



**i n v e n t**

# ***ITIL: An Introduction.***

***“Covering All the  
Bases –  
ITIL,  
ITSM, &  
hp OpenView”***



Session: M161

Ken Wendle  
HP OpenView



***Agenda:***  
***Background***  
***ITIL***  
***ITSM***  
***hp OpenView***



Where are we?

Where do we want to be?

How do we get there?

# levels of enterprise IT management

managing the  
business value of IT

managing  
the services

managing the  
infrastructure

Where are we?

# levels of enterprise IT management

managing the  
business value of IT

managing  
the services

managing the  
infrastructure

- control computing infrastructure
- encompass devices and data
- operate as technology provider

# levels of enterprise IT management

managing the  
business value of IT

managing  
the services

managing the  
infrastructure

- control computing services
- run the computing infrastructure as a business
- operate as a service provider

# levels of enterprise IT management

managing the  
business value of IT

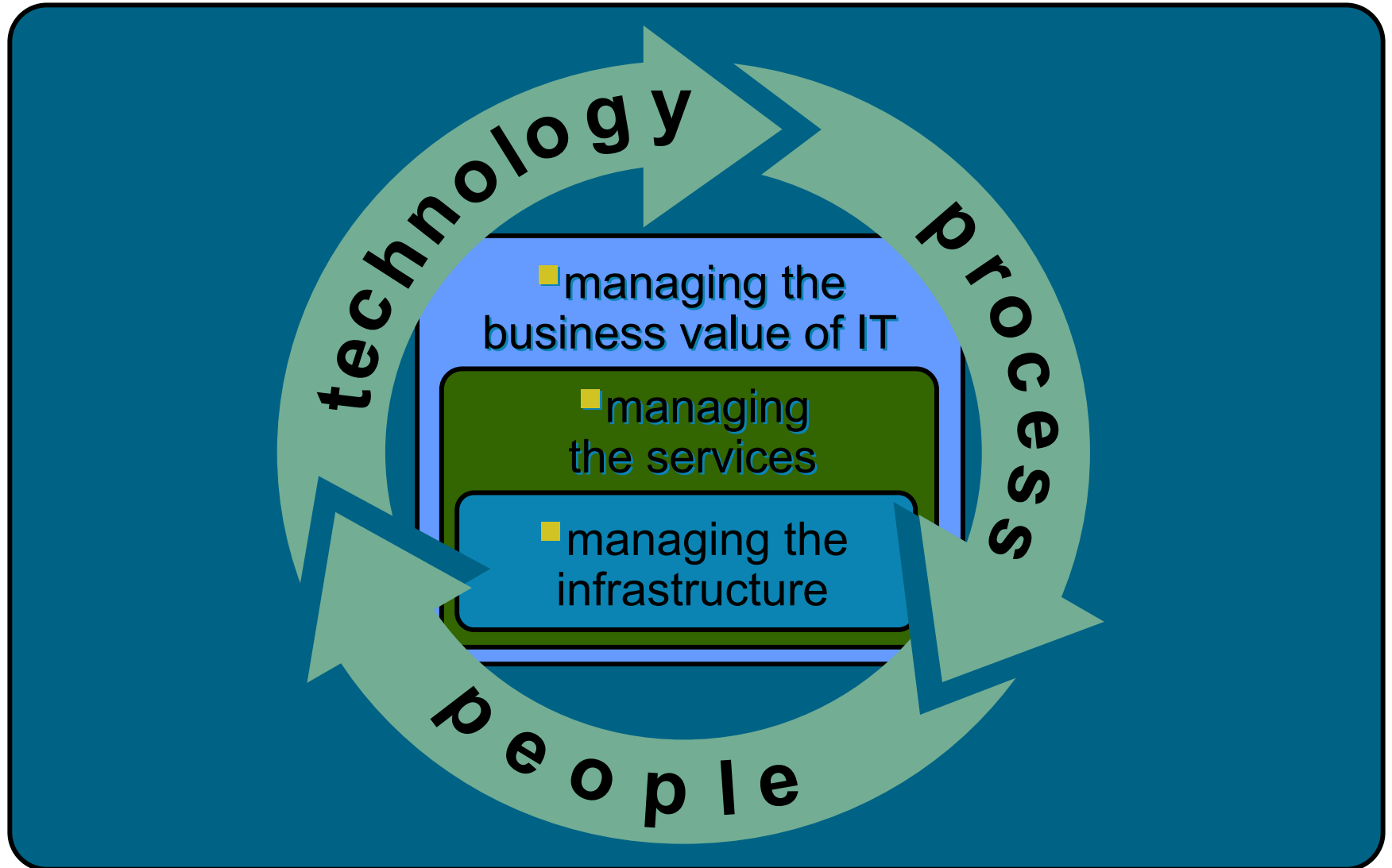
managing  
the services

managing the  
infrastructure

- enter business planning process
- deliver services for competitive advantage
- be recognized as irreplaceable business partner

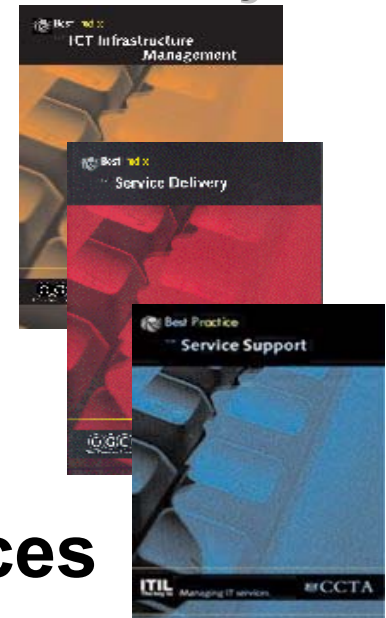


# levels of enterprise IT management

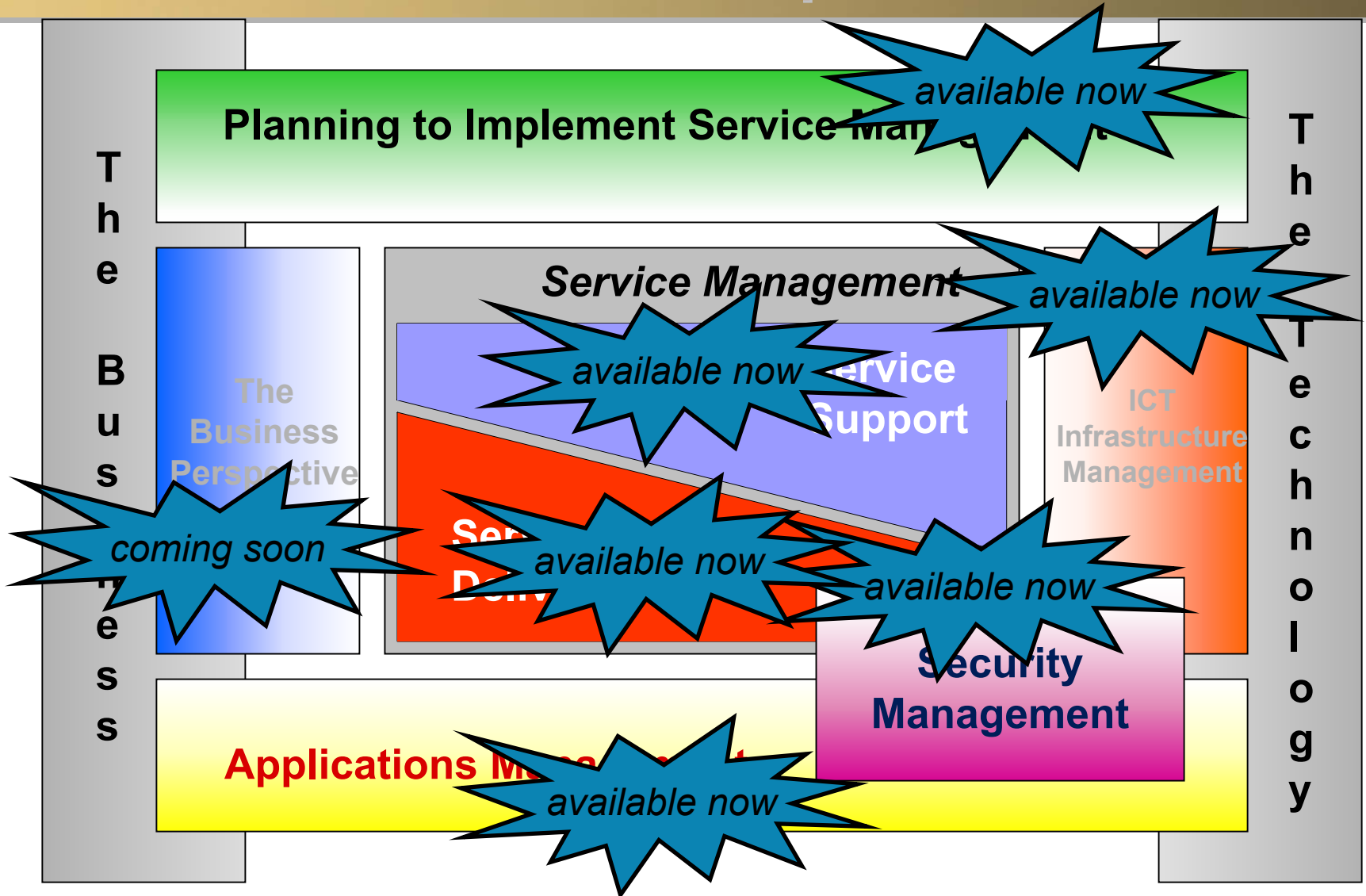


## Information **T**echnology **I**nfrastructure **L**ibrary

- Literally, a library of IT-specific books
- Result of years of analysis and research
- ***THE*** de facto *global* standard of IT Service Management best practices
- ***ITIL is Vital! It's not a question of whether you're doing ITSM or not... it's a question of how well or poorly you're doing it!***

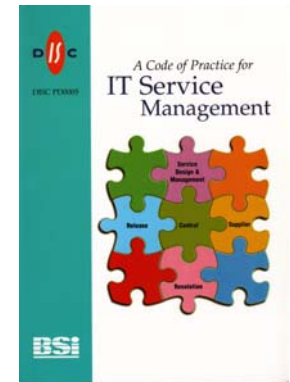


# ITIL Publications map



## British Standards Institution (BSi)

- 1998 - Code of Practice [PD0005]
- 2000 - Self-assessment Workbook [PD0015]  
- Specification [BS15000]
- 2001 - Early adopters → Feedback
- 2002 - Rewrite as Part 1 & 2 (release 11/02)  
- Rewrite PD0005/PD0015
- 2003 - Formal certification scheme
- ????? - ISO Standard



## *“ICs on board”*

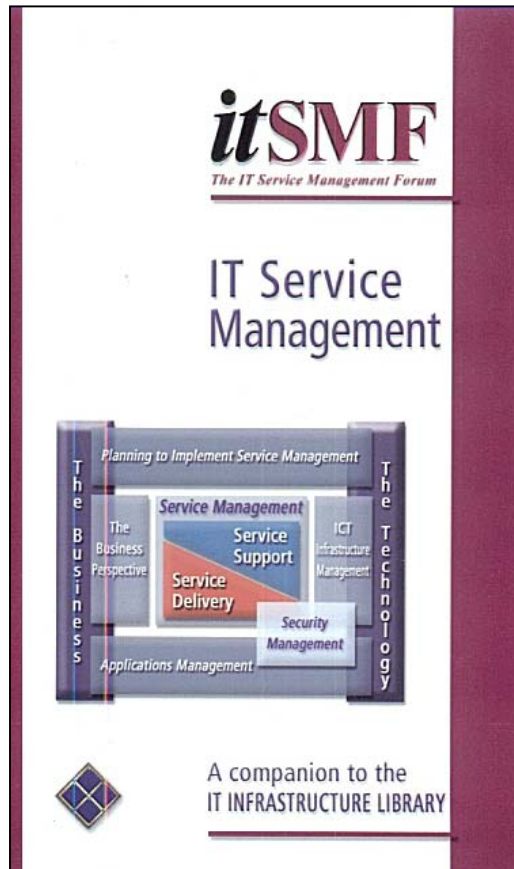
- “Enterprises will realize valuable process improvements and better measurement and reporting of process outcomes through the adoption of ITIL processes and guidelines.”
  - “ITIL Brings Clarity to Complex IT Processes” Gartner 6/02
  
- “Enterprises should use ITIL as the baseline definition of service management best practice, and particularly use it to validate the integration between their own operational processes.”
  - “ITIL’s Service-Level Management Strength Is in Integration ” Gartner 1/02

## *what is the itSMF?*

**The IT Service Management Forum is the only internationally recognized and *independent* organization dedicated to IT Service Management. It is a not-for-profit body, wholly owned, and principally operated, by its membership.**

**It was formed in the UK in 1991 & now has national chapters in Australia, Austria, Belgium, Canada, Germany, the Netherlands, South Africa, USA and growing!**

# back to basics



*“IT Services are there solely to support the business and its efficient and effective operation.”*

-- itSMF ITIL Pocket Guide

**Source: IT Service Management, ITSMF**

## *Service Delivery*

Service Level Management

Capacity Management

Availability Management

IT Service Continuity  
Management

Financial Management for  
IT Services

## *Service Support*

Service Desk

Configuration Management

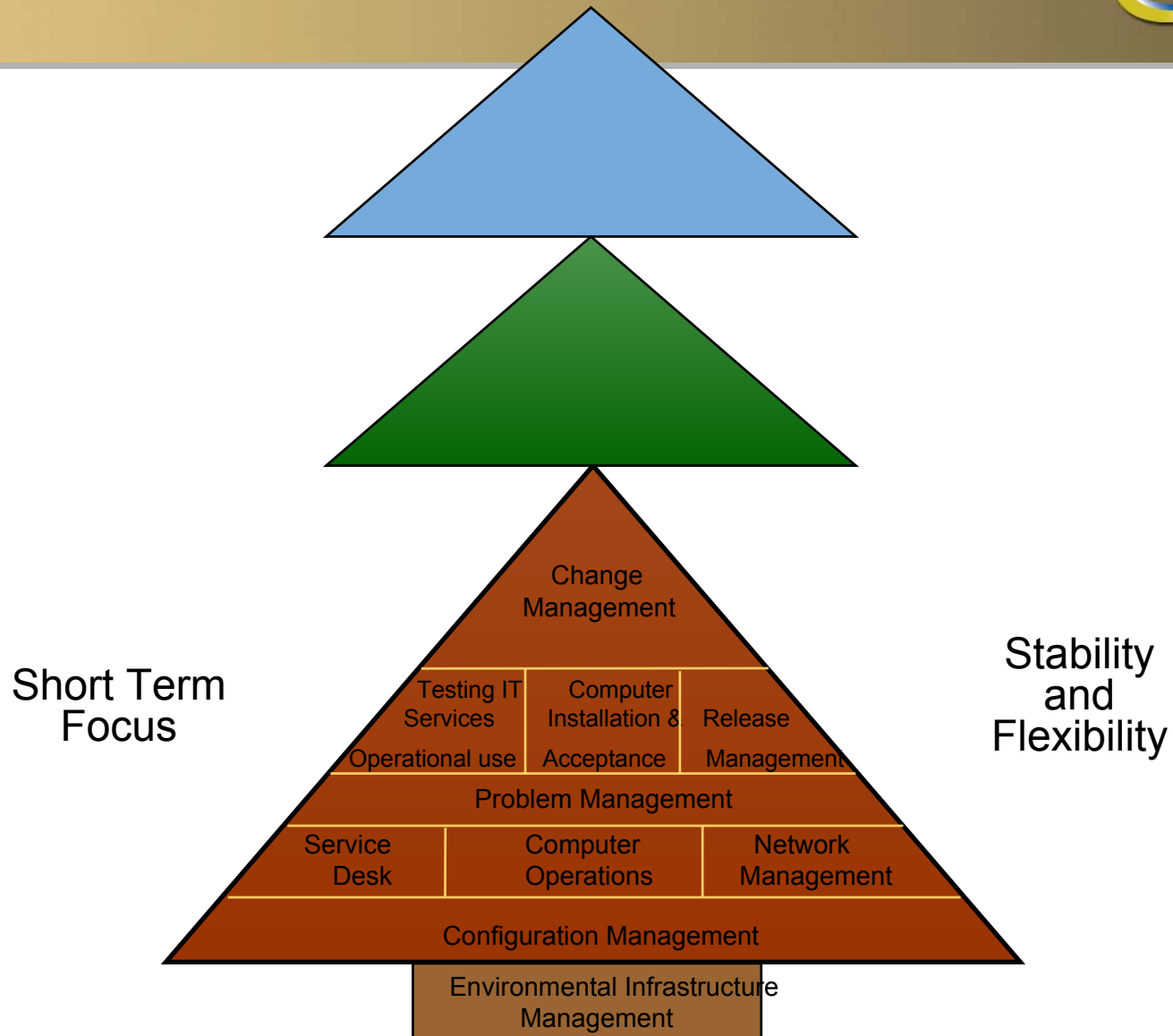
Problem Management

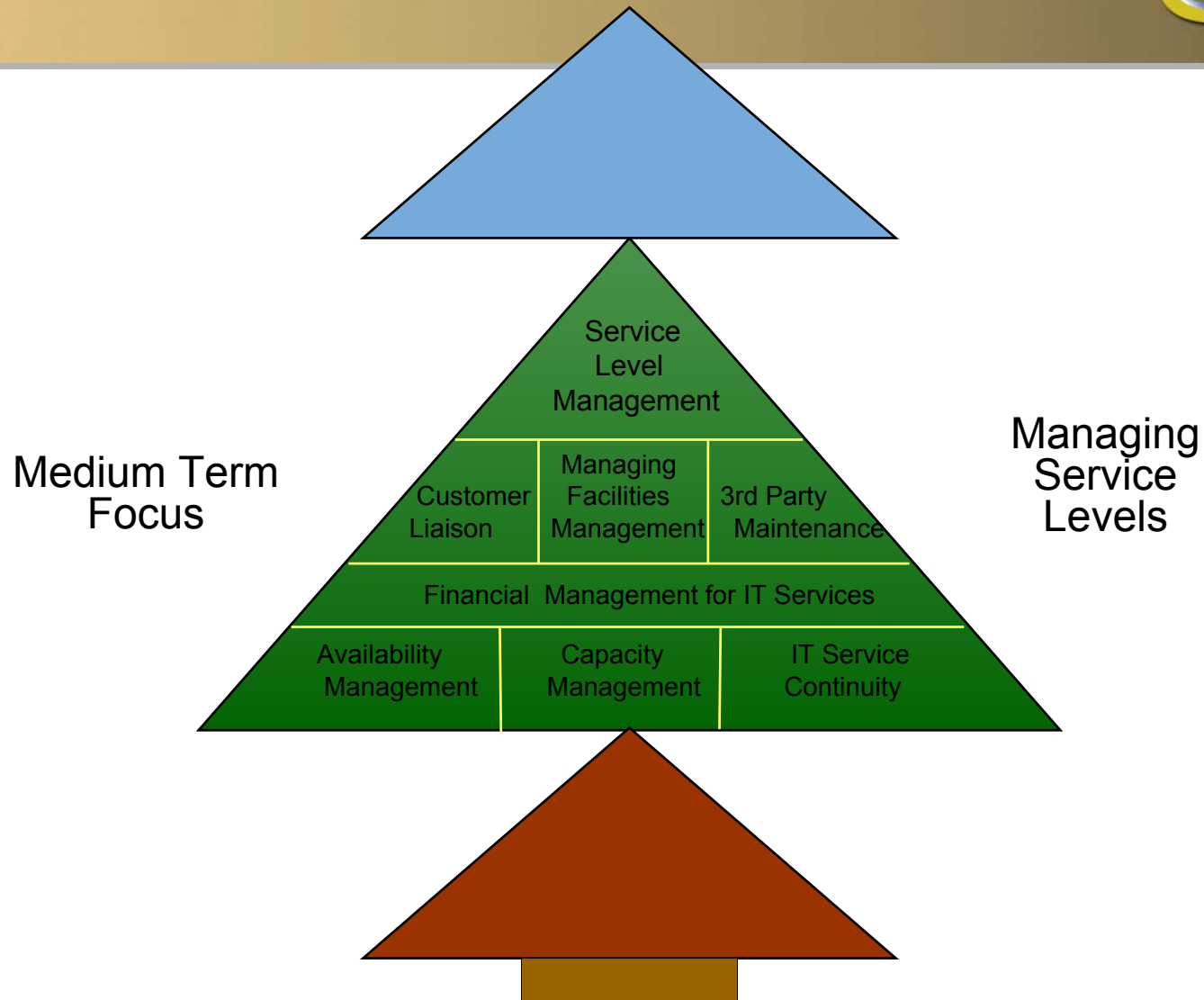
Change Management

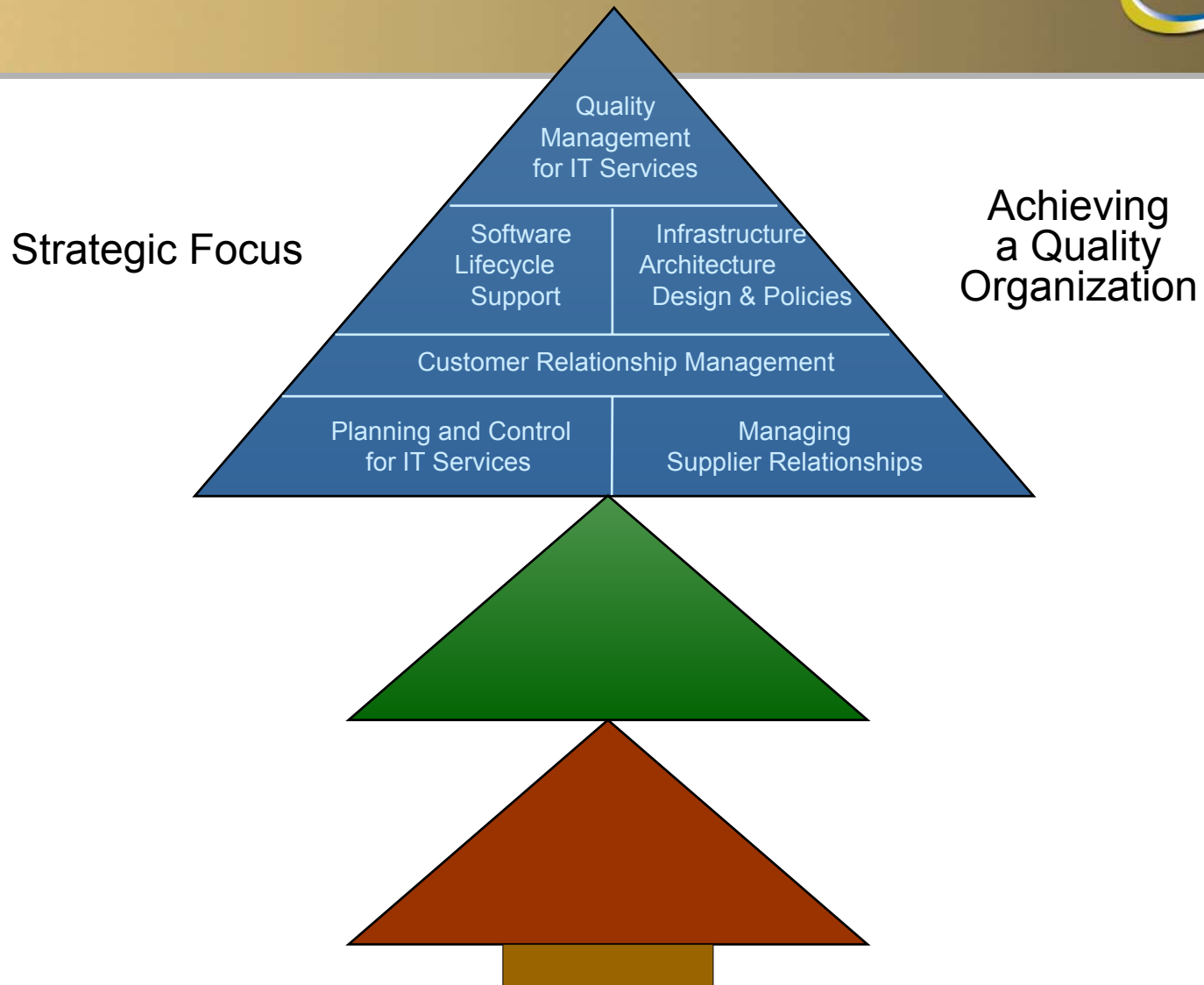
Release Management

Incident Management

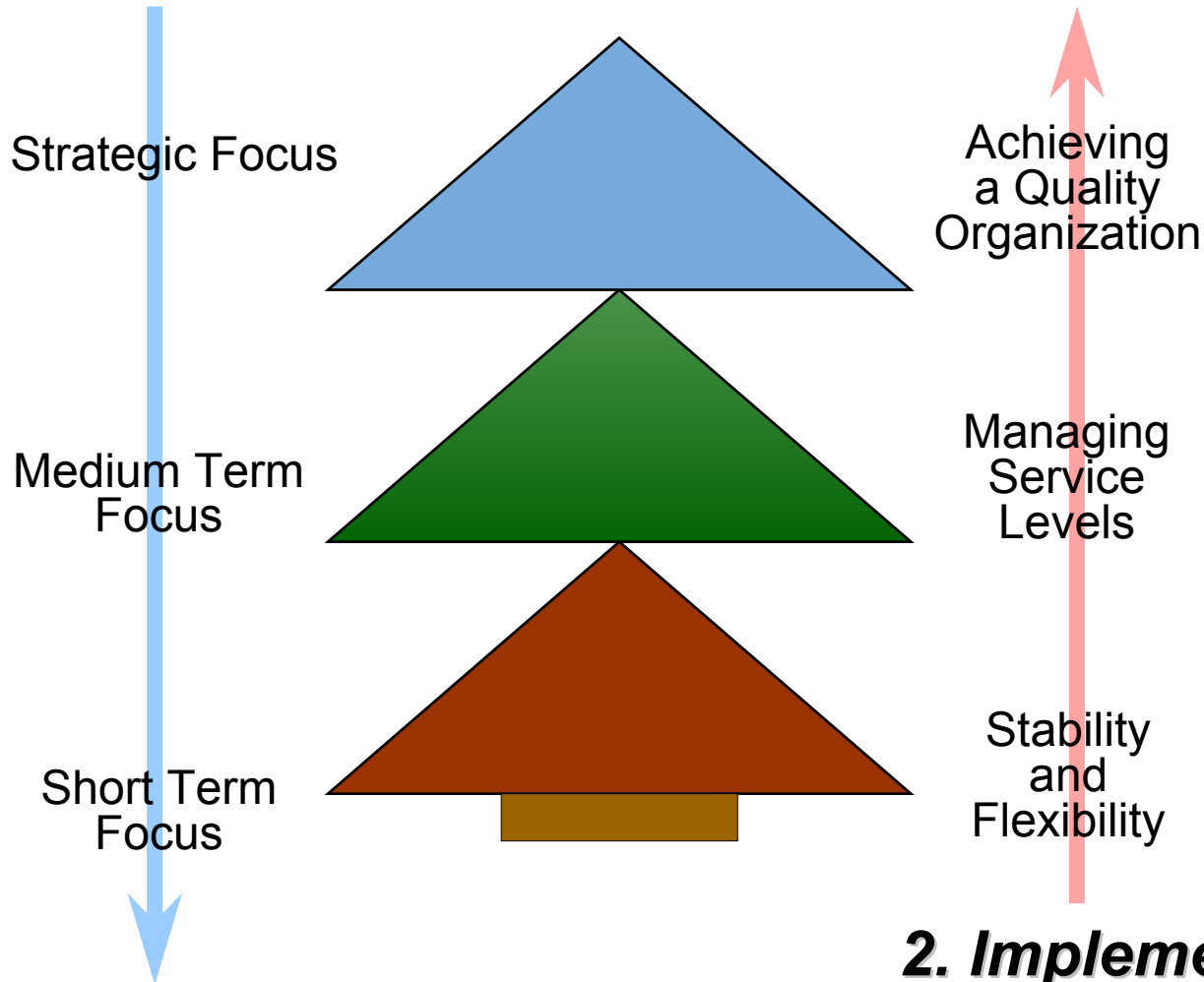








## 1. Planning

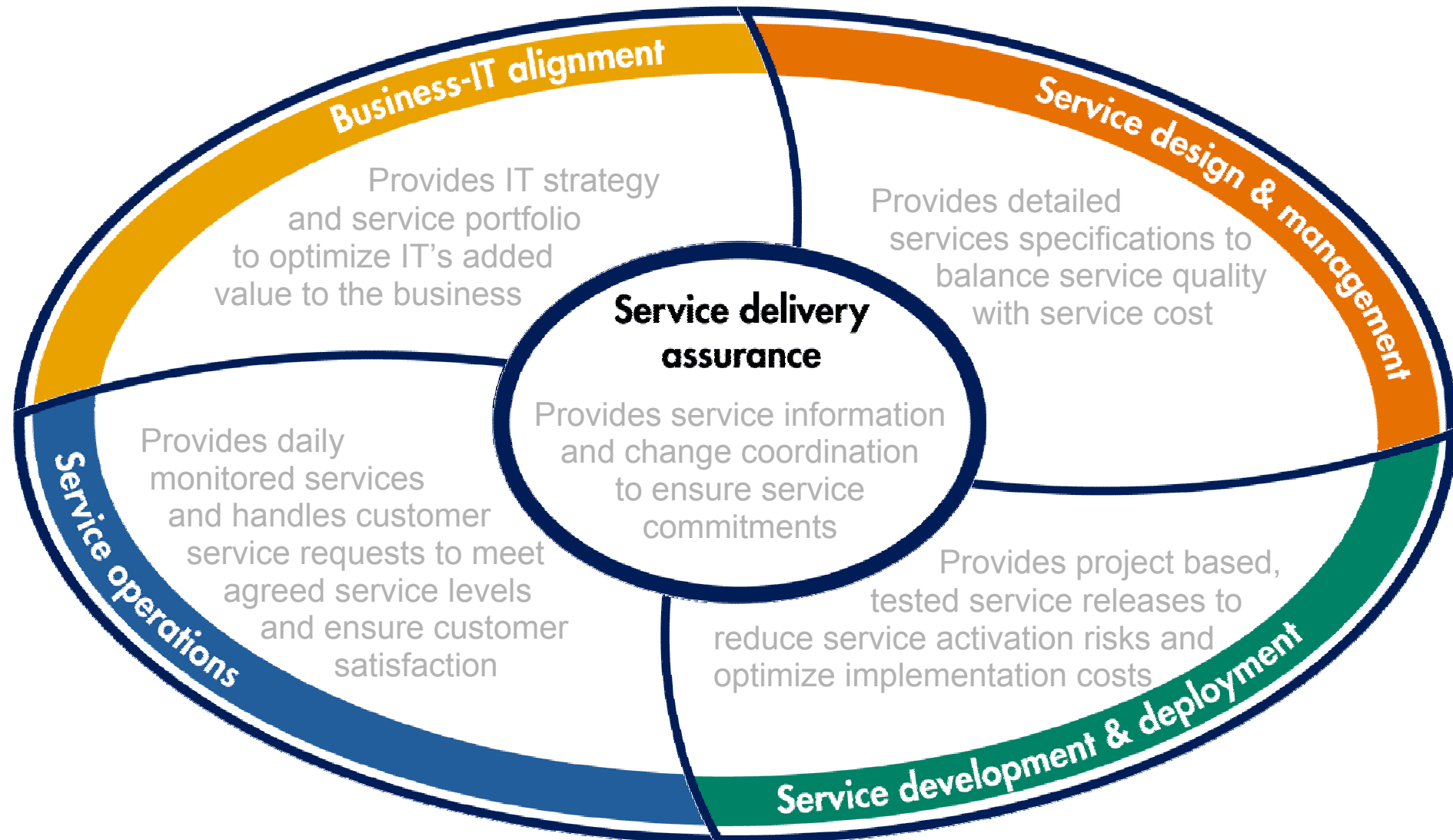


## 2. Implementation

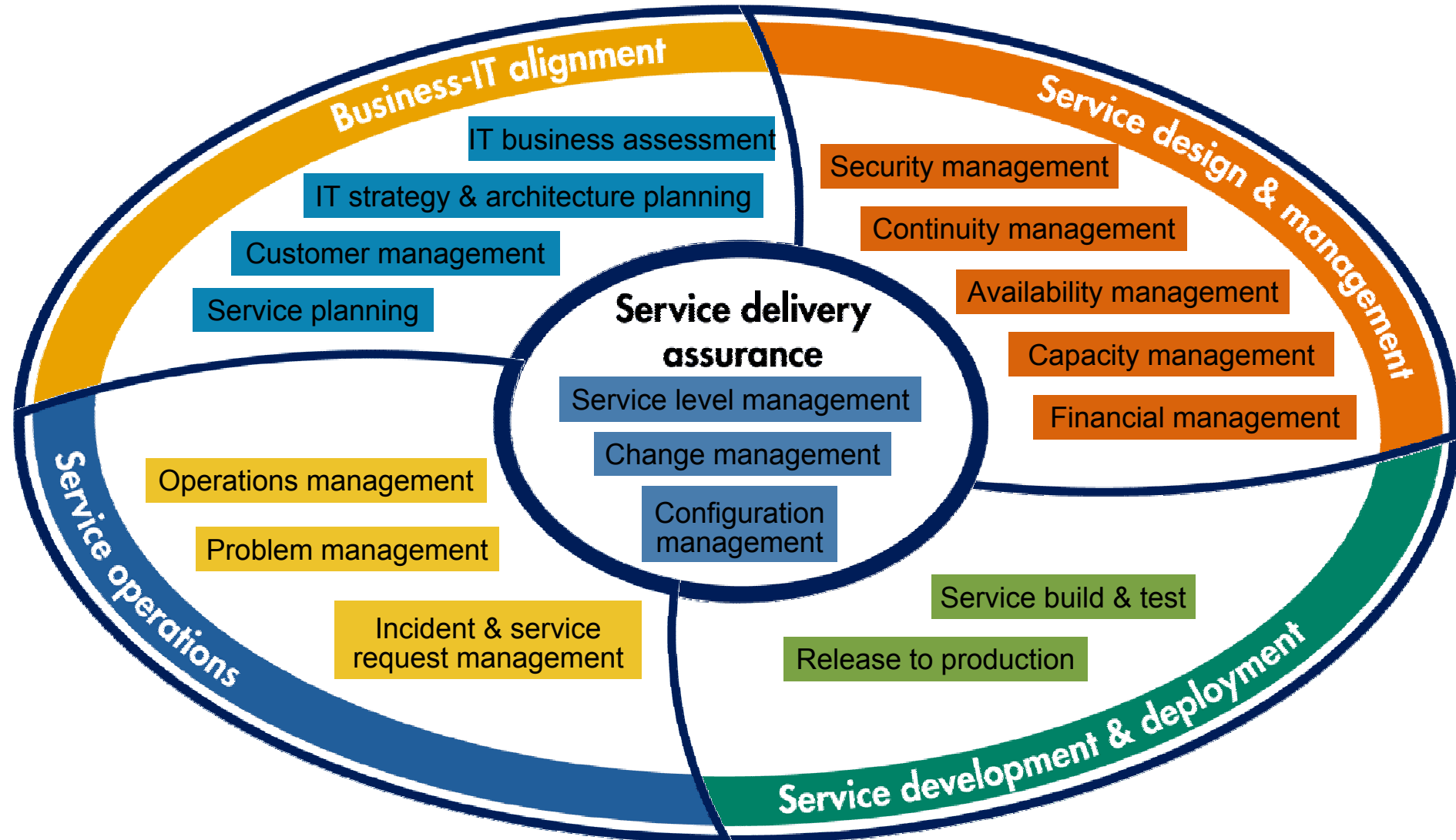
# HP ITSM Reference model



# ITSM Reference model

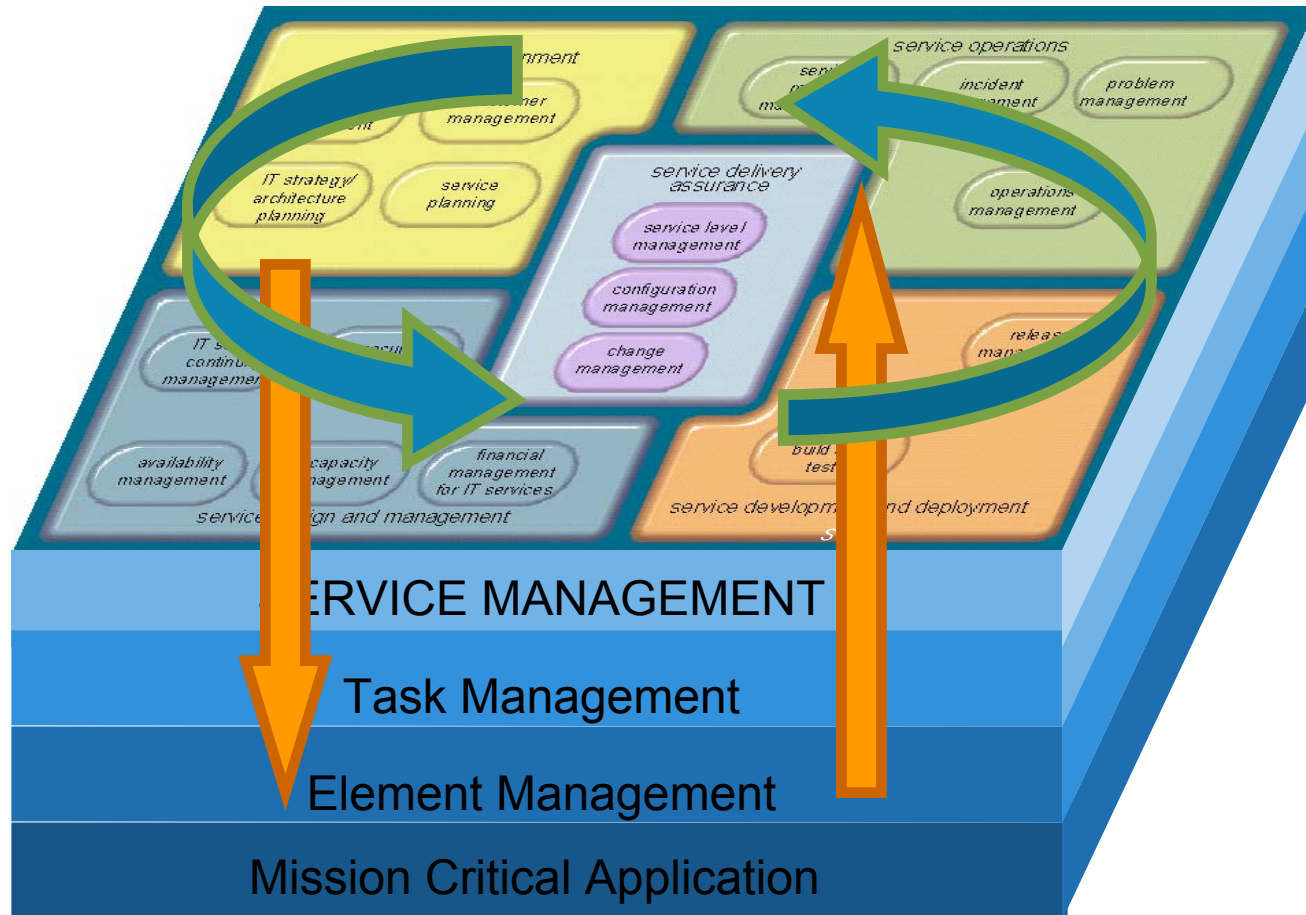


# ITSM Reference model



# HP ITSM Reference Model

Horizontal Process Integration with Vertical Infrastructure Integration



**“IT lives a Three Dimensional Word”**



# so, what is an IT Service?

“A set of related components provided in support of one or more business processes.

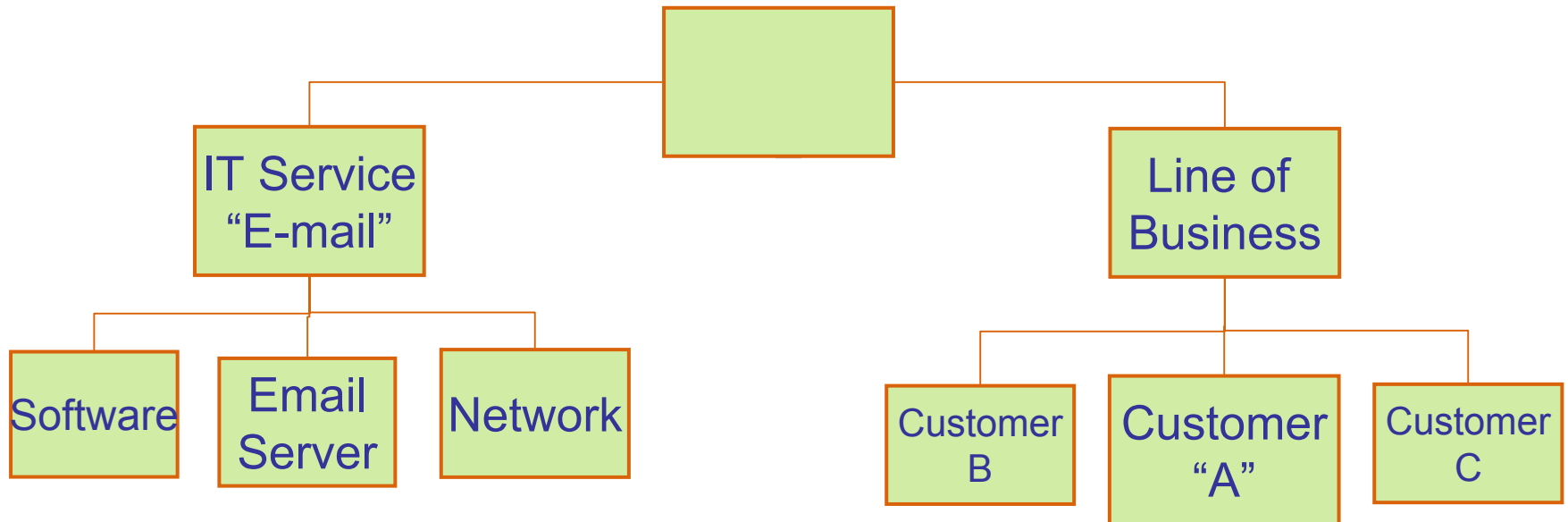
The service will comprise of a range of Configuration Item types, but will be perceived *by the customer* and users as a **self-contained, single, coherent entity.**”

- From “A dictionary of IT Service management Terms, Acronyms and Abbreviations”

# End to End Impact

Component	Availability	Net Availability
Network	99%	99%
Operating System	99% <del>X</del> 99%	98%
Middleware	99% <del>X</del> 99% <del>X</del> 99%	97%
Database	99% <del>X</del> 99% <del>X</del> 99% <del>X</del> 99%	96%
ERP System	99% <del>X</del> 99% <del>X</del> 99% <del>X</del> 99% <del>X</del> 99%	95%
Customer Accounting Application	99% <del>X</del> 99% <del>X</del> 99% <del>X</del> 99% <del>X</del> 99% <del>X</del> 99%	94%

# what is an IT Service?

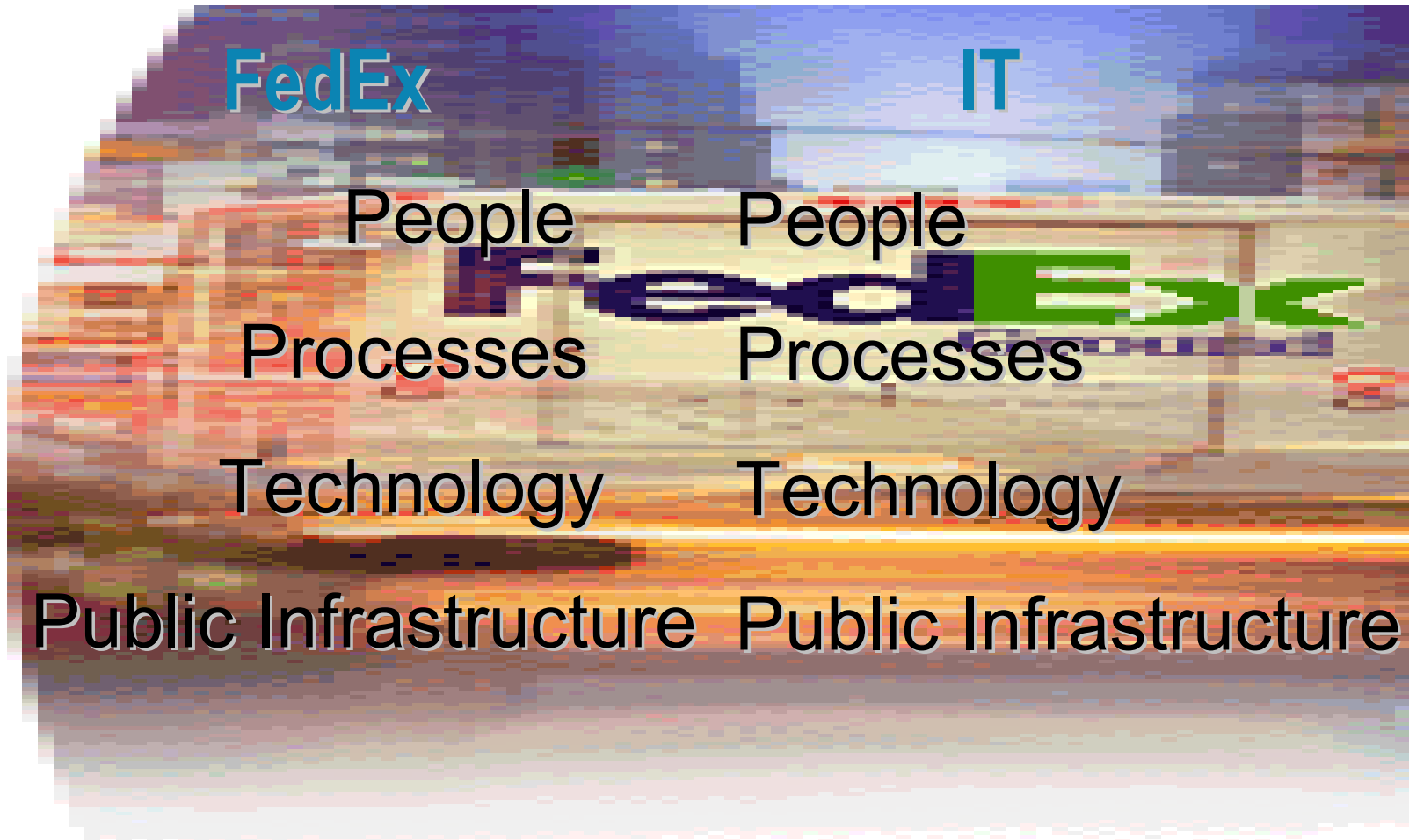


## *What is IT Service Management?*

**“The principals and practices of designing, delivering and maintaining IT Services, to an agreed level of quality in support of a customer activity.”**

- From “A dictionary of IT Service management Terms, Acronyms and Abbreviations

# a shift from traditional thinking



EITHER

The IT Infrastructure determines the  
Service Level

OR

**The Service Level determines the  
IT Infrastructure.**

“ITSM is not simply an issue of  
***People, Process, & Technology.***

It is using

***Integrated Technology***

which is designed around, embeds and

***Integrates Processes***

to support, enable and help

***Integrate People***

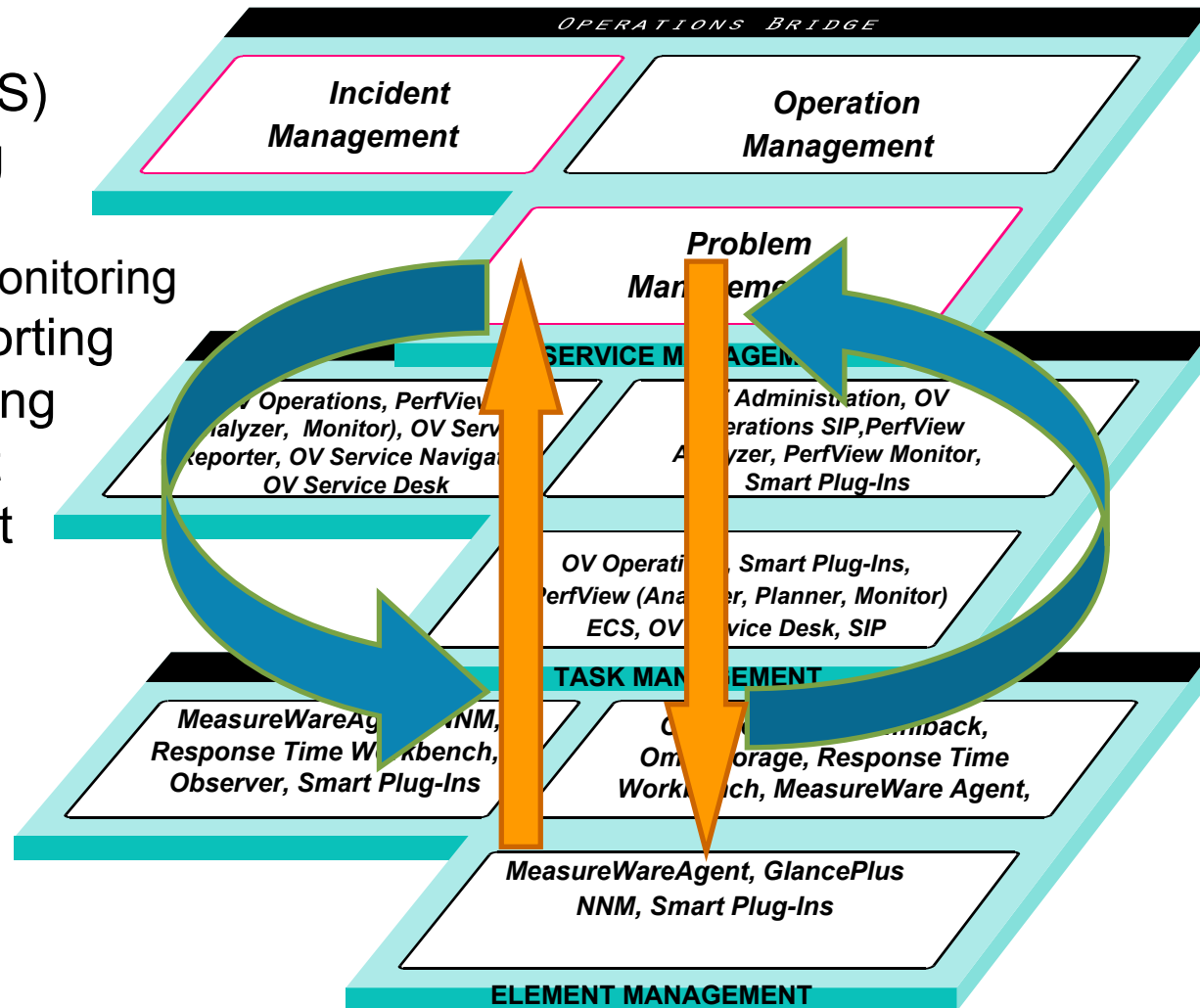
to better perform their jobs.”

- Ken Wendle

# HP OpenView

Designed to Enable the ITSM Reference Model

- Event escalation
- Event correlation (ECS)
- Availability monitoring
- Network monitoring
- Business Transaction Monitoring
- Application QoS Reporting
- Performance monitoring
- Incident Management
- Problem Management





IT service perspective

SLA definition

day to day impact

# IT Services can be defined by relating key components (which can be instrumented and monitored)

11 - Simple Service Form

File Edit View Tools Actions Help

Save and Close Default template

ID: 11

Name: E-MAIL

Description: Email Service For Corporate Employees

Type Service: IT Service

Status: Supported

Parent service: [ ]

Service Mana...: Bernstein, Holly

Default Work ...: Server specialists

Configuration Items | SLA | Service Calls | Child Services | History

Search code	Name 1	Location	Category	U...
SRVHPNET001	HP NetServer		Server	<input type="checkbox"/>
OSWIN2000	Microsoft Windows...		OS (Ope...	<input type="checkbox"/>
MSEXCHANGE2000	Microsoft Exchang...		Commun...	<input type="checkbox"/>
MSOUTLOOK2000	Microsoft Outlook ...		Commun...	<input type="checkbox"/>
APIIS001	IIS "Internet inform...		Data Ma...	<input type="checkbox"/>
SRVHP005	Mailserver		Server	<input checked="" type="checkbox"/>
SRVHPNET001A	HP NetServer Ema...		Server	<input type="checkbox"/>

Add... Modify... Relate... Unrelate

# Services Levels can be associated with the defined Service

**11 - Simple Service Form**

File Edit View Tools Actions Help

Save and Close Default template

ID: 11

**Name**: E-MAIL

**Description**: Email Service For Corporate Employees

Type Service: IT Service

**Status**: Supported

Parent service: [ ]

Service Mana...: Bernstein, Holly

Default Work ...: Server specialists

Configuration Items | **SLA** | Service Calls | Child Services | History

Preview

ID	Name	Description	Service Level	Status
1	E-mail (24 x 7)	E-mail agreement for...	Gold (24 x 7)	Active
6	E-mail (24 x 5)	E-mail agreement for...	Silver (24 x 5)	Active
10	E-mail (8 x 5)	E-mail agreement 8 ...	Bronze (8 x 5)	Active

Add... Modify... Remove... Relate... Unrelate

# Services Level detail can be defined

The screenshot shows a software application window titled "6 - Simple SLA". The window has a menu bar with "File", "Edit", "View", "Tools", "Actions", and "Help". Below the menu bar is a toolbar with icons for "Save and Close", a search icon, a close icon, a print icon, a copy icon, a paste icon, a delete icon, a refresh icon, and a help icon. The main area is divided into two panes. The left pane contains fields for "ID" (6), "Name" (E-mail (24 x 5)), "Status" (Active), "Service" (E-MAIL), "Service Level" (Silver (24 x 5)), "Description" (E-mail agreement for 24 x 5), and "Account Mana..." (Bernstein, Holly). The right pane has tabs for "General", "Receiving Organisations", "Receiving Persons", "Assignment", and "History". The "General" tab is active and contains fields for "Provider Orga..." (IT Service BU), "Actual Start" (11/8/01 15:27), "Actual Finish" (11/28/03 8:16), "Price" (\$ 150,000.00), "Term of Payment" (Half-yearly), "Evaluation Period" (3 Months), "Penalty (in \$)" (1,000), and "Applied time zone" (Provider).

**6 - Simple SLA**

File Edit View Tools Actions Help

Save and Close

ID: 6

**Name**: E-mail (24 x 5)

**Status**: Active

Service: E-MAIL

ID: 11  
Description: Email Service For Corporate Employees  
Status: Supported

**Service Level**: Silver (24 x 5)

Description: E-mail agreement for 24 x 5

Information

Account Mana...: Bernstein, Holly

General Receiving Organisations Receiving Persons Assignment History

Provider Orga...: IT Service BU

Actual Start: 11/8/01 15:27

**Actual Finish**: 11/28/03 8:16

Price: \$ 150,000.00

Term of Payment: Half-yearly

Evaluation Period: 3 Months

Penalty (in \$): 1,000

**Applied time zone**:  Provider  Receiver

The organization(s) receiving the service at that level are related



6 - Simple SLA

File Edit View Tools Actions Help

Save and Close

ID: 6

Name: E-mail (24 x 5)

Status: Active

Service: E-MAIL

ID: 11  
Description: Email Service For Corporate Employees  
Status: Supported

Service Level: Silver (24 x 5)

Description: E-mail agreement for 24 x 5

Information:

Account Mana...: Bernstein, Holly

General Receiving Organisations Receiving Persons Assignment History

Preview

Search code	Name 1	Parent	Web page	E-mail	Category
CONTROL	Control BU	Invention In...			Busines...
DEVELOPM...	Developme...	Research & ...			Depart...
INVENTION	Invention In...		www.inventi...	info@inventi...	Organiz...
ITOPERATI...	IT Operation...	IT Service BU			Depart...
ITSERVICE	IT Service BU	Invention In...			Busines...
LOGISTICS	Logistics BU	Invention In...			Busines...
MARKETING	Marketing D...	Sales & Mar...			Depart...
PRODUCTI...	Production ...	Invention In...			Busines...
R&D	Research & ...	Invention In...			Busines...
RESEARCH	Research D...	Research & ...			Depart...
S&M	Sales & Mar...	Invention Incorporated			Busines...
SALES	Sales Depart...	Sales & Mar...			Depart...
SERVICEM...	IT Service ...	IT Service BU			Depart...

Add... Modify... Relate... Unrelate

**Sales & Marketing BU - Simple Organization**

File Edit View Tools Actions Help

Save and Close Default template

Search code: S&M

Name 1: Sales & Marketing BU

E-mail:

Parent: Invention Incorporated

Manager: Bickerstaffe, Amanda J.

Location: USA01

Status: Active

Category: Internal Organization / Organizati

Phone Addresses Persons Sub Organizations History

Preview

Search code	First name	Last name ▲	E-mail	Location
NEWHL	Lorry	Newhouse	@invention-inc...	ASIA01
OLSEK	Kathy	Olsen	olsek@inventio...	USA01
RICHC	Christina	Richardson	@invention-inc...	USA02

Add... Modify... Remove... Relate... Unrelate

# How does this impact day to day operations? Service Call is Logged with impacted Service (Email)

**New - Simple Service Call**

File Edit View Tools Actions Help

Save and Close Quick call template

**Due today.**

Customer: Olsen, Kathy  
Telephone number: 3408  
E-mail: olsek@invention-inc.com  
Job title: Account Manager  
Time Zone: Eastern Standard

Organisation: Sales & Marketing BU

ID: 541

Status: Registered

Service: E-MAIL

Category: Incident

Medium: Phone

**Description**  
Can't access Email

Information

**General** | History

Impact: Low (1 person affected)

Priority: 4 Low

Classification: User

Configuration I...

To:

Group: Helpdesk

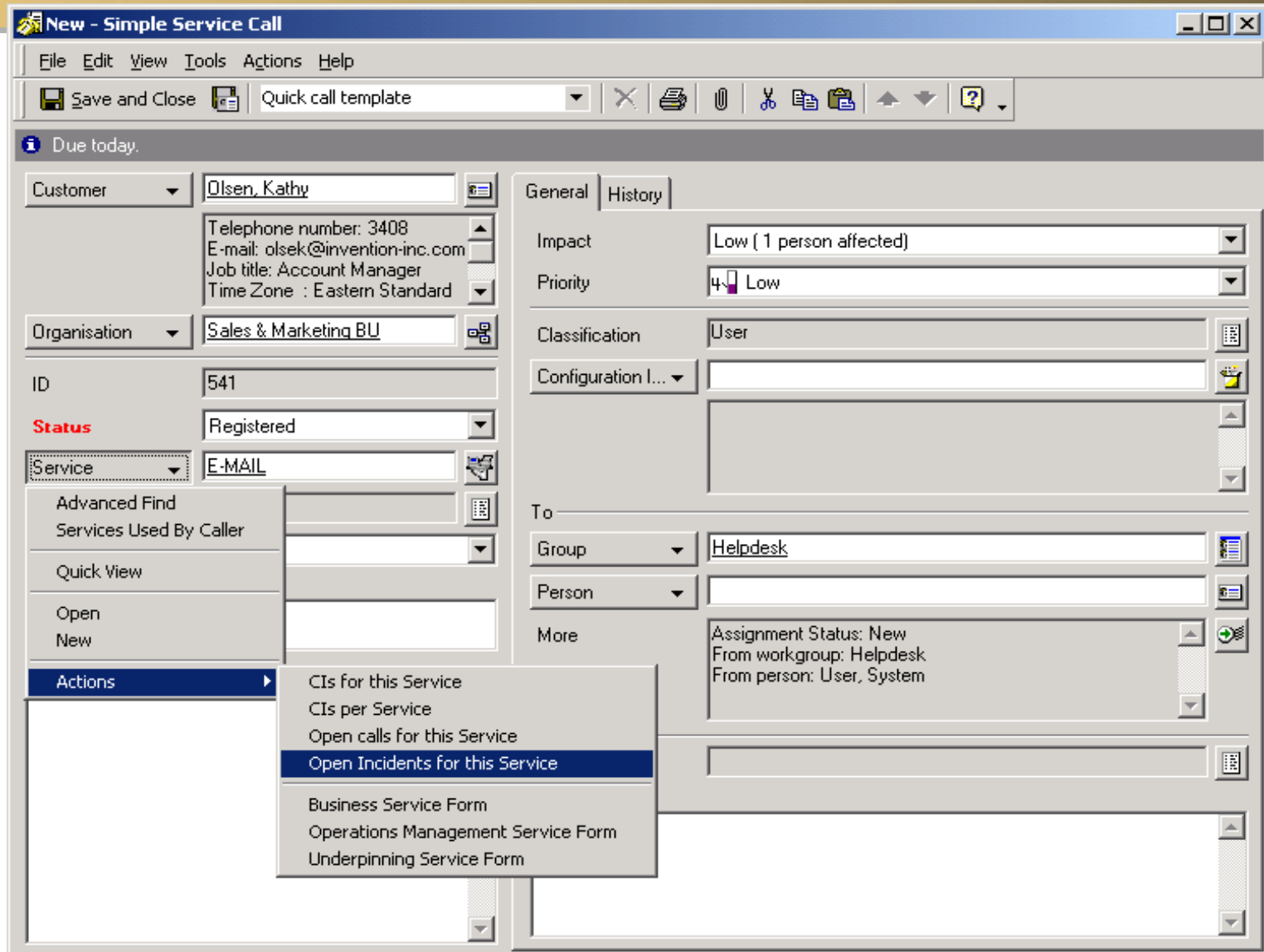
Person:

More: Assignment Status: New  
From workgroup: Helpdesk  
From person: User, System

Closure code

Solution

# Can check to see if any infrastructure issues are impacting the Email service.





# Discovery: an infrastructure issues is impacting the Email service.

The screenshot shows the 'Simple Incident' window in HP Service Manager. The window title is '167 - Simple Incident'. The menu bar includes File, Edit, View, Tools, Actions, and Help. The toolbar contains icons for Save and Close, Cancel, Print, Attach, Copy, Paste, and Help.

**Incident Details:**

- ID:** 167
- Status:** Registered
- Description:** PROCESSOR THRESHOLD EXCEEDED. CPU USAGE > 90% OVER 5 MINUTES
- Information:** Found problem. New processor defective. ETA 5:00 p.m today. See related change.
- Configuration I...:** SRVHP005
  - IP Address: 127.0.0.1
  - Admin. Org. : Hewlett-Packard
  - Admin. Person :
  - Admin. Person Telephone
- Service:** E-MAIL
- Service Level:** Gold (24 x 7)
- Classification:** Performance

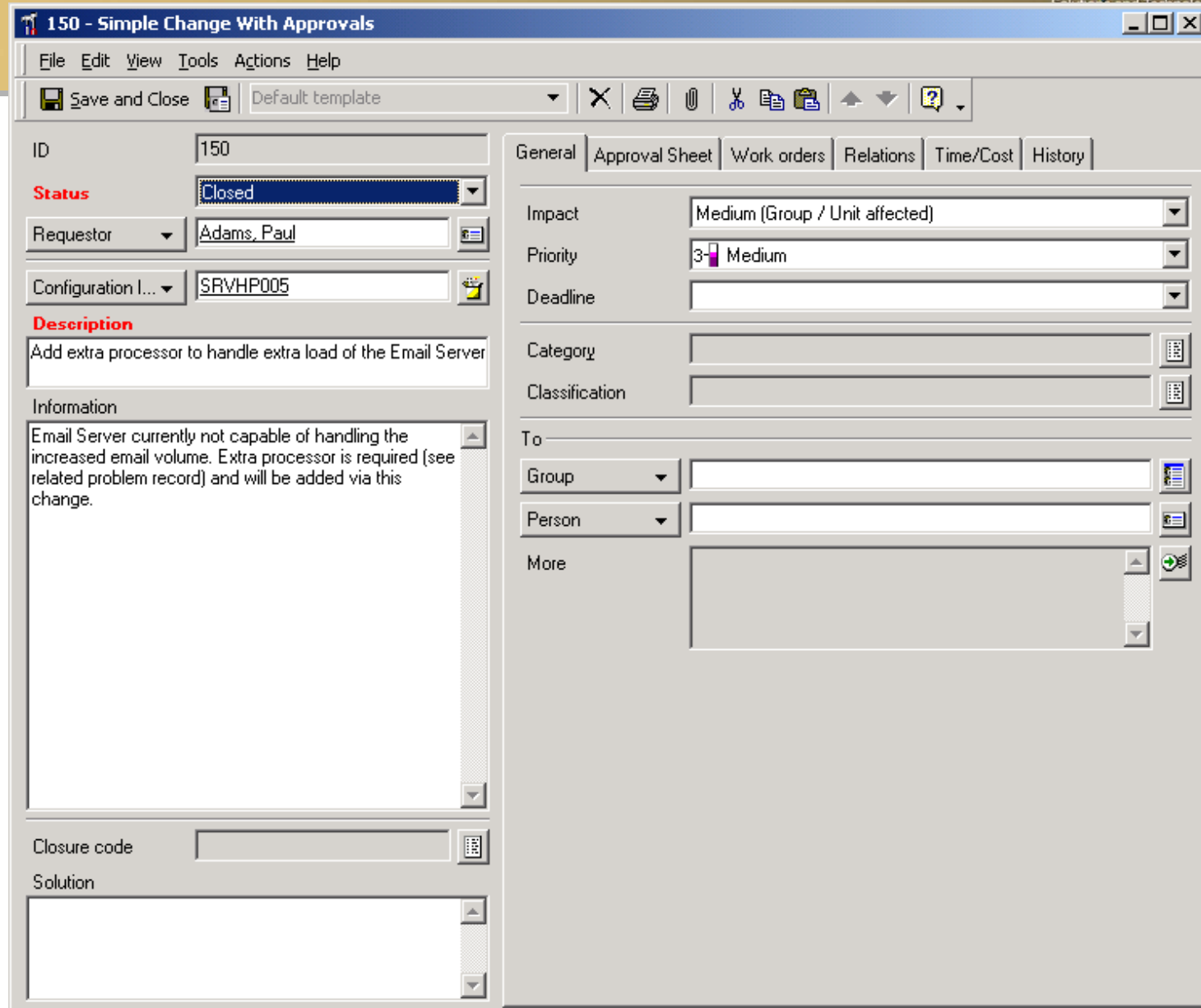
**General Tab:**

- Impact:** High (Department affected)
- Priority:** 1 Top
- Deadline:** 1/31/02 13:26
- To:**
  - Group:** Network Specialists
  - Person:** Johnson, Martin
  - More:** Assignment Status: Accept; From workgroup: Network Specialists; From person: User, System
- Closure code:**
- Solution:** Need to replace defective Processor.

# Was the impacted component changed recently?

The screenshot displays the HP Service Manager interface for a 'Simple Incident' with ID 167. The incident status is 'Registered'. The description reads: 'PROCESSOR THRESHOLD EXCEEDED. CPU USAGE > 90% OVER 5 MINUTES'. The 'Impact' is set to 'High (Department affected)', the 'Priority' is 'Top', and the 'Deadline' is '1/31/02 13:26'. The incident is assigned to the 'Network Specialists' group and 'Johnson, Martin'. A context menu is open over the 'Actions' button, listing various actions such as 'All calls for this CI', 'All changes for this CI', 'All incidents for this CI', 'All problems for this CI', 'Calls for this category CIs', 'CI Structure', 'Open calls for this CI', 'Open changes for this CI', 'Open incidents for CI', 'Open problems for this CI', 'Problems for this category CI', 'Notepad Smart Action', and 'Ping CI'. The 'Actions' menu item is highlighted.

# Discovery: the component was changed.



**150 - Simple Change With Approvals**

File Edit View Tools Actions Help

Save and Close Default template

ID: 150

Status: Closed

Requestor: Adams, Paul

Configuration I...: SRVHP005

**Description**

Add extra processor to handle extra load of the Email Server

**Information**

Email Server currently not capable of handling the increased email volume. Extra processor is required (see related problem record) and will be added via this change.

Closure code:

Solution:

General | Approval Sheet | Work orders | Relations | Time/Cost | History

Impact: Medium (Group / Unit affected)

Priority: 3 - Medium

Deadline:

Category:

Classification:

To:

Group:

Person:

More:

# You can see who changed it...

The screenshot shows a software application window titled "150 - Simple Change With Approvals". The window has a menu bar (File, Edit, View, Tools, Actions, Help) and a toolbar with icons for Save and Close, Default template, and other functions. The main area is divided into several sections:

- Form Fields:**
  - ID: 150
  - Status: Closed
  - Requestor: Adams, Paul
  - Configuration I...: SRVHP005
  - Description: Add extra processor to handle extra load of the Email Server
  - Information: Email Server currently not capable of handling the increased email volume. Extra processor is required (see related problem record) and will be added via this change.
  - Closure code: (empty)
  - Solution: (empty)
- Navigation Tabs:** General, Approval Sheet, Work orders, Relations, Time/Cost, History
- Table:** A table with columns: ID, Description, To group, To person, Status. One row is highlighted: ID 765, Description Install Processor, To group Server specialists, To person Meeks, Bill, Status Closed.
- Buttons:** Add..., Modify..., Remove..., Relate..., Unrelate, and a Preview button.

... and what was done... or NOT done!

765 - Master Work Order

File Edit View Tools Actions Help

Save and Close Default template

ID: 765

Status: Closed

Description: Install Processor

Information: Follow installation procedures included with processor.

General Approval Time/Cost Related to ... Cls / Outage Predecessor/Successor History

History

Subject	Information	Created	Created by
Change set to "Add extra proc...		1/31/...	System administrator
Status set to "Closed".		1/31/...	System administrator
Impact set to "Medium (Group ...		1/31/...	System administrator
Priority set to "Medium".		1/31/...	System administrator
To group set to "Server special...		1/31/...	System administrator
To person set to "Meeks, Bill".		1/31/...	System administrator
Assignment Status set to "New".		1/31/...	System administrator
Planned Start set to "1/31/200...		1/31/...	System administrator
Planned Finish set to "1/31/20...		1/31/...	System administrator
Assignment Status from "New" ...		1/31/...	Meeks
Processor Installed.	Ran out of time during install window. No time to test. Should be OK.		

Add... Modify... Remove...

Registered: 1/31/02 12:19

Registration: Created: 1/31/02 12:19  
Created by: System administrator  
Modified: 1/31/02 12:24  
Modified by: Meeks

Requestor: [ ]

“Enterprise customers have been rapidly adopting IT Service Management (ITSM) to reduce costs, assure availability of critical services and maximize the return on their IT investments.

... ITSM sets the stage for us – and our customers – to move toward adaptive management.

... we can help them “move up the food chain” to Web services management and the HP Utility Data Center. ... HP is the best choice.

- Nora Denzel (2/21/03)

# questions & answers

