ITIL 4 – Session 1
Overview

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Utilities Community of Interest
ITIL 4 – Session 1

Overview

Agenda

• Introduction
• Purpose
• History
• Course overview
• Takeaway
Meeting logistics

• Stay on mute if not speaking
• Use chat for questions
• I'll have times to stop to answer questions
• I'll keep this as interactive and engaging as possible
• I will follow up with any questions I can’t get to during session
Cyrus A. Howells

- ITSM Process Engineer Duquesne
- Past President – Pittsburgh HDI
- VP Education – Moon Toastmasters
- Manager – itSMF Utilities COI
- ITIL v3 Expert
- Lean Six Sigma Greenbelt
- Husband
- Father
- Grandfather
- Cavapoo Dad

Past roles

- Field Technician
- Supervisor on Call
- Right of way Agent
- IT Analyst
- Service Desk Supervisor
- Client Technology Manager
- Service Level Manager
- Change Management Process Owner / Manager
- Operations Manager (Incident, Problem, Change)
- ITSM Process Management / Engineer
We provide a forum to discuss, development, and adopt IT Service Management (ITSM) principles and best practices in support of utility organizations.

We are not limited to but generally include companies who generate, distribute or resell; electricity, gas, water, sewer and telecommunications services.
itSMF USA is the premier membership association for Service Management professionals. We are a volunteer-led, vendor-neutral community dedicated to the promotion, adoption, and advancement of service management best practices and standards that help your organization run more effectively and efficiently to deliver bottom-line results.

Purpose

• Common terminology and understanding
• Individual service management skills
• Department service management capability
• Customer service management experience
• Understanding the IT role, not the IT Organization
Course Objective

- Understand what ITIL is (and isn't)
- Where do I and what I do fit in
- How the ITIL framework can help
- A reference for future needs
- Information for your path forward
What’s a best practice framework?

This

Not this
Organizational capabilities for providing value in the form of services
The use of IT today has become the utility of business.

IT Service Management (ITSM)

The implementation and management of quality IT services that meet the needs of the business.
Why ITIL?

• Most widely adopted
• Recognized globally
• Holistic approach to ITSM delivery

But what about fill in the blank?

• Lean Six Sigma
• Lean IT
• IT4IT
• COBIT
• DevOps
• ISO
• CMMI
• PMI
• TOGAF

It’s a dance
Any questions?
History – so how did we get here?

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ITSM Supply Chain Model

Process Owners
- Incident Management
- Change Management
- Problem Management
- Etc.

Roles
- Operations Management: e.g. Analyst
- Technical Management: e.g. Server Admin
- Applications Management: e.g. DBA
- Service Desk, etc.: e.g. Agent
- e.g. Monitor Incident
- e.g. Diagnose Incident
- e.g. Recover Database
- e.g. Log Incident

Requests
- Fulfilled Requests
- Service Releases and Changes

Business End Users
- Reported Incidents

Services
- Requests

Projects
- External Suppliers

Customer
- Business
- IT Organization
- Providers

ITSM USA
Utilities Community of Interest
DLC
DUQUESNE LIGHT CO.
Overview

History of ITIL

Formerly known as Information Technology Infrastructure Library

- 1972: IBM is researching Information Systems Management Architecture ISMA
- 1981: Release of the IBM PC

Source: https://www.mindville.com/blog/the-history-of-itil#80s
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History of ITIL

*Formerly known as Information Technology Infrastructure Library*

- Central Computer and Telecommunications Agency
- GITAM becomes ITIL
- CCTA becoming fully integrated with the Office of Government Commerce (OGC)
- Government Information Technology Infrastructure Management framework (GITAM)
- ITIL (v1) - Focus on the client (1989-2000)
- Microsoft Operations Framework (MOF)
- ITIL v2 – 30 volumes to 7 titles

Source: [https://www.mindville.com/blog/the-history-of-itil#80s](https://www.mindville.com/blog/the-history-of-itil#80s)
History of ITIL

Formerly known as Information Technology Infrastructure Library

2007
ITIL v3
5 volumes

2011
ITIL v3 2011 Release
Updates and corrections

2014
Axelos purchases ITIL

2019
ITIL 4: A holistic approach

Source: https://www.mindville.com/blog/the-history-of-itil#80s
And that is how we got here
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Overview

• Overview  Session 1
• Key components  Session 2
  • ITIL Service Value System
  • Four Dimensions of Service Management
• Key Concepts  Session 3
• Core Components
  • The Service Value Chain
  • ITIL Practices  Session 4
  • The ITIL Guiding Principles  Session 5
• Continual Improvement
• Governance  Session 6
• Conclusion

What’s next - Course Overview
Takeaway
Where do I / what I do fit in?

• List 1-5 IT processes / services you participate in

• List 1-5 business services / processes you support (directly or indirectly)

• How do or could you impact on the external customer (positive or negative)?
  • Doesn't have to be perfect
  • Don't spend more than 15 minutes
  • Don’t provide sensitive or restricted information
  • Return to me by October 16th – chowells@duglight.com
Thank you!!

October 21st

Session 2: Key Components