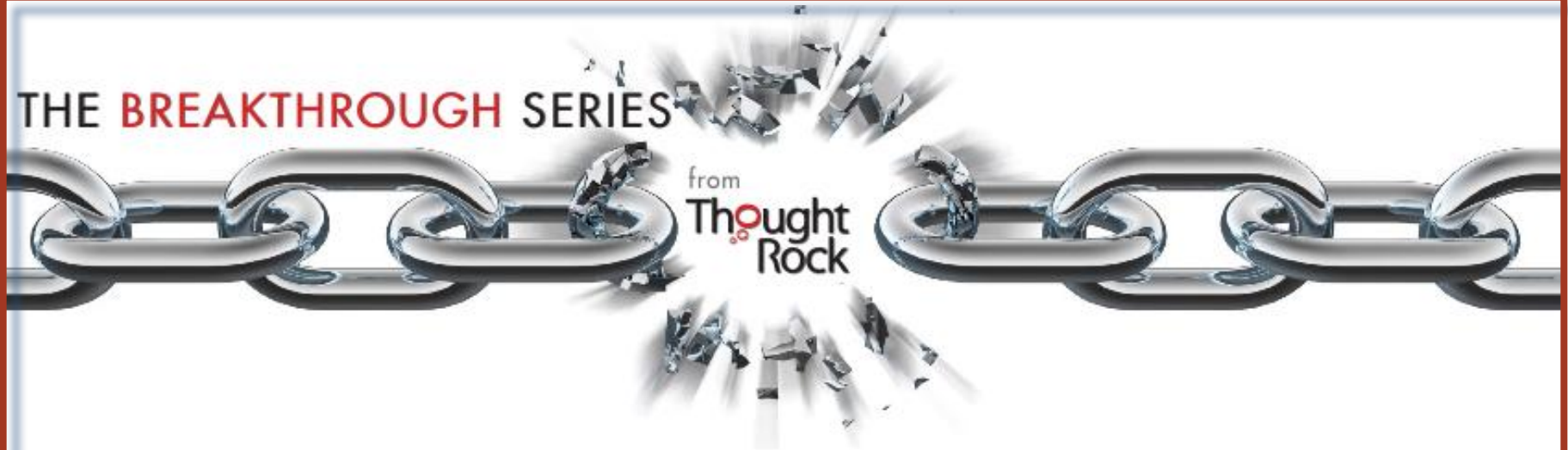


THE **BREAKTHROUGH** SERIES



**The Presentation Will Begin At 12PM EST**

**ITIL® Lite - A Road Map to Partial v3 Implementation**



**Malcolm Fry**

ITIL & CMDB Thought Leader  
Author of “ITIL Lite”

# ITIL Lite

## A Road Map to Partial or Full ITIL v3 Implementation

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# ITIL Lite definition

*'ITIL Lite is an approach to implementing key components of ITIL v3 to ensure a sound basis for IT Service Management either as a starting point for full implementation or as a deliverable for those not wishing to fully implement ITILv3'*

# What is the best approach?

- Methodology - A body of practices, procedures, and rules used by those who work in a discipline or engage in an inquiry; a set of working methods.
- Framework – a set of assumptions, concepts, values, and practices that constitutes a way of viewing reality.

# V3 Components

## Service Strategy

Financial Management

Service Portfolio  
Management

Demand Management

Strategy Generation

## Service Design

Service Level Management

Availability Management

Capacity Management

IT Service Continuity  
Management

Service Catalog  
Management

Information Security  
Management

Supplier Management

## Service Transition

Change Management

Service Asset & Config.  
Management

Release and Deployment  
Management

Transition Planning and  
Support

Service Validation and  
Testing

Evaluation

Knowledge Management

## Service Operation

Incident Management

Problem Management

Request Fulfilment

Access Management

Event Management

Technical Management

IT Operations  
Management

Applications  
Management

Service Desk

Operational Activities in  
other Lifecycle Phases

## Continual Service Improvement

Service Improvement

Service Measurement

Service Reporting

Governance Processes

Operational Processes

Functions

# Reasons that ITIL v3 may not get fully implemented

- Cost
- No Customer Support
- ISO20000 limitations
- Time Constraints
- Ownership
- Running out of steam
- Too complex
- Have already implemented v2
- Lean ITSM

# The Key Stages

Process Design

Understanding how to design a Process for ITIL Lite

Monitoring ITIL Processes

Putting in place ITIL Lite process measurement

Building ITIL Lite processes

How to build ITIL Lite processes

Categorizing ITIL V3 components

Allocating categories – Action, Influencing, Resourcing and Underpinning

The Filtering Process

How to remove unwanted Components from ITIL v3

ITIL Lite Templates

Selecting and building an ITIL Lite Template

Component Maturity

Allocating Maturity Levels to ITIL Lite Components

Component Priorities

Deciding in which order to implement the ITIL Lite Components

Gap Analysis

Identify the workload and expenditure to implement the Components

Master Action Plan

Management of the Action Plan activities required to implement ITIL Lite

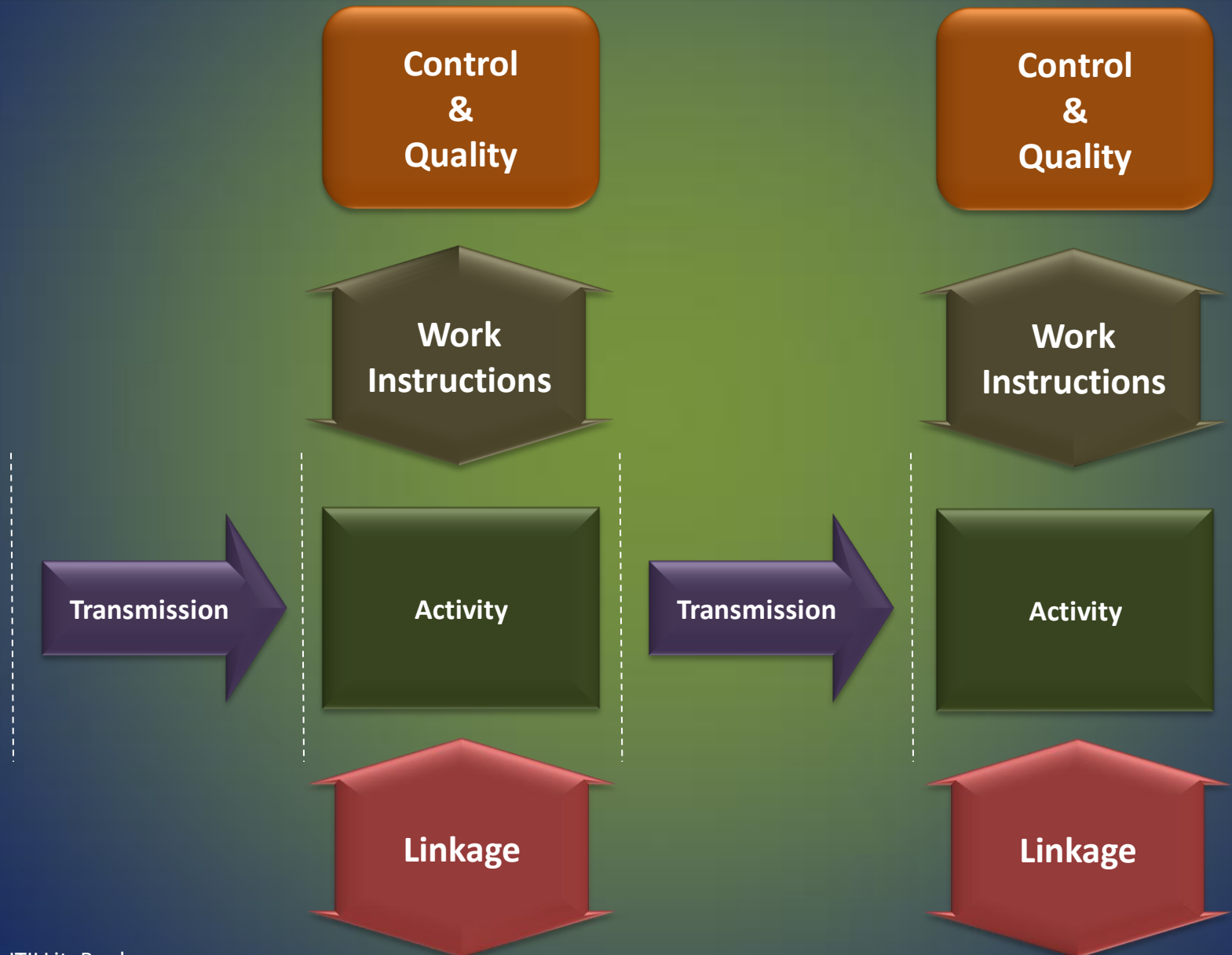
# Best of the Best!

- Regulatory (National/International) Governance
- Industry Governance
- Company Governance
- Departmental Governance





# Process Linkage Element

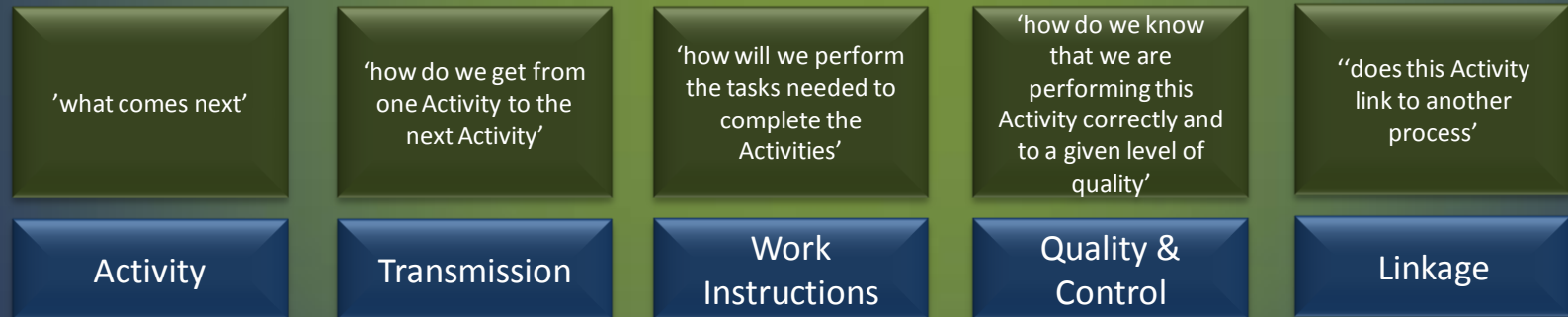


# Example of a Linkage element



# The Five Key Process Questions

Repeat these steps for each Activity



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# Football analogy

## Action Components

Players

Reserves

## ITIL v3

Incident Management

## Influencing Components

Rules

Coaches & Tactics

Service Catalog

## Resourcing Components

Stadium

Club Infrastructure

Availability Management

## Underpinning Components

Financial Management

Investments – new players

Supplier Management

# Four Categories basic descriptions

## Action

Components that require actions of an operational nature to be performed as part of their normal operation

## Influence

These modify and influence the way that Action Components perform their actions

## Resource

These ensure that the other components have the resources to meet their service commitments

## Underpinning

These provide the Underpinning facilities required by all components – e.g. Finance.

# Typical Component Categories

## Action Components

Service Desk	Event Management	Request Fulfilment	Service Asset & Config Management
Incident Management	Change Management	IT Operations Management (Control & Facilities)	
Problem Management	Release and Deployment Management	Access Management	

## Influencing Components

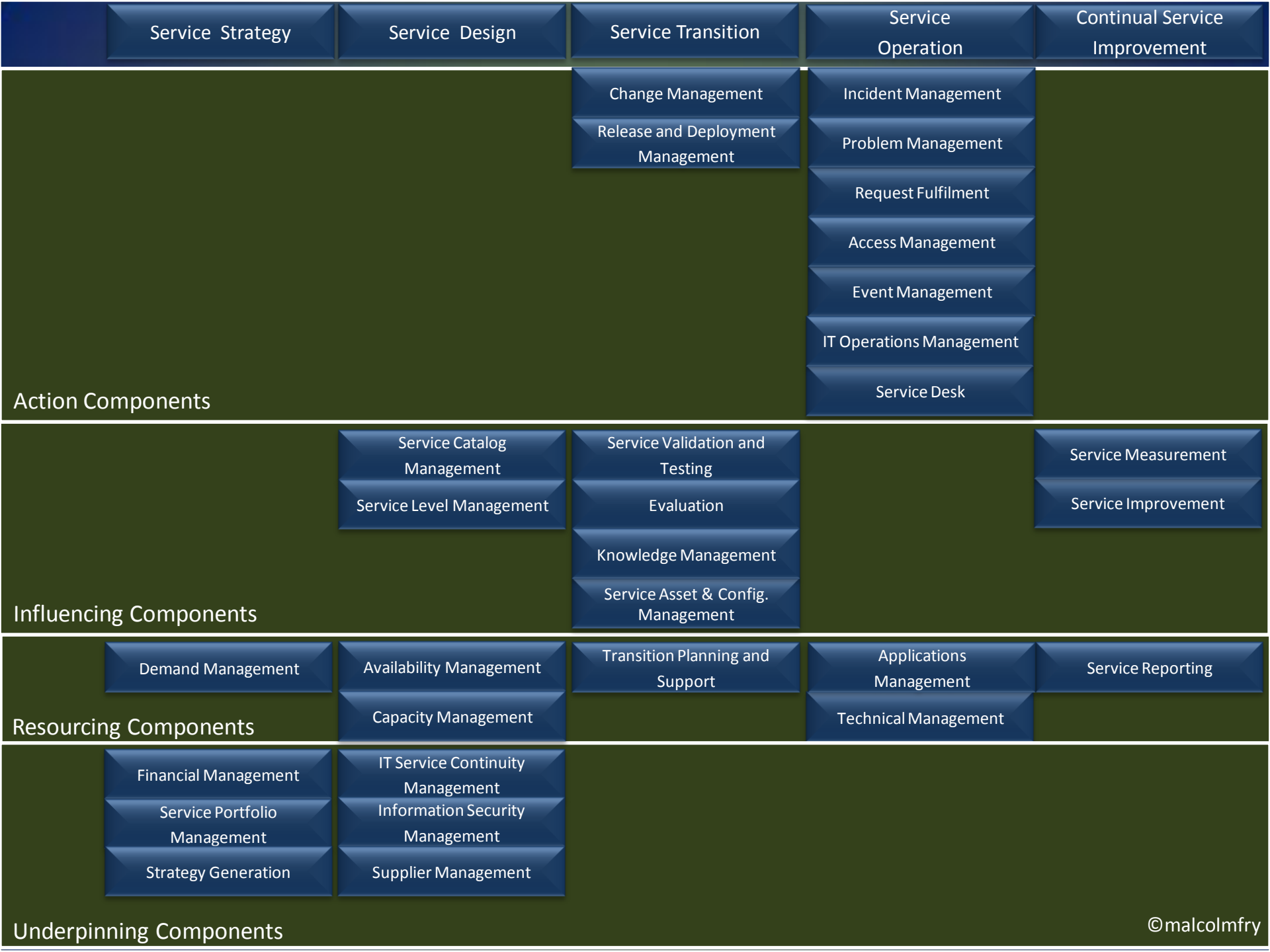
Service Level Management	Service Catalog Management	Service Measurement	Service Improvement
Service Validation and Testing	Evaluation	Knowledge Management	

## Resourcing Components

Capacity Management	Transition Planning and Support	Applications Management	Technical Management
Availability Management	Service Reporting	Demand Management	

## Underpinning Components

Financial Management	Strategy Generation	Information Security Management
IT Service Continuity Management	Service Portfolio Management	Supplier Management





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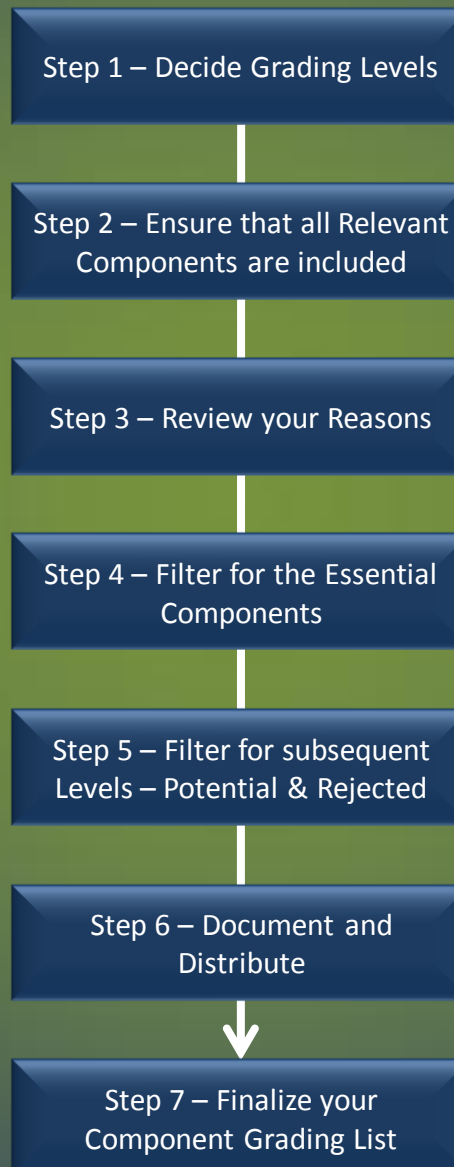
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# Component Grading Plan



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# Approaches

- Bare Necessities
- Service Support
- Service Delivery
- v2 Approach
- v2 Plus
- Life Cycle Approach
- Continual Service Improvement Approach
- Service Operation Approach
- Service Ownership Approach
- Best Practice / COBIT / ISO
- Create your own Template



Service Strategy

Service Design

Service Transition

Service  
Operation

Continual Service  
Improvement

Change Management

Incident Management

Problem Management

Service Desk

Action Components

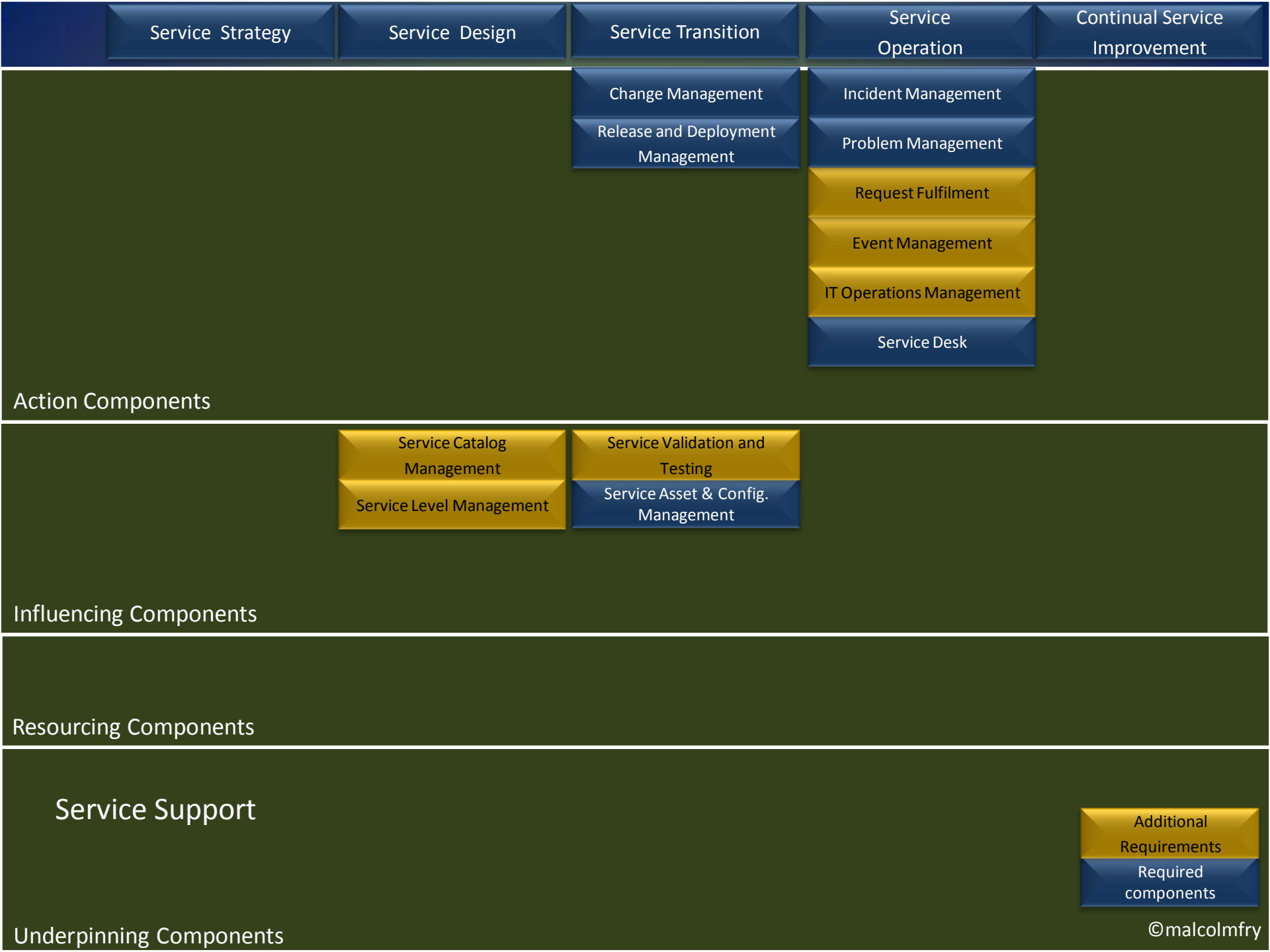
Service Asset & Config.  
Management

Influencing Components

Resourcing Components

Bare Necessities

Underpinning Components



Service Strategy

Service Design

Service Transition

Service  
Operation

Continual Service  
Improvement

Change Management

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Release and Deployment  
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Problem Management

Request Fulfilment

Event Management

IT Operations Management

Service Desk

Action Components

Service Catalog  
Management

Service Validation and  
Testing

Service Level Management

Service Asset & Config.  
Management

Influencing Components

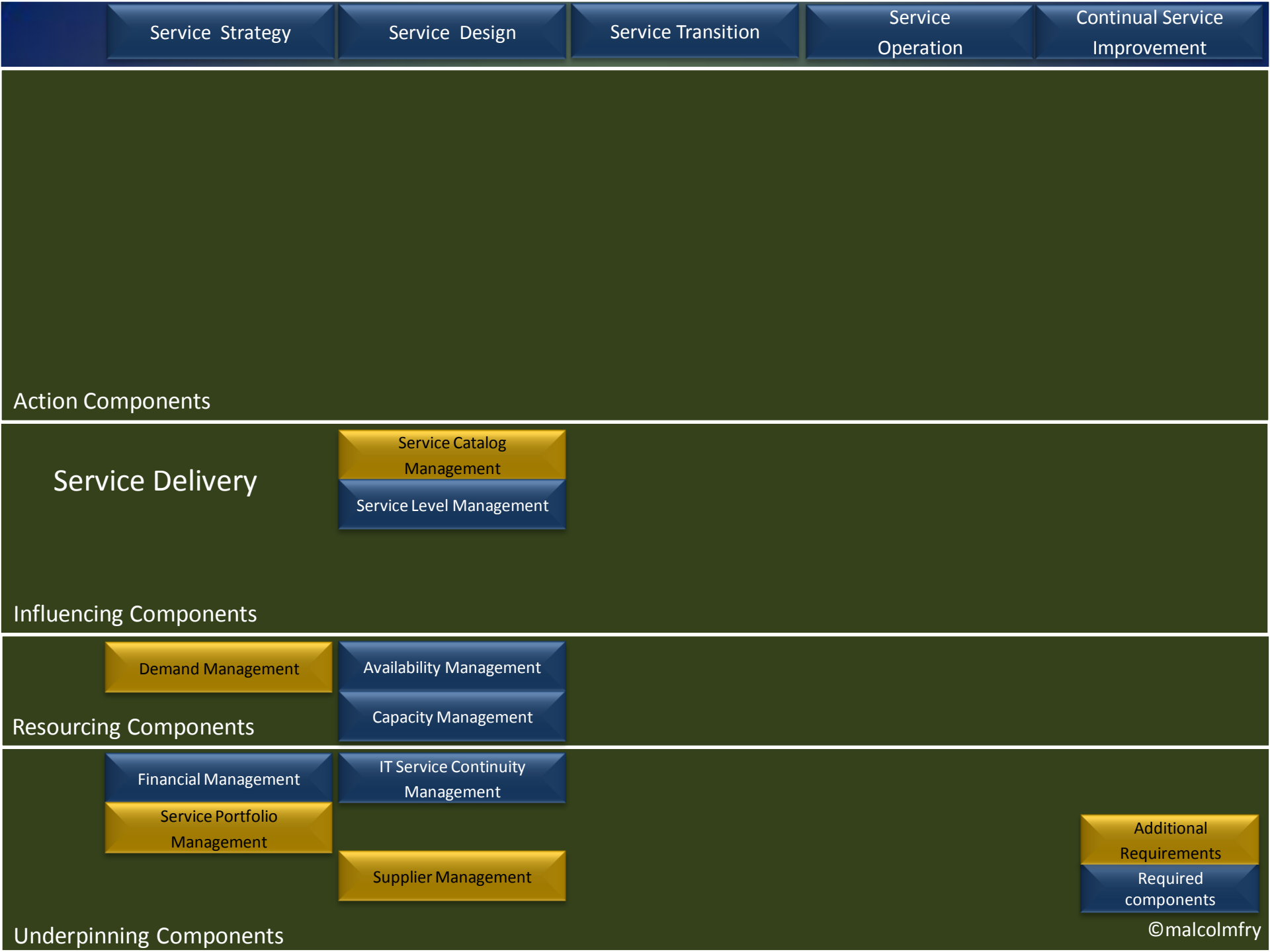
Resourcing Components

Service Support

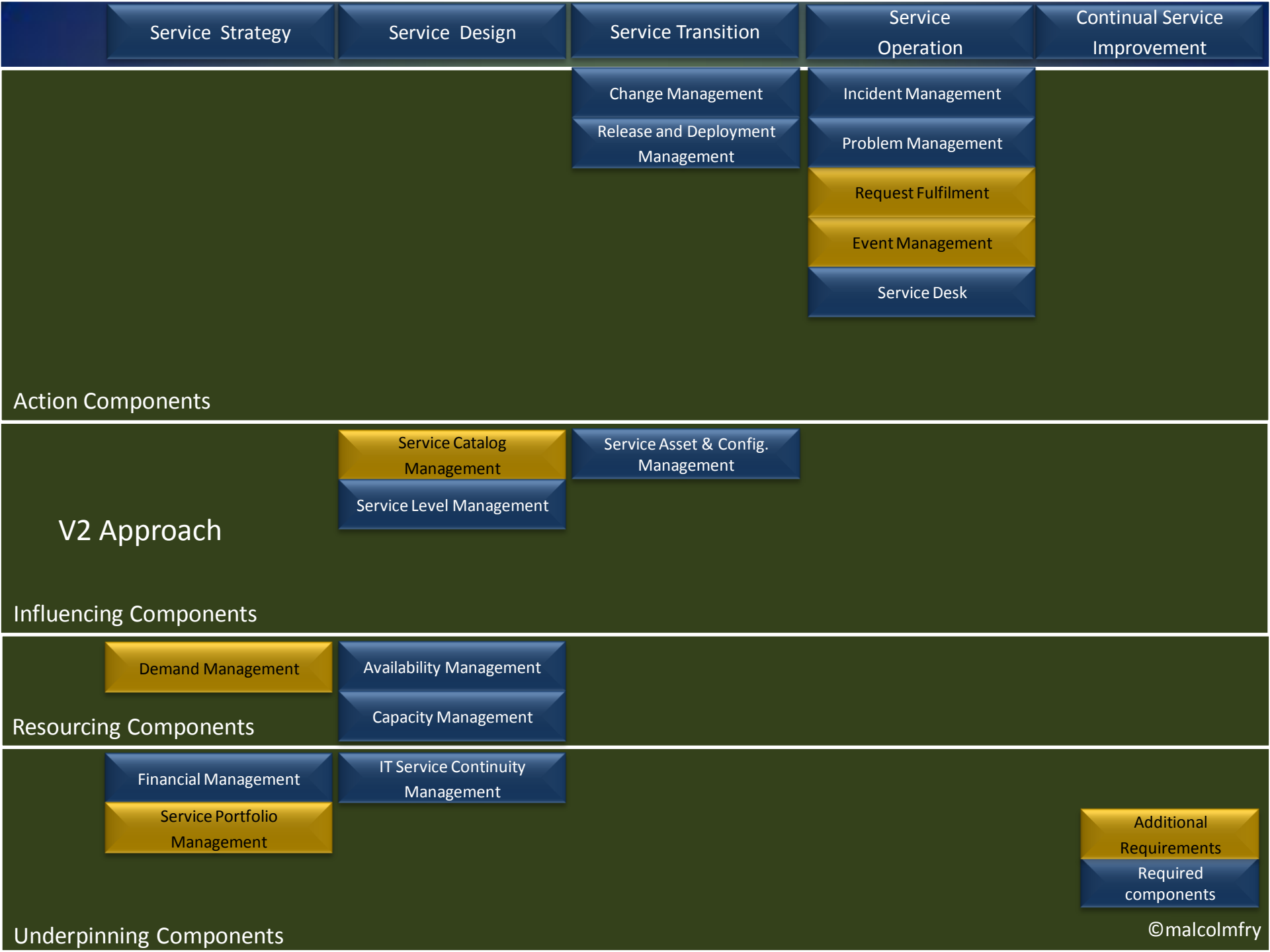
Additional  
Requirements

Required  
components

Underpinning Components







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# ITIL - Process Maturity Framework

Level 5 - OPTIMIZING	The process has now been fully recognized and has strategic objectives and goals aligned with overall strategic business and IT goals. These have now become 'institutionalized' as part of the everyday activity for everyone involved with the process. A self-contained continual process of improvement is established as part of the process, which is now developing a pre-emptive capability.
Level 4 - MANAGED	The process has been fully recognised and accepted throughout IT. It is service focused and has objectives and targets that are based on business objectives and goals. The process is fully defined, managed and has become proactive, with documented, established interfaces and dependencies with other IT processes.
Level 3 - DEFINED	The process has been recognized and is documented but there is no formal agreement, acceptance or recognition of it's role within the IT operation as a whole. However, the process has a process owner, formal objectives and targets with allocated resources, and is focused on the efficiency as well as the effectiveness of the process. Reports and results are stored for future reference.
Level 2 - REPEATABLE	The process has been recognized and is allocated little importance, resource or focus within the operation. Generally activities related to the process are uncoordinated, irregular, without direction and are directed towards process effectiveness.
Level 1 - INITIAL	The process has been recognized but there is little or no process management activity and it is allocated no importance, resources or focus within the organization. This level can also be described as 'ad hoc' or occasionally even 'chaotic'.

ITIL v3 Service Design book – This maturity framework is aligned with the Software Engineering Institute Capability Maturity Model®. Integration with (SEI CMMI) and their various maturity models including the evolving CMMI-SVC, which focuses on the delivery of services.

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# Component Priorities - Methods

- Quick wins
- Already in place
- Maturity Levels
- Already have existing technology
- Risk Boundaries
- Comfort Factor
- Interrelationships
- Priority Analysis – Value:Expenditure

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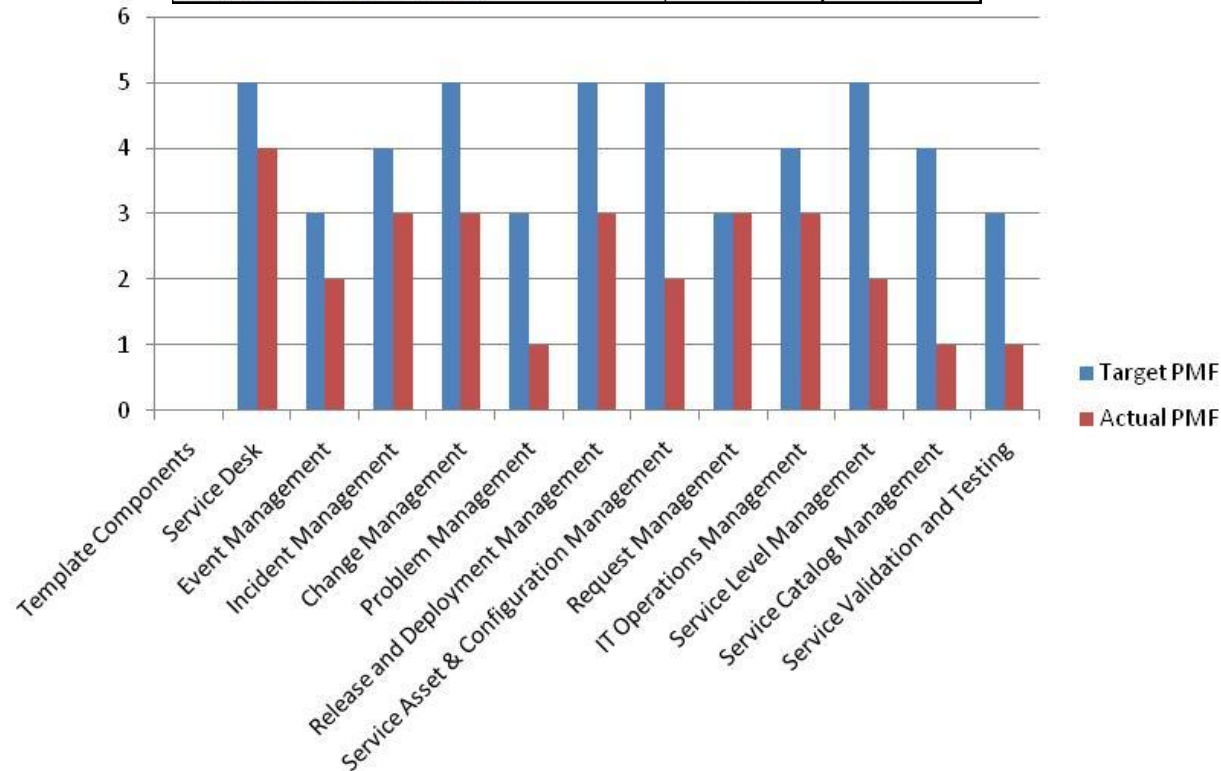
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# Gap Analysis Closure Plan



# Examples of Gap Analysis Graphics

	Target PMF	Actual PMF
Template Components	Level	Level
Service Desk	5	4
Event Management	3	2
Incident Management	4	3
Change Management	5	3
Problem Management	3	1
Release and Deployment Management	5	3
Service Asset & Configuration Management	5	2
Request Management	3	3
IT Operations Management	4	3
Service Level Management	5	2
Service Catalog Management	4	1
Service Validation and Testing	3	1





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ITIL® Lite A Road Map to Implementing Partial or Full ITIL



# ITIL® Lite

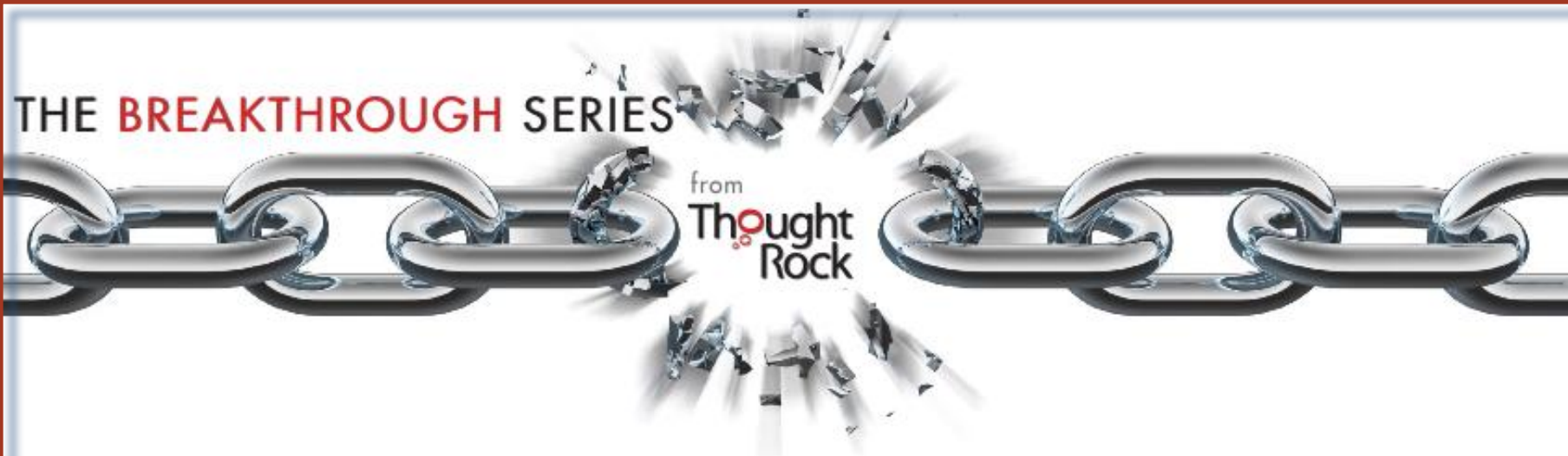
## A Road Map to Implementing Partial or Full ITIL

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Thanks



**Join Us For Lunch Every Tuesday At 12PM!**

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**[www.ThoughtRock.net](http://www.ThoughtRock.net)**