ITIL 4 Guiding Principles

START WHERE YOU ARE

Understand and get consensus on:

Issues, maturity, people, customers, challenges, impact, risk, costs, opportunities, positives

Use good work already done

Look for opportunities to collaborate and move forward

There's no one size fits all

ITIL 4 Guiding Principles

- Customer / user value
- Business demand and value
- Employee value
- Stakeholder value...

- Discover, define, build, target, measure, demonstrate

FOCUS ON VALUE
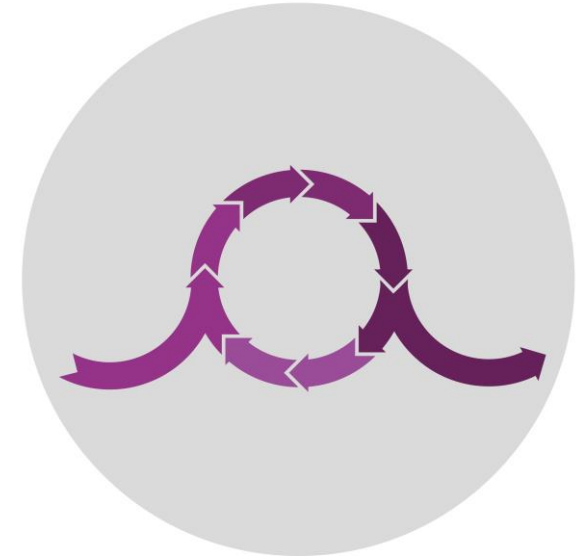
ITIL 4 Guiding Principles

How to eat the elephant

Work in sprints

Use regular feedback to develop and check on progress

Build engagement though regular ongoing interaction

Seek out feedback from all stakeholders

PROGRESS ITERATIVELY WITH FEEDBACK

ITIL 4 Guiding Principles

THINK AND WORK HOLISTICALLY

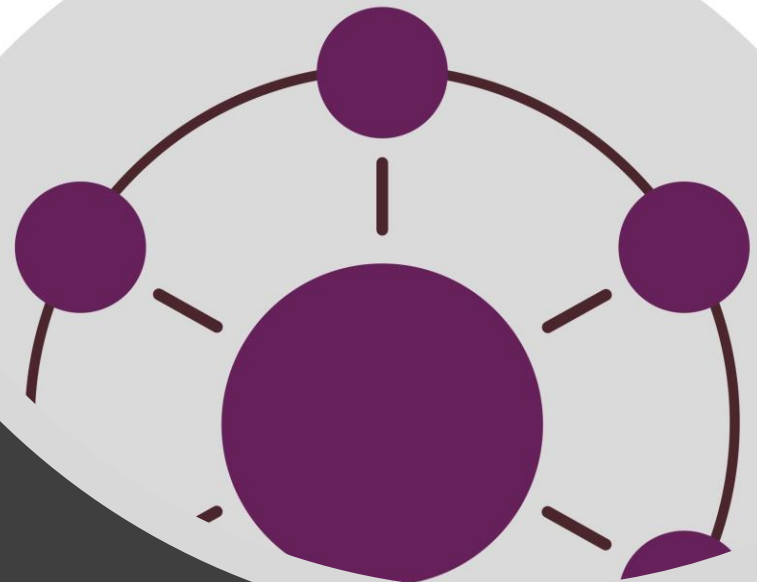Ensure you can see the 'bigger picture' – business context, end-to-end

Who else is involved - what is their perspective?

Keep focused on all stakeholders and dimensions

What is practical and achievable?

Present and demonstrate overall value – in context
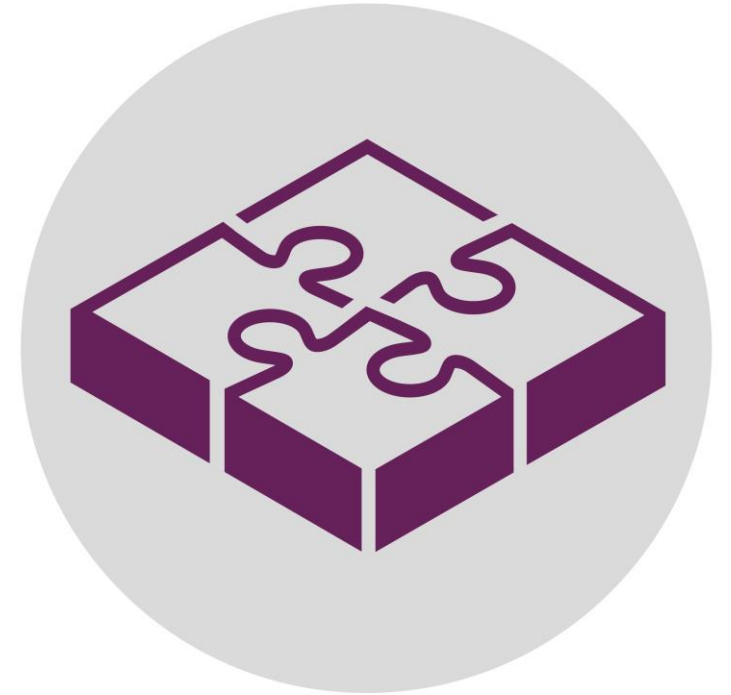
ITIL 4 Guiding Principles

Make work visible

Share and collaborate – use collaboration tools

Use marketing techniques to communicate and develop channels

Develop a culture that rewards openness and transparency

Encourage everyone to participate

COLLABORATE AND PROMOTE VISIBILITY

ITIL 4 Guiding Principles

KEEP IT SIMPLE AND PRACTICAL

Make documents simple and clear

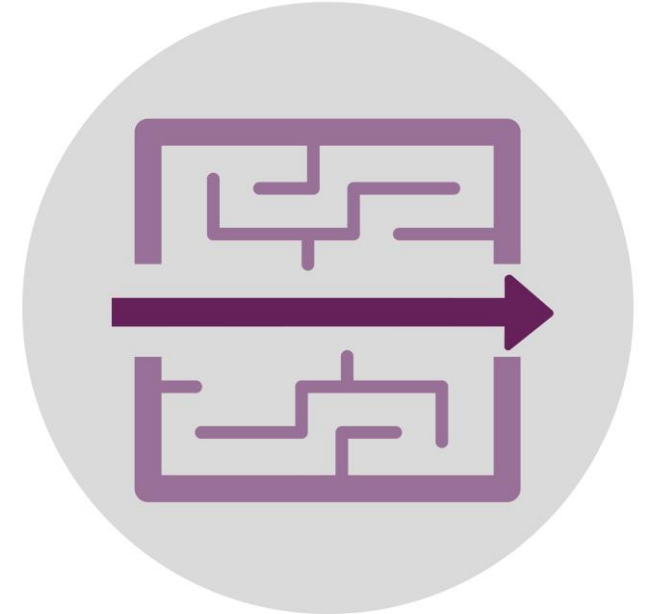Keep to key points for communications and clarity

Develop simple messages – on objectives, approach. targets - for focus and consistency

Reward simplicity

Remove unnecessary content

Get people to build content that they will use

ITIL 4 Guiding Principles

OPTIMIZE AND AUTOMATE

Remove unnecessary manual work

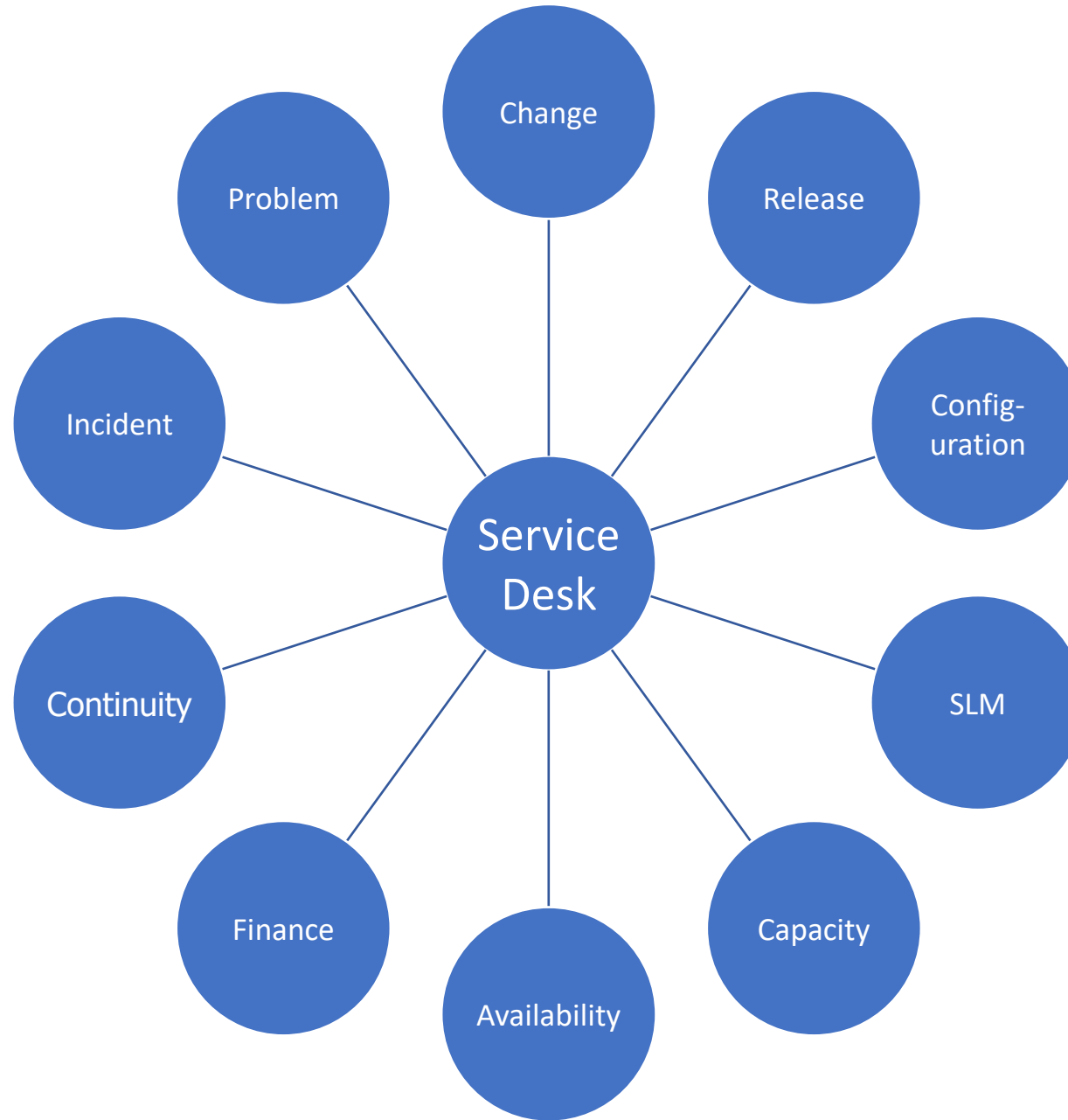Eliminate repetitive work

Look for opportunities to optimize and develop efficiency

Consider and prepare systems for automation

Automate where required – where there are value opportunities

ITIL V2 Processes

ITIL V2 Processes - Benefits

Service Desk Benefits
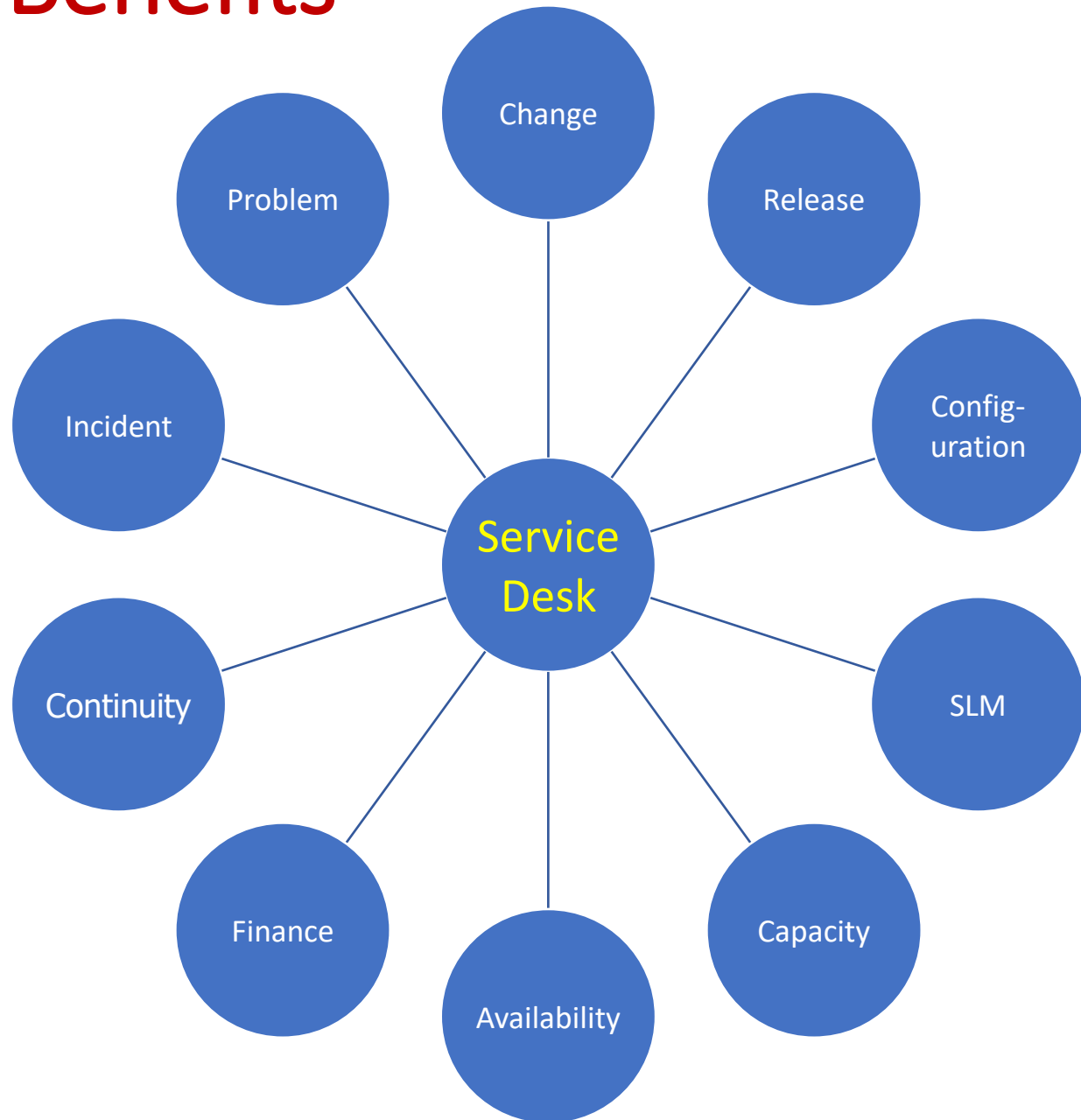
Keeps business running

Fast customer response

Fastest customer fix

Sets and manages customer perception and satisfaction

Single point of contact

Optimum use of resources

($10 fix at SD, $100 fix at 3rd line)

ITIL V2 Processes - Benefits
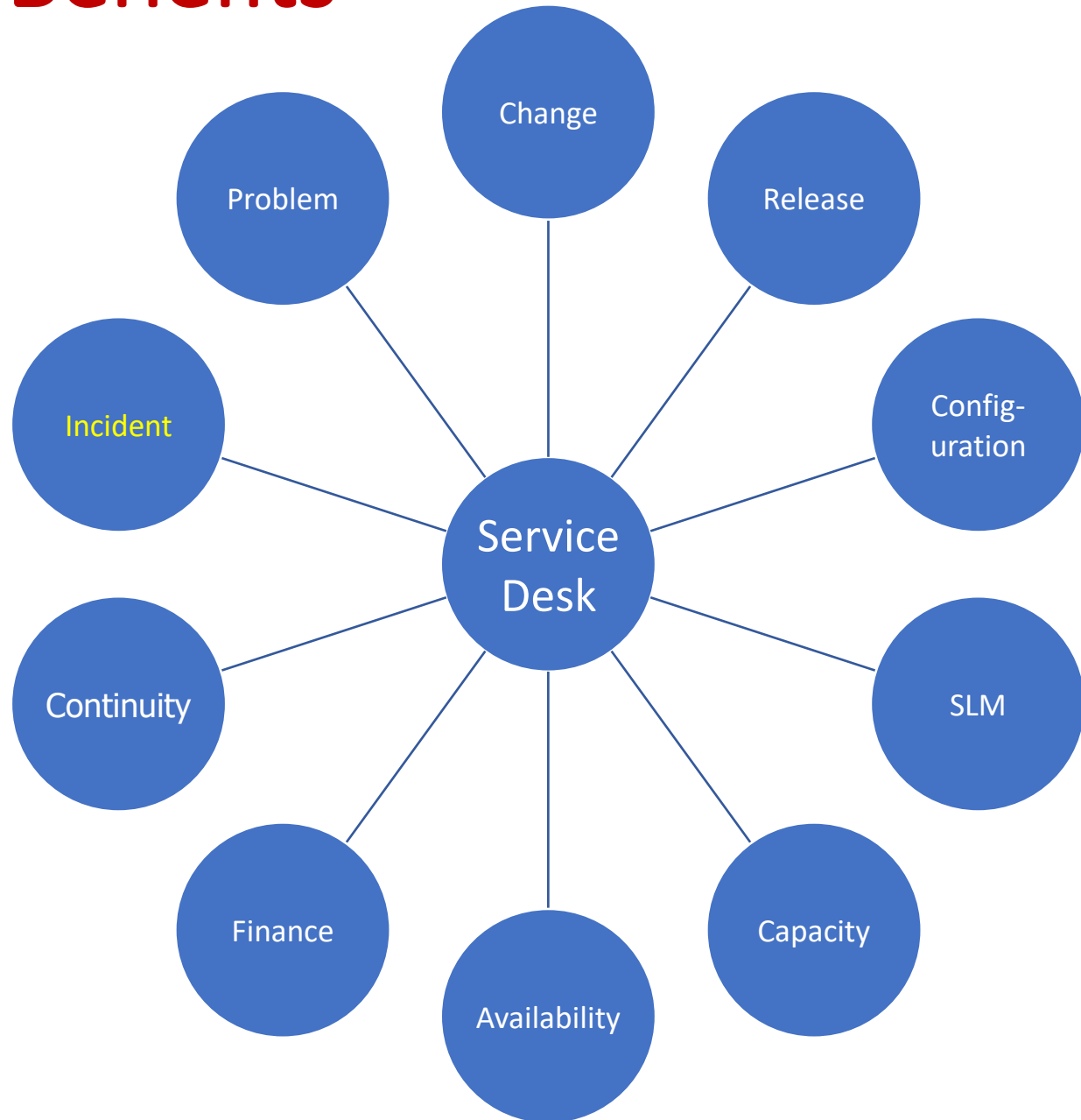
Incident Management Benefits

Improves customer satisfaction

Optimum use of resources

Focussed on getting customer back to work

Allows technical and project work to be done with minimal interruption

Maintains high customer productivity/availability

Change

Problem

Release

Incident

Config-uration

Service Desk

SLM

Continuity

Capacity

Finance

Availability

ITIL V2 Processes - Benefits
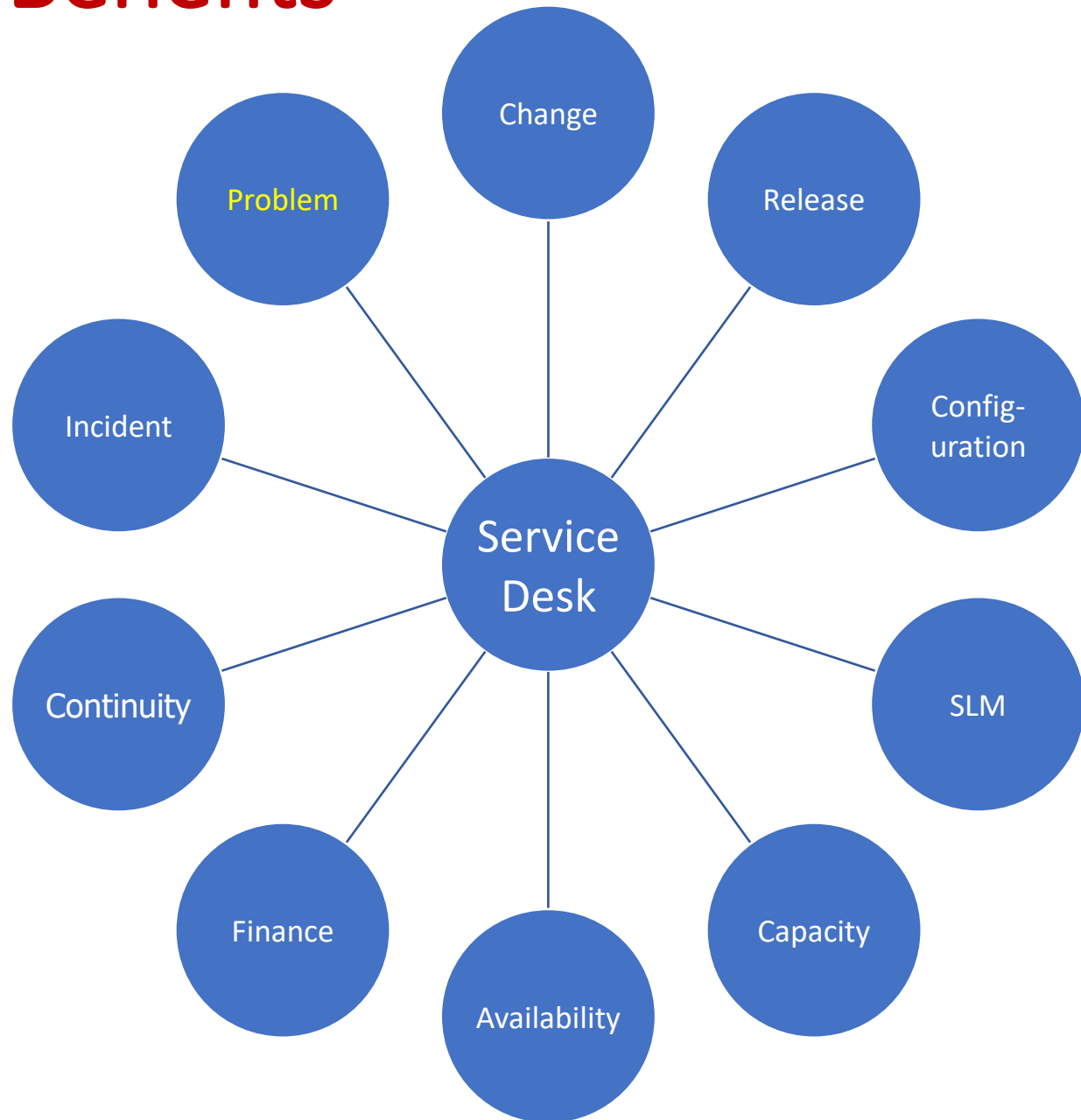
Problem Management Benefits

Aims to eliminate underlying problems

Focus on long term resolution and closure at root cause

Optimum use of resources

Forces business decisions on removal of problems

Long term cost reductions
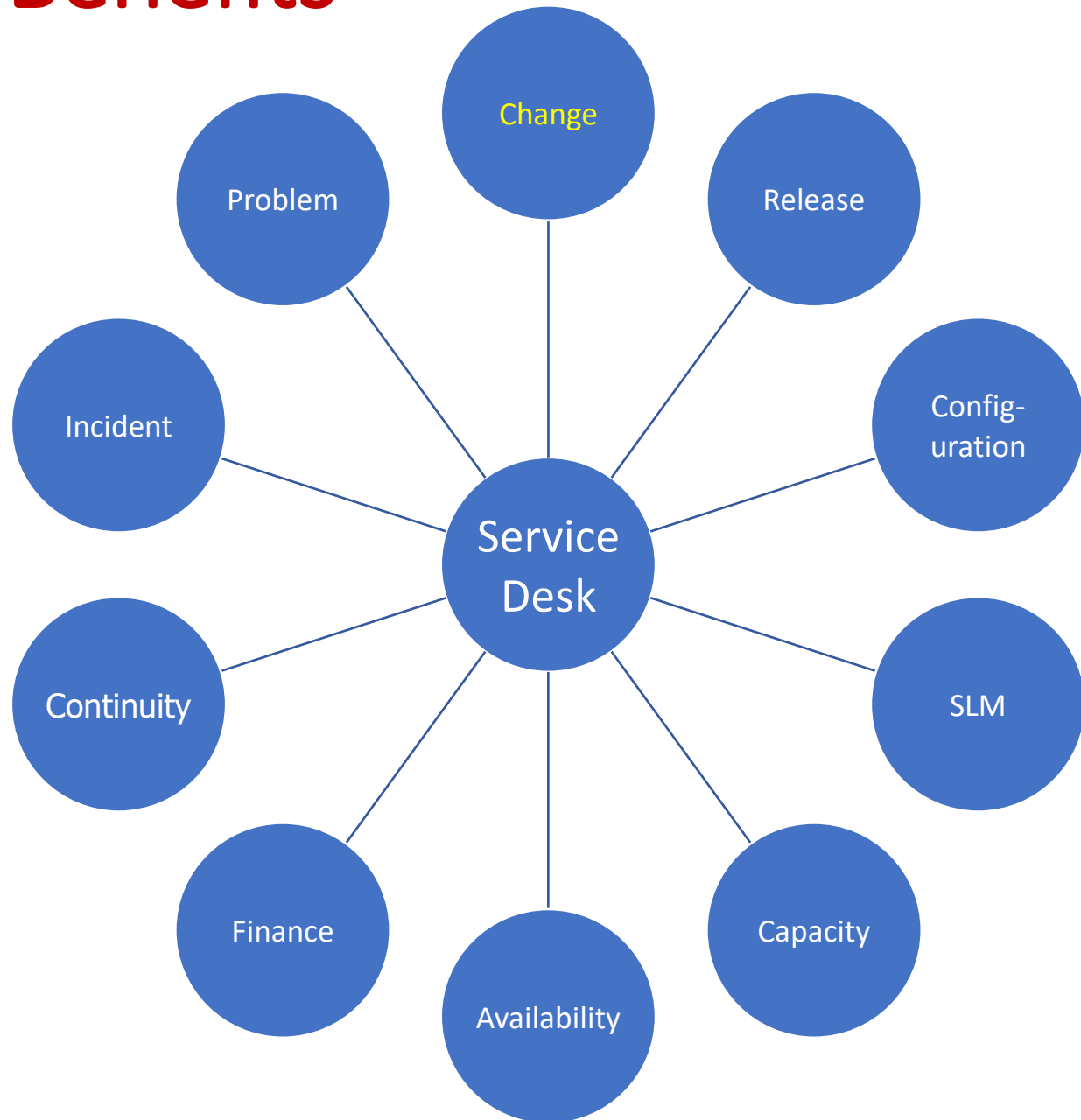
ITIL V2 Processes - Benefits

Change Management Benefits

Reduces unnecessary downtime to a minimum

Manages business risk associated with change

Ensures that change and risk is controlled and understood across IT

Long term cost savings and opportunity benefits in reduced business downtime

ITIL V2 Processes - Benefits

Release Management Benefits

Ensures service readiness before implementation

Involves SD and support (earlier) in the development lifecycle

Avoids unnecessary Incidents, problems and PR disasters at implementation

Ensures that support is handed over – no SPOFs

(single points of failure)

ITIL V2 Processes - Benefits

Configuration Management Benefits

Provides visibility and control of the estate and inter-linked Services

Supports Problem and Change Management through traceability and risk assessment

Provides base for many ITIL processes, e.g. Financial, Availability and Service Level processes

ITIL V2 Processes - Benefits
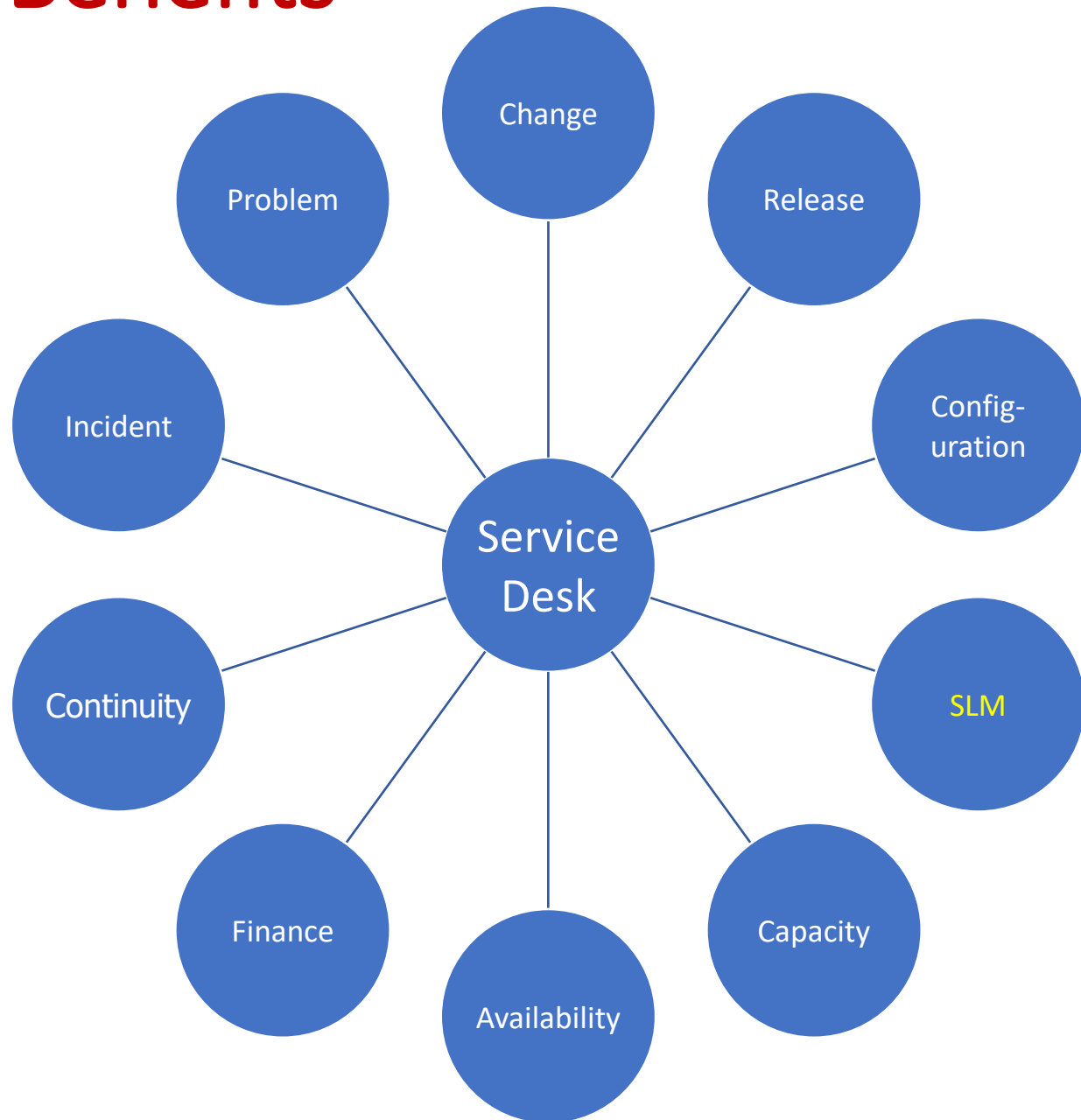
Service Level Management Benefits

Provides the Business Mandate

Builds business-focus to IT Services

Manages customer expectation

Sets targets for IT delivery

Provides data for service improvement, resource management etc

ITIL V2 Processes - Benefits

Capacity Management Benefits

Ensures that all aspects of planning – systems, people, project resources etc – are considered and planned for

Forces ownership and prioritisation of planning and resourcing

Closely linked to SLM

ITIL V2 Processes - Benefits

Availability Management Benefits

Improves system uptime

Focuses on availability and measurement that is business-led – not technology-led

Helps to ensure that critical systems' availability is measured and maintained (i.e. not blanket availability)
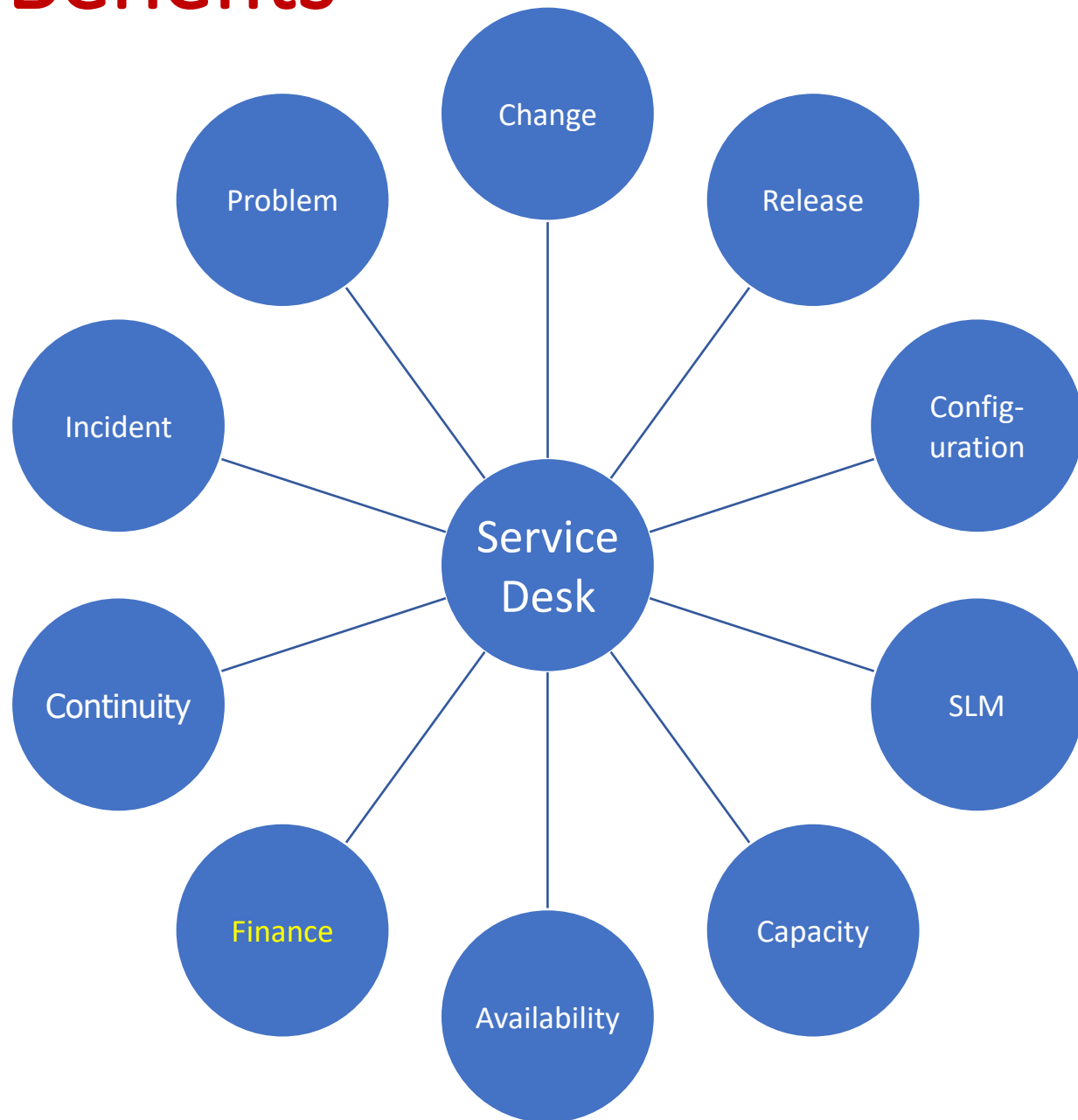
Closely linked to SLM

ITIL V2 Processes - Benefits

Financial Management Benefits

Improves accountability and control

Facilitates cost modelling and service-based charging

Improves procurement and lifecycle management

ITIL V2 Processes - Benefits

Business Continuity Management Benefits

Business risk is managed at optimum levels

Ensures that Disaster Recovery is planned and regularly tested

Business continuity is assessed, prioritised and planned for – also regularly tested

Linked to SLM