



*"Experts in ICT Performance
Supporting Your Business"*

Achieving ICT Service Management Excellence with ITIL and ISO20000 Frameworks



By Yared Haile-Selassie
& Workneh Hailegiorgis

1st July 2011, Addis Ababa

INTRODUCTION

- Information has become an important strategic resource for the 21st Century
- Quality ICT Services are key to the collection , analysis , production and distribution of information
- ICT Services are critical strategic organisational assets
- Investment is needed in support , delivery and management of ICT Services and Systems
- **We find this area of ICT often overlooked , superficially addressed or none -existent**

KEY ISSUES FACING SENIOR EXECUTIVES

- Strategic Planning for Business and ICT
- Integrating and aligning business and ICT objectives
- Implementing continual improvement
- Optimising costs and Total Cost of Ownership
- Achieving and demonstrating ROI
- Demonstrating the business value of ICT
- Improving project delivery success
- Using ICT to gain competitive advantage
- Manage constant business and IT change

BEST PRACTICE FRAMEWORK OBJECTIVES

- Aligned ICT to business needs and actively support
- Underpin business processes of the organisation
- Enables ICT to act as an agent for change facilitating business transformation
- Generates value through proven guidance and extensive usage
- Providing organisational boundaries
- Process models, goals, activities , inputs and outputs for ICT Service Management
- Support of quality management systems such ISO9001

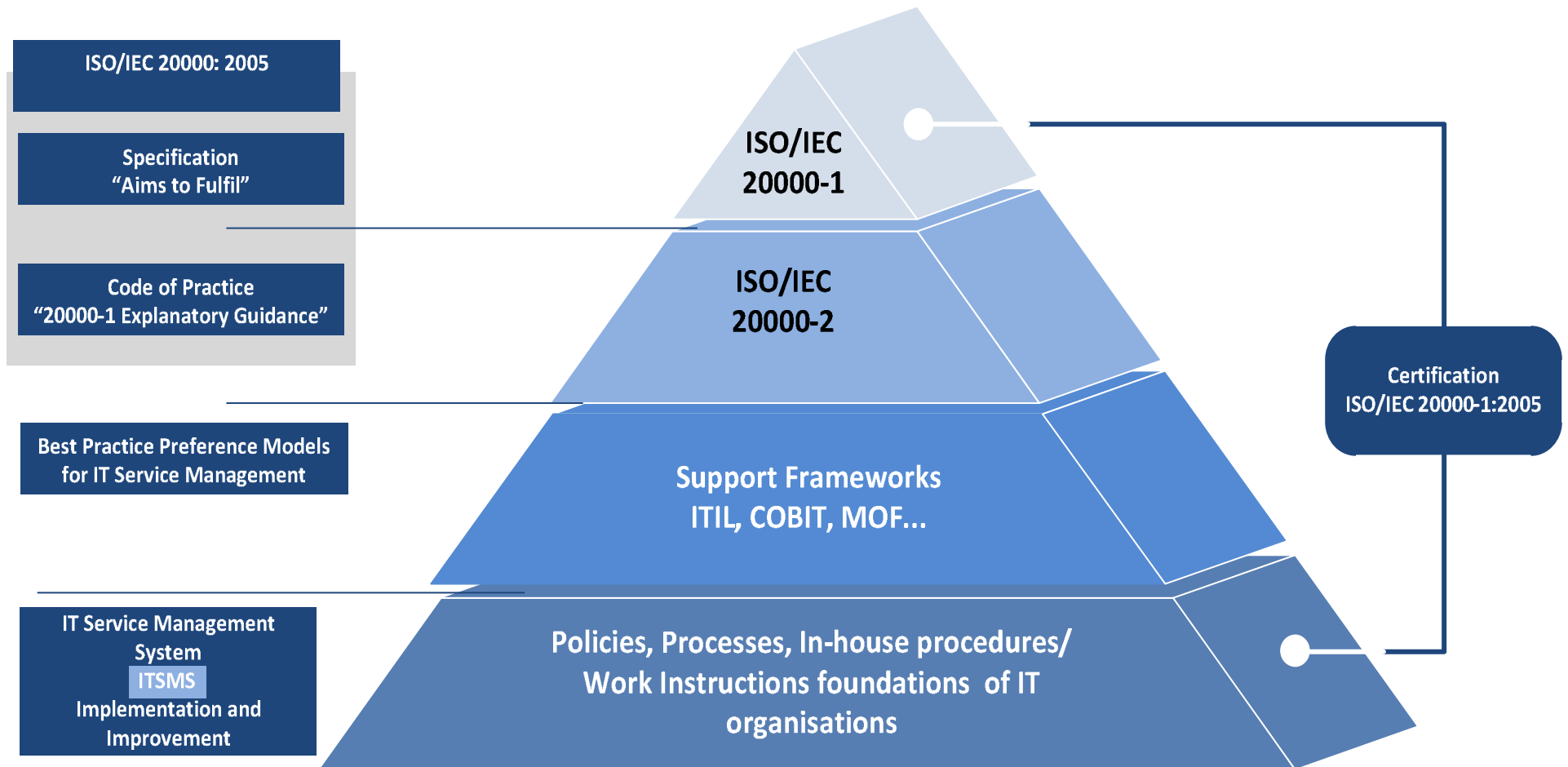
BEST PRACTICE FRAMEWORKS

- **ITIL** – IT Infrastructure Library
- **MOF** - Microsoft Operations Framework
- **CoBIT** - Corporate Governance / IT Assurance
- **TickIT** - Application Development /Project Management
- **Six Sigma** – Process improvement
- **CMMI** – Application Development /Project Management
- **ISO27001** - Information Security management Standard
- **ISO20000** – ICT Service Management Standard

ISO/IEC 20000 OVERVIEW

- In December 2005 **ISO** accepted **BS15000** as a new international ISO standard
- **Scope** – Can be used by Service Providers
 - Monitor and improve service quality
 - Benchmark IT Management services
 - Serve as basis of independent assessment
 - Assessments that lead to Certification
 - Demonstrate ability to meet customer requirements

ISO 20000 & RELATIONSHIP MODEL

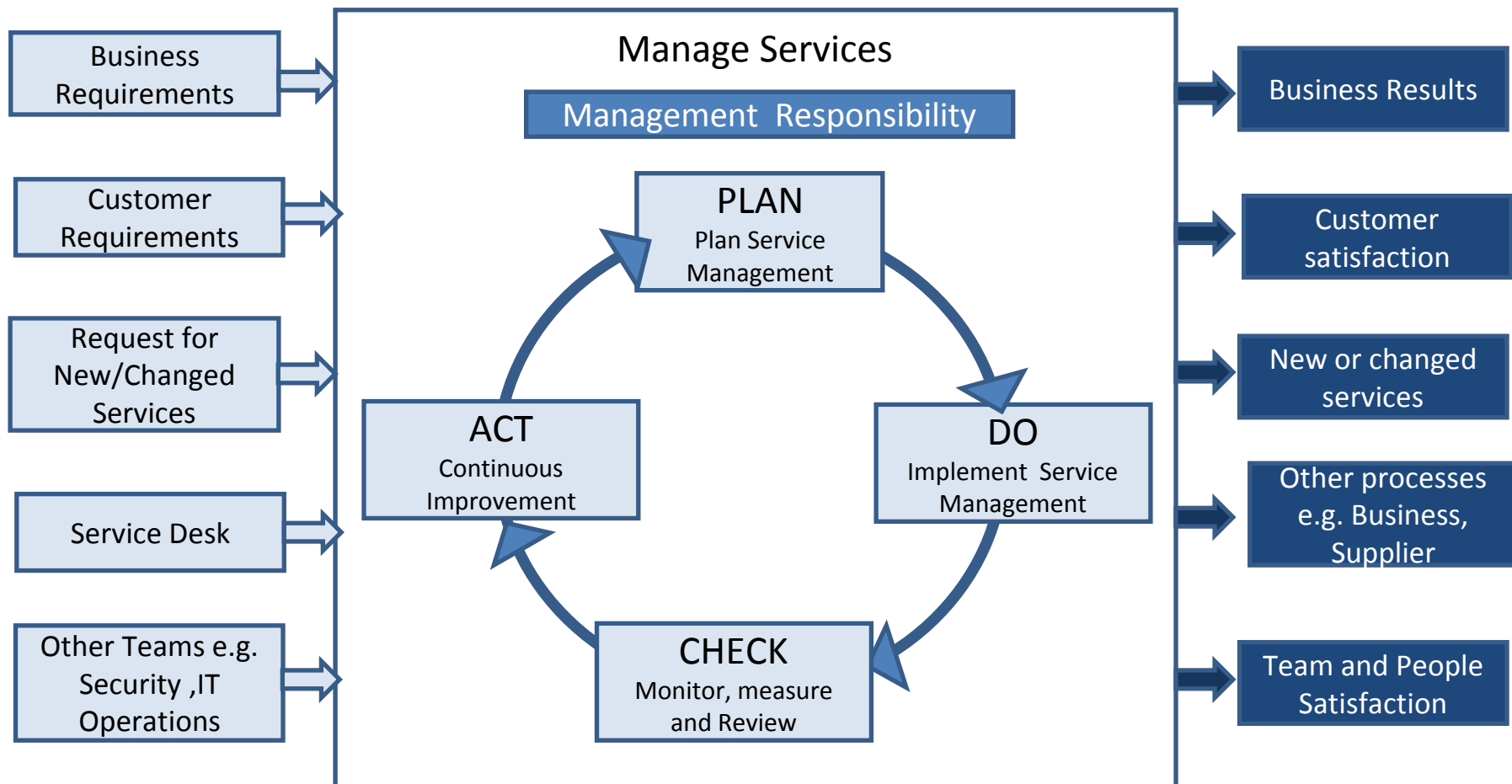


ISO/IEC 20000 MANAGEMENT SYSTEM

- Requirements for Management System
 - Policy and Framework
 - Management Responsibilities
 - Documentation Requirements
 - Competence, awareness and Training
- Communication
 - Requirement of common language
 - (ITIL) Terminology and Definitions
 - Sufficient attention in procedures and policies

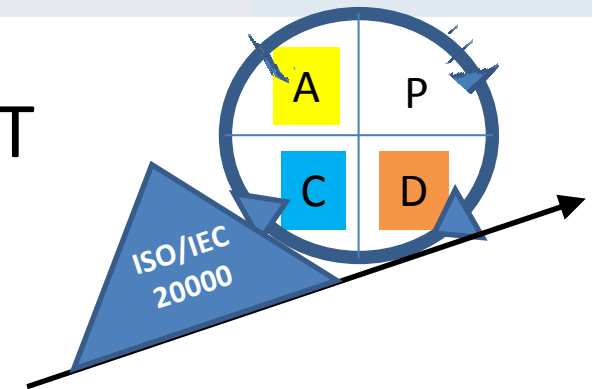
PLAN-DO-CHECK-ACT METHODOLOGY

- Deming Quality Circle specified in ISO/IEC 20000

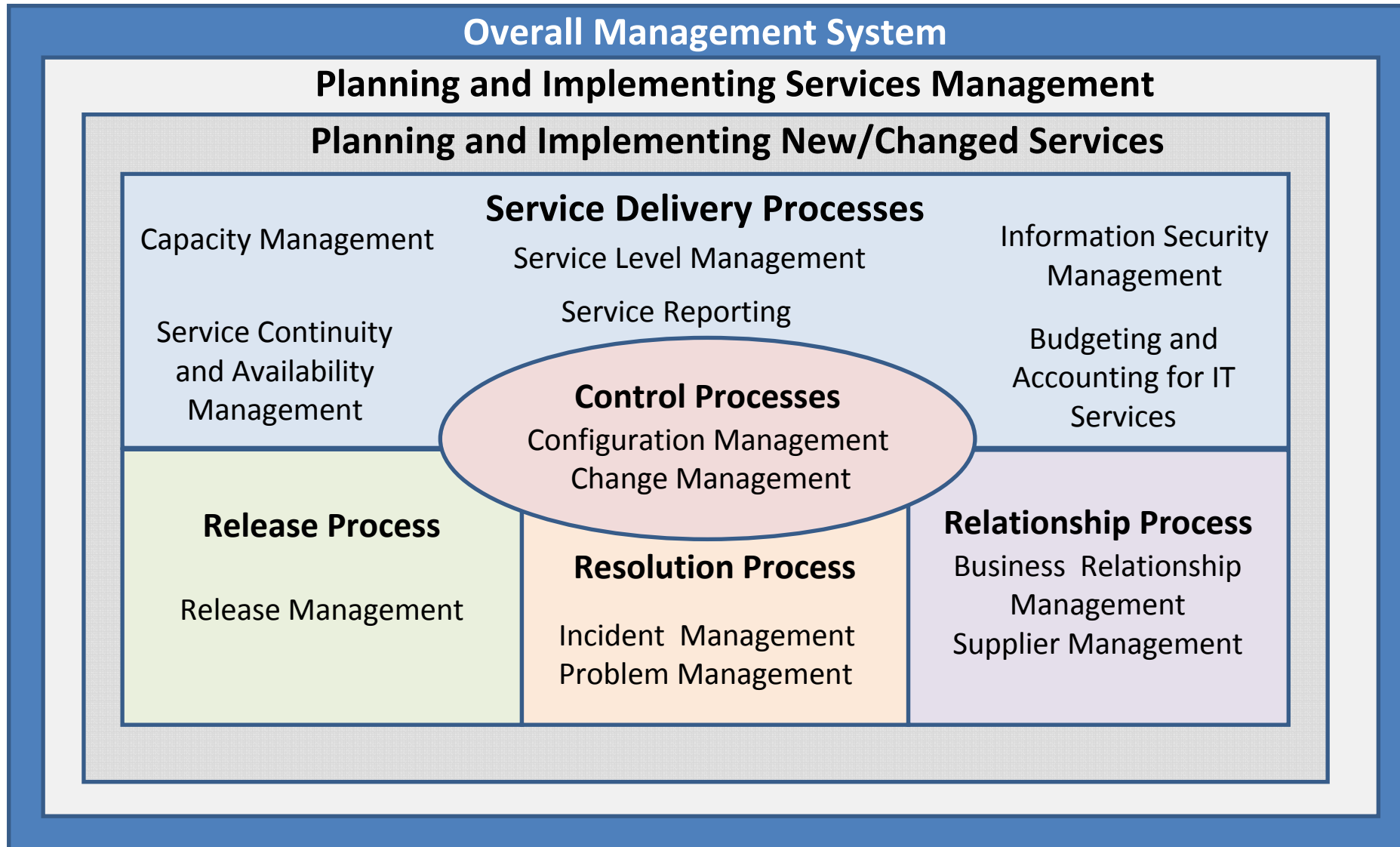


NEVER ENDING IMPROVEMENT CYCLE

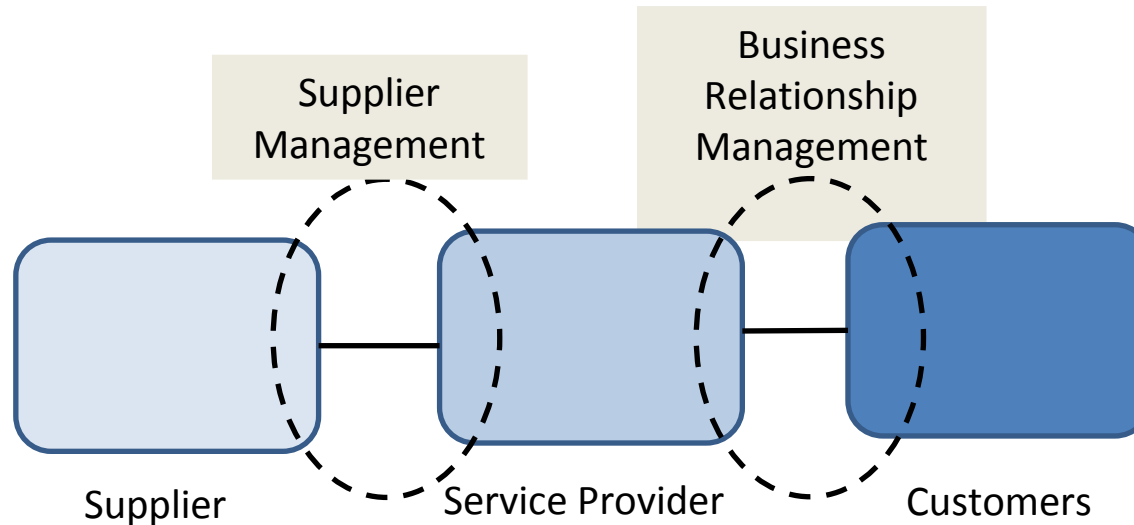
- (P)-PLANNING SERVICE MANAGEMENT
 - Implementation & Delivery
 - Scope , Objective , Process, R&R,
- (D) - IMPLEMENT SERVICE MANAGEMENT
 - Allocation of budget and resources
 - Management of activities
- (C) – MONITORING ,MEASURING AND REVIEWING
 - Demonstrate the effectiveness
 - Determine conformity to The Standard
- (A) – CONTINUAL IMPROVEMENT
 - Evidence of continuous improvement of service quality



ISO/IEC 20000 MODEL



Relationship Processes

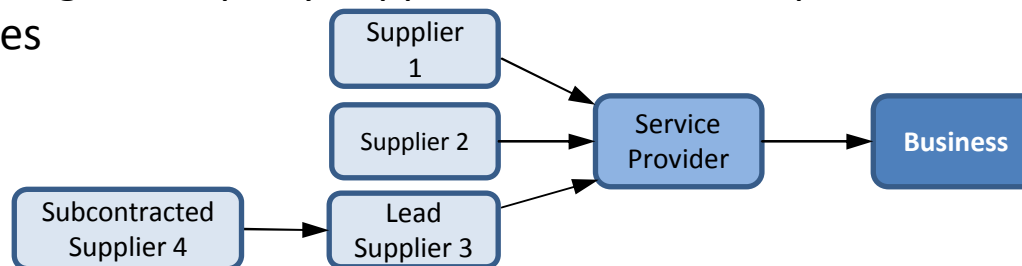


- **Business Relationship Management**

- To establish and maintain a good relationship between the service provider and the customer based on business drives

- **Supplier Management**

- To manage third party suppliers to ensure the provision of seamless quality services



THE KEY BENEFITS OF ISO/IEC 20000

- Transforms ICT Service Management Performance
- Increase Reliability and Stability
- Generates Competitive Advantage
- Fulfils Regulatory Requirements -SOX ,PCI DSS, CIP
- Competitive Differentiation and Cost Reduction
- Access to Key Markets
- Streamlined Conformance Activity
- Continuous Improvement leveraging efficiency
- **ISO/IEC 20000 achievers are leading the market**

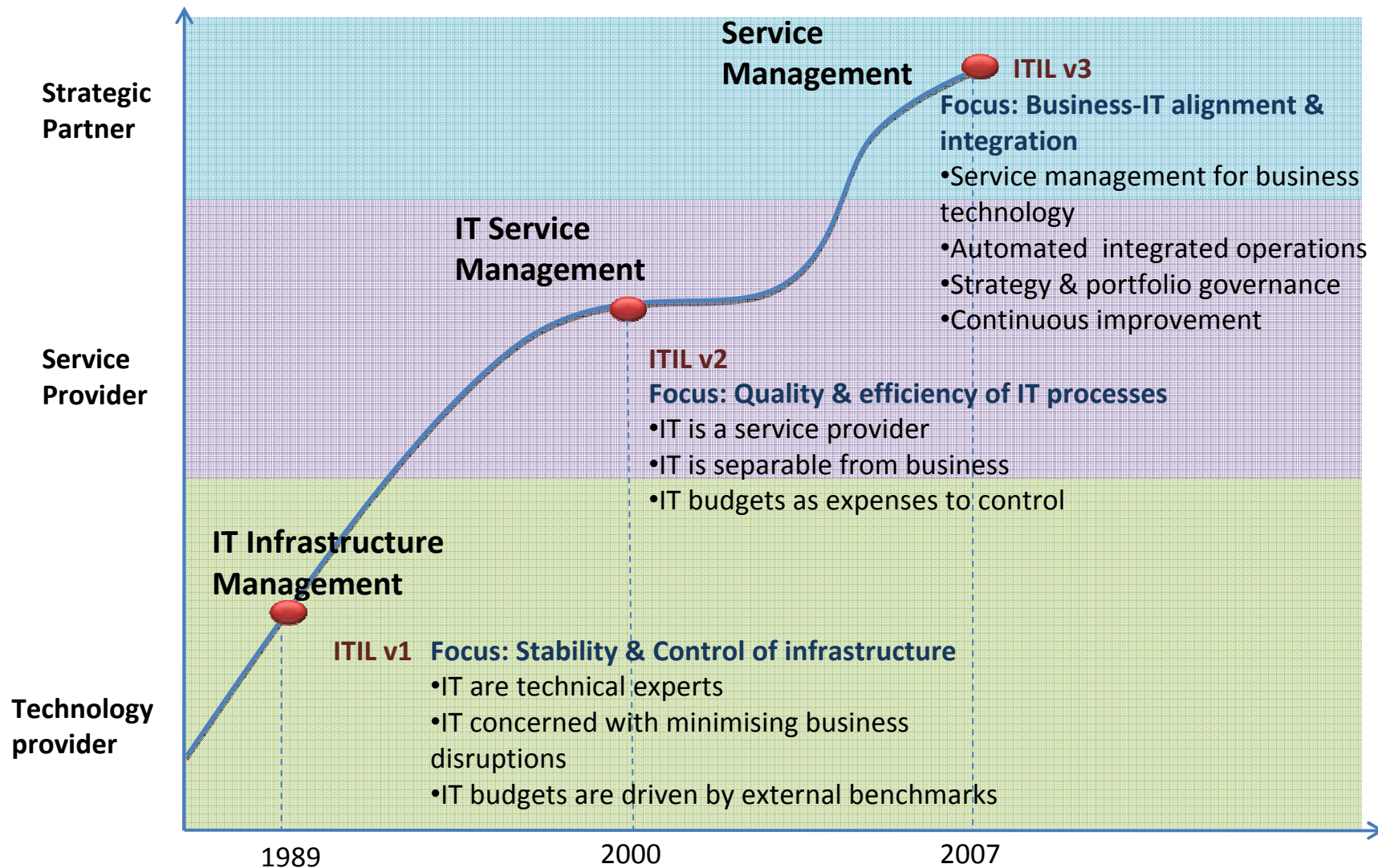
ISO/IEC 20000 & ITIL RELATIONSHIP

- ISO/IEC 20000 assesses conformity to **ITIL** Framework
- **ITIL** is a set of best practice guidance
- Applying **ITIL** best practice will assist a service providers to achieving ISO/IEC 20000
- ISO/IEC 20000 Aligned and complementary to **ITIL**
- ISO/IEC 20000 is a formal set of specifications for **ITIL** process integration and business alignment

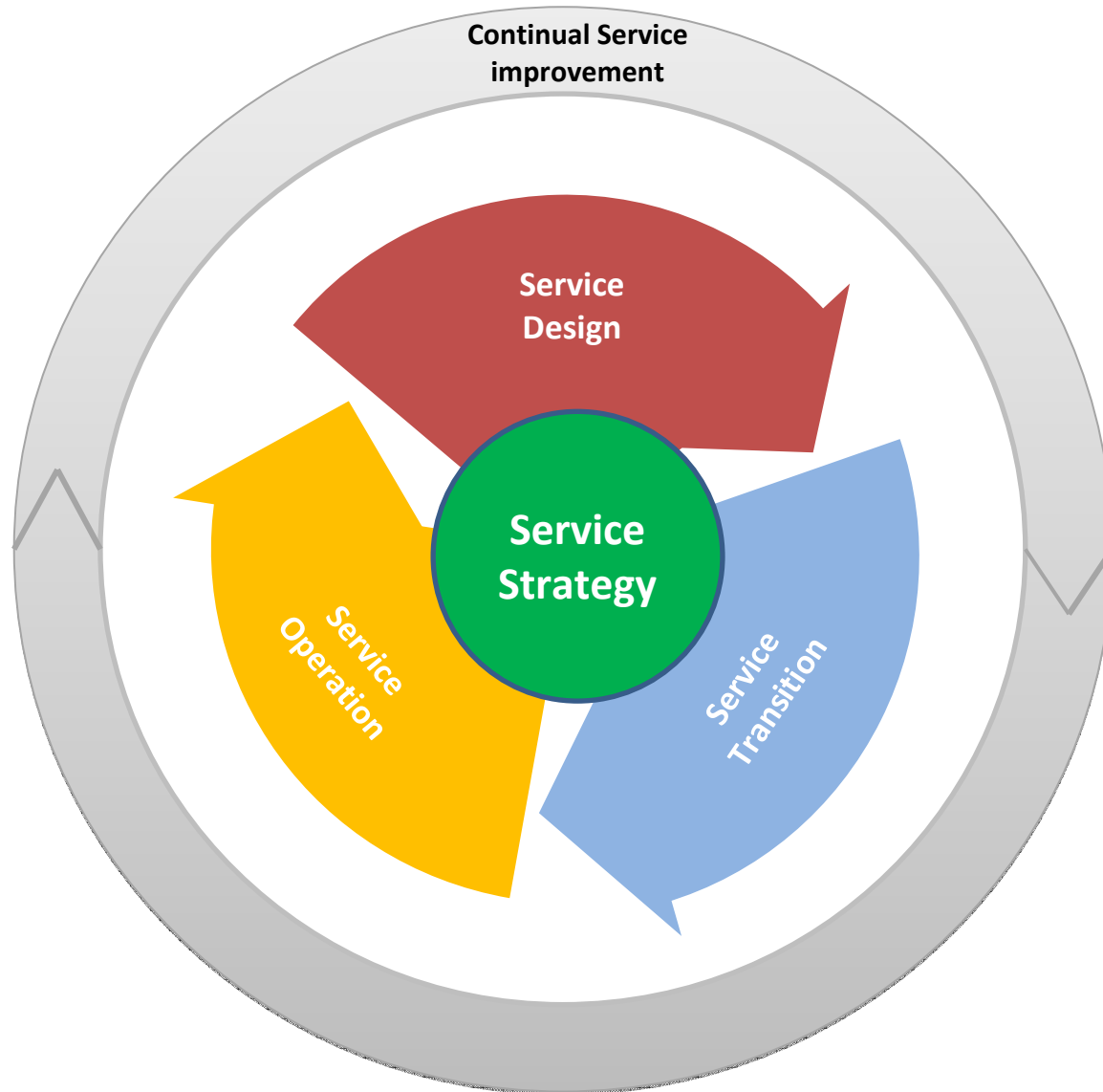
ITIL EVOLUTION

- First formulated in the UK by CCTA (Central Computer and Telecommunication Agency) now the OGC
- CCTA collected and flirted ICT Service Management Models
- **ITIL (V1)** - 10 core books 1989 – 1995 by CCTA in ICT Service Support and Delivery
- **ITIL (V2)** – 2000 – 2001 Initial version was revised and replaced by 7 closely connected and consistent manuals
- **ITIL (V3)** - In 2007 ITIL V2 was superseded with an enhanced and consolidated version with 5 core books

ITIL EVOLUTION Cont.



ITIL V3 – Core Lifecycle



Service Strategy

- Makes all high level decisions
- Influenced by business strategy

Service Design

- Builds services
- Ensures services will work

Service Transition

- Deploying new or changed services.
- Protect live services

Service Operation

- Keep live services running

Continual Service Improvement

- Always improve lifecycle

ITIL V3 – Process & Functions

Service Strategy	Service Design	Service Transition	Service operations
			IT operations Mgmt
			Application Mgmt
	Supplier Mgmt	Knowledge Mgmt	Technical Mgmt
	Service Catalogue Mgmt	Evaluation Mgmt	Request Fulfilment
	Information Security Mgmt	Service Validation & Testing	Event Mgmt
Strategy generation	IT Service Continuity Mgmt	Transition Planning & Support	Access Mgmt
Demand management	Capacity Mgmt	Release & deployment Mgmt	Problem Mgmt
Service Portfolio Mgmt	Availability Mgmt	Service Asses & Config Mgmt	Incident Mgmt
Financial Mgmt	Service Level Mgmt	Change Mgmt	Service desk

Continual Service

Impr

7 step improvement

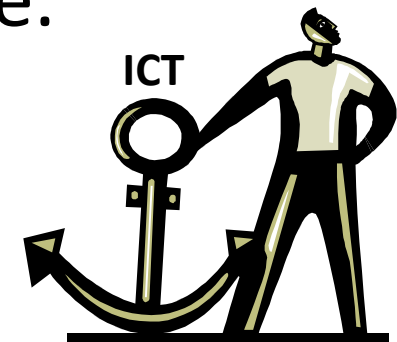
Service reporting

Service Measurement

Why ITIL?

- Provides process **consistency**
- Provides a **measurable** and **auditable** service
- Provides a platform for **improvement**
- Focuses on delivering an **agreed level of service** in line with customer requirement and budget
- Adds a **commercial approach** to ICT services
- Enabler for **ISO/IEC 20000** compliance.

“Don’t let ICT inefficiency anchor your business down”



Global Coverage of ITIL and ISO/IEC 20000

- ITIL has been implemented by over **10,000** companies including Fortune Global **1000**
- Over **80%** of **\$1 billion** companies have **ITIL**
- ITIL Foundation material is available in 20 Languages
- Over **600 companies** Globally are now **ISO/IEC 20000** certified
- Major Global managed service companies are all ISO 20000 certified
- In **India** over **50 companies** have ISO/IEC 20000 certification

VALUE STUDY EXAMPLES

- **80%** Of all ICT service outages are a result of processes and people, not hardware and software failures
- Procter & Gamble attributes **\$125 million** in annual savings to **ITIL** with **10% reduction** to ICT incidents to the Service Desk
- International Broadcasting company managed to **reduce** annual ICT Operational Expenditure by **15%**
- Shell rolls out applications to **80,000** desktops in **72** hours saving 6,000 man hours and **\$5,000 million**
- A large bank reduced Severity 1 incidents caused by Change by **60%** saving **\$10 million**
- ITIL process implementations have been connected with **TCO reductions** as high as **48%**

ISO20000/ITIL BENEFITS FOR ETHIOPIA

- Creating a common language '**lingua franca**' in the ICT Service Management landscape
- Agent for transforming business performance facilitating reliable and stable ICT platforms
- Creating the foundations for quality management system standards
- Provide leverage for other regulatory conformance requirements in the industry
- Building a legacy of ICT value realisation as catalyst for economic growth
- Enhancing the level of ICT requirements analysis , definition and procurement standards
- Improve the synergy of Supplier , Service Provider Customer Relationships

THE ROUTE TO ICT SERVICE EXCELLENCE

1. ITIL& ISO/IEC20000 Value Assessment for the Strategic ICT Landscape
2. Gap Analysis at the Policy , Supplier , Service Providers and Customer Levels
3. Plan ITIL & ISO/IEC20000 Awareness Programmes
4. Implementation into local ICT standards and Frameworks
5. Engagement with Regional Accreditation and Certification bodies
6. Creating ITIL & ISO/IEC20000 champions as model of ICT Service Management Excellence
7. Continuous Improvement Programme



QUESTIONS & ANSWERS

THANK YOU

