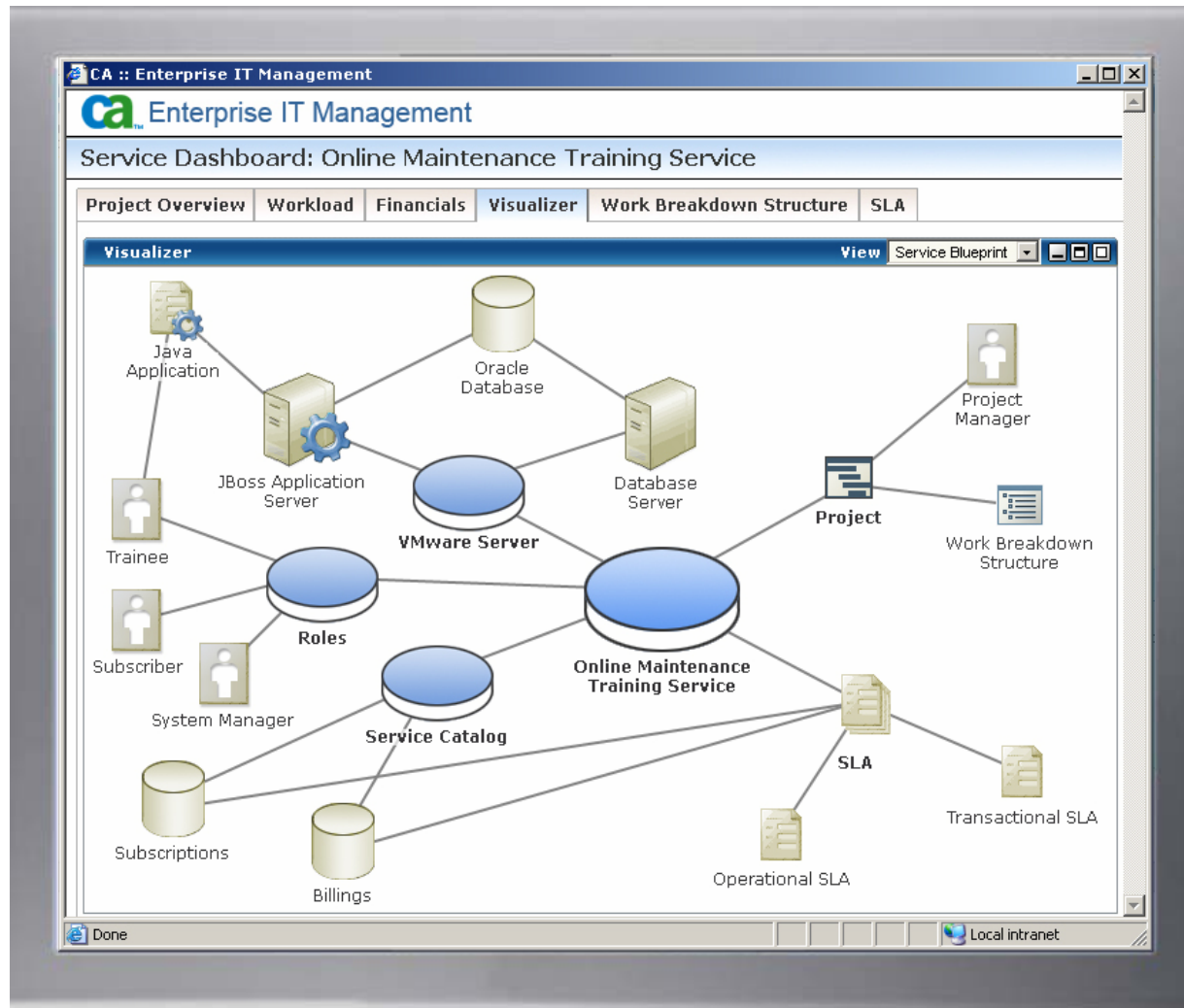
**Service Support**

**Service Delivery**

**Change  
Management**



# Service Visualizer





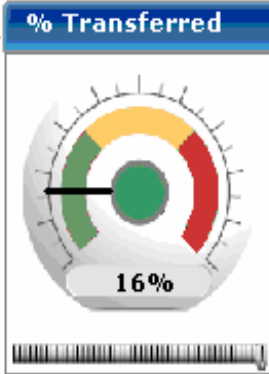
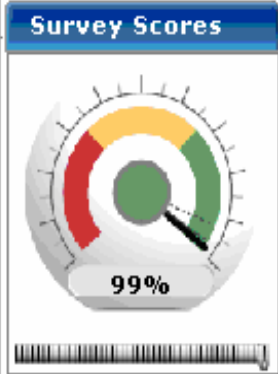
**Create a Request**

Requester's Employee ID :

Request Group:

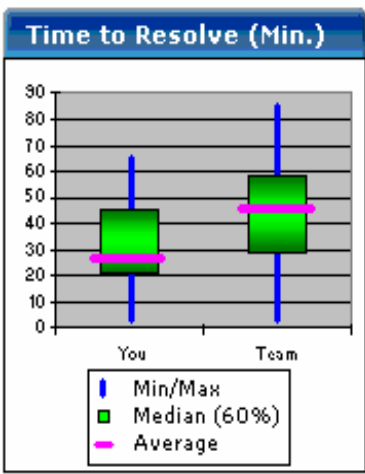
**Quick Links**

<a href="#">Microsoft Help</a>	<a href="#">Wikipedia</a>
<a href="#">Google</a>	<a href="#">Document Manager</a>
<a href="#">HelpDeskUsers.com</a>	<a href="#">TechNet</a>



**Hot Item List**

- [Calls near SLA Violation \(2\)](#)
- [My Open Calls \(12\)](#)
  - Priority 1 (1)
  - Priority 2 (3)
  - Priority 3 (8)
- [Calls in ACD \(0\)](#)
- [Scheduled Call-backs \(4\)](#)
- [Responses and Updates \(5\)](#)



**Announcements** [Show All](#) 1-5 of 20 >>

Date Sent	Summary
Mar 14 09:16AM	If you are locked out of your account, please go to unlock.ca.com . If you are still unable to unlock your account, please contact the Help Desk.
Mar 14 10:16AM	Search on quotes in OLPSALES has lost part of its functionalities. Support has been contacted to correct it, CR:1955112.
Mar 15 10:00PM	Attention All CA Employees: It is imperative that all systems at CA be patched to GIS Patch Package 11.11 by 03/14/2004. If a system can't be patched by then, it must be disconnected from the CA network.
Mar 16 10:16AM	If computers running Windows 2000, XP, and 2003 are in the domain or participate in our Unicenter Software Delivery system, we will use USDO to push this patch package beginning March 1st.
Mar 16 10:16AM	Multiple offices in Europe were having a network outage. The following cities are affected. Oslo, Milan, Paris, Holte, Brussels and Nieuwegein. Paris (Coubevoice) was the only office having a total outage. Currently all sites have been re-routed by Telco and seem to be stable. Support is working with Telco on a permanent resolution. CR:1959341.

# Summary

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- > **ITIL Version 3 is the result of the current and future best practice in ITSM**
- > **ITIL Version 3 provides a basis for faster implementation, reduced time-to-value and ultimately better IT and business alignment**
- > **ITIL Version 3 supports all the ITIL processes you know today**
- > **Service Desk with ITIL implementation can remain; new requirements for Balanced Scorecards and Risk Management Dashboards**

**Again thank you**

**Maria Medvedeva  
Regional  
Director,  
CA, Inc.**