



IT Service Management E-mail Update Service

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This email update service will provide you with information on important topics that are unique to the ISO/IEC 20000:2005 standard and the IT Service Management industry.

This is the first of a two part series provided by Rick Nietubicz of Plexent (<http://www.plexent.com>). Mr. Nietubicz will go over how the new ITIL Version 3 aligns with ISO/IEC 20000.

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ITIL Version 3 Closes the Gap with ISO/IEC 20000

Information Technology Infrastructure Library Version 3 (ITIL V3) aligns more closely to the ISO/IEC 20000 standard than previous versions.

ISO/IEC 20000 is recognized by ITIL V3 as an important standard that defines service provider requirements that raise the level of quality, safety, reliability, efficiency and interchangeability of service management. Both ITIL V3 and ISO/IEC 20000 have similar service management lifecycles and processes. The use of ITIL V3 and ISO/IEC 20000 together supports a comprehensive IT Service Management (ITSM) program.

ISO/IEC 20000 Structure

ISO/IEC 20000 promotes effective and efficient implementation of an integrated service management program. ISO/IEC 20000 establishes requirements for service management systems, service management lifecycles and service management processes. There are specific requirements with the establishment of service objectives and controls. ISO/IEC 20000 establishes a benchmark an organization can measure its service management execution and continual improvement against. Companies meeting the objectives of each requirement area are encouraged to seek certification.

Service management systems define management responsibilities, documentation requirements, and the rollout of the service management processes. The management system establishes IT governing policies, plans, processes and procedures.

The service management lifecycle adheres to the Deming Plan-Do-Check-Act model. The 'Plan' phase establishes the objectives, controls and processes for effective alignment of services with business requirements.

'Do' implements the service processes. 'Check' monitors and measures the processes against the plan and reports on the results. 'Act' initiates service and process improvement efforts.

The service management processes are aligned into Service Delivery, Control, Release, Resolution and Relationship processes. Each process has clear objectives, documentation, management review and process requirements. Process requirements are identified for shall have and should have levels for benchmarking and certification obtainment.

ITIL V3 New Look

ITIL V3 has adopted a name, ITIL Service Management Practices, to reflect the emphasis on service management. The new structure categorizes the operational process into a service lifecycle. The lifecycle manages a service through strategy, design, transition, operations and continual service improvement phases that incorporate an iterative Deming Plan-Do-Check-Act cycle. Service Strategy integrates the business needs with the IT objects and services. Service Design defines the service catalog and manages IT resources of IT infrastructure, applications, information and people to meet the business requirements through IT services. Service Transition focuses on providing a complete set of service deliverables required to deliver and operate a successful service.

Service Operations processes manage and execute the daily service activities. Continual Service Improvement is ongoing throughout the Service Management lifecycle that integrates quality, metrics, reporting, assessment and standards.

Each stage in the service management lifecycle contains a set of processes that provides an execution layer with more “how to” than the previous versions. The ten main Service Delivery and Service Support processes plus Service Desk contained in the previous version are still defined in the new version. Some of the original services processes have been split to fit into the service lifecycle and each process contains consistent structure and content. New topics have been added to complete the needs of each ITIL Service Management Practice. New topics added include; service strategy processes, service portfolio management, service catalog management, supplier management, knowledge management, event management, service monitoring, service reporting and service measurements.

ITIL V3 and ISO/IEC 20000 Alignment

Previous versions of ITIL supported ISO/IEC 20000 requirements, but some of the alignment was not as clear as it could have been. With the introduction of ITIL V3, the alignment between ISO/IEC 20000 and ITIL has improved. Both have a service management lifecycle that supports a continual process improvement approach and a set of similar service management processes.

ITIL and ISO/IEC 20000 use an identical Service Management continual process improvement approach based on Deming’s Plan-Do-Check-Act method.

The Service Management approach used by both incorporate policies, objectives, monitoring, measuring, analyzing and implementing continual improvement activities. ISO/IEC 20000 has a true Deming model approach to defining the service lifecycle of Plan-Do-Check-Act. ITIL incorporates the Deming model through Service Strategy, Service Design, Service Transition, Service Operations, and Continual Service Improvement phases.

ISO/IEC 20000 processes are supported in ITIL V3. ITIL V3 includes new topics that align with ISO/IEC 20000 standards more precisely than previous ITIL versions. Specifically, Supplier Management and Service Reporting are new ITIL V3 processes that were processes already included in ISO/IEC 20000.