Introduction to the ITIL Service Management Framework
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• The Information Technology Infrastructure Library (ITIL) is an organized approach to deliver quality IT and other related services.
• ITIL principles are regarded as standards and adopted as best practice in many industries across the globe.
• Best practice is a method that has been proven in practice. There are two sources for best practice:
  o Public frameworks and standards.
  o Proprietary knowledge of organizations and individuals.
The ITIL Framework

The ITIL framework is a publicly available framework that is a source of best practice in service management.

The ITIL framework has the following components:

- **ITIL Core**: *Best-practice publications* that may be used by any organization that provides services to a business.

- **ITIL Complementary Guidance**: A complementary set of publications with *guidance specific to industry sectors*, organization types, operating models and technology architectures.
Service: A service is a means of delivering value to customers by facilitating outcomes that customers want to achieve, without taking ownership of any risks or costs incurred. IT service providers provide IT services which comprise Information Technology, people, and processes.

Service Management: Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services. IT Service Management (ITSM) is responsible for implementing and managing IT services that address the needs of the business.
The Service Lifecycle is an approach to IT Service Management which promotes coordination and control across processes, functions, and systems which are needed to manage the full lifecycle of IT services.

The Service Lifecycle consists of five phases:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement (C.S.I.)
Service Lifecycle Phases

• **Service Strategy:** In this phase, the strategic planning of service management capabilities is done, and the services are aligned with business strategies.

• **Service Design:** This is the phase wherein appropriate IT services, including architecture, processes, policies, and documentation are designed and developed.

• **Service Transition:** This is the phase in the service lifecycle in which the designed services are transferred to release and operations after subjecting them to the processes of configuration and change management. This is an intermediate stage between service design and service operation.

• **Service Operation:** This phase involves efficient provision and support of day-to-day services in order to ensure value for the customer and the service provider.

• **Continual Service Improvement:** This is the phase in which service value is maintained through continuous improvement efforts throughout the lifecycle of strategy, design, transition, and operation.