

ITIL Quick Reference Guide

Utility (fit for **Purpose**) and *Warranty* (fit for **Use**) = **Value Created**

<p>SERVICE STRATEGY Defines the Perspective, Position, Plans & Patterns to meet business outcomes The WHY</p>	<p>Service Delivering Value to customers by facilitating outcomes without ownership of specific Cost or Risk</p>	<p>Service Management A set of Specialised Organisational Capabilities for providing value to customers in the form of services</p>	<p>Business Case A Decision support and Planning Tool that projects the likely consequences of a business action</p>	<p>Process Structured set of activities taking defined Input turning into defined Output, Measurable and delivering Value</p>
<p>Strategy Management Defining, maintaining an organisation's P,P,P & P with regards to its services and management of those services</p>	<p>Financial Management for IT Responsible for managing the IT's Budgeting, Accounting and Charging requirements</p>	<p>Demand Management Understanding, anticipating and influencing customer demand for service and analysing Patterns of Business Activity</p>	<p>Service Portfolio Management Managing the portfolio, the right mix of services to meet business outcomes at an appropriate Level of Investment</p>	<p>Business Relationship Mgt Maintaining a Positive Interface with Customers identifying needs and the provider is able to meet these needs</p>
<p>SERVICE DESIGN Design of the services, governing practices, processes and policies. The HOW</p>	<p>Design Coordination Coordinating all service design activities, processes and resources ensuring Consistent and Effective Design</p>	<p>Service Level Management Negotiates & Agrees achievable SLAs and ensuring that these are met and holding regular service Reviews with the Customer</p>	<p>Availability Management Ensuring that IT services meet Current and Future availability needs of the business in a Cost Effective and timely manner</p>	<p>Capacity Management Ensuring that IT services meet Current and Future capacity and performance needs in a Cost Effective and timely manner</p>
<p>IT Service Continuity Mgt Managing risks that could seriously affect IT services by Reducing Risk to acceptable agreed level & Planning for the Recovery</p>	<p>Information Security Mgt Ensuring the Confidentiality, Integrity and Availability of an organisation's assets, information and data match agreed needs</p>	<p>Supplier Management Obtaining Value for Money from suppliers, ensuring that all Contracts with suppliers support the agreed needs of the business</p>	<p>Service Catalogue Mgt Providing and Maintaining the service Catalogue and for ensuring that it is available to those authorised to access it</p>	<p>Service Design Package Document Defining All Aspects of an IT service and its requirements Through each stage of its Lifecycle</p>
<p>SERVICE TRANSITION Ensures new, modified or retired services meet the expectations of the business Test, Train & Implement</p>	<p>Transition Planning & Support Responsible for Planning all service transition processes and Coordinating the Resources that they require</p>	<p>Change Management Controlling the lifecycle of all IT changes, enabling Beneficial changes with Minimum Disruption and risk to IT services</p>	<p>Service Asset & Config Mgt Providing Accurate & Reliable Information about assets, their Relationships and how configured when and where it is needed</p>	<p>Knowledge Management Sharing ideas, experience and Information, ensuring that it is Available in the right place at the right time to make Decisions</p>
<p>Release & Deployment Mgt Planning, scheduling, controlling the Build, Test & Deployment of releases. Delivering new functionality while protecting integrity</p>	<p>Service Validation & Testing Validation & Testing of a new or changed IT service ensuring it matches the design specification and meets business needs</p>	<p>Change Evaluation Formal Assessment of a new or changed IT service to ensure Risks are Managed and help determine to authorise the change</p>	<p>Service Knowledge Mgt System A set of tools and databases that is used to manage Knowledge, Information and Data to help make informed Decisions</p>	<p>Definitive Media Library One or more locations in which the definitive authorised versions of all software, licences and documentation are Securely Stored</p>
<p>SERVICE OPERATION Coordinates & carries out the activities & processes to deliver and manage service Where VALUE is CREATED</p>	<p>Event Management Detecting events, making sense of them and determining the Appropriate Control actions of those which are Significant</p>	<p>Incident Management Ensuring that normal service operation is Restored as Quickly as possible and the business Impact is Minimised</p>	<p>Problem Management Proactively Prevents Incidents from happening and Minimises the Impact of incidents that cannot be prevented</p>	<p>Request Fulfilment Managing the lifecycle of all Service Requests within agreed targets</p>
<p>Access Management Granting authorised users the right to use a service, while Preventing Access to non-authorised users</p>	<p>Service Desk Single Point Of Contact between service provider and the User managing incidents, request and handles Communication</p>	<p>IT Operational Management Performs the Daily Activities needed to manage IT services and the supporting IT infrastructure</p>	<p>Technical Management Custodian of Technical Knowledge to design, test, manage and improve the IT Infrastructure Throughout their Lifecycle</p>	<p>Application Management Managing Applications Throughout their Lifecycle including requirements, design, build, deploy, operate and optimise</p>
<p>CSI Services are aligned with changing business needs by identifying improvements IMPROVEMENTS</p>	<p>Seven Step Improvement Defining & managing the steps needed to Identify, Define, Gather, Process, Analyse, Present & Implement improvements</p>	<p>Service / Process Owner The service owner is Accountable for the service and the process owner is Accountable for the process</p>	<p>Governance Policies and strategy are implemented, correctly followed, Fair, Transparent and taking action to Resolve any Issues</p>	 <p>Maat Consulting Ltd</p>

