

What are ITSM and ITIL?

Background

IT Help Desks began in the mid 1980's and were originally viewed as low quality service centres. Over the last decade the Help Desk profile has developed to become a high-quality customer-facing unit that provides control and measurement over IT Services and Support. Alongside this a standard methodology set for service management has developed. The IT Helpdesk has evolved from a basic call logging area, to the central point of contact for management and information on all IT services. IT Service Management is a top-down, business driven approach to the management of IT that specifically addresses the strategic business value generated by the IT organisation and the need to deliver a high quality IT service.

ITSM

IT Service Management (ITSM) has extended the basic help desk, to encompass the processes and solutions needed to deliver a high quality IT service. IT Service Management is designed to focus on the people, processes and technology issues that IT organisations face. Accordingly the status of the group and the staff required to deliver this service has risen over the last few years, as management appreciate the real business value delivered by a business orientated and proactive Service Desk and ITSM Operation.

ITIL

ITIL provides practical and common sense guidelines to apply business and management disciplines across technical support areas - e.g. Incident, Problem, Change, Configuration, Availability and Service Level Management, Contingency & Capacity Planning, Cost and Supplier Management.

ITIL (the IT Infrastructure Library) is essentially a series of documents that are used to aid the implementation of a framework for IT Service Management. This customisable framework defines how Service Management is applied within an organisation. It is also aligned with the international standard, ISO 20000. Although ITIL was originally created by the CCTA, a UK Government agency, it is now being adopted and used across the world as the defacto standard for best practice in the provision of IT Service.

ITIL provides a cohesive set of best practice, drawn from the public and private sectors internationally. It is supported by a comprehensive qualifications scheme, accredited training organisations, and implementation and assessment tools. The best practice processes promoted in ITIL® support and are supported by, the British Standards Institution's standard for IT service Management (BS15000).

Outline of ITIL framework

ITIL is organized into a series of sets (the books), the two major ones being Service Support and Service Delivery. These in turn are divided into disciplines. Service Support is the practice of those disciplines that enable IT Services to be provided effectively. Service Delivery covers the management of the IT services themselves.

ITIL Service Delivery

Service Delivery is the management of the IT services themselves, and involves a number of management practices to ensure

The 5 Service Delivery disciplines are:

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

ITIL establishes best practice methodologies that introduce a consistent set of processes and encourage pro-active improvements. Shortened resolution times, better management control, more reliable IT services and the implementation of permanent solutions to formally acknowledged problems are just some of the many ways ITIL will revolutionize your IT services.