What is ITIL: a NERCOMP PRESENTATION

By

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ITIL (pronounced eye-tiil) stands for Information Technology Infrastructure Library. It is a Library of best practices developed in the 1980s by the British government to help manage its Information Technology installations around the world, and describes the relevant relationships between activities in processes within an IT organization, as well as provides a framework for duplicating experiences between organizations. It has evolved into a framework of "best practice" guidance for IT Service Management.

**ITIL Terms**

**Customers**
- Those who commission, pay for and own the IT services.
- Customers are the voice of the business in the relationship between the business and the IT organization.

**Users**
- The users of the IT service on a day-to-day basis.

**Configuration Management Database**
- A database that not only lists physical assets, but also shows the logical relationship.

**ITIL Processes**

Quality Assurance in ITIL is based largely on Edwards Deming's concept of total quality management (TQM) improvement cycle, and provides an effective quality control model. It assumes that to provide appropriate quality, the following steps must be done repeatedly:

- **Plan:** what should be done, when should it be done, who should be doing it, how should it be done, and by using what?
- **Do:** the planned activities are implemented.
- **Check:** determine if the activities are implemented.
- **Act:** determine if the activities provided the expected result.

**Service Support**
- Incident Management
- Problem Management
- Change Management
- Release Management
- Configuration Management

**Service Delivery**
- Service Level Management
- Availability Management
- Capacity Management
- IT Service Continuity
- Financial Management of IT
- Security Management

**Benefits to the Institution**
- Improved management of expectation
- Improved workflow
- Centralized incident processing
- Quality of service
- Controlled perception
- Customer satisfaction
- UTS Image
- Effective communication flow
- Customer focused

**Potential Challenges**
- IT organization not ready for change
- Lack of institutional readiness for cultural change (i.e. centralized technology support services)
- Shift in thinking
- Lack of leadership support
- Lack of funding (HE can do without certification)
- Lack of business alignment - no appreciation for need
- Making it a sustainable process