



**Defense Information Systems Agency**  
Department of Defense

# **ITIL Boot Camp**

## **A Starters Guide to ITIL**

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# Basic Training Schedule

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- What is ITIL?
- ITSM/ITIL History (or how it all came to be).
- Fact vs. Fiction (What it is and what it isn't).
- Processes - Processes - Processes (It's all about the best practices)
- Tactical versus Strategic (version 2 or version 3)
- What's the trend? (industry today)
- What about COBIT, ISO 20000, E-TOM and Prince2?
- Continual Improvement?
- What is Industry Seeing Today?
- How Can I learn More?
- What's DISA and DoD doing with ITIL?

Unclassified



# What is ITIL?

- **ITIL - Information Technology Infrastructure Library**
  - Developed by Industry for Industry
  - Compiled by the ITSMf
  - Documents Industry Best Practices
  - Non-prescriptive
  - Free to use
  - Part of larger ITSM practices
  - 3 versions thus far
  - A roadmap/guide
  - International Standard
  - Used by 27% North American industry\*
  - 59% of North American industry adopting or using today\*
  - 39% of Governmental Agencies adopting in 2007\*
    - Highest of any framework
  - Basis for or duplicative of many other frameworks





# ITSM/ITIL History

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- **Started with the British Government**
  - Contract development problems
  - Multiple Ministries all doing IT differently
  - No standardization
- **Central Computer and Telecommunications Agency (CCTA)**
  - Starts development of ITIL in late 1980s
  - 10 Core Books covering Service Support and Service Delivery
  - 30 Complimentary books covering a range of subjects from cabling to Business Continuity Management
- **CCTA absorbed by The Office of Government Commerce (OGC) April 2001**





# ITSM/ITIL History

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- **ITIL version 2 released in 2001**
  - Consolidates 10 books into 2 main books
  
- **ITIL version 3 released in 2007**
  - Added life cycle approach to ITIL
  - Became more strategic than tactical
  
- **Cousin to Prince2**



# What ITIL Isn't

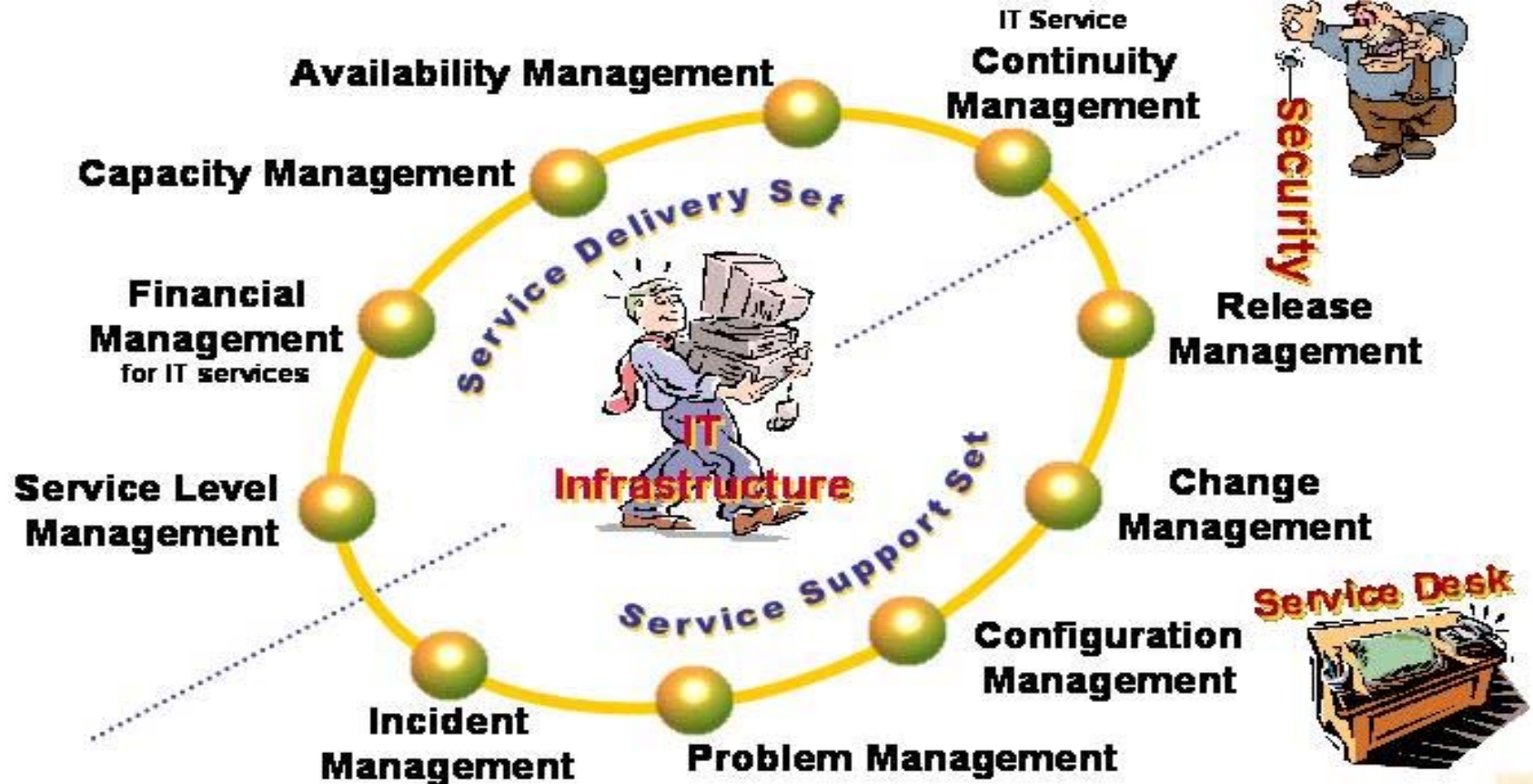
- **Prescriptive**
- **Encourages users to adopt and adapt**
- **No Step by Step**
- **No organization certification**
- **Not something to implement**
- **Not a catch phrase or buzzword**
- **Proprietary**
- **A product developed to make money**
- **Static**
- **Exclusionary of other frameworks**
- **No such thing as ITIL Compliant**



# DISA Processes-Processes-Processes

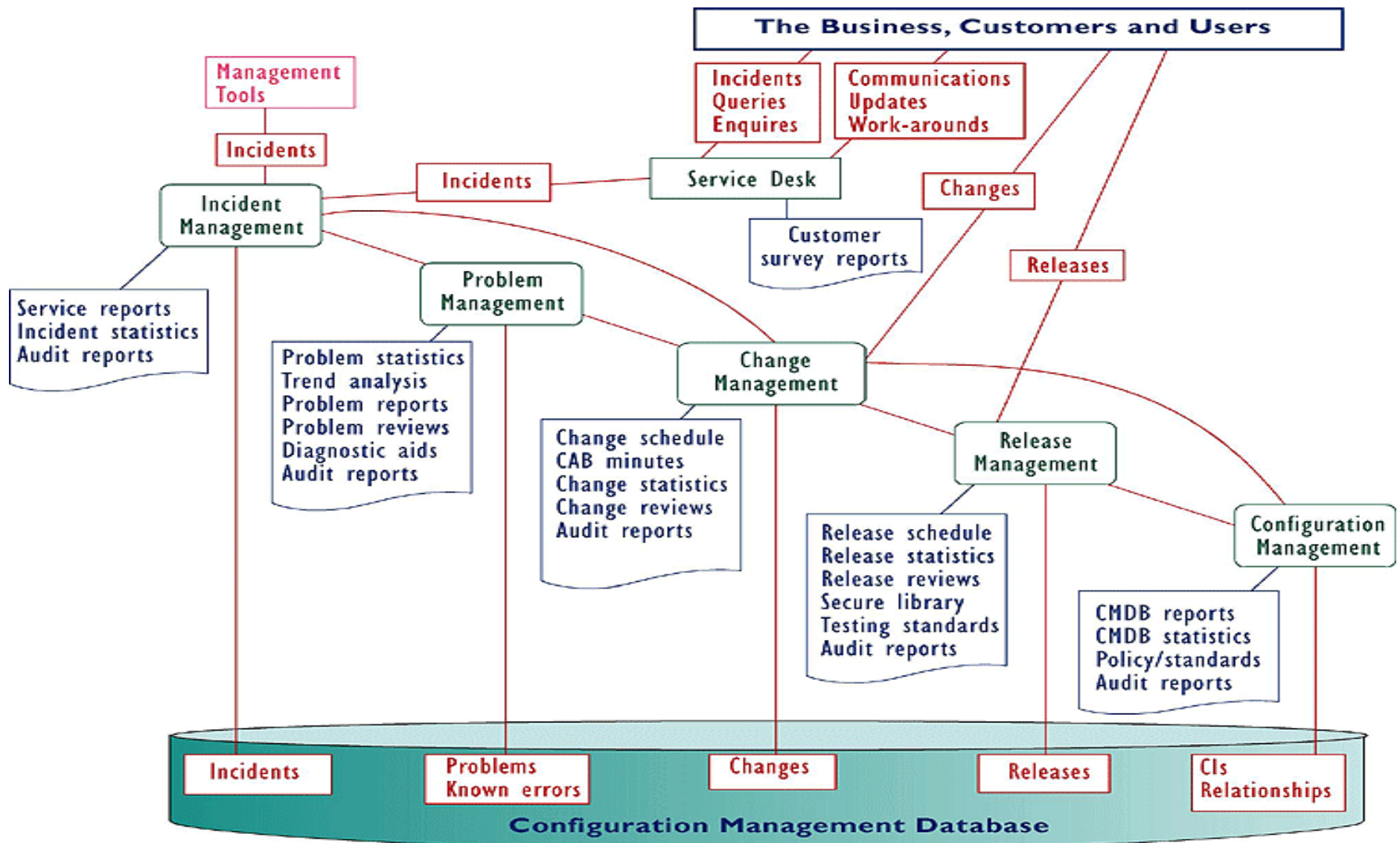
Version 2

## ITIL Service Management



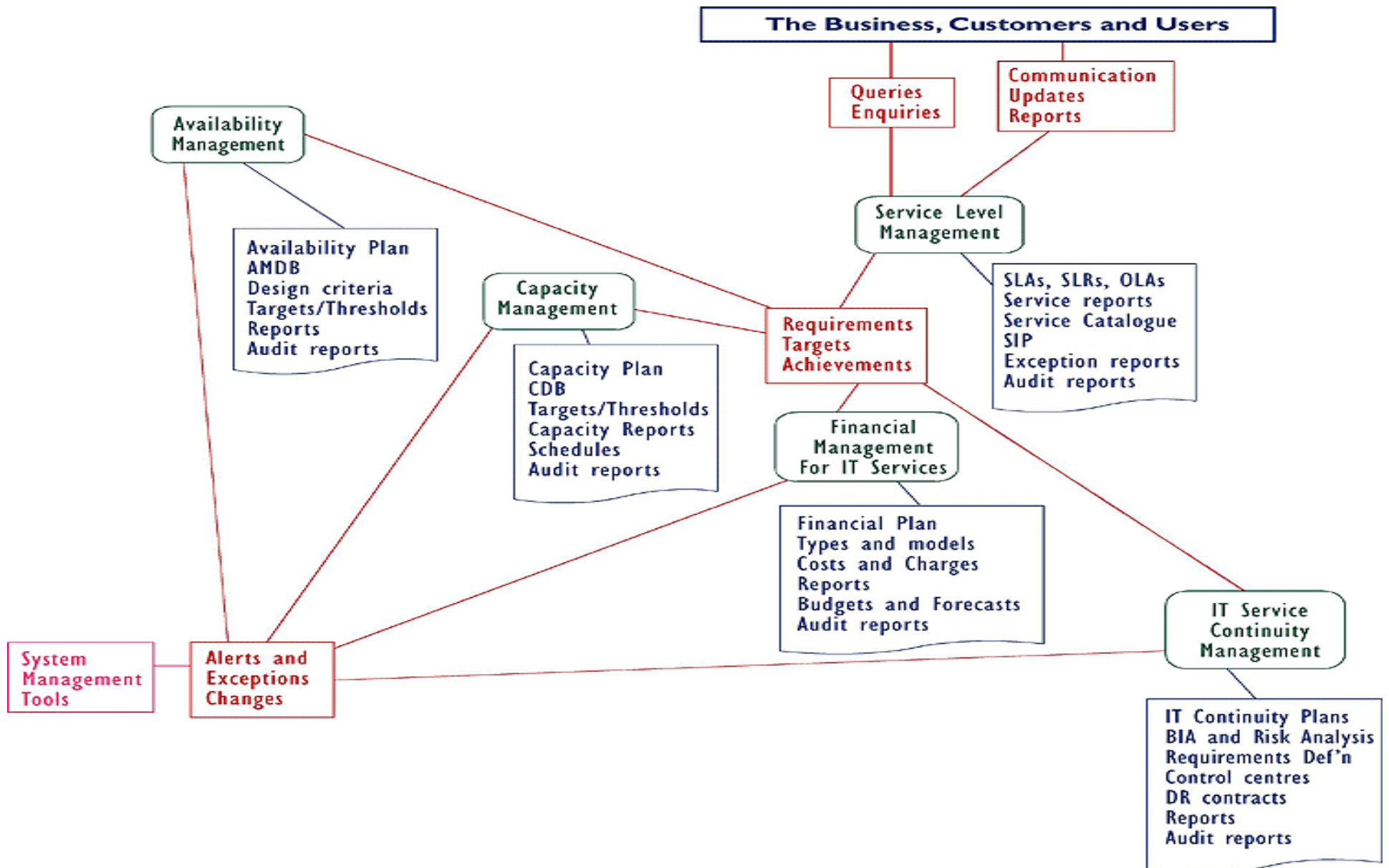


# DISA Processes-Processes-Processes



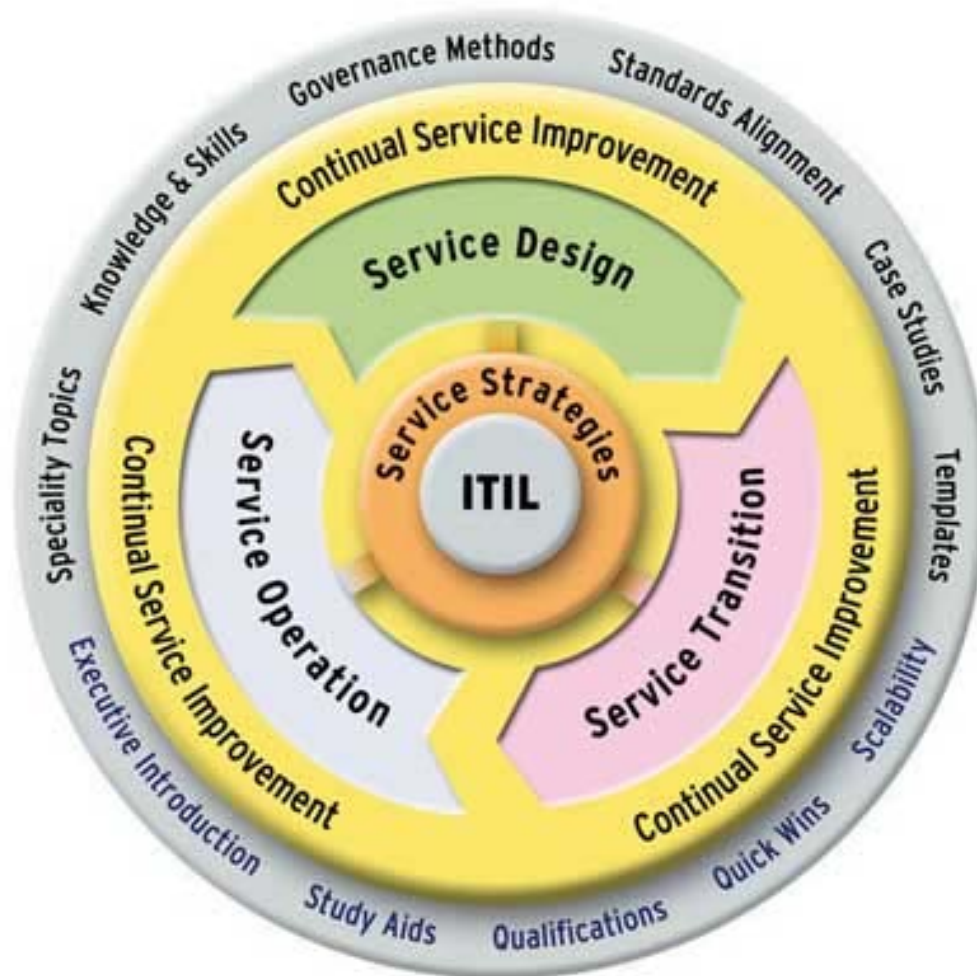


# DISA Processes-Processes-Processes



# DISA Tactical vs. Strategic (ITIL V.3)

## Subsumes ITIL V.2 Into 5 books

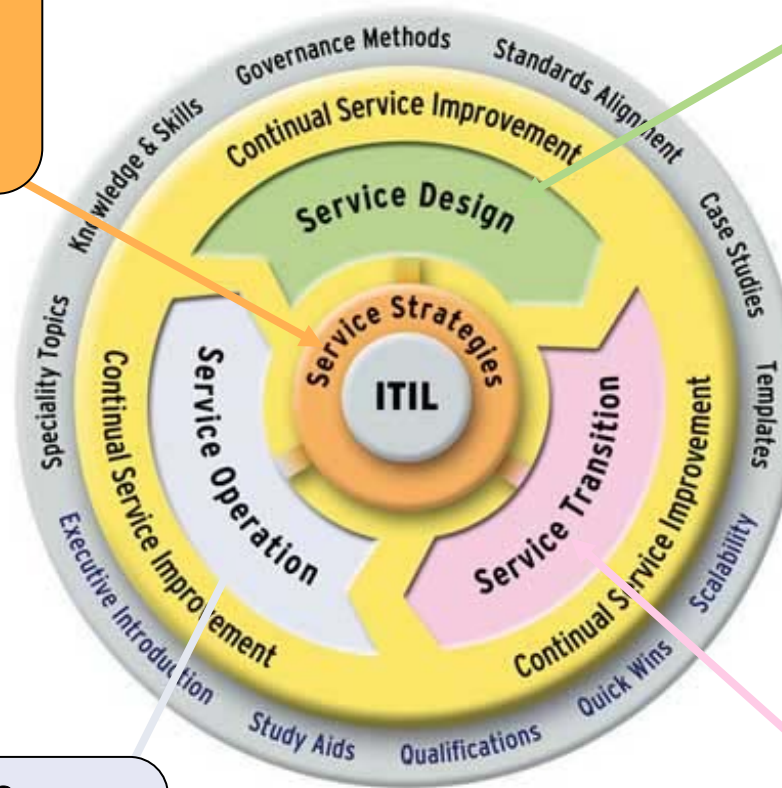


1. **Service Strategy** - View of ITIL that integrates business and IT
  2. **Service Design** - Guidance on Production of IT Policies, architectures and Documents.
  3. **Service Transition** - Cover broader long-term change management and release practices.
  4. **Service Operations** - Details delivery and control activities, the bulk of version 2 to include incident-problem management.
  5. **Continual Service Improvement** - Integrates performance based management into ITIL and deals with service retirement
- **Overall Strategic Life-Cycle Approach.**

# DISA Tactical vs. Strategic (ITIL V.3)

- Service Strategies**
- Service Portfolio
  - Service Economics
  - IT Financial Management
  - IT Demand Management
  - Service Strategies for outsourcing, insourcing and co-sourcing

- Service Design**
- Service Portfolio Design
  - Service Catalog Management
  - Service Level Management
  - Supplier Management
  - Capacity Management
  - Availability and Service Continuity
  - Information Security Management



- Service Operations**
- Service Request Management
  - Event Management
  - Incident Management
  - Problem Management
  - Access Management

- Service Transition**
- Change Management
  - Service Asset Management
  - Configuration Management
  - Knowledge Management
  - Service Release Management
  - Deployment, Decommission & Transfer



# What's the Trend?

- Usage has leveled off at just over half of IT organizations, after a big jump between 2004 and 2006. The larger the IT organization, the more likely it uses ITIL.
- Forty-six percent of organizations not currently using ITIL plan to do so within 18 months.
- Nearly three-quarters of respondents using ITIL say it is meeting or exceeding their expectations, but only 32 percent say it is critical to achieving their goals for managing IT processes.
- Forty-eight percent of respondents expect ITIL v3 to make a difference in their ability to incorporate ITIL best practices into their IT Service Management (ITSM) activities.
- The top drivers of ITIL adoption are improving IT service levels or the consistency of achieving them, and improving efficiency and control of the cost of delivering IT services.
- Executive sponsorship and ITIL education/awareness/training are the most important factors in ensuring ITIL success.



# DISA What About Other Frameworks

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- COBIT - Control Objectives for Information and related Technology - ITIL is at the Core.
- ISO 20000 - ITIL based with added specification
- BS15000 - The British Standard for ISO 20000 now defunct
- eTOM - enhanced Telecom Operations Map - prescriptive and complimentary to ITIL.
- PRINCE2 - Projects IN Controlled Environments - IT Project Management methodology developed by OGC, complimentary to ITIL.
- CMM SEI and SCMM - Aligned with both Maturity Models
- ISO 17799 - Aligned with ITIL version 3

# **DISA** Continual Process Improvement?

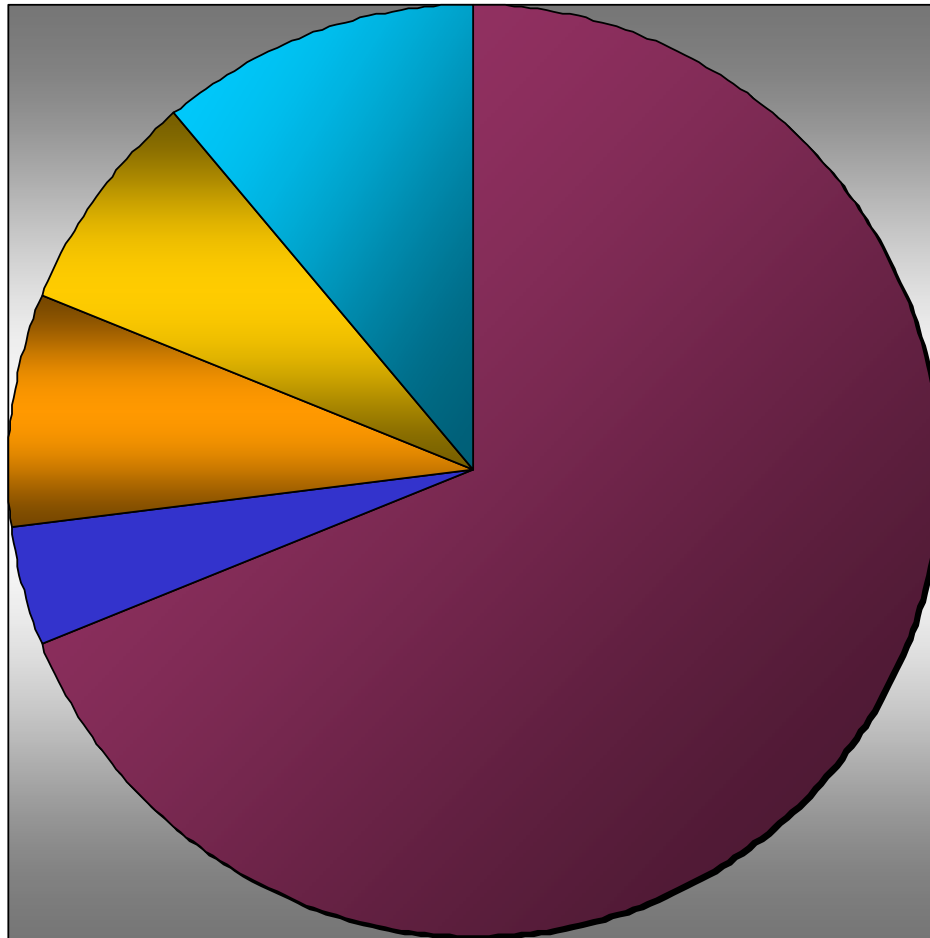
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- **78% of ITIL users have seen improvement**
  - 88% reported increased efficiency
  - 44% reported increased availability
  - 2/3 of those using unable to clearly demonstrate ROI
  - Key to adoption is ability to measure
- **Relies on the Deming Principle**
  - Version 3 utilizes Continual Process Improvement
  - Use of Six Sigma, TQM, BSC aligned with Version 3
- **Industry Expectations**
  - 97% expect improved Service Levels and Consistency
  - 96% expect improved efficiencies in IT operations
  - 90% expect reduced risk in IT Operations
  - 88% expect better linkages between IT and Business Strategy



# DISA What is Industry Seeing Today?

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- Meeting Expectations
- Exceeding Expectations
- Disappointed
- Not Sure
- Too Early To Tell

Industry Survey of ITIL success in the Field according to a 2007 BTS INS Industry Survey



# How Can I Learn More?

- **Get Involved**
  - Join ITSMf (non-profit)
    - Local Interest Groups (welcomes non-members)
  - Other Professional Organizations
    - Help Desk Institute
      - Industry Run Forums
      - Local Chapters (welcomes non-members)
    - Telecommunications Management Forum
    - Telecommunications Industry Association
- **Get Certified**
  - Foundations
  - Practitioner (Intermediate V.3)
  - Service Manager (ITIL Expert V.3)
- **Talk to others in Government doing it**



# Questions

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