

ITIL 4[®], DevOps and agile, it's a brave new world!

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Stéphane JORET • BCS CMSG Conference • London, 15th May 2019

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1. Overview of ITIL 4
 2. DevOps, agile and ITSM together
 3. Asset and CI separated for the better
 4. Next steps

A modular architecture

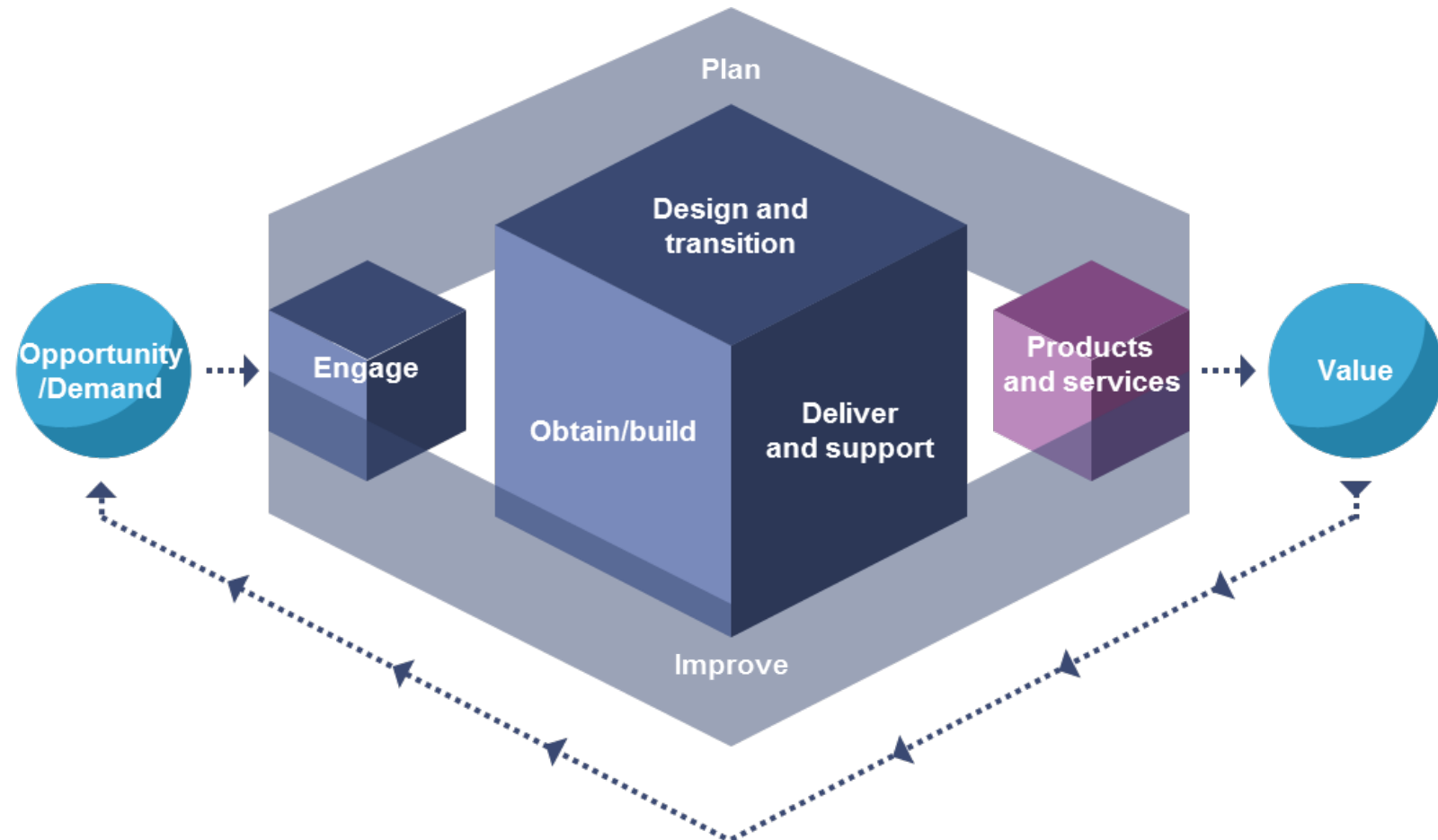
- Easy to use and improve, adapted to the rapidly changing IT world
- The Foundation book provides an overview and key concepts
- Additional publications contain details

Value and continual improvement

- Develops concepts of results, costs and risks for the value of the service
- Emphasizes the importance of co-creation with stakeholders, transparency and automation
- Greater emphasis on continual improvement, progressive implementation and agility

End-to-end value co-creation with IT-enabled services

- The ITIL Service Value System (SVS) allows breaking siloes
- Its central element is an operating model: the service value chain



1. Overview of ITIL 4

ITIL guiding principles to facilitate any initiative

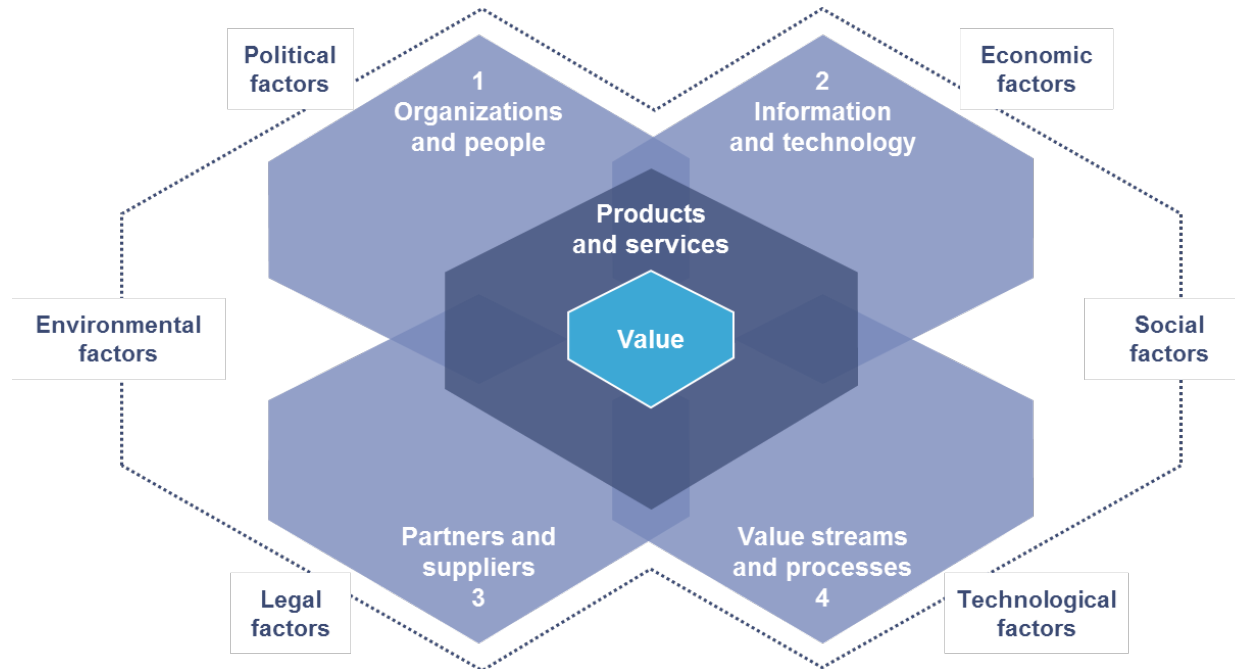
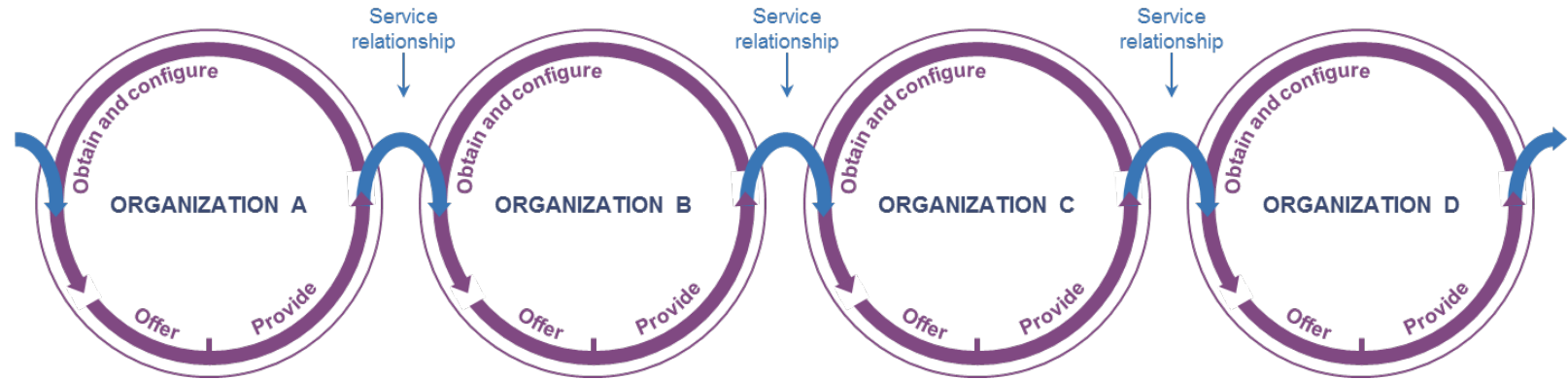


- These principles are also reflected in many other frameworks, methods, standards, philosophies, and/or bodies of knowledge, such as Lean, Agile, DevOps, and COBIT
- No hierarchy between these principles to be applied as widely as possible without censorship

Of course, they can make service configuration management successful

Configuration management in multi-sourcing contexts

The service relationship model, because everything is connected



The four dimensions, because the process is not enough

1. Overview of ITIL 4

ITIL practices consider the 4 dimensions

General management practices	Architecture management	Continual improvement	Information security management	Knowledge management	Measurement and reporting	Organizational change management
	Portfolio management	Project management	Relationship management	Risk management	Service financial management	Strategy management
	Supplier management	Workforce and talent management				
Service management practices	Availability management	Business analysis	Capacity and performance management	Change control	Incident management	IT asset management
	Monitoring and event management	Problem management	Release management	Service catalogue management	Service configuration management	Service continuity management
	Service design	Service desk	Service level management	Service request management	Service validation and testing	
Technical management practices	Deployment management		Infrastructure and platform management		Software development and management	

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- A background image showing a Formula 1 pit stop. A mechanic in a red and yellow suit is crouched next to a red Ferrari F1 car, working on the front wheel. The car has various sponsor logos including Vodafone, Bridgestone, and Fiat. The scene is set on a racetrack with a blurred background.
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Change control practice



“The purpose of the change control practice is to maximize the number of successful IT changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule.”

- Scope of change control specific to each organization:
 - Infrastructure
 - Applications
 - Documentation
 - Process
 - Supplier relationships
 - Any other aspect that may impact a product or service

Beneficial changes that will deliver additional value

Protect customers from the adverse effect of changes



Not to be confused with organizational change management

Change authority



“The person or group who authorizes a change is known as a change authority.”



Assigned to
each type of
change

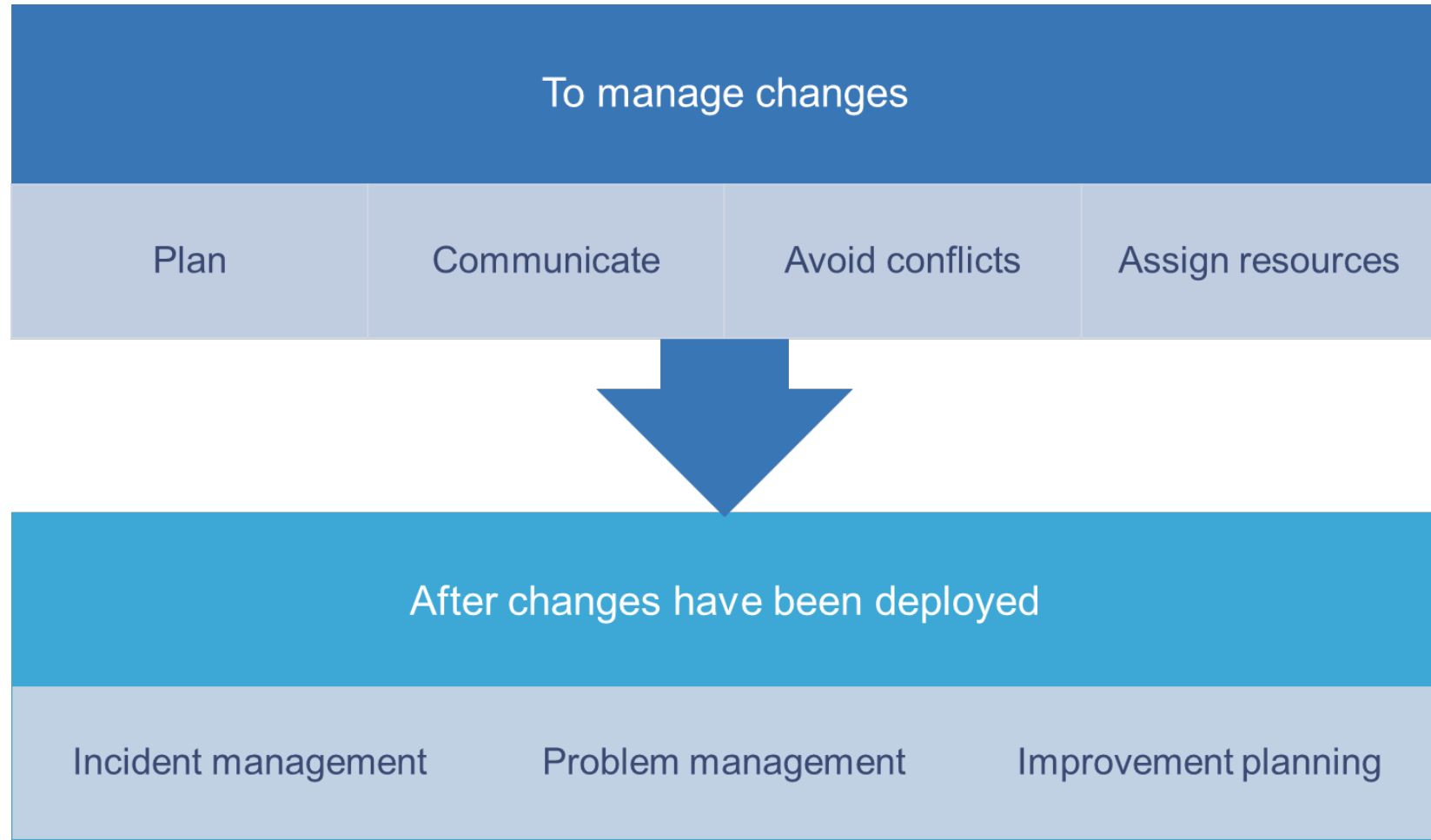


Decentralized



Reviewed by
peers

Change schedule



Release management practice



“The purpose of the release management practice is to make new and changed services and features available for use.



Release: A version of a service or other configuration item, or a collection of configuration items, that is made available for use.

Configuration items

- Infrastructures
- Applications
- Documentation
- Training
- Process
- Tools....

Realization

- Internally
- Integration of third-party projects....

Small or large

- Release plan
- Post-implementation review (PIR)

Deployment management practice

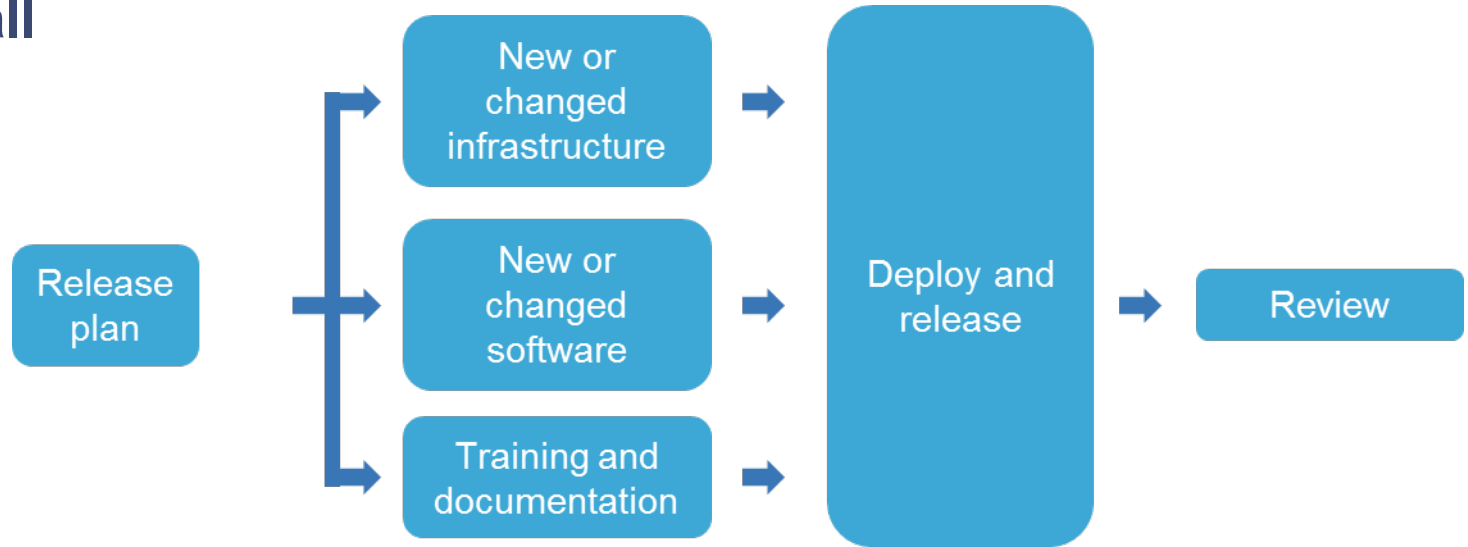


“The purpose of the deployment management practice is to move new or changed hardware, software, documentation, processes, or any other component to live environments. It may also be involved in deploying components to other environments for testing or staging.”

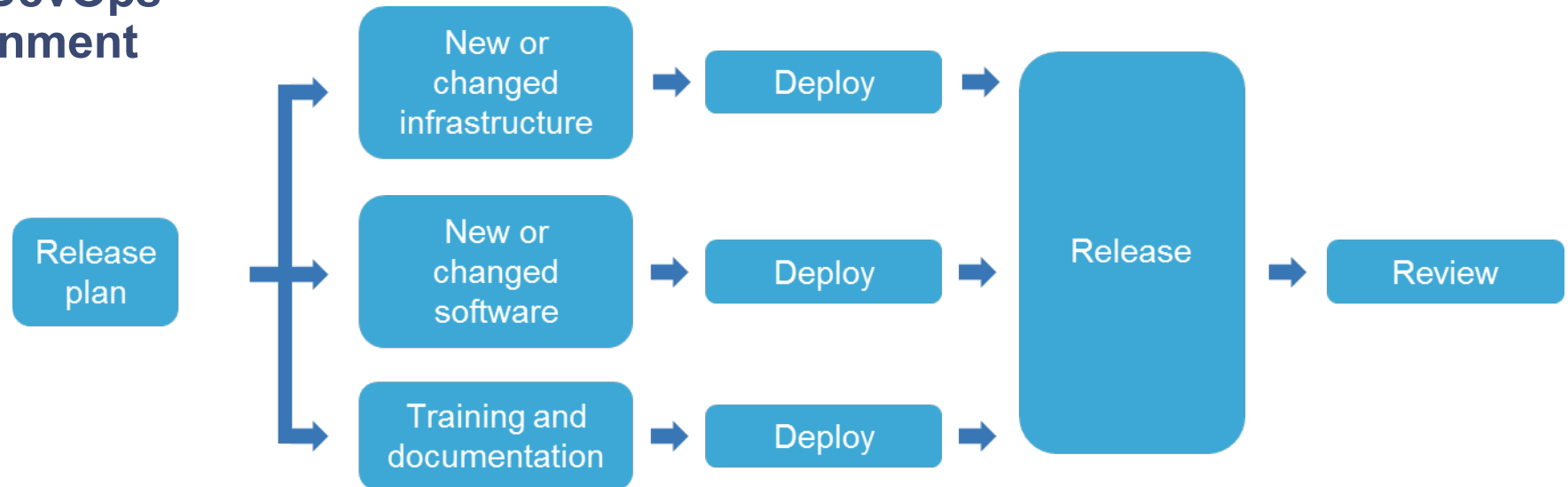
- Works closely with:
 - Release management
 - Change control
- In some organizations the term ‘provisioning’ is used to describe the deployment of infrastructure, and deployment is only used to mean software deployment, but in this case the term deployment is used to mean both

Traditional/waterfall and Agile/DevOps environments

Traditional/waterfall environment



Agile/DevOps environment



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IT asset management practice



The purpose of the IT asset management practice is to plan and manage the full lifecycle of all IT assets.



Maximize value



Control costs



Manage risks



Support decision-making about purchase, re-use, and retirement of assets



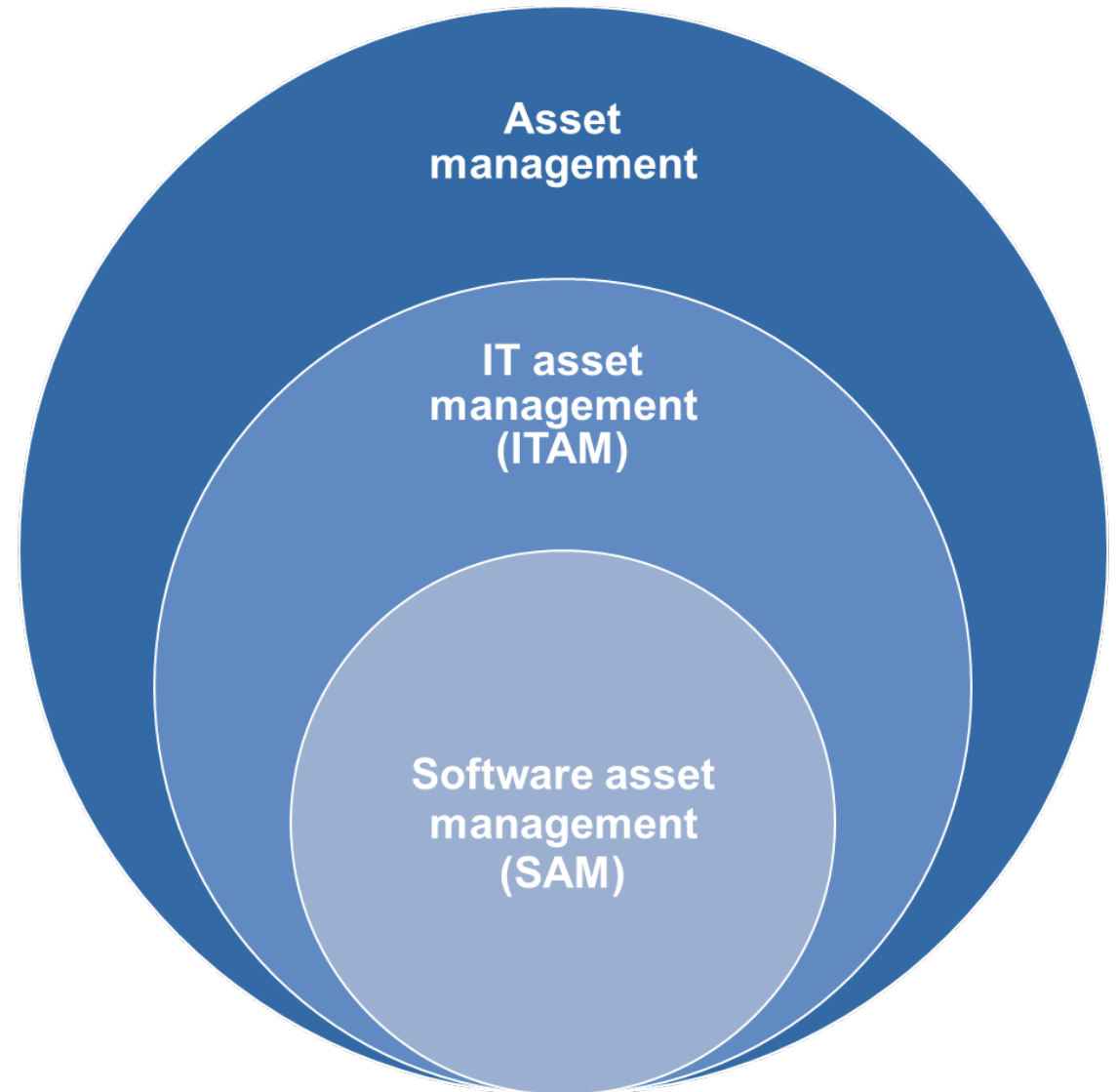
Meet regulatory and contractual requirements

3. Asset and CI separated for the better

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Scopes and types of asset management

- Typical scope
 - Software
 - Hardware
 - Client devices
 - Networking
 - Cloud services
- May also include
 - Non-IT assets such as buildings
 - Information
 - Operational technology (OT) including devices that are part of the IoT

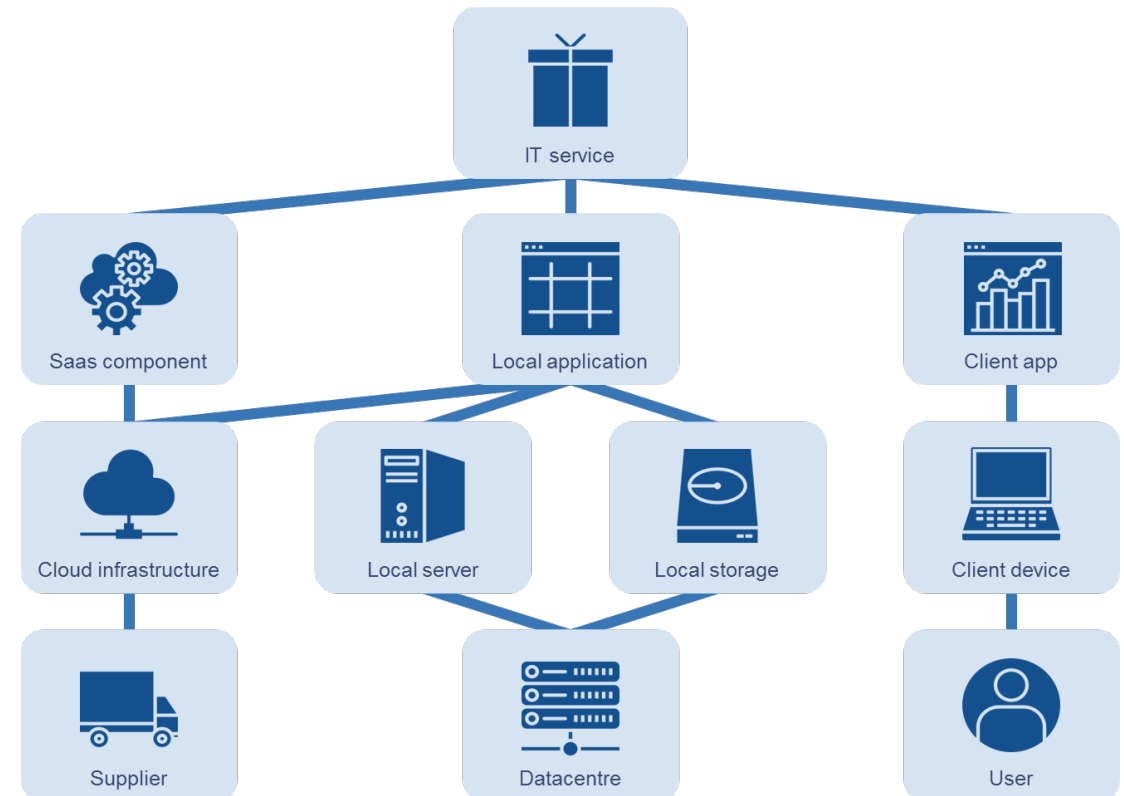


Service configuration management practice



“The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the CIs that support them, is available when and where it is needed.”

- Configuration items (CI)
 - How they are configured
 - Their relationships
- Information about dependencies between services
 - High-level view often called service map or service model
 - Forms part of the service architecture





Configuration management database (CMDB): A database used to store configuration records throughout their life cycle. The CMDB also groups the relationships between configuration records.



Configuration management system (CMS): A set of tools, data, and information that is used to support service configuration management.

- Caution: potentially sensitive data
- Access to CIs from other practice records: incidents, problems, changes...
- Choice of configuration data to be maintained according to the needs
- Many implementation options
 - Single CMDB for the whole organization or distributed across several sources
 - Federated CMDBs to provide an integrated view
 - Separate data stores for asset management data, configuration details, service catalogue information, and high-level service models

IT asset and configuration item



IT asset: Any financially valuable component that can contribute to the delivery of an IT product or service.

A detail that makes all the difference...



Configuration item (CI): Any component that needs to be managed in order to deliver an IT service.

...and frees configuration managers for many ITAM considerations such as finance, purchase, contracts, compliance...

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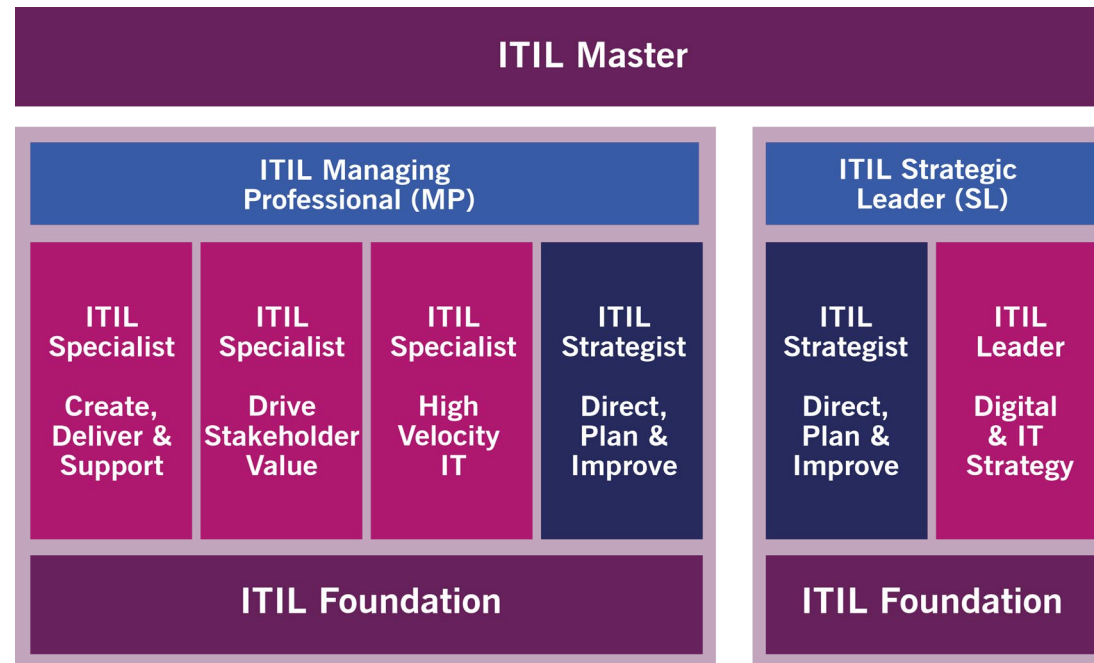
Upcoming ITIL 4 practice guides

Next steps

- They are designed as a toolkit
 - Fully integrated with all ITIL 4 components
 - To be adopted to go fast
 - To be adapted to fit each organization's objectives
- Each will provide implementation guidance about specific
 - Concepts, success factors, KPI's and other general information
 - Processes, activities, contribution to service value chain...
 - Needed competences and roles, organizational solutions...
 - Information objects, tooling, automation...
 - Sourcing considerations, relationships with third parties...
- The first four draft practice guides were reviewed by the community until the 10th of May

New content progressively released

- 34 practice guides will be progressively released
 - Until the beginning of 2020
 - To cover the full spectrum described in the Foundation book
 - And provide necessary content for the certification scheme



- Jan ØBERG (Denmark) and Stéphane JORET (France) are in charge of writing the IT Asset Management practice guide

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- Only contributor to ITIL 4 in France
- Co-author of the upcoming ITIL 4 practice guide for ITAM

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Early 2019, our training courses switch from ITIL® v3 to ITIL® 4



ITIL® 4 Foundation with certification exam



ITIL® 4 Foundation without certification exam



Review of ITIL® 4 Foundation with certification exam



Discovery of ITIL® 4



Customized ITIL® e-learning video



ITIL® 4 educational package for training organizations



IT Asset Management Foundation with certification exam