ITIL & CIM
Benefits of a dialog

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itSMF FRANCE
1 - Introduction to ITIL V3
2 - Measuring the Service
3 - CIM : an ITIL enabler ?
1 – Introduction to ITIL V3
What is ITIL?

A proven and De-facto standard
Best Practices gathered from Users, Suppliers, Consultants
Initiated to Improve capabilities in Service Management
For all types of organisations who provide services to a business
A Non-proprietary, Public Domain standard, developed by CCTA, integral part of OGC
Under constant development, by its own international user group (IT Service Management Forum, itSMF)
ITIL V2: 2000 – 2007, June

ITIL V2: 8 books,
2 core books describing 10 processes

Systems and Virtualization 2007 – ITIL & CIM: Benefits of a dialog
ISO Standard for IT Service Management: ISO/IEC 20000

Published in December 2005

Systems and Virtualization 2007 – ITIL & CIM: Benefits of a dialog
ITIL V3: a life-cycle model for IT to Business Integration

ITIL V3 Core:
5 books, 27 Processes

Published in June 2007

Systems and Virtualization 2007 – ITIL & CIM: Benefits of a dialog
Service Strategy

- Guidance to design, develop and implement Service Management as a Strategic Asset

- Processes
  - Strategy Generation
  - Service Portfolio Management
  - IT Financial Management
  - Demand Management
Service Design

- Guidance for the design and development of services and Service Management processes
  - Converting strategic objectives into portfolios of services and service assets

- Processes
  - Service Catalogue Management
  - Service Level Management
  - Availability Management
  - Capacity Management
  - IT Service Continuity Management
  - Information Security Management
  - Supplier Management
Service Transition

- **Guidance for the development and improvement of capabilities for transitioning new and changed services into operations**
  - how the requirements of Service Strategy encoded in Service Design are effectively realized in Service Operation while controlling the risks of failure and disruption

- **Processes**
  - Transition Planning and Support
  - Change Management
  - Service Asset and Configuration Management
  - Release and Deployment Management
  - Service Validation and Testing
  - Evaluation
  - Knowledge Management
Service Operation: day to day operations

- Guidance on achieving effectiveness and efficiency in the delivery and support of services so as to ensure value for the customer and the service provider.
  - Ultimate realisation of strategic objectives

- Processes
  - Event Management
  - Incident Management
  - Request Fulfilment
  - Problem Management
  - Access Management
  - Common Service Operation Activities
Continual Service Improvement

- **Guidance in creating and maintaining value for customers through better design, introduction and operation of services**
  - A closed-loop feedback system linking improvement efforts and outcomes with Service Strategy, Service Design and Service Transition

- **Processes**
  - Service Measurement
  - Service Reporting
  - Service Improvement (7 Step Process)
2 – Measuring the Service
Service: an immaterial supply that be made up, expressed in a perceptible way, and which causes value for the consumer and the supplier under preset conditions of use. (ISO, 2007)

Service Management: a set of specialized organizational capabilities for providing value to customers in the form of services (ITIL, 2007)
### General service indicators, some attributes

<table>
<thead>
<tr>
<th>Accessibility</th>
<th>Service Attributes</th>
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<tbody>
<tr>
<td>Availability</td>
<td>Owner</td>
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<td>Performance (Delay...)</td>
<td>Contents</td>
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<tr>
<td>Reliability</td>
<td>Execution context</td>
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<td>Capacity</td>
<td>Service Level</td>
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<td>Use profile</td>
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<td>Class</td>
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<td></td>
<td>Users categories</td>
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<td>Components</td>
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<td>Duration</td>
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<td>Mode (on demand, push, recurrent)</td>
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<td>Production Cost</td>
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<td>Selling Price</td>
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<td>Risk level</td>
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<td>Upper class service</td>
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DIKW Structure

- Data
  - Who, what, when, where?
- Information
  - How?
- Knowledge
  - Why?
- Wisdom
  - Why?
SKMS, CMS, CMDB

Service Knowledge Management System

Configuration Management System

Configuration Management Databases

Decisions
Example of CMS
3 – CIM: an ITIL enabler?
Goal of SACM Process

To provide a logical model of the IT Infrastructure correlating IT Services and different IT components needed to deliver these services.
Ground observations

- Today a large panoply of tools is used to support IT Service Management, particularly for Service Operation activities.
- Some activities within Service Transition and Service Design begin to be supported by tools.
- Tools are poorly integrated, very few interoperable. Huge amount of effort is required to build Information from Data, and even more to capitalize knowledge.
- A multi-dimensional approach needed.
- Flexibility and Extensibility, ability to be interfaced with other solutions.
“…, the Distributed Management Task Force (DMTF) was founded as a standards-based organization with a charter to lead the development, adoption and unification of management standards and initiatives for desktop, enterprise and Internet environments. Working with key technology vendors and affiliated standards groups, the DMTF is enabling a more integrated and cost-effective approach to IT management through interoperable solutions.

…The CIM is a hierarchical, object-oriented management information model that facilitates defining the various interdependencies and relationships between different managed objects.”
CIM advantages are important for ITIL community

- **Independence** from platform, programming language and compiler
- **Independence** from information model
- **Extensibility**
- **Easy integration** of new management capabilities
- **Security** and Internet accessibility
- **Development tools and resources**
“Education and Normalisation”
Commission of itSMF France is willing to collaborate with DMTF...

Will ITIL be a CIM enabler?


3. Thory P.: Concevoir et gérer une CMBD, itSMF Mag n°11, itSMF France, p.5-6, Octobre (2007)

Thanks for your attention…

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