ITIL at a Glance

Service Support

Incident — 1
Manage Calls
Continuity, Access, Acceptance
Get user back online, up and running,
Incident reports, **ICS DB**

Problem — 2
Manage Errors
Move unknown errors to known errors, problem solving, work-around, reports. **Problem DB**

Configuration — 3
Manage the Territory
Keep track of all CIs. Map is the territory **CMDB**.

Change — 4
Manage Coordination
Make change fast, easy, & consistent; authorization, implementation reviews. **Change DB. CAB/EC**

Release — 5
Manage Roll-Outs
Vendors, software control, updates, batch processes, back out plans, CMDB updates. **DSL/DHS**

Service Desk

Managing the Infrastructure
Business Perspective

ITIL
IT Infrastructure Library

Managing Applications

Support IT Services
Deliver IT Services

Service Level — 6
Manage Customers
Negotiations, target services, monitoring performance.
SLM, SLA, OLA, UC

IT Financial — 7
Manage Assets/Cost/Profit
Cost effective stewardship, allocation, forecast, optimum VFM, good ROI.

Capacity — 8
Manage the Future
Healthy growth, customer confidence, meet new business/customer needs, Capacity Plan. **CDB**

IT Continuity — 9
Manage the "What IFs"
Disaster recovery plan, BIA, RA, threats, vulnerabilities mitigate impact of major failure.

Availability — 10
Manage the Present
Optimization of current structure, correct configuration and complexity to meet business/customer needs.

Service Delivery

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Incident records

- **User info, location, asset #**
- **Date, time, equipment**
- **Error information**
- **Links to RFCs, KEs, and Problems**
- **Etc…**

Data

Business
Service
Technical
Finance
Utilization
Etc…

1 **ICS DB**

Incidents

8 **CDB**

Problem Record

2 **Problem DB**

Problems

3 **CMDB**

CI Records of:

HW/SW
OS
Nodes
RFCs
SLAs
SLRs
OLAs
UCs
Users
Etc…

With Attrib:

Owner
Status
Location
IP add
Vendor
Version
Serial
Etc…

RFCs

4 **Change DB**

RFCs

5 **DSL/DHS**

Physical Storage of Official SW/HW

6 **SLA Docs**

Continuity
Access
Acceptance

Service Desk ← **Work-Around**

Incident

Known Error

Infrastructure Resolution

Priority
Impact
Urgency
Effort

$P = I \cup E$ → $P = I \cup E$

Error in Infrastructure

Problem Unknown Errors

RFC

Close

Setting Priority

	Impact	
3	2	1
4	3	2
5	4	3

Urgent

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