ITIL® v3 2011- Service Design

Improvement cycle

1. What is the vision?
2. Where are we now?
3. Where do we want to be?
4. How do we get there?
5. How can we tell when we have got there?
6. How do we keep it going

KPI

Progress
Compliance
Effectiveness — Primary
Efficiency — Secondary

People
Processes
Products Technology
Partners Suppliers

Requirements Engineering

Utility - Functional requirements
Warranty - Management & operational requirements
Look & feel - Useability requirements

Management of Data and Information

Management of
Data Sources (Data administration)
Data- and information technology (Database mgmt)
Information processes (Data lifecycle w/ App. Mgmt.)
Data standards and policy

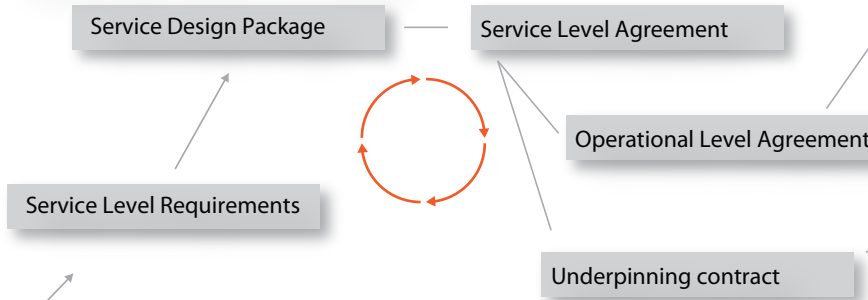Operational, Tactical, Strategic Data

Management of Applications

Service Development Lifecycle
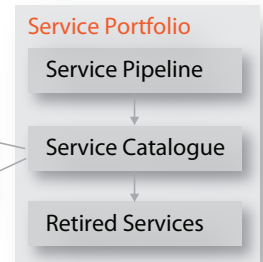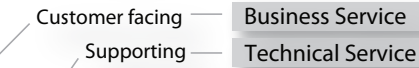Application Maintenance (Application portfolio)

Design Coordination

Service Development Lifecycle
Define and maintain policies & methods
Plan design resources & capabilities
Coordinate design activities
Manage design risks & issues
Improve service design

For each design
Plan individual designs
Coordinate individual designs
Monitor individual designs
Review designs and ensure handover SDP

Analyze Design Evaluate Procure Develop

Service Design Package
Service Level Agreement
Operational Level Agreement
Service Level Requirements
Underpinning contract

Price
Utility
Warranty

PBA
Warranty

Information Security Management

ISO 27001
Maintain
Plan
Control
Evaluate
Implement

Measures
Prevention
Reduction
Detection
Repression
Correction
Recovery

Thread
Incident
Damage
Control

Evaluation
Reporting

Service Catalogue Management

Customer facing
Supporting

Business Service
Technical Service

Service Portfolio
Service Pipeline
Service Catalogue
Retired Services

Service Level Management

SLR - Service Level Requirements
SIP - Service Improvement Plan
SLA - Service Level Agreement
OLA - Operational Level Agreement
UC - Underpinning Contract

Service based
Customer based
Multi-level

Supplier Management

Supplier and contract MIS
Supplier portfolio
Contract portfolio

Suppliers
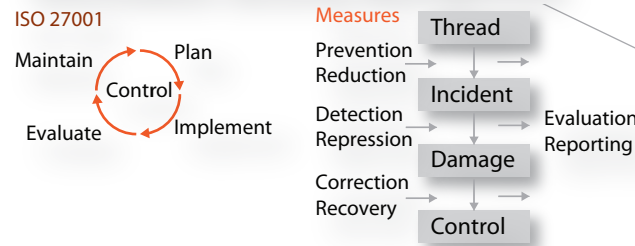Strategic, Tactical, Operational, Commodity

Capacity Management

Reactive
Proactive

Business capacity management
Service capacity management
Component capacity management

Analyse
Implement
Tune
Monitor
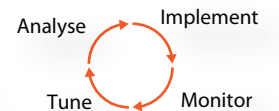
Availability Management

Availability
Reliability
Maintainability
Serviceability

Component availability
Service availability

MTBF - Mean time between failures
MTBSI- Mean time between system incidents
MTTR - Mean time to repair
MTRS - Mean tme to restore service
SPOF - Single point of failure → Redundancy
FTA - Fault Tree Analysis
CFIA - Component Failure Impact Analysis
PSO - Projected Service Outage

IT Service Continuity Management

Initiation
Requirements & strategy
Implementation
Ongoing operation

Business Impact Analysis

Business Continuity Plan