ITIL and IT Service Management at UW

Service Management Board
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Agenda

ITIL Refresher

Definitions, Processes and Services

ITIL and IT Service Management (ITSM) at UW

Governance, Training, and Roles

ITSM Process & Tool Implementation

UW Connect (ServiceNow)

ITIL and ITSM

ITIL (formerly known as the Information Technology Infrastructure Library) is a set of practices for IT Service Management (ITSM) that focuses on aligning IT services with the needs of business.

ITSM A set of specialized organizational capabilities for providing value to customers in the form of Services.

The concept of providing Services that meet the UW's business needs instead of simply providing technologies.

IT Service Management

A paradigm shift from managing IT as *stacks of individual technical components to:*

- Focusing on the delivery of end-to-end services
- Using best practice process models (ITIL)
- Emphasizing benefits to customers

It's about the business, not the technology!

ITIL

ITIL includes five volumes, each of which covers a different **ITSM lifecycle stage:**

Service Strategy: *identifies organizational objectives & customer needs*

Service Design: *plan for delivering the business objectives*

Service Transition: *develops capabilities for introducing new services*

Service Operation: *manages services in supported environments.*

Continual Service Improvement: *improves services and processes*

ITIL® 2011 EDITION SERVICE LIFECYCLE

PROCESSES

Service Strategy
Ensuring services meet business needs

- Strategy Management for IT Services
- Service Portfolio Management
- Financial Management for IT Services
- Demand Management
- Business Relationship Management

Service Design
Designing the services

- Design Coordination
- Service Catalogue Management
- Service Level Management
- Availability Management
- Capacity Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management

Service Transition
Moving services into production

- Transition Planning & Support
- Change Management
- Service Asset & Configuration Management
- Release & Deployment Management
- Service Validation & Testing
- Change Evaluation
- Knowledge Management

Service Operation
Ongoing management of services

- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management

FUNCTIONS
- Service Desk Function
- Technical Management Function
- IT Operations Management Function
- Application Management Function

Continual Service Improvement
Ongoing improvement of services

- Seven-step Improvement Process

LEGEND:
- ITIL 2011 Edition — Process New to ITIL 2011 Edition
- V3 — Process New to ITIL V3
- V2 — Process From ITIL V2
- V2 — Function From ITIL V2
- V3 — Function New to ITIL V3

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ITIL Definitions and Roles

Process

A structured set of activities to accomplish a specific objective

Process Owner

Ensures that the Process is Fit for Purpose

Example: Incident Management Process

Important note: we only implement processes that bring us value; we do not plan to implement all processes

ITIL Definitions and Roles

Service

A means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks.

Service Owner

Accountable for the delivery of a Service and a primary stakeholder in all of the underlying IT processes that enable the service owned

Example: Lecture Capture Service

ITSM at UW

Governance

Because ITSM is all about supporting the business, UW has 3 Governance boards to provide that input: Strategy Board, IT Investment Board, and Service Management Board.

ITIL Training

UW-IT subsidized ITIL foundations training offered twice annually. Contact its-smo@uw.edu for wait list.

IT Service Management in UW-IT

Part of UW-IT Strategic Plan

Kelli Trosvig, CIO and VP, support

ITSM Roles in UW-IT

> Process Owners and Process Managers

> Service Owners and Service Managers

UW-IT Service Management Office

ITSM Process and Tools Implementation Sponsors

IT Service Management for Campus IT

Potential for:

- Common framework, vocabulary, and tools

- Integrated Help Desks

- Integrated Service Catalogs

- Leveraging the UW-IT learning curve

- Current project includes a Pilot for Foster School of Business

ITSM Platform: UW Connect (ServiceNow)

- "UW Connect" - branded name for the ServiceNow product

- Supports the implementation of ITSM

- Robust cloud application (Software as a Service - SaaS) for managing and delivering services; highly configurable

- Designed with ITIL process areas

- Relational database of information, forms, and procedures for accomplishing IT Service Management

- In production at many other Universities and businesses

Questions?

ITIL training and resources?

UW Connect (ServiceNow) Project updates?

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