

# ITIL & CIM

## Benefits of a dialog



1st International DMTF  
Academic Alliance  
Workshop

Systems and Virtualization  
Management 2007

October 23, 24

Toulouse



**Presented by**  
**Jean-Marc LEZCANO**



- 1 - Introduction to ITIL V3**
- 2 - Measuring the Service**
- 3 - CIM : an ITIL enabler ?**

# 1 – Introduction to ITIL V3

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**A proven and De-facto standard**

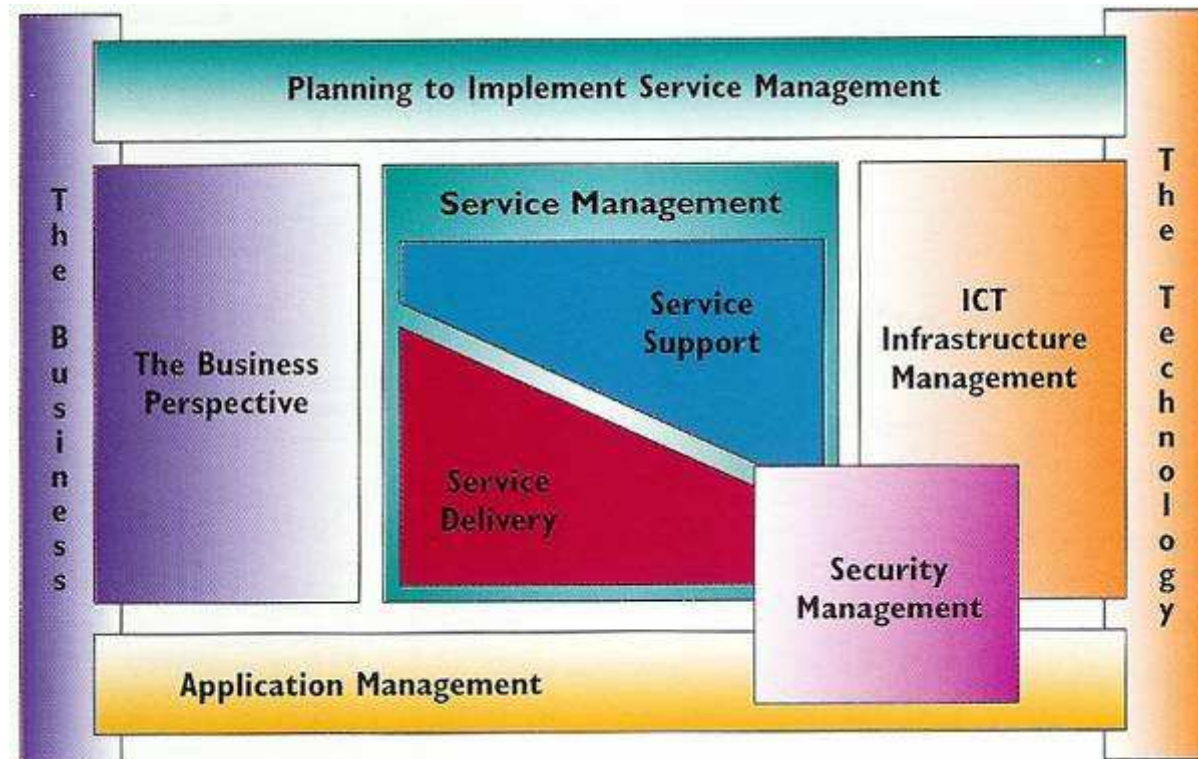
**Best Practices gathered from Users, Suppliers, Consultants**

**Initiated to **Improve capabilities in Service Management****

**For all types of organisations who provide services to a business**

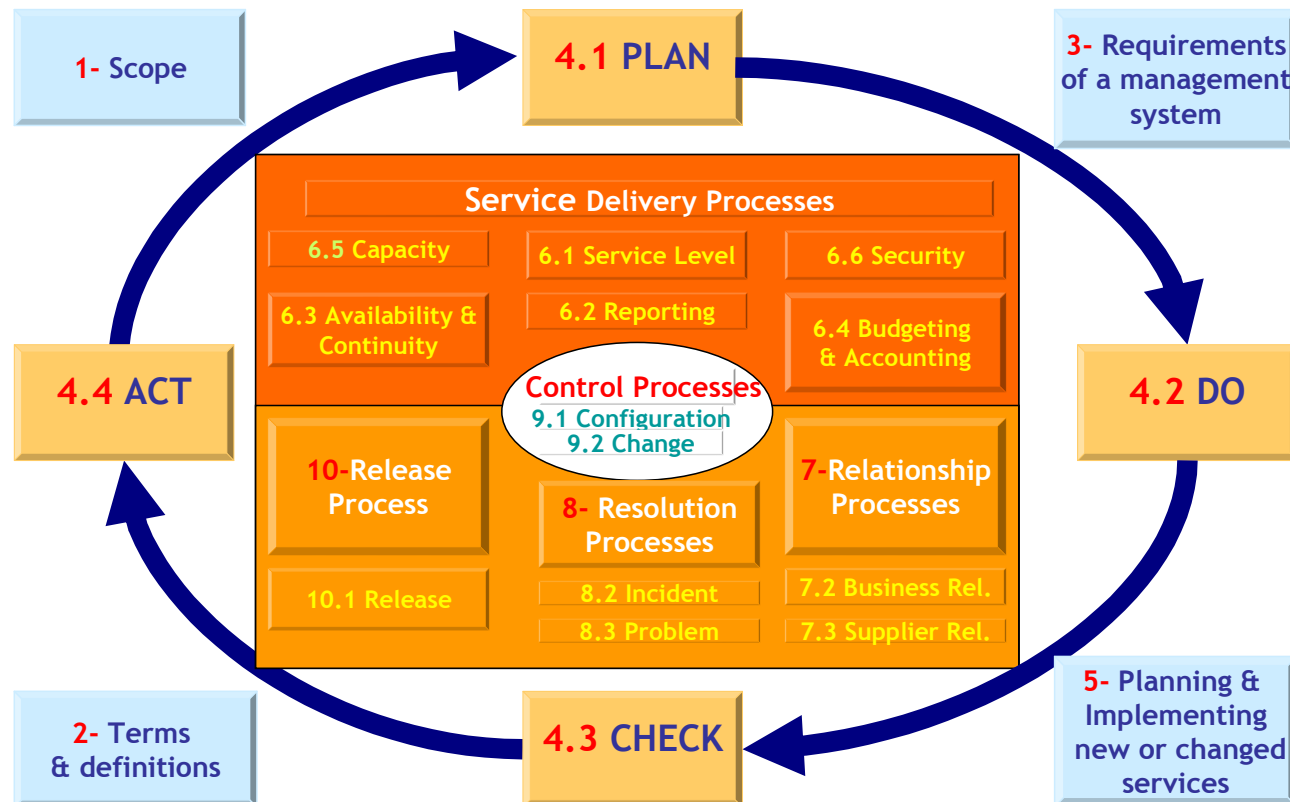
**A Non-proprietary, Public Domain standard, developed by CCTA, integral part of OGC**

**Under constant development, by its own international user group (IT Service Management Forum, itSMF)**



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

# ISO Standard for IT Service Management : ISO/IEC 20000



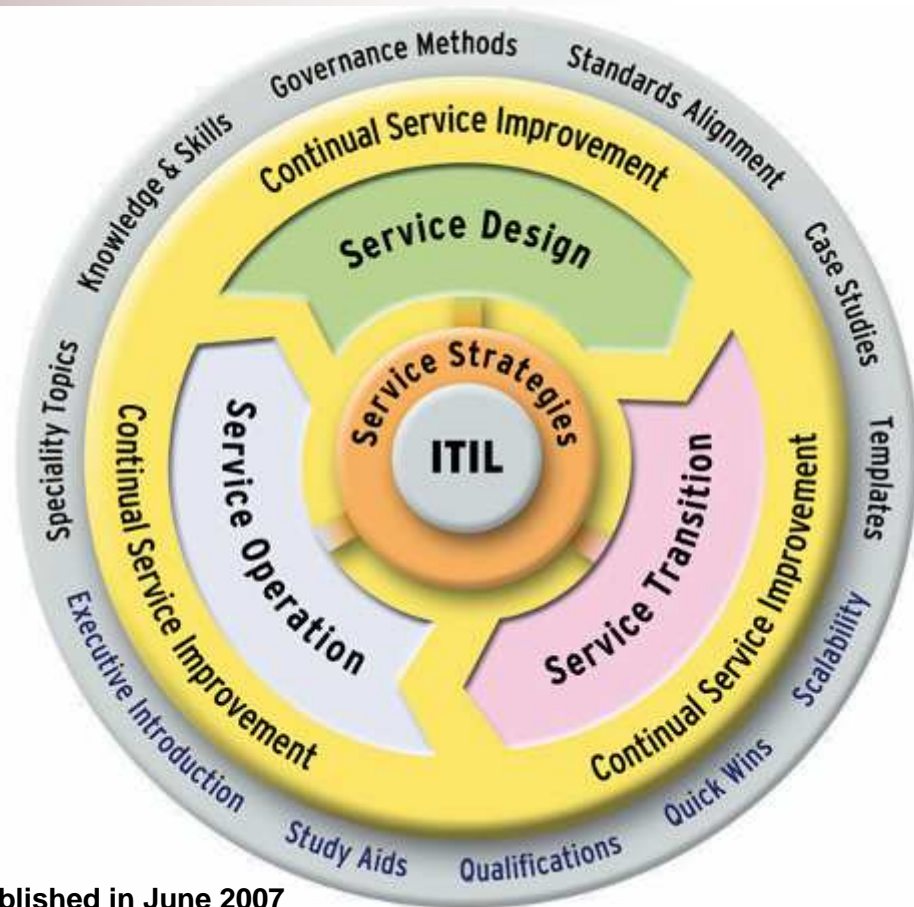
Published in December 2005

# ITIL V3 : a life-cycle model for IT to Business Integration

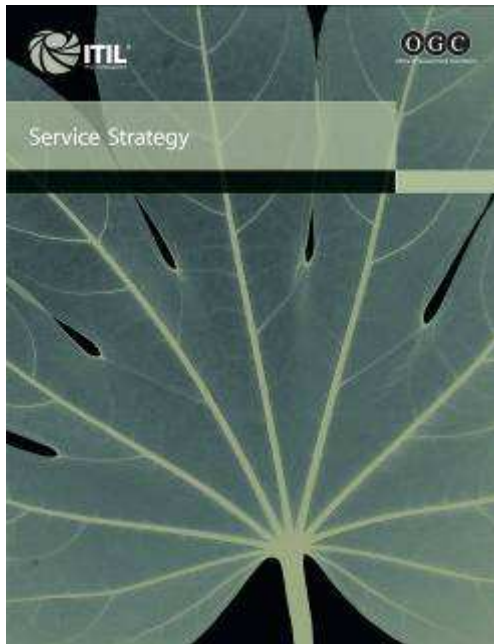
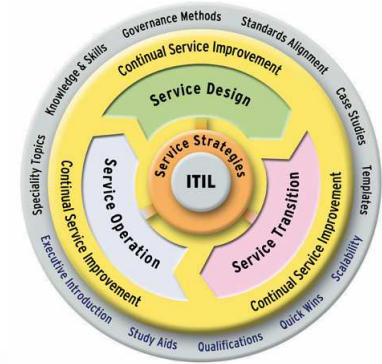


**ITIL V3 Core :  
5 books, 27 Processes**

Published in June 2007





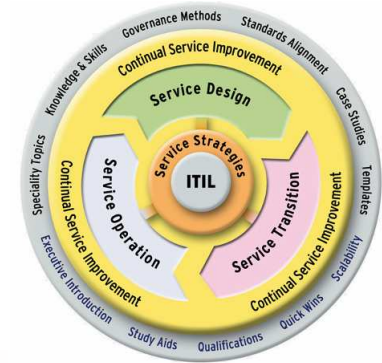


## ■ Guidance to design, develop and implement Service Management as a Strategic Asset

## ■ Processes

- ✓ Strategy Generation
- ✓ Service Portfolio Management
- ✓ IT Financial Management
- ✓ Demand Management



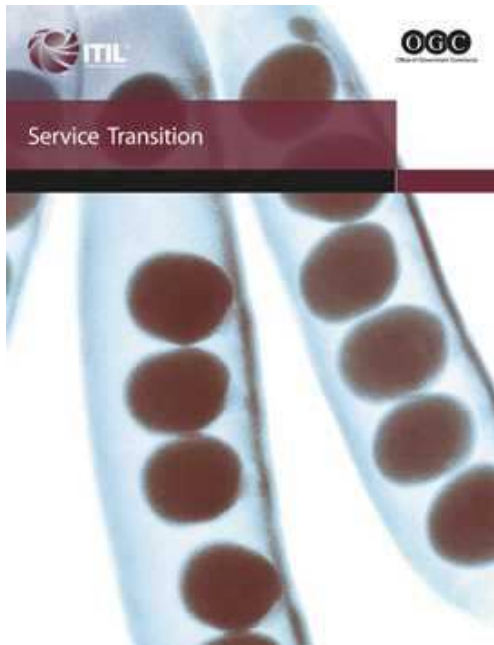
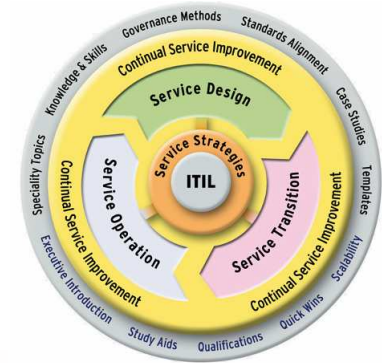


## ■ Guidance for the design and development of services and Service Management processes

- ✓ 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



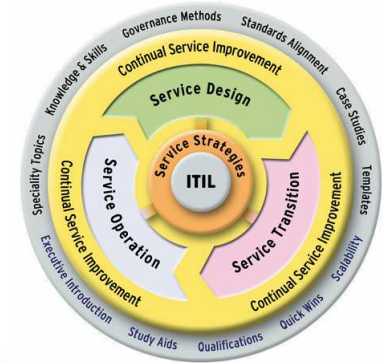
## ■ Guidance for the development and improvement of capabilities for transitioning new and changed services into operations

- ✓ 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



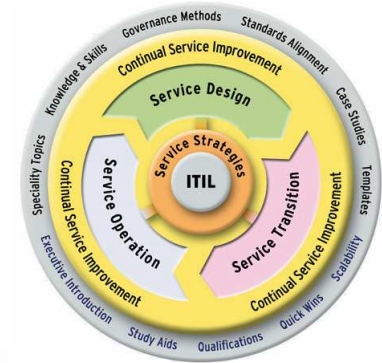
- **Guidance on achieving effectiveness and efficiency in the delivery and support of services so as to ensure value for the customer and the service provider.**

- ✓ 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)

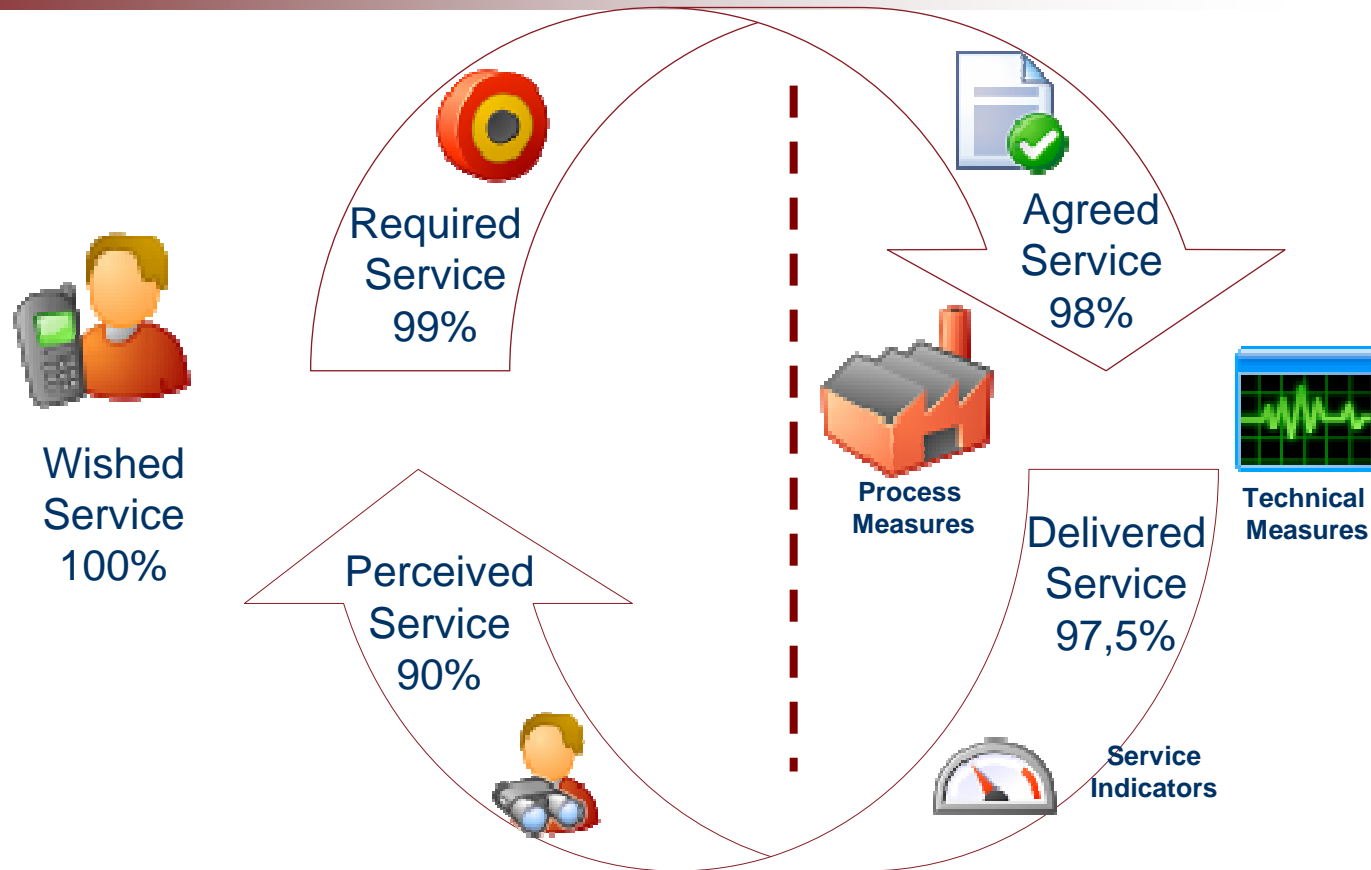
## 2 – Measuring the Service

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**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)**

# Service points of view



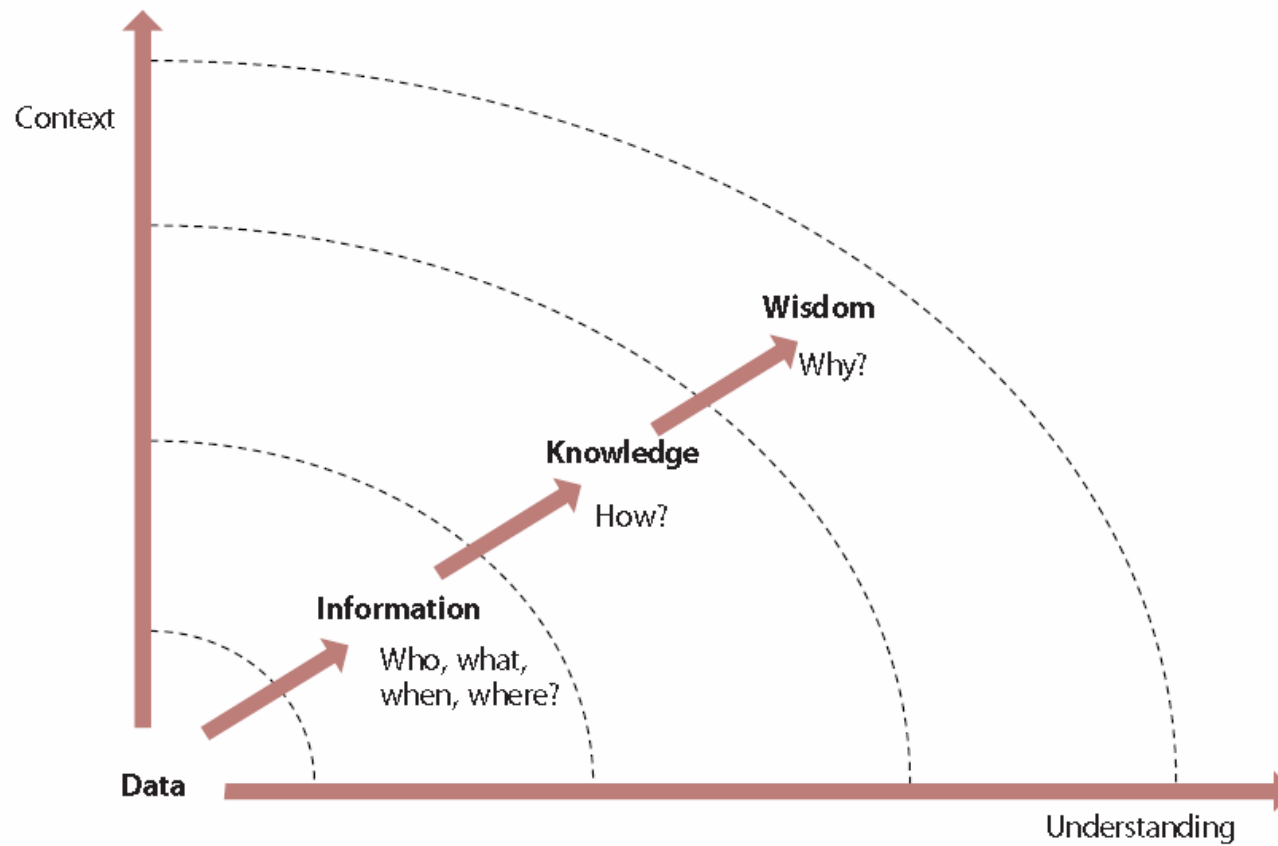


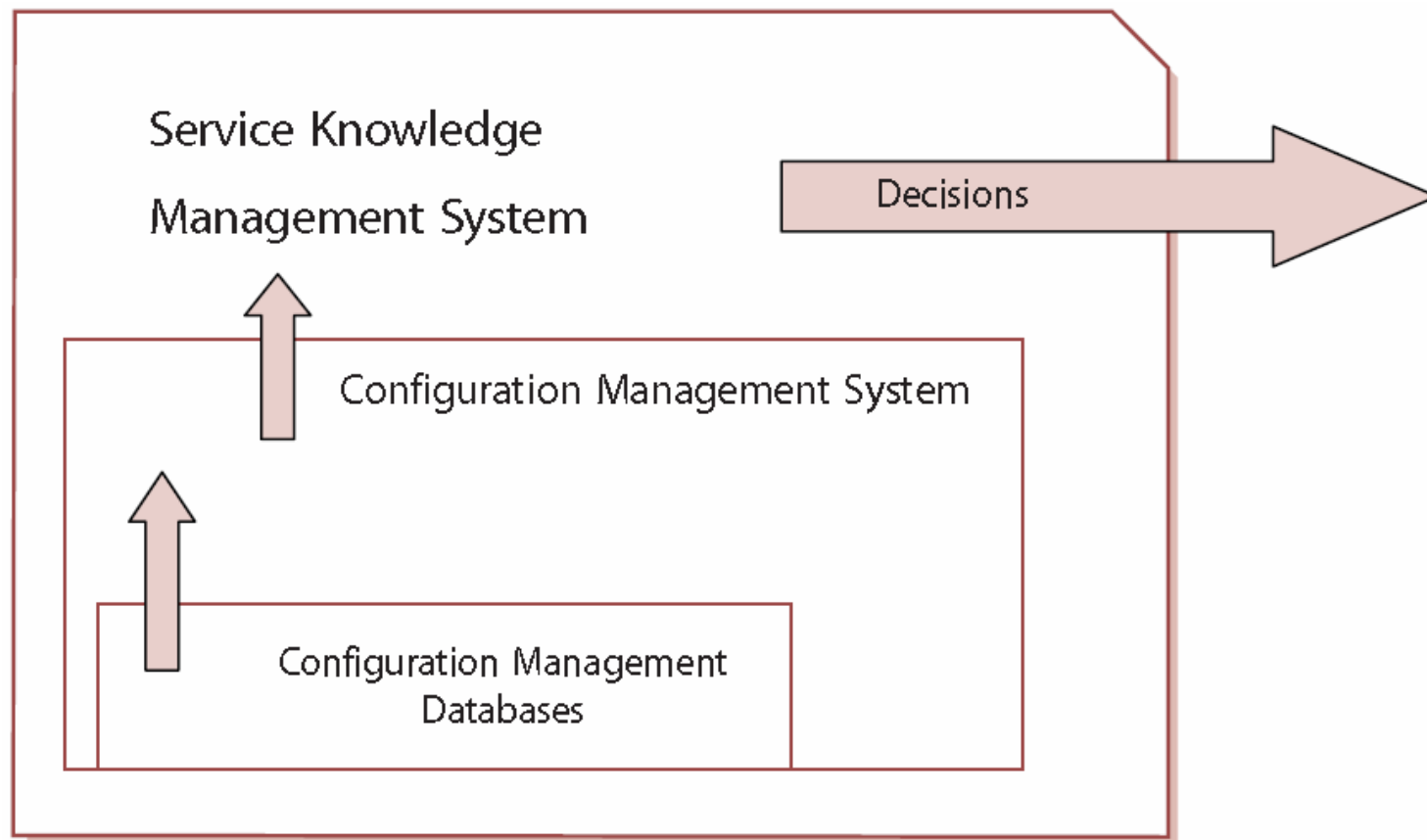
## General service indicators, some attributes

- **Accessibility**
- **Availability**
- **Performance  
(Delay...)**
- **Reliability**
- **Capacity**

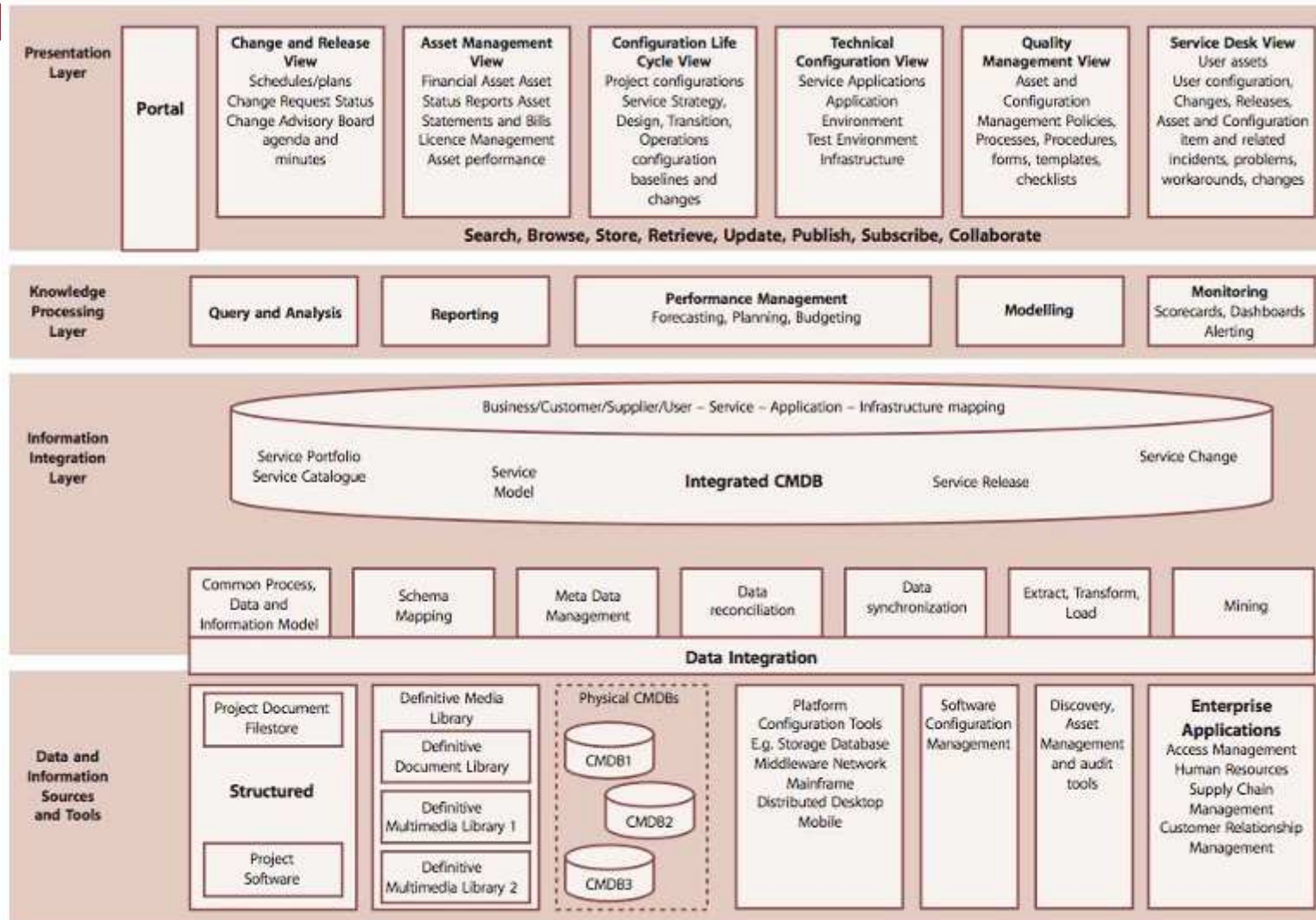
### Service Attributes

- Owner
- Contents
- Execution context
- Service Level
- Use profile
- Class
- Users categories
- Components
- Duration
- Mode (on demand, push, recurrent)
- Production Cost
- Selling Price
- Risk level
- Upper class service
- ...





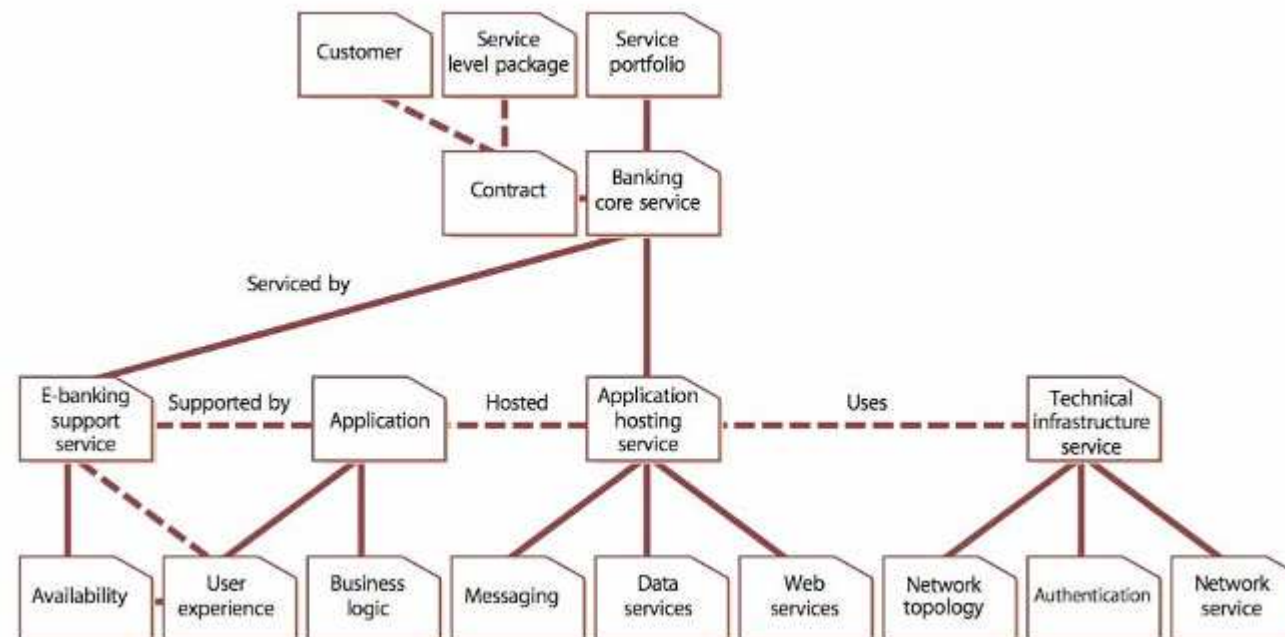
# Example of CMS



## 3 – CIM: an ITIL enabler ?

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## 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

- 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 ?**

1. **The Office of Government Commerce : ITIL V3 Publications, The Stationery Office (2007)**
2. **T. Chamfrault et C. Durand : ITIL et la gestion des services, Dunod (2006)**
3. **Thory P.: Concevoir et gérer une CMBD, itSMF Mag n°11, itSMF France, p.5-6, Octobre (2007)**
4. **Distributed Management Task Force,  
<http://www.dmtf.org>**

**Thanks for your attention...**



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