

Leveraging ITIL Services (Support and Delivery) Capability and Maturity with the CMMI

The logo for Kasse Initiatives features the company name in a 3D, metallic-style font. The text is slanted upwards and to the right. Behind the text is a stylized graphic consisting of several overlapping, semi-transparent shapes in shades of red and grey, resembling a compass rose or a starburst pattern.

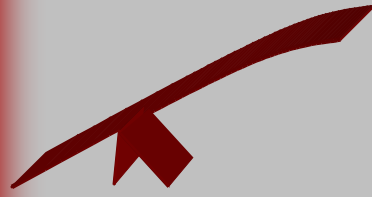
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Welcome

WelKom

Huan Yín

Bienvenido

Bienvenue

Wilkommen

ΚΑΛΟΣ ΟΡΙΣΑΤΕ

Bienvenuto

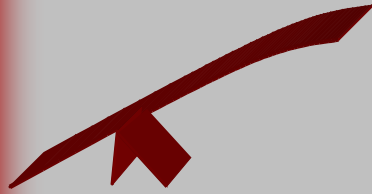
Välkommen

Tervetuloa

Witamy

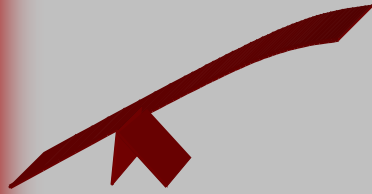
ברוכים הבאים





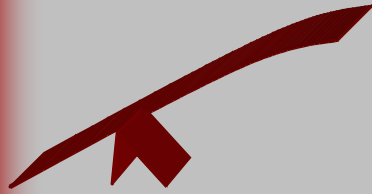
ITIL Scope

- ◆ Developed by the British Government - 1989
- ◆ Public Domain
- ◆ Best Practices
- ◆ Covers IT Services
 - ◇ Organization and Processes
 - ◇ IT Infrastructure
 - ◆ Hardware, Software, Networks,
 - ◆ Application Software
- ◆ 1996 – Launched in North America



ITIL Aims

- ◆ Facilitate Quality Management of IT Services
- ◆ Improve Efficiency
- ◆ Increase Effectiveness
- ◆ Reduce Risk
- ◆ Codes of Practice Supporting Total Quality
- ◆ CMMI Compliant



ITIL – How It Works

- ◆ Provides guidance books on strategic, tactical and operational management of IT infrastructure
- ◆ Provides a systematic, **process-based approach**, supported by procedures
- ◆ Suggests implementation strategies
- ◆ Acts as a training aid
- ◆ Complies with many requirements for CMMI



ITIL Principles

ITIL is all about which processes need to be realized within the organization for management and operation of the IT infrastructures to promote optimal service provision to the customer at justifiable costs.

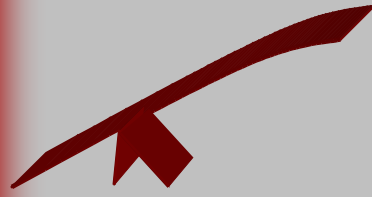
ITIL & CMMI



- ◆ Processes in Place
- ◆ Documented
- ◆ Trained
- ◆ Followed
- ◆ Corporate Appraisal



- ◆ Processes
- ◆ Documentation
- ◆ Training
- ◆ Integrated
- ◆ Best Practice
- ◆ Individual Certification



Leverage From Applying CMMI & ITIL

- ◆ **ITIL** uses practices and best practices to create well defined process and instructs you how to do it according to it
- ◆ **CMMI** gives the framework and guidelines to evaluate and create quality and efficient process, and guides you in the way that it will work for you



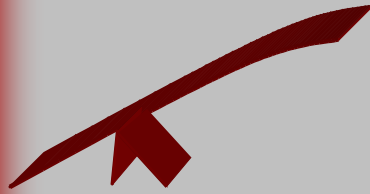
The Service Model

SERVICE VISION

PROCESSES

PROCEDURES

TASKS



ITIL Modules

SERVICE DELIVERY Tactical Management

- ◆ Service Level Management
- ◆ Capacity Management
- ◆ Availability Management
- ◆ Contingency Planning
- ◆ Financial Management

SERVICE SUPPORT Operational Management

- ◆ Configuration Management
- ◆ Service Desk
- ◆ Incident Management
- ◆ Problem Management
- ◆ Change Management
- ◆ Release Management