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ITIL® - General Overview

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Abstract. The paper presents the reader into the issue of ITIL ® and provides it as a basic overview of the concepts, terminology and philosophyof IT Service management. All this information is contained in 5 key ITIL ® publications on around 1400 pages. The aim therefore is a brief summary of the issue, which also serves as an introduction to the following articles (Differences Between ITIL® v2 and ITIL® v3, ITIL® and Information Security, ITIL® Tools and ITIL® Implementation).

Keywords: ITIL, Service Strategy, Service Design, Service Operation, Service transition, Changes in ITIL, Life Cycle, Service Management.
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INTRODUCTION

ITIL® is a collection of books in the form of extensive and widely available manual for IT service management. The experiences and recommendations have become best practices. Provide sufficient flexibility to adapt the recommendations from books ITIL® requirements and needs of a specific corporation. ITIL® provides a free available framework, covering the entire cycle of IT services. ITIL® is suitable for all companies that operate IT services. As a framework, ITIL® is full of tips, warnings, knowledge, omissions, instruction, warnings and things to do or not do. One of the greatest benefits of ITIL® is a fact that it is based on experience of others.

The main goal of ITIL is to improve the quality of IT services. This applies primarily to the operation of information technology; ITIL does not cover the area of production, finance and IS security.

SERVICE MANAGEMENT

The service is a way (means) of delivering value to customers - helping customers achieves expected outcomes, without the customers become owners of specific costs and risks.

IT Services

IT Service is created by combining information technology, people and processes. IT service used by the customer directly supports the business processes of one or more customer service levels and objectives should be defined in a service level agreement. Other services are called as IT support services. They are not directly used by the Business, but is required by the service provider to supply a service that is in contact with the customer.

The term IT service is referred to the functionality offered by information and communication technologies (ICT) that enables or supports the running of a business and operational process. IT service is that what customers perceive as a service - subscribers of this service. Therefore IT services are defined from the customer's perspective rather than from the perspective of IT specialists. Examples of IT services can be eg email, accounting systems, office applications, etc

Infrastructure Services

IT service definition says that this is a defined functionality of ICT infrastructure components. However, this definition is better suited to the technical concepts of IT services (email management server, DB, WAN, antivirus, etc.) These IT services are referred as infrastructure services. They have no direct relation to business and operational processes - these services are for common user hidden inside the ICT sector. End service, which is used by user, is depended on infrastructure services. Identification of infrastructure services is not complicated. The

easiest way is by ICT teams, expertise and specialization or groups infrastructure components. A more sophisticated method is based on a detailed description of all activities of individual employees of ICT.

Relation between IT and infrastructure services are almost never the type 1:1. One service infrastructure provides usually more IT services and vice versa. There is applied a relation 1: n or better m: n.

Internal and external services

Internal services are delivered across departments or business units within the same organization. External services in turn are supplied to external customers. The reason why to distinguish between internal and external services is the need to distinguish between services that support internal activities and services that actually lead to business results. The difference may not seem significant at first sight because operations in providing services are often very similar. However, it is important to realize that the internal services must be connected to external services and thus contribute to business results. This is especially important when measuring the return on investment in services.

SERVICE LIFE CYCLE

As key ITIL® publications is marked five books. Each of the books is one phase of the life cycle and describes the relevant principles, processes, functions, organizational and technological aspects and other relevant topics.

Service Strategy represents the basic aims and objectives. Service Design, Service Transition and Service Operation represent the design, changes and their implementation and operation. Continual Service Improvement is monitoring and collecting information and feedbacks about provided services.

Service Strategy (SS)

It can be seen as a guide to design, develop and implement service management. A content of this volume is for example about developments on the domestic and foreign markets, assets, services and implementation strategy for the entire service lifecycle. This covers therefore the following activities:
- IT service management strategy;
- Financial Management;
- Service Portfolio Management;
- Demand management;
- Business Relationship Management.

Service Design (SD)

It is provides guidelines for the design and development of services and processes. Represents design principles and methods that can be used to convert strategic objectives into portfolios of services and service assets.
- Design Coordination
- Service Catalog Management
- Service Level Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management

Service Transition (ST)

It cares for the implementation of new or changed services into the production environment. The objective of this phase of the Service Lifecycle is the following activities:
- Planning and Support of Transition
- Change Management

- Management Service Asset and Configuration
- Release Management and deployment
- Validation and Testing Services
- Evaluation of Changes
- Knowledge Management.

Service Operation (SO)

It deals with activities with regard to the efficiency and effectiveness of delivery and service operation.
- Event Management
- Incident Management
- Fulfillment of the requirements
- Problem Management
- Access Management

Continual Service Improvement (CSI)

It provides tools and guidance for continuous improvement of services and all of the previously mentioned aspects such as design, implementation and operation of IT services.
1) The definition of what should be measured
2) The definition of what can be measured
3) Gather Data
4) Data Processing
5) Data Analysis
6) Presentation and use of information
7) Implementation of corrective actions

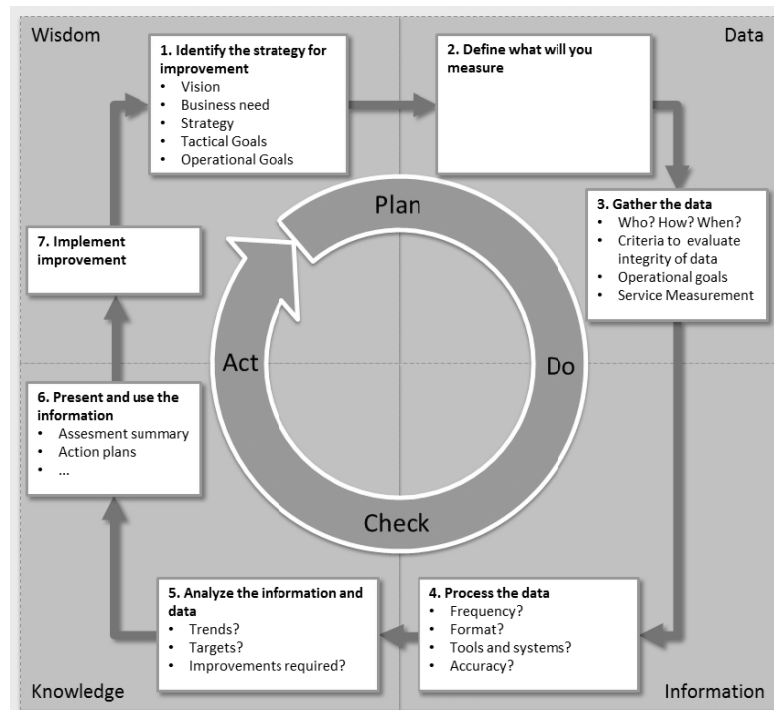**FIGURE 1.** Improvement process in seven steps

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