

# Information Technology Infrastructure Library

In the world of virtualization and datacentre any large organization will feel the need for a standardized IT service management system from the roots. Out of the many concepts, Information Technology Infrastructure Library (ITIL) is one of the widely practiced process models. Comprehensive checklists, tasks and procedures aggregates the top practices and make up the guidelines on the basis of experiences from think-tanks of IT. Sparksupport doesn't particularly believe ITIL is the hardcore silver bullet that should be followed but according to organizations a combination of other standard models like SixSigma, COMBIT, CMMI can coexist. The factors influencing the implementation of ITIL framework are:

1. The move to service-based operations;
2. Demands imposed by compliance; and
3. Large consolidation and data center virtualization projects.

IT can eliminate communication gaps that often result simply because various groups use terms such as "problems" and "incidents" interchangeably, for example. In ITIL parlance, an incident is any non-standard operations event that could cause an interruption to, or reduction in the quality of service. A problem, on the other hand, is an underlying cause of one or more incidents.

## As a framework covering the range of IT services, implementing ITIL can seem overwhelming.

George Spafford has given a brief explanation of all the process involved in ITIL.

**Transition planning and support:** Defines the planning and coordination to introduce the functionalities specified in the service design, into production. This stage defines the transition strategy, prepares for service transition, develops the service transition plan and supports stakeholders.

**Change management:** Every change to a service carries one or more elements of risk. Change management helps balance the risk of making a change against the risk of not making one. As such, it involves reviewing and approving requests for change (RFC) as well as scheduling and communicating changes. This process spans the entire service life cycle.

**Service asset and configuration management:** provides the logical view of IT world to other processes. Notably, it provides accurate information about configuration items and their relationships to one another. Without change management, this data would become out of sync with reality. When working properly, all other processes exchange information with it.

**Release and deployment management:** builds, tests and delivers services into production that meet requirements. This includes the creation of release plans and definition of release packages as well as managing organizational change, risks, and knowledge transfer.

In short, it improves the likelihood that the business will obtain value as expected from services.

**Service validation and testing:** responsible for the creation and execution of test plans that validate that requirements have been met. This includes the service being fit for purpose (the business purpose it was designed for) and fit for use (that there will be appropriate levels of availability, capacity, security and continuity, which are why those processes are also referred to as "warranty processes"). The service must meet the design requirements of both categories.

**Evaluation:** This process can be used generically to independently verify whether something meets requirements. Essentially, the process creates a test plan and formally evaluates predicted and actual results. The output is then reviewed with the appropriate stakeholders to make management decisions. For example, evaluation could take the output from service validation and testing and compare it to the service design requirements and create an evaluation report. Findings such as deviations between design and the current state of the service are then reviewed with customers to determine if the service is approved, if it's conditionally approved pending some changes or if it is outright rejected.

**Knowledge management:** Underpinning ITIL v3 is a strongly held belief that IT needs to focus on improving the flow of data to information to knowledge and on to wisdom -- to constantly strive to improve the quality of decision making to yield a better organization. Knowledge management courses through the entire life cycle of service management is intended to capture and share knowledge between processes and organizational units. Without such a process, a great deal of valuable knowledge is lost.