

ITIL®

IT Service Management Calendar Series

“IT Operational Excellence via best practices and standards”

Mountainview, Inc

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Calendar Series starting at \$9.95US

IT Service Management
Service Desk
Incident Management
Problem Management
Change Management
Release Management
Configuration Management
Change, Release and Configuration Management
Service Level Management
Capacity Management
Availability Management
IT Service Continuity Management
Financial Management for IT Services
Planning to Implement Service Management
Business Perspective
ICT Infrastructure Management
Application Management
Security Management
COBIT® and ITIL
PRINCE2

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Incident Management

Restore normal operational service as soon as possible and minimize the adverse impact on business operations for best quality of service within the agreed SLAs

Input:

- Phone call
- Walk-in
- Events and alarms from enterprise management tools
- CMDB exception
- Service Request
- Possible failure
- KEDB

Process Activities:

- Detect and Record
- Classify and provide Initial Support
- Handle Service Request
- Investigate and Diagnose
- Recover and Restore
- Closure
- Monitoring, Relationship, Training, Communication
- Management Reporting

Output:

- Incident Record
- KEDB update
- Management Reports

Minimization of service request time; Correct assignment; within SLA target; Maintenance of service quality; Reduction in unavailability; Inform users before users aware; Reduction in cost of handling; Reduced cost of handling; No by-passing of the SD; Improved user call satisfaction; Improved survey score; call waiting time reduced; abandoned calls reduced

Roles: Incident Process Owner; First Line Support; Nth Line Support; Service Desk Manager; Incident Manager

Relationships: Recurring Incidents output to Problem; KEDB input from Problem; Reports output to SLM; Incident details to Availability and Capacity Management; RfC output to Change Management; Exception reporting to Configuration; Update on Changes related Incidents to Release



March 2005

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24 St. Patrick's Day	25	26
27	28 Easter Mon	29	30	31	Good Friday	

Service Level Management

Maintain and improve IT Service quality, via a constant cycle of agreeing, monitoring and reporting upon IT service achievements; actions to eradicate poor service within SLAs

Input:

- Business forecasts
- SLR
- Incident Reports
- Problem Reports
- Change proposals
- Capacity Plans
- Availability Plans
- ITSCM plans
- IT resources

Process Activities:

- Planning and Implementation
- Maintain Service Catalog
- Define SLR and Draft SLAs
- Negotiate and agree SLAs
- Review UCs and OLAs
- Distribute SLAs
- Monitor, report and review
- Act on the Service Review Plan
- Audit and Review
- Maintain Service Improvement Program (SIP)

Output:

- Service charter
- Service catalogue
- Charges, Prices
- SLAs
- Service specs
- OLAs
- Underpinning contracts
- Performance (SLAM charts)

Percentage reduction in SLA targets through percentage increase in customer percentage of SLA breaches caused because of third party underpinning contracts); percentage reduction in SLA breaches caused because of internal Operational Level Agreements (OLAs)

Roles: Service Level Process Manager; Service Level Manager

Relationships: Management reports from all processes; SIP can create Incidents and Problems; Pricing from Financial Mgmt; Define the Continuity requirements for ITSCM; SLA targets to define monitoring threshold in Capacity management; Design criteria for Availability



August 2005

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Civic Holiday, Canada	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Users
Suppliers

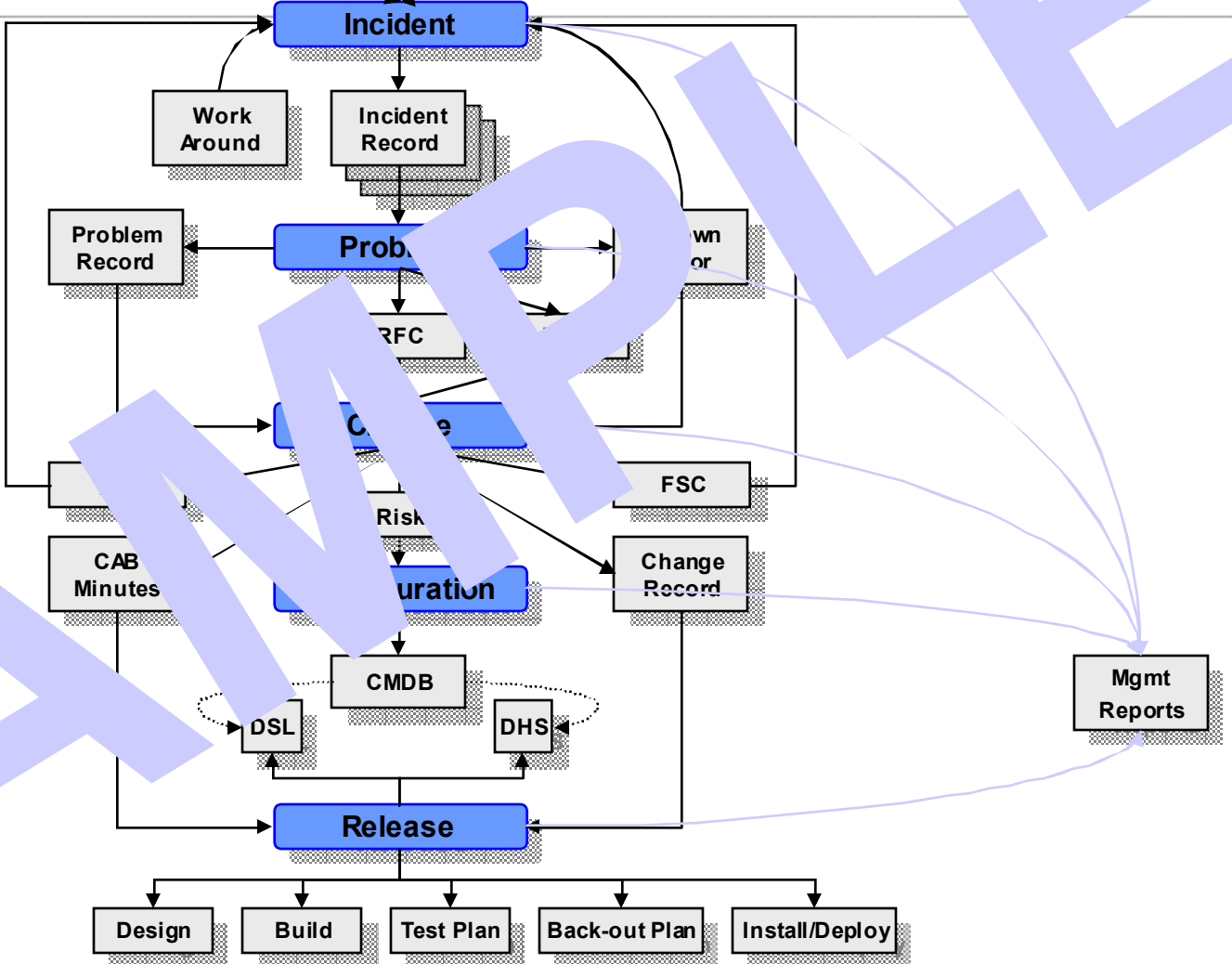


Service Support
Relationships

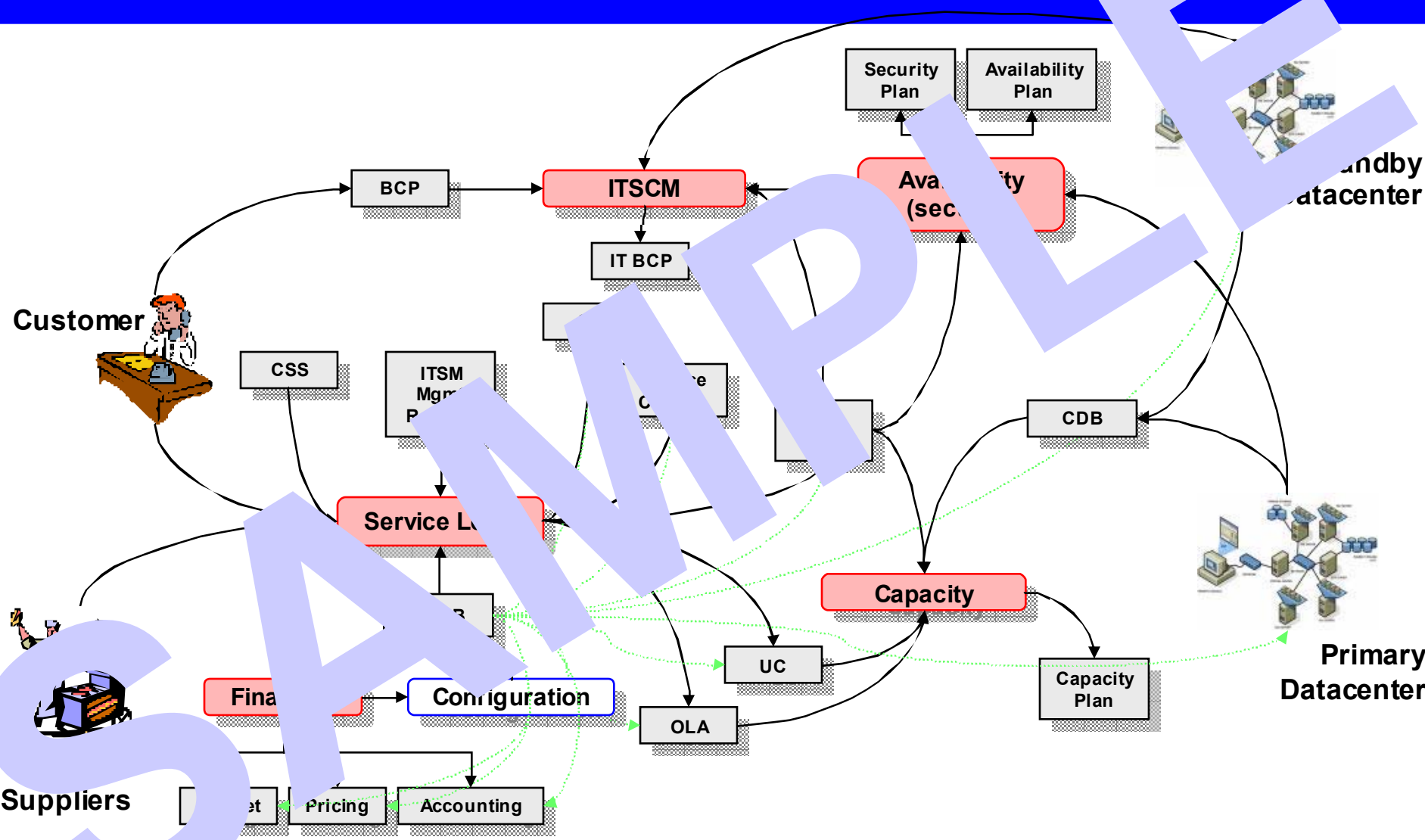
Service Desk

Support Groups (all levels)

- NT
- Unix
- SAP
- In-house App Dev
- Application Support
- COTS
- SAP
- Oracle
- Web
- Middleware
- Network
- Enterprise Mgmt
- Purchasing
- HR
- Facilities
- Support
- Procurement



Service Delivery Relationships



ITIL® Acronyms

ACD	Automatic Call Distribution	KE	Known Error
BCM	Business Continuity Management	KEDB	Known Error Database
BCP	Business Continuity Plan	KER	Known Error Record
BSI	British Standards Institution	KPI	Key Performance Indicator
CAB	Change Advisory Board	KRF	Known Risk Factors
CCTA	Central Computer and Telecommunications Agency	MA	Malcolm Baldrige National Quality Award
CDB	Capacity Database	MTBF	Mean Time Between Failures
CI	Configuration Item	MTBSI	Mean Time Between Service Interruptions
CMDB	Configuration Management Database	MTTR	Mean Time to Repair
COP	Code of Practice	OGC	Office of Government Commerce
CSS	Customer Satisfaction Survey	OLA	Operational Level Agreement
CTI	Computer Telephony Integration	PIR	Post-implementation Review
DHS	Definitive Hardware Store	PR	Problem Record
DRP	Disaster Recovery Plan	PI2	Projects IN Controlled Environments
DSL	Definitive Software Library	PSA	Projected Service Availability
EC	Emergency Committee	RFC	Request for Change
EFQM	European Foundation for Quality Management	SCI	Software Configuration Item
FSC	Forward Looking Change	SIP	Service Improvement Program
ICT	Information and Communications Technology	SLA	Service Level Agreement
IF	ICAM Definition	SLM	Service Level Management
ISO	International Standards Organization	SLR	Service Level Requirement
ITIL	Information Technology Infrastructure Library	TOR	Terms of Reference
ITSM	IT Service Management	UC	Underpinning Contract
IVR	Interactive Voice Response	WIP	Work in Progress
		WFD	Work flow diagram

