



IPMA 2006

ITIL® in Practice – The Alignability™ Process Model and HP OpenView Service Desk

Presented by Sierra Systems and Lilien Systems

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What is Information Technology Service Management (ITSM)?

- The implementation and management of Quality IT Services that meet the needs of the Business.
- IT Service Management is performed by IT Service Providers through an appropriate mix of:
 - People
 - Process
 - and Information Technology.

What is the Information Technology Infrastructure Library (ITIL®)?

- A set of Best Practice guidance for IT Service Management. ITIL® is owned by the OGC and is developed in conjunction with the itSMF.
- ITIL® consists of a series of publications giving guidance on the provision of Quality IT Services, and on the Processes and facilities needed to support them.
- ITIL® is now the most widely used and accepted approach to IT Service Management in the world

What is the Alignability™ Process Model?

- The Alignability™ Process Model provides field-proven IT Service Management processes for HP OpenView Service Desk.
- The Alignability™ processes are based on a combination of the best-practice ITIL® methodology and the Total Quality Management principle of continuous improvement.

Introduction to Sierra Systems

- Started in 1966, now more than 800 employees across North America.



- WA State for almost 20 years
- Core Practice Areas
 - Business Consulting
 - Solutions Delivery
 - Managed Services
- ITIL® Practice established 1993
- ITSM Center of Excellence

- Current ITSM / ITIL® Expertise
 - 144 ITIL® Foundation certified
 - 6 ITIL® Practitioner Certified
 - 8 ITIL® Manager Certified
(+ 12 pending 2006)
 - Extensive track record of successful projects

Sierra Systems Locations



Sierra Systems' ITSM / ITIL® Recent Project Experience

- HP OpenView Service Desk and Alignability™ Process Model (State Government) with partner, Lilien Systems
- ITIL® Awareness Planning/Training (State Government)
- ITIL® Service Improvement Program (National Bank)
- ITIL® Strategy for executives (Health/Insurance, Telecom)
- ITIL® Assessment IT Operations Group (Internet)
- SOE / ITIL® Strategy for Infrastructure Services (Internet)
- SAS 70 / ITIL® Project Oversight (Telecom Service)
- Enterprise ITIL® Implementation (On-line Entertainment)

Introduction to Lilien Systems

- Privately Held
- Founded in 1984
- Office Locations
 - Seattle, Washington
 - San Francisco, California
- Coverage – 13 Western States (HQ)
- Premiere Solution Provider
- 90 On-Staff Technical Certifications
- www.lilien.com



LIL I E N
S Y S T E M S



Agenda

- Introduction
- The ITIL® Framework
- The Alignability™ Process Model (Lilien Systems)
- Benefits of IT Service Management using ITIL® and the Alignability™ Process Model (Lilien Systems)
- Questions

Welcome

Who has...

- attended an ITSM / ITIL® information or awareness session?
- attended itSMF meetings or conferences?
- received any ITIL® training?
- obtained ITIL® certification? What level?
- participated in an ITIL® assessment?

Who is...

- in the process of implementing ITIL®? What phase?

Where is ITIL® being used?

- Public Sector visionaries created a framework based on IT best practices in private and public organizations, then made it available to all.
- Global de facto standard
 - Align IT services with business needs
 - Improve IT service quality
 - Reduce long term IT costs
- Adopted by IT industry leaders
- Practiced by hundreds of thousands of IT professionals, with a rapidly increasing number becoming certified
- And, ITIL® plays well with others:
 - Six Sigma
 - CMM
 - COBIT
 - PMI / PRINCE2
 - GMAP

Common Challenges/Drivers

- Knowledge loss through loss of staff
- Fewer staff to accomplish the work
- Growing dependency on IT services
- Increasing difficulty managing IT assets
- Poor quality and/or high cost of IT services
- Increased visibility of Incidents
- Compliance and accountability pressures

The ITIL® Framework

OGC
Publications

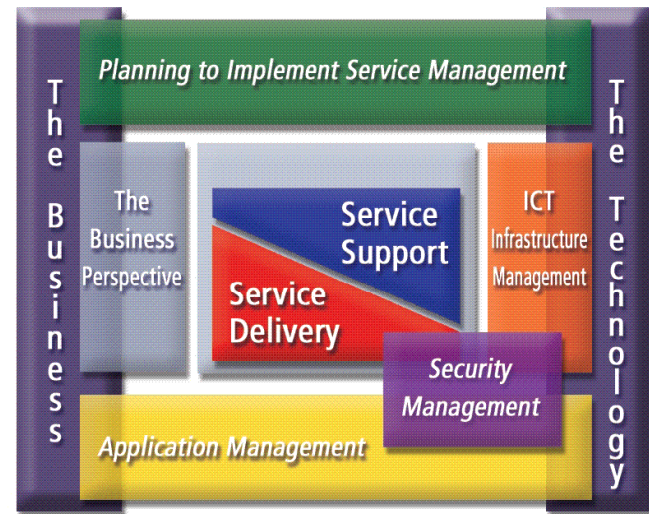


COMPLIMENTARY
ISSUE

itSMF

The IT Service Management Forum

An Introductory
Overview
of ITIL®



A high-level overview of the
IT INFRASTRUCTURE LIBRARY

ITIL® Service Management Core

- **Service Support** - The core IT Service Management Processes that have an Operational focus. These are:
 - Incident Management
 - Problem Management
 - Configuration Management
 - Change Management
 - Release Management.
 - Service Support also includes the Service Desk.

- **Service Delivery** - The core IT Service Management Processes that have a Tactical or Strategic focus. In ITIL® these are:
 - Service Level Management
 - Capacity Management
 - IT Service Continuity Management
 - Availability Management
 - Financial Management for IT Services.

Goals of Service Support Processes

- **Service Desk***: provide a single, central point of contact
- **Incident Management**: restore service ASAP
- **Problem Management**: resolve problems permanently
- **Configuration Management**: track state and relationships of all managed service components
- **Change Management**: minimize change-related incidents
- **Release Management**: anticipate impacts of all aspects of a release requiring a change to an IT service

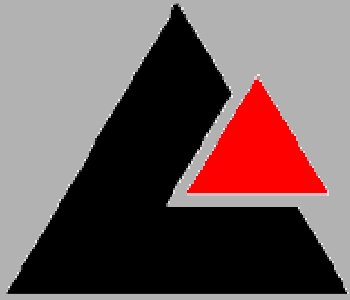
* Note that Service Desk is a Function, not a process.

Goals of Service Delivery Processes

- **Service Level Management:** cycle of agreeing, monitoring and reporting to meet customer's objective
- **Financial Management for IT Services:** understand, optimize, and (optionally) recover IT costs.
- **Capacity Management:** provide agreed capacity and performance cost effectively
- **IT Service Continuity Management:** ensure services can be recovered within agreed timescales
- **Availability Management:** optimize capability to deliver a cost effective and sustained level of service availability

Common Challenges/Drivers revisited

- Knowledge loss through loss of staff
- Fewer staff to accomplish the work
- Growing dependency on IT services
- Increasing difficulty managing IT assets
- Poor quality and/or high cost of IT services
- Increased visibility of Incidents
- Compliance and accountability pressures



LIL I E N
S Y S T E M S

Building the Foundation for Information



Lilien Systems

Jon McCamant

platinum
business partner

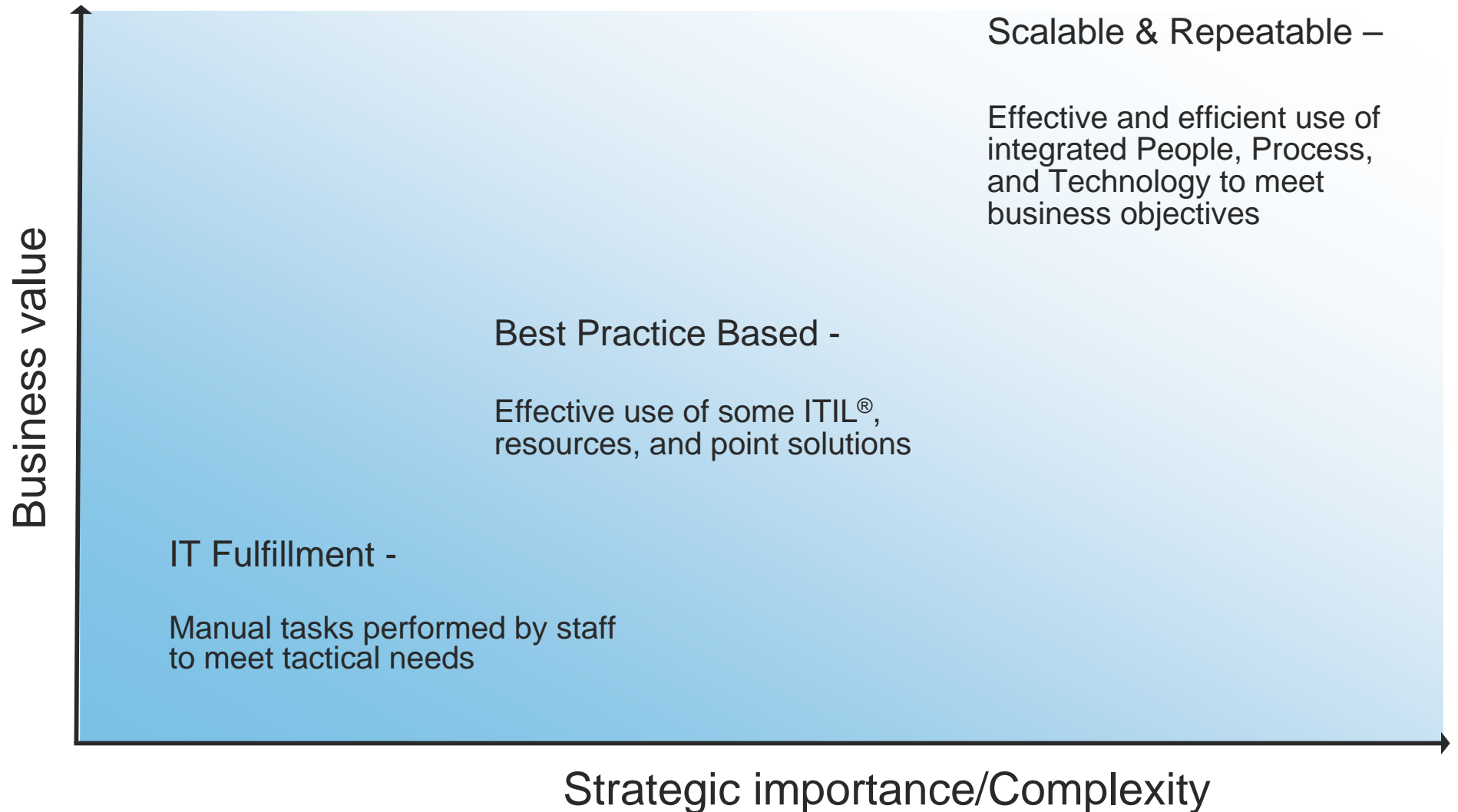


Director, Enterprise Management Solutions
Lilien Systems



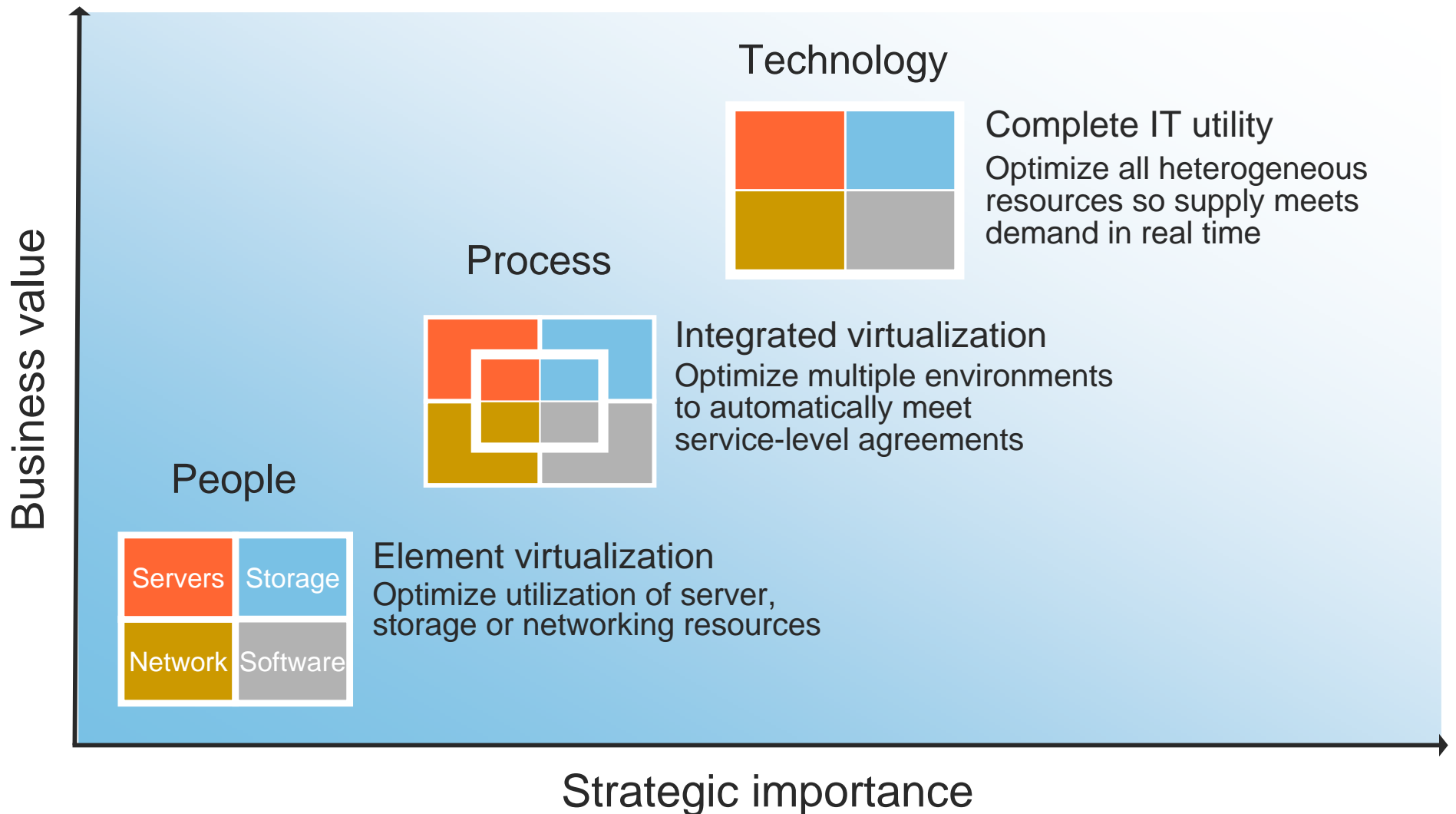
IT Maturity

**Tactical, Operational, Functional, Organized, Process Focus,
Integrated, Effective, Efficient, Scalable, Repeatable**



Levels of Virtualization

IT supply meets business demand



ITIL® In Action

- ITIL® is already used by over 20,000 commercial businesses, governments, non-profit organizations, and consultants.
- ITIL® has always been non-proprietary, publicly available, and designed to work in heterogeneous environments.
- ITIL® is continuously being improved to meet changing needs.



What it is and what it is not

- The IT Infrastructure Library (ITIL[®]) provides the guidelines for organizations that want to define their service management processes. It does not provide the processes themselves.
- Even the processes are not enough, however. They will need to have detailed work instructions behind them to provide a practical benefit to the people who are expected to follow the processes.
- Naturally, ITIL[®] also does not provide tool settings.
- Hence, ITIL[®] is not enough. Organizations are still expected to do a lot of work.



Case Scenario

■ Business Problem

- Silos of information and knowledge
- Inconsistent recording, tracking & reporting
- Lack of a defined scalable and repeatable process
- Need to be ITIL® focused

■ Solution (Business and Technical)

- Single Service Desk for tracking all issues
- Implementing a standard solution linking people, process, and technology
- Adoption of a defined ITIL® based process

■ Results

- ITIL® focused organization with integrated SLA monitoring and reporting capabilities
- Standardized Help Desk tracking system across the organization
- Increased quality and customer satisfaction, reduced downtime

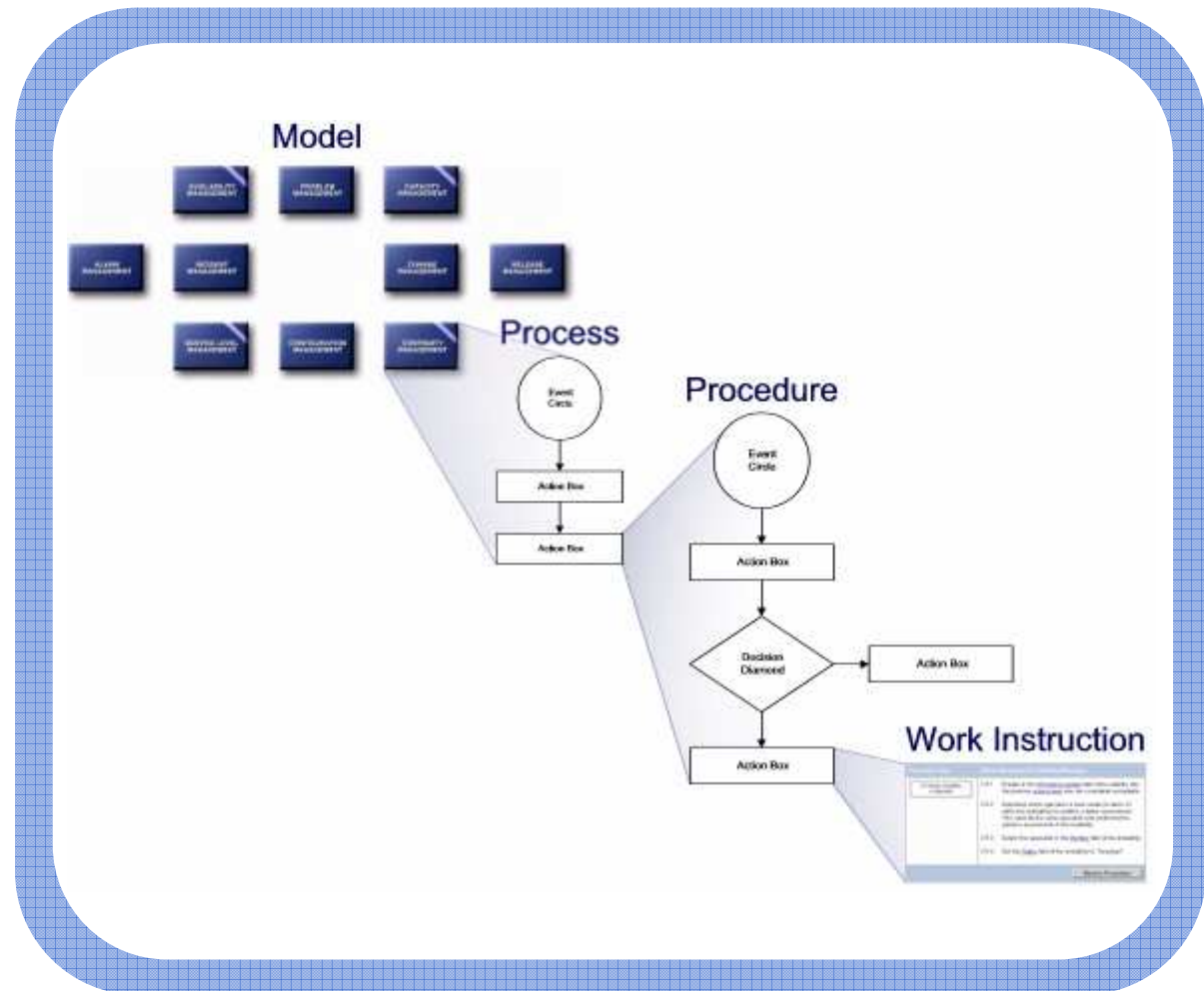
Alignability™ Process Model

- The Alignability™ Process Model provides field-proven processes for the delivery and support of IT services.



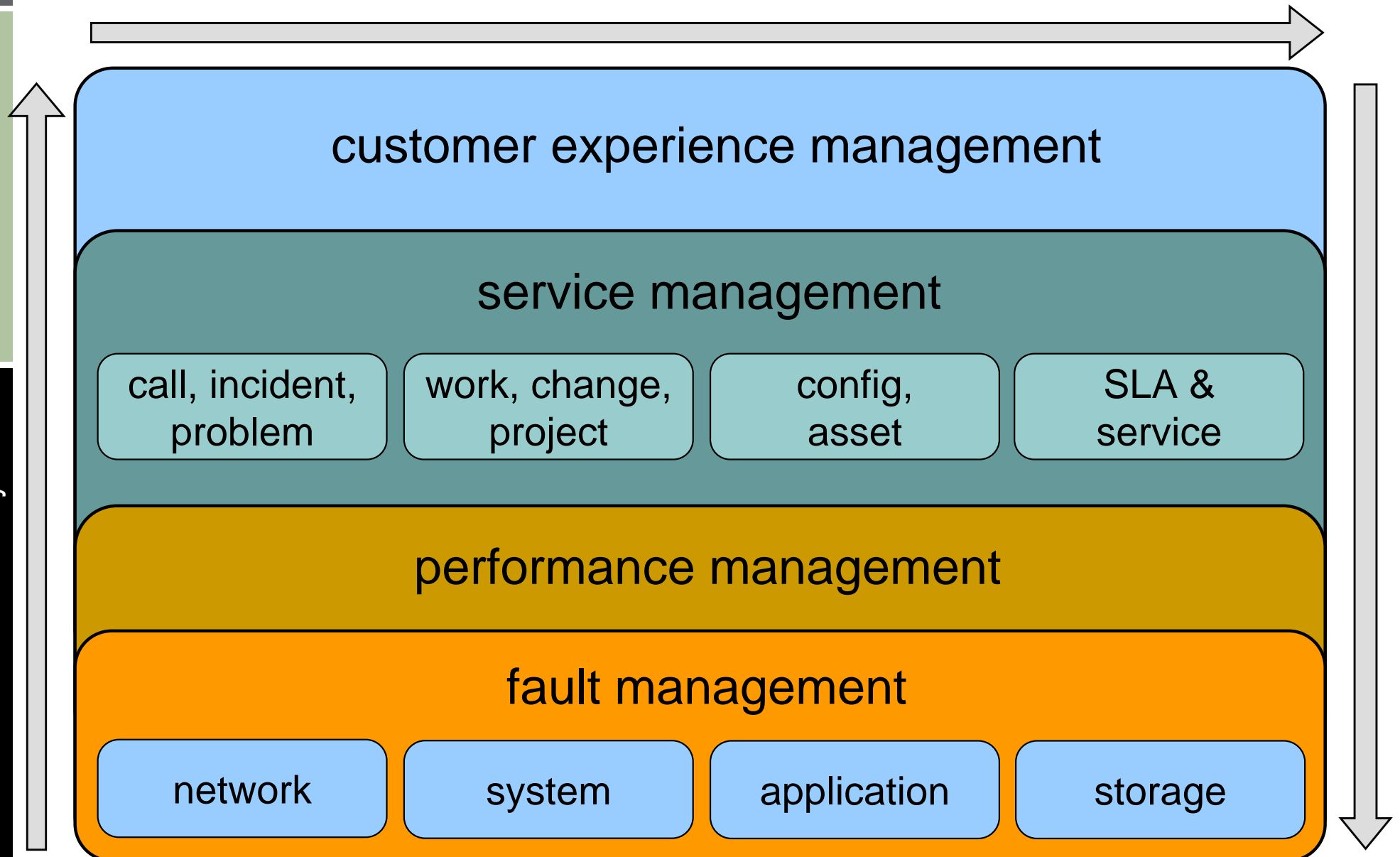
Alignability™ Process Model

- The Alignability™ Process Model describes the service management processes in a simple 4-level structure.
- Users can use the different levels to quickly access the information they require to perform their job.
- The information is at the most 3 clicks away.





ITIL®-Integrated Service Management for People Process & Technology



Sierra Systems

Questions, Comments....

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Sierra Systems' ITSM Service Offerings

- Strategic Planning for IT Service Management
 - Strategic Vision, SWOT, Process Maturity Assessment / Gap Analysis, Business Case etc.
- Developing & Implementing ITIL® Processes
 - Optimize IT Processes following Industry Best Practices
- Implementing Application Management services
- Implementing IT Service Management (ITSM) Tools
 - ITSM / ITIL® Tool (COTS) Evaluation, Customization, Integration, Training & Support
- Formal ITIL® Training with certification
- Other Services, including Infrastructure Management (Outsourcing), Security Analysis & Design, System Audits, etc.

Sierra Systems' Value Proposition

- 144 Sierra consultants ITIL® certified, target 200
- Certified staff possess up to all 3 ITIL® certification levels
- Number of staff have practitioner level experience (i.e. worked-in and / or managed IT organizations)
- Staff understand today's business and IT challenges
- Experience and expertise in implementing ITIL® solutions, including ITSM Implementation Roadmaps
- Service integrators / honest broker

Sierra Systems' Value Proposition

- 13 years providing ITSM / ITIL[®] services
- Leaders in local and national itSMF organization
- Industry Best Practice approach and methodology
 - ITIL, MOF, PMI, Six Sigma, Balanced Scorecard
- High employee retention
- Ability to provide scalable services
- Vendor / product neutral

Useful Links

- <http://www.alignability.com>
 - The Alignability™ Process Model
- <http://www.openview.hp.com/products/sdesk/index.html>
 - HP OpenView Service Desk
- <http://www.itil.co.uk>
 - Office of Government Commerce, Official UK ITIL® site
- <http://www.itsmfusa.org/>
 - Formed in 1991, independent forum for ITIL® users
- http://www.gartner.com/it/about_gartner.jsp
 - Gartner, Inc.

Glossary of Key Terms and Acronyms

- ITSM - Information Technology Service Management
- ITIL® - Information Technology Infrastructure Library
- APM - Alignability™ Process Model, field-proven ITSM processes based on ITIL, including detailed work instructions
- OGC – UK Office of Government Commerce
- itSMF - Information Technology Service Management Forum
- MOF - Microsoft Operations Framework
- GMAP – A Washington State directive for Government Management, Accountability and Performance
- COBIT - Control Objectives for Information and related Technology
- CMM – Capability Maturity Model
- PMI - Project Management Institute
- PRINCE2 - PRojects IN Controlled Environments