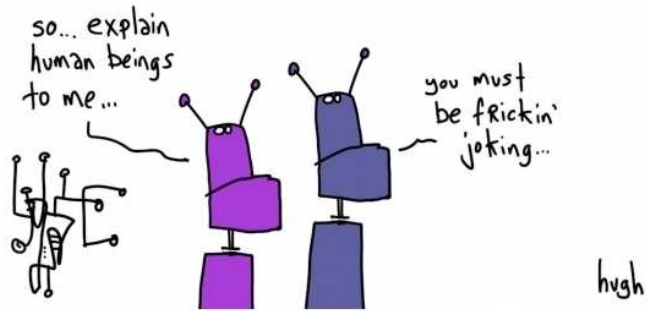


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1

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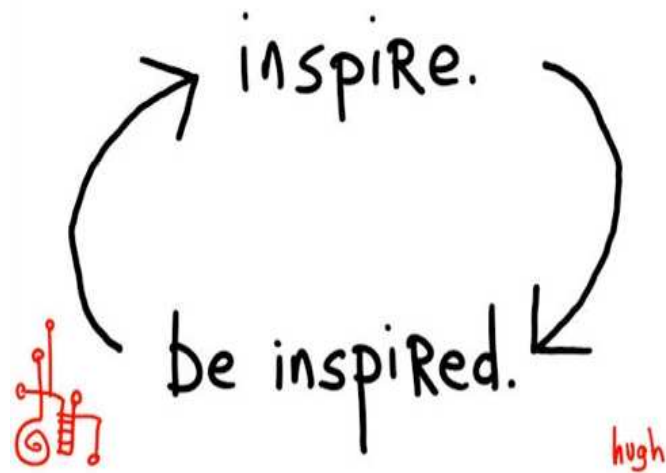
Ask yourself, have you been inspired today? If not, don't you think you should do something about it. Like... right this VERY minute? Serious question.

I am ready to inspire and be inspired:

Name: _____

Date: ____/____/____

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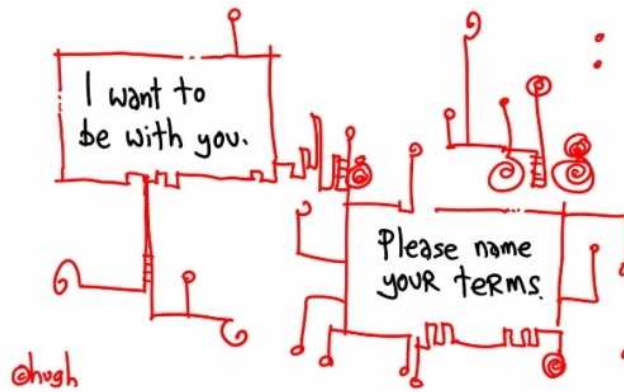


2

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who want value from ITIL**

It's never been done before
The bosses might not like it
It's too soon
It's too late
We are too complex
We are too big
It's too risky
It's boring
It's not boring enough
There are too many legal issues
We are too busy
It might fail
No budget, maybe next year

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3

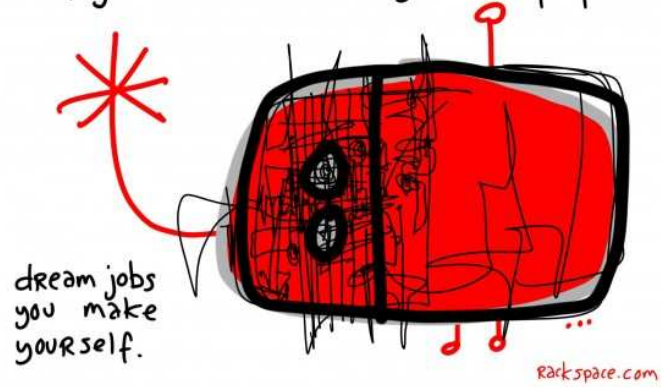
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Who are your customers? Who are you trying to make happy?

What do your customers value?

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crap jobs are created by other people.



4

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What are you 100% responsible for?

What could you be 100% responsible for?

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5

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You are in a meeting with a customer. They ask a question relating to ITIL.
You find this question very difficult to answer. Write this question below:

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6

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ITIL Conformity

How could you adapt ITIL while maintaining the overall structure of the framework?

ITIL Compliance

How could you use ITIL to achieve ISO compliance?

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Quality isn't Job One
Being totally fucking amazing is Job One



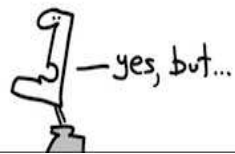
7

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10 things:

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GREAT IDEAS ALTER THE
POWER BALANCE IN RELATIONSHIPS.
THAT'S WHY GREAT IDEAS ARE
INITIALLY RESISTED.

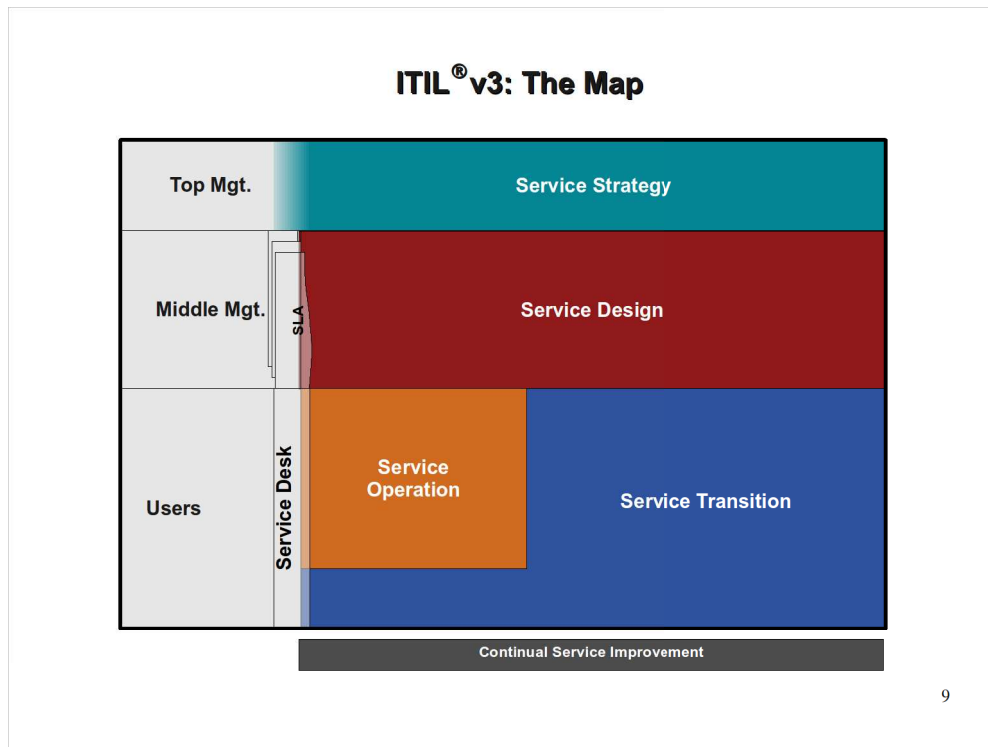


@hugh

8

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10 things:



The official ITILv3 library:

- A set of publications officially endorsed by the UK Office of Government Commerce as the ITIL best practice.

The ITIL core consists of 5 books:

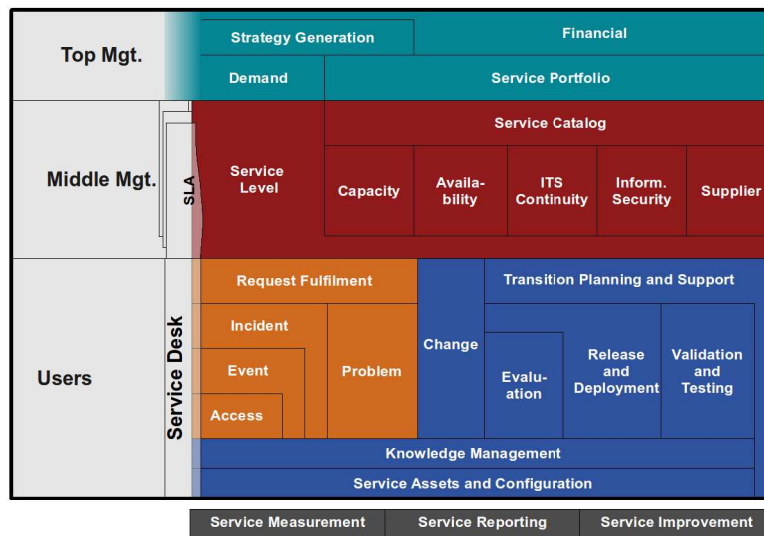
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement.

FreeCode's ITILv3 The Map shows the business/organisation on the left-side and the IT Organisation on the right (color coded similar to official ITIL books).

At Top Management level, the business/organisation should communicate their strategy to IT.

An IT Service Strategy defines what is delivered to customers. The Service Desk provide support as defined in the Service Level Agreement.

ITIL® v3: The Map



10

ITIL v3 has 26 processes:

A simplified structure is shown above. Some processes are triggered during several stages of the service life cycle.

Service Strategy, in turquoise, helps define the goals of the business, strategic growth and constantly ensures cost effective IT investments.

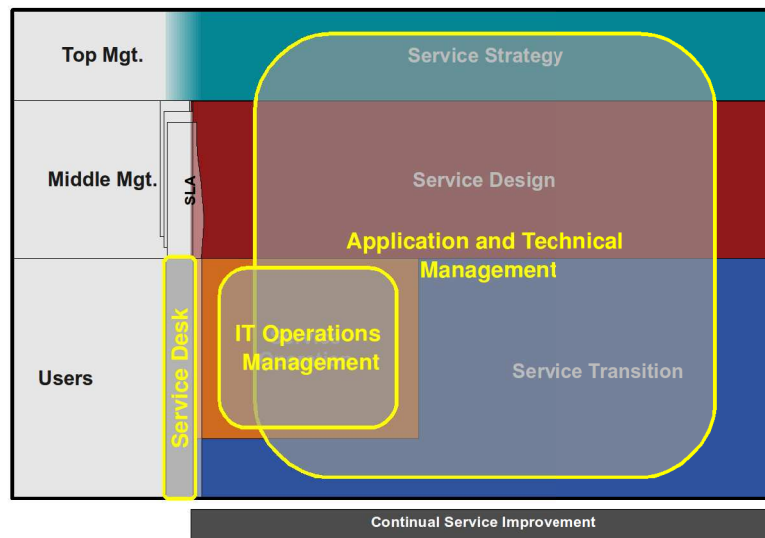
Service Design, in red, helps define, align and re-align the IT with changing business requirements. Service Design handles design of new and changed services.

Service Transition, in blue, brings new or changed services to live operations (Service Operation) with minimal disruption to the business. Removal of services is also a change.

Service Operation, in orange, deals with the every day use of the services by the business. This is where the value of a structured IT organisation is visible to customers. When a user contacts the IT Service Desk, it is usually a Service Request (they want something) or an Incident (something is broken).

Continual Service Improvement, in grey, measures, reports and improves all processes and services as appropriate.

ITIL® v3: The Map



11

The Service Desk function:

- Single Point Of Contact
- Restores normal service as soon as possible
- Works with Service Requests and Incidents
- Provides service and support

The IT Operations Management function:

- Works with daily operational activities of the IT infrastructure
- Works with day to day tasks
- Maintains stability over the IT infrastructure.
- Ensures effective and efficient running of IT services

The Application Management function:

- Works with applications throughout their lifecycle
- Gathers application requirements
- Assists in design, development and deployment of applications
- Provides application support and looks for improvements

The Technical Management function:

- Provide technical expertise
- Ensures well designed, highly resilient, cost effective technology
- Swiftly resolve technical failures
- Researches new technical solutions

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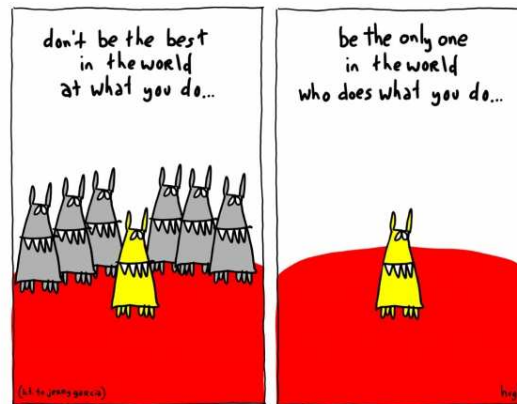


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- 1.
- 2.
- 3.

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You are welcome to join the FreeCode ITIL LinkedIn Alumni group.

Geir Isene

<http://no.linkedin.com/in/isene>

Brendan Martin

<http://no.linkedin.com/in/brenmartin>