

ITIL v3 –service management of TI

GUZMÁN-Angel*

Departamento de Administración de Tecnologías de Información, Universidad del Valle de México, Campus Lomas Verdes, Distrito Federal, México.

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This paper investigated the use of ITIL v3 as best practice and their implementation within organizations, a brief history of ITIL and how it is best practiced can provide advantages and benefits to organizations. Mentioned areas of ITIL v3 knowledge and give a brief description of each publication, which offers ITIL certification for its implementation and finally some requirements for certification in ITIL v3.

ITIL v3, Best practices, Areas of knowledge, Certification

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*Correspondence to Author: (email: guzman_g_2005@yahoo.com.mx)

Introduction

The implementation of ITIL had its beginning in the 1990's influencing in different aspects of other international norms like ISO/IEC 20000, covering the elements of IT and ITIL services management; considered as a framework that refers to the best practices. ITIL is divided into 5 knowledge books, each book dedicated to a specific area within IT management, constructed in a view based on operation control and management model-process often attributed to W. Edwards Deming. ITIL was developed by the Central Computer and Telecommunications Agency (CCTA) of the Britannic Government as an answer to the growing dependence on information technologies and in acknowledgement to that without standard practices, state agencies and private sector contracts were creating individually their own IT management practices and double their efforts inside their ICT projects, which ended in common errors and higher costs.

ITIL is a trademark of the Office of Government Commerce, (OGC) in 2001 the CCTA was added to the OGC. On December 2005, the OGC issued a notification of an update known as ITIL v3 that was planned to be published by the end of 2006; one of the ITIL benefits in their new update is a glossary of precisely defined terms.

ITIL v3 (IT services management)

ITIL is an international standard of best practices in Informatics Services Management.

Nowadays organizations depend more on best practices to achieve corporative goals. ITIL is a best practice based on ITIL experts and users, which provides a theoretical framework for identification, planning, information technologies deliver and support for business.

The main goal is provide value to the client and the business in IT services form using different tools, steps and a defined structure for its implementation. ITIL is a guide that gives the organization a way to use IT as a tool to make easier the change in the business, transformation and growing. "it is divided in 5 main areas which provides a professional and systemic reach for IT services, allowing the organizations to deliver appropriate services, ensure constantly that they are reaching the business goals and obtaining benefits"[1].

In every organization projects of great impact, importance and investment for the organization are developed; which have objectives, mission, vision, significance, processes, improvements, implementations, observations, monitoring and conclusions, all of this included in a life cycle. Through all the life cycle of an IT project, a certain period is invested in each phase or process of the life cycle. The five areas of a life cycle of the process implemented by ITIL are:



Figure 1

2. ITIL's life cycle:

- Service strategy
- Service design

- Service implementation and transition.
- Service operation
- Monitoring and Continual service improvement.

Statistically, we have loss of time in each IT project:

Operation phase: 70-80% time and cost.
Development phase: 30-20% acquisition.

Based on this statistic, it is fundamental that, in every IT Project, the IT services management are efficient and effective, “this applies to any kind of organization, big or small, public or private, with centralized or decentralized IT services, with internal IT services or supplied by third persons”[2].

Advantages and benefits

When we apply ITIL as a best practice within the organizations, we search the following advantages and/or benefits [4]:

- To improve the IT services.
- To improve the client satisfaction through a more professional service.
- To improve the productivity.
- To reduce costs.
- To improve the use of skills and experiences.
- To improve the delivery of third persons services
- To line up the projects with the business needs.

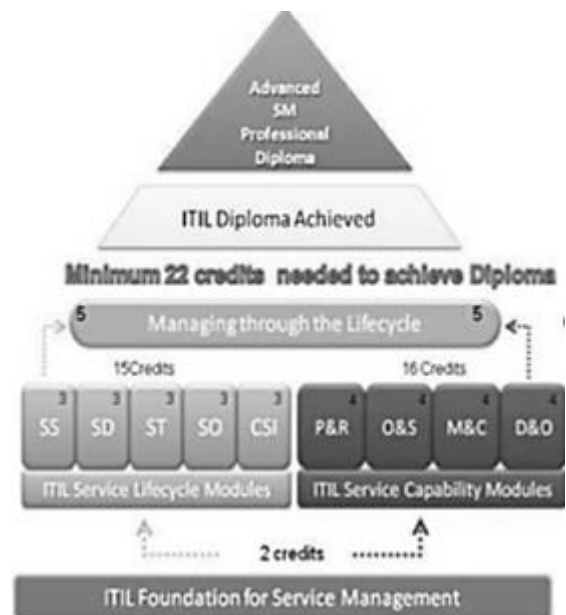
By means of the ITIL methodology roles, tasks and responsibilities that can be adapted to any IT organization are assigned, “the objective of this best practice is having a better communication and management in the IT organization.

It provides the needed elements to determine improvement objectives and goals that help the organization to mature and grow”[5].

Learning levels within the ITIL

In order to be an expert in the IT implementation, cover the next certification steps or processes are needed, there four levels in this schema:

- Fundamentals (Foundations Level)
- Intermediate (Lifecycle Stream & Capability Stream)
- ITIL Diploma
- Advanced (Advanced Service Management Professional Diploma)



The ITIL implementation is becoming more common, many organizations are choosing to certify their staff in the implementation of this practice, they are worried about capacitation, updating, courses, certification programs, conferences with the aim of improving the quality of its Services Management. Some of the organizations that implemented it are:

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- High technology: Microsoft, HP, Fujitsu, IBM;
- Distributors: Target, Walmart and Staples;
- Financial organizations: Citi, Bank of America, Barclay’s Bank;
- Entertainment: Sony, Disney;
- Manufacturing: Boeing, Toyota, Bombardier;
- Science companies: Eli Lilly, Pfizer, Takeda Pharmaceuticals.

“the framework of best practices in IT services management represents a complete set of organizations, Tools, education and Consulting services, related frameworks and publications”[6]. Nowadays many organizations, certified people, work groups and other participants are cooperating to promote and improve the ITIL standard in order to be able to have a better quality in IT services management.

ITIL v3 knowledge areas.

Through ITIL, the improvement in the IT services management quality is searched. The ITIL v3 standard is composed by five publications that are briefly described in Chart 1.

ITIL certifications

ITIL qualification standards are managed by the ITIL Certification Management Board (ICMB), which groups the OGC, itSMF International, and the two existing Examiners Institutes: Exameninstituutvoor Informatica (EXIN, Dutch institution) e Information Systems Examination Board (ISEB, United Kingdom). [8]. There are three levels of ITIL certification for professionals:

Foundation Certificate: certifies a basic knowledge of ITIL in information technologies services management and in the understanding of the terminology of ITIL. It is intended for those who wish to know the best practices specified in ITIL.

Practitioner's Certificate): it is intended for those who have responsibility in the management process design of the information technologies department and in planning the activities associated to the processes.

Manager's Certificate: It guarantees that the person who holds it has deep expertise in all matters relating to the managing of information technologies departments, and it enables him to direct the ITIL based answers implementation.

Publication	Brief Description
Service design	Provides guidelines on how to design IT services and how to evaluate the interactions between solutions and their business environments. Includes the processes of: <ol style="list-style-type: none"> 1. Service Catalog Management 2. Service level management 3. Capacity management 4. Availability management. 5. Management of IT service continuity 6. Management of information security 7. Management of suppliers.
Service Transition	Provides guidelines on how to deliver a service for operational use. It includes the processes of: <ol style="list-style-type: none"> 1. Planning and support of the transition 2. Change Management. 3. Configuration and service assets management 4. Version and deployments management 5. Validation and service testing 6. Evaluation 7. Management of the knowledge of the service
Service Operation	Provides guidelines for the attainment of the agreed levels of quality for the service delivered It includes the processes of: <ol style="list-style-type: none"> 1. Event Management 2. Incident Management 3. Request Management 4. Problem Management 5. Access Management 6. IT Operations
Continuous improvement	Provides guidelines on how to adapt existing services to new customer needs. It includes the processes of: <ol style="list-style-type: none"> 1. Process of continual service improvement

Chart 1

ITIL represents best practices framework in IT services management, it represents a whole set of organizations, tools, education and consulting services, related frameworks and publications.

Nowadays a large number of organizations are currently cooperating internationally to promote the ITIL standard as a fact standard for IT services management. Another institution who has been dedicated to certifications is APM Group Limited, official site of ITIL that provides a certification diagram for ITIL implementation through external organizations that cooperate with them through principles of best practices international standards. If they approve the certification diagram, they are assigned a license to operate under the ITIL scheme.

Requirements for certification

To get a certification in ITIL all the organizations must fulfill the following requirements [9]:

- All the organizations eligible for accreditation can choose license materials, coaches and / or other MQS from another organization to be accredited in order to meet accreditation requirements and the needs of their customers. In these cases, the organization designated by APM limited Group needs to ensure that the licensing aspects meet the overall assessment criteria.
- When an organization to be certified chooses the capacitation of another organization to be certified, the capacitation can only be made within the parameters in which such organization is certified.

- The organizations to be certified can have members to offer capacitation courses in determined regions, territories or markets. The members are obligated to sign an intellectual property license and can be subject to review by institution designed by the APM Group Limited as a part of the certification auditing process.
- The institution designed by the APM Group Limited must advise all the member capacitation institutions.

Conclusions

The key in the ITIL implementation as a frame of best practices is providing a high quality service that gives the organizations a distinction regarding their competitors, the intangible value that the organizations offers to their clients. Understanding the objectives of the business, the client and the rol the organization takes in order to implement the ITIL to fulfill the business goals.

An essential feature of a best practice implementation is warning the client, being prepared and analyzing the clients' behavior pattern for any situation. The system use of services management practice that are measurable, consistent, and adequate to provide the necessary quality to clients' needs.

Continuous analysis of service management once the ITIL is implemented as best practice within the organizations.

Giving the client the approach in improvement for business necessities without being worried about the IT services performance. We must give the client value, controlling the handling of risks and costs.

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