1:7 Service Level Management—Vital Process [Pg 118]

- Ensures agreed level of IT service is provided to current/future IT services to agreed achievable targets + proactive measures to seek + implement improvements.
- Services + performance are measured in a consistent manner.
- Manages the expectations/perceptions of the business, customers + users to ensure service provision meets expectations and needs
- Develop + manage SLA's, SLR's and OLA's
- Instigate SIP—Service Improvement Plan. CSI's (Sub) + KPI (Obj)
- Challenges: Lack of input | No CMS or SKMS | Metrics too difficult

2:7 Service Catalog Mgt

- To manage the info in Service Catalog ie accurate, current re status, details, configuration CI's, dependencies, OLA's, SLA's

3:7 Availability Mgt

- Focus on, manage and measure service availability targets Reactive | Proactive | Component Availability | Serviceability | Maintainability | Reliability | AMIS

4:7 Information Security Mgt

- To protect interests of those relying on information, and the systems and communications that deliver the information, from harm resulting from failures of availability, confidentiality and integrity | IS Policy | SMIS—Control, Plan, Implement, Evaluate, Maintain

5:7 Supplier Mgt

- To obtain value for money from suppliers. Ensure contracts, SLA's, SLR's align to business need. Manage performance. Exit. S+CD part of CMS + SKMS and feed into Service Catalog.

6:7 Capacity Mgt

- Capacity Plan that documents current resource utilisation and service performance, forecasts future requirements. CMIS.

7:7 IT Service Continuity Mgt

- ISSCM is to support overall Business Continuity Mgt process such that services can be resumed within required timeframes. Lifecycle: Initiation | Requirements + Strategy | Implementation | Ongoing Operations

At a glance:

- Service Design Mgr
  1. Overall coordination and development of quality solution designs for services + processes
  2. Translate strategies into design processes
- IT Planner
  1. Production + coordination + monitoring of IT plans
  2. Oversight of project implement
- IT Architect/Designer
  1. Coordination + design of the required technology
  2. Produce SLA's, OLA's
  3. Support change mgt
- Service Level Mgr
  1. Ensures SLM is meet
  2. Negotiating SLA's
- Service Catalog Mgr
  1. Produce + maintain service catalog
  2. Synchronise with Service Portfolio
- Availability Mgr
  1. Manage Availability Plan
  2. Support change mgt
- Security Mgr
  1. Manage Info Security Policies
  2. Report on breaches
  3. Support change mgt
- Capacity Mgr
  1. Manage Capacity plan + processes
- Supplier Mgr
  1. Manage Suppliers
- Service Continuity Mgr
  1. Manage ITSCM processes

2-5: Service Design

Transforming requirements into solutions

Information Technology Infrastructure Library v3

Service Design covers:

- Service Blueprint
- Policies, Architecture, Portfolios, Service Models
- Effective Technology Design and Measurement
- Planning and Implementing of outsourcing, shared services
- Service Package as Utility, Warranty, Capability
- Metrics Tree
- Triggers for redesign

About Service Design

- Must consider: business processes | service | SLA's | SLR's Infrastructure | Environment | Data | Applications | Support Services | OLA's and Contracts | Support Teams | Suppliers
- Holistic approach to meet current and future agreed business requirements, functionality and quality.
- Ensures consistency and integration within all activities and processes
- Considers all aspects and impacts of the service including functional, management and operational requirements.
- Benefits: Reduced TCO | Improved quality + consistency of service | easier implementation | improved IT governance | Better decisions
- A provider - delivers agreed services to one or more customers
- A supplier - any 3rd party needed to provide support of any component
- SLA - agreement between SP and customer defining key service targets and responsibilities of both parties
- OLA - agreement between SP and another part of same organisation
- Underpinning contract—legal commitment between two or more parties
- Four P's - People | Partners | Processes | Products/Technology
- SDP - Details all aspects of the service and its requirements through all of the subsequent stages of its lifecycle (Transition | Operation | Retirement) covering: [STAMP]
  1. Design of service solution
  2. Design of service management system
  3. Design of technical architecture
  4. Design or processes needed to undertake and deliver services
  5. The design of the measurement systems
- Attributes:
  1. Production on time, in budget, required functionality + value
  2. Analysis of the agreed business requirements
  3. Review of existing services + infrastructure
  4. Design + documenting the service solutions
  5. Ensuring Service Acceptance Criteria are developed
  6. Evaluation of alternatives

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- Implementing Service Design
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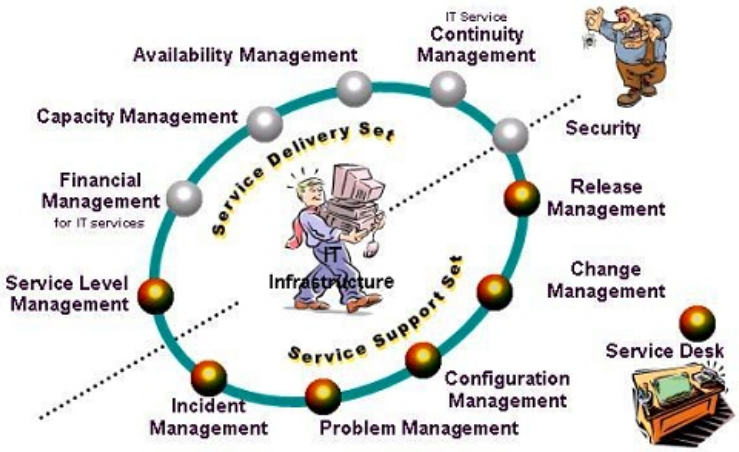
Design of Service Management Systems / Tools

- The Service Portfolio is a vital service management tool—it details all services and their lifecycle status.
- It describes an SP's services in terms of business value—Why, Who, What and How.
- The Portfolio is found in the SKMS - Service Knowledge Management System. It is also registered in the Configuration Management System.
- Portfolio is designed by Service Design but owned by Service Strategy.
- During design phase a set of requirements will be developed and documented regarding services chartered from Strategy.

Technology + Architecture Design

- Architecture—Fundamental organisation of a system embodied in its components, their relationships to each other, the environment, and the principles guiding its design and evolution.
- System—A collection of components organised to accomplish a specific function or set of functions
- Architectural design—development and maintenance of IT policies, strategies, architectures, designs, plans and processes for the deployment and subsequent operation and improvement of services