

An Element of the Service Management 101™ Series

# ITIL® V3 FOUNDATION

The 'Decipher the ITIL® Code' Program



**A Concise Summary of Key Information**

A QUICK STUDY  
POCKET REFERENCE

**THE IT INFRASTRUCTURE LIBRARY  
VERSION 3**

**A QUICK STUDY GUIDE TO KEY  
INFORMATION**

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**A POCKET REFERENCE**

A Service Management 101 Series Publication



**Tahuti Enterprises  
Publishing**

The purpose of this book is to provide a quick reference to the key informational elements of ITIL® Version 3 in support of self-study and formal education programs developed as part of the Service Management 101 series.

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## Introduction

### **Purpose**

The purpose of this guide is to provide an easy to use quick reference that summarizes the key information elements within Version 3 of the IT Infrastructure Library (ITIL).

This quick reference guide is a useful supplementary study aid to those preparing to attempt the ITIL Foundation examination.

This quick reference is NOT meant to replace attendance of an accredited class, or an approved self-study program as it contains the briefest of summaries. For more detailed information on any topic please consult either the ITIL V3 core publications, or a recommended equivalent publication.

This quick reference includes the following ITIL Foundation syllabus topics:

- The ITIL View of Service Management as a Practice
- The ITIL Service Lifecycle
- Lifecycle Phase: ITIL Service Strategy
- Lifecycle Phase: ITIL Service Design
- Lifecycle Phase: ITIL Service Transition
- Lifecycle Phase: ITIL Service Operation
- Lifecycle Phase: ITIL Continual Service Improvement
- ITIL Generic Roles
- The ITIL View of Technology & Architecture
- ITIL Functions

## **What is ITIL?**

A referincable collection of IT operations management knowledge and experience consolidated into five core publications.

Contains descriptive (not prescriptive) information, concepts, methods, generally applicable to the day-to-day operation, or planning of IT service management initiatives;

The basis for the an ITIL specific program of diplomas – the ITIL Qualification Scheme (IQS).

Development started in the 1980s, and is publicly available via the United Kingdom's Office of Government Commerce (OGC).

## **The ITIL Library**

The ITIL Version 3 library has the following components:

- Core Library: the Service Lifecycle publications
- Complimentary Guidance:
  - The pocket guides to the core publications;
  - Additional publications that provide industry specific guidance on service management initiatives;
- ITIL Web Support Services

## **The ITIL Core**

The ITIL Core consists of six publications

- The Official Introduction to the ITIL Service Lifecycle
- ITIL Service Strategy
- ITIL Service Design
- ITIL Service Transition
- ITIL Service Operation
- Continual Service Improvement

## Service Management as a Practice

### **Good Practice**

No specific definition offered by ITIL. A basis for benchmarking the capabilities of an organization against peers to seek and close gaps in effectiveness and efficiency. Sources include:

- Public frameworks such as ITIL®, USMBOK™
- Individuals
- Organizational proprietary knowledge
- Standards, such as ISO 20000

Typically accessed through commercial terms such as licensing, purchasing, or acquisition.

### **Service**

A means of delivering value to customers by facilitating outcomes customers want to achieve without the risk of specific costs and risks.

ITIL recognizes that services are intangible, perishable, and has demand tightly coupled with customer processes and activities.

### **Value**

Value consists of two core components, utility and warranty.

- Utility: what the customer receives in the form of functionality or what activities the service enables and supports
- Warranty: How the service is provided, in the form of service level commitments, or target

A service that has significant influence over business results, yet numerous unscheduled outages, would be termed as having:

“High Utility and Low Warranty”

### **Service Management**

A set of specialized organizational capabilities for providing value to customers in the form of services.

- Capabilities take the form of functions and processes for managing services over a lifecycle.
- Also a professional practice supported by an extensive body of knowledge.

### **Systems**

A group of interacting, interrelating, or interdependent components that form a unified whole, operating together for a common purpose.

### **Functions**

Units of organizations specialized to perform certain types of work and responsible for specific outcomes. Function characteristics include:

- Self contained with capabilities and resources necessary for their performance and outcomes.
- Have a body of knowledge accumulated from experience.
- Provide structure and stability to organizations.
- Rely on processes for cross-function coordination and control.

### **Roles**

A set of responsibilities, activities and authorities granted to a person or team.

- Defined in a process.
- A person or team may have multiple roles.

### **RACI**

A technique for documenting the roles and responsibilities involved in decision-making, where 'RACI' represents:

- Responsible – person responsible for a task;
- Accountable – the single person accountable for each task;
- Consulted – persons who are consulted for a task;
- Informed – persons informed about a task

### **Process**

A set of activities combining and implementing resources and capabilities in order to produce an outcome.

- Directly or indirectly create value for an external customer or stakeholder.
- Typically spans multiple functions.

### **Process Control**

The activity of planning and regulating a process to ensure it performs in an effective, efficient, and consistent manner.

### **Process Control Systems**

- Open- loop: No feedback, simple design, timer driven
- Closed-loop: Outcome focused, feedback dependent
- Service management is a closed loop system

### **Process Characteristics**

- Measurable
- Specific
- Delivers results to a customer or stakeholder
- Respond to a specific event and are traceable to a specific trigger or initiating event.

### **Feedback and Learning**

The output from a process in the form of information, providing input to another, and the basis for control, self-correction, or learning.

## Service Lifecycle

### **Introduction**

Version 3 of ITIL differs significantly from Versions 2's process centric view in that it has adopted the management of a service through its 'lifecycle'.

The focus of the discussions in Version 3 is on the service, the value the service provides to its customers, and the elements and progressive methods used to define, operate and support a service.

Version 2 was focused on the underlying processes.

All Version 2 content is incorporated and redistributed across the Version 3 lifecycle stages. There are five lifecycle stages or 'phases':

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

The lifecycle phases represent a succession of a service from incept and authorization as an investment (Strategy), through to production or live operations (Operation), and optional retirement (Strategy).

- The lifecycle approach emphasizes the importance of coordinating the functions, processes and systems required to provide information services

The Continual Service Improvement phase spans all phases and is responsible for overall effectiveness and efficiency of lifecycle activities and processes.

### **ITIL Service Strategy**

- Identify and define markets and the opportunity to provide service based solutions
- Develop service solution strategies to address opportunities
- Distinguish capabilities
- Define investment strategy
- Create value for customers
- Understand customer outcomes
- Define standards and policies used throughout service lifecycle
- Plan services that have specific utility and warranty
- Create service charters authorizing service design
- Ensure service management is a strategic asset

### **ITIL Service Design**

- Create new or modified services
- Create new or modified service infrastructure architectures
- Design capabilities that are aligned with customer requirements
- Design high quality, cost effective services
- Design all processes and procedures required to support the ITIL Service Lifecycle

### **ITIL Service Transition**

- Manage the transition and deployment of new or changed services into the production, operational environment
- Ensure related changes are transitioned as a 'release'
- Authorize changes to production environment
- Plan and manage resources required to establish new or changed services



## Service Management 101 Solutions

Service Management 101 offers a unique family of solutions specifically designed to assist the service management professional and service organization design and sustain a pragmatic service management strategy. These services include:

### **The USMBOK Best Practice Library (BPSL)**

The USMBOK Best Practice Statement Library service provides online Internet based access to the complete library of best practice statements spanning the entire USMBOK. The service offers drill-down navigation as well as global and focused searches. The architecture and naming conventions are consistent with the organization of this book.

URL: <http://www.servicemanagement101.net/pages/bps-home>

### **The Service Connections™ Community**

The Service Connections™ community service provides registered guests complimentary access to discussion forums and the latest conversations on best practice statements and key performance measures. All conversations are in the context of the USMBOK and its companion publications such as this book.

### **The Key Performance Measure Library (KPML)**

The Key Performance Measure Library is similar to the Best practice Statement Library in that it provides searchable access to the very latest guidance on measuring the performance and quality of the elements of a service management system. The service is complimentary to members of the BPSL service.

URL: <http://www.servicemanagement101.net/pages/kpm-home>

### **The SM101 Support Service**

The SM101 Support Service is effectively the 'help desk' for all products and services offered by Service Management 101, including this publication, and the previously mentioned Internet services. This powerful support service supports the asking and answering of specific 'how to' questions. The service provides both individual and project related support and offers self-help through automatic and manual searches of an extensive library of knowledge articles.

URL: <http://www.sm101-support.com>

### **Education**

Service Management 101 is an approved education provider for the Service Management Qualification Scheme, a standards based credential program for service management professionals managed and offered by the non-profit Service Management Society (<http://www.sm-s.org>)

Service Management 101 is also an authorized Accredited Courseware Provider (ACP) and Accredited Training organization (ATO) for the IT Infrastructure Library.