



HDI Motown Chapter Meeting Minutes

Topic: IT Services, ITIL v3 and the Service Catalog

Speaker: Greg Hines

Date: 10/09/2009

Location: Kelly Services, Troy, MI

Meeting Minutes:

- Welcome and Ice Breaker – Janet Lankford
- If there is a slide you want to use of Greg's please send him an email at ghines@hinesscg.com
- ITIL v2 started in 1995-2007. Nine core books. The focus in v.2 was Operational – Service Delivery and Service Support. The other books were not focused on (Security Management, Software Asset Management, Application Management, etc.)
- ITIL v3 is not IT-specific – The idea of a service being IT-specific will no longer be true.
- Why we went from v2 to v3 was mainly because the perception of version 2 was operational. Organizations are usually half operational and half application. So they were leaving half the organization out.
- See slide 11 for reasons to move to version 3
- Another main reason is lifecycle of a service
- Started with core five books
- Three parts of the publication structure, there will soon be a book regarding Healthcare
- <http://www.tso.co.uk/ITIL/> - subscription based ITIL Live website (\$1,000/year) – go to “Best Practices” and it lists all of the books.
- There have been some additional books:
 - The Official Introduction to ITIL Service Lifecycle
 - Passing your ITIL Foundation Exam Book
 - Building a (ITIL based) Service Management Department*
 - ITIL Small-scale Implementation 2008 Edition*

*Great books per Greg Hines

- Example of Lifecycle – Slide 15 - The lifecycle is really about the things that we produce and push up to the business, not stuff that we do internally.
 - Incident: Service Desk: User calls the Service Desk—the network is slow
 - Corrected the Incident: Service Desk analysts – provide the user with a workaround (reboot)
 - Then people keep calling and we keep telling them to reboot – good job of incident management, but we need to figure out why? Why are we having slowness?

- Here's what the problem is, and here's are your options – live with it or correct it. If we want to correct, the lifecycle of a service starts.
- See Slide 15 for lifecycle

- Service Lifecycle:

1. Concept for a new or enhanced service
2. Service Strategy – Record, define, analyze, approve, charter
3. A decision is made that we are going to do this...chartered service, service portfolio
4. Service Design – Design, develop
5. Developed service, service design package
6. Service Transition – Plan, test, train, document
7. Operational service, trained: users, IT Support
8. Service Operation – Deliver, support; in doing so, we deliver value to the customer
9. Continual Service Improvement
10. Lifecycle starts all over again at step 1

- When do you get rid of a service?

It is a big event

Maybe you do things differently now and do not need the service

The business process is gone, maybe the supporting infrastructure also is gone

- Within the five phases, we have processes.

Service Strategy – Service Portfolio Management, Financial Management, Demand Management
 Service Design – Service Catalog Management, Supplier Management, Availability Management, Service Level Management, IT Service Continuity Management, Information Security Management, Capacity Management

Service Transition – Service Transition & Planning, Testing & Validation, Evaluation, Knowledge Management, Change Management, Release & Deployment Management, Service Asset and Configuration Management

Continual Service Improvement – Incident Management, Problem Management, etc

- Four functions:

Service Desk

Technical Management

Application Management

IT Operations Management

- What are the differences between the two versions (v2 / v3)?

Services ought to make sense to you when you look at them from the business perspective.

What is my list of things that I can order at a restaurant? What are the things that I can do at a hotel?

A **service catalog** is a document (or database) providing information about all live IT services, including those available for deployment.

There are two types of Service Catalogs:

1. Business Service Catalog – displays the customer view of the service catalog and listing all services delivered to customers together with relationships to the business units and the business processes that rely on the IT services
2. Technical Service Catalog – displays details of the IT services as well as supporting IT services, shared services, CIs, etc. necessary to provide the service (not visible to customers)

Example Technical Services

Network

- Data transport – Network Equipment – switches / routers
- Data transport – Network Equipment
- Network monitoring
- Network management
- Secure access to external and internal resources
- Secure access to and from Internet
- Etc.

Database

- Database installation
- Database tuning
- Database backup/restore
- Database account management
- Database schema changes

Application Development

- Incident management
- Consulting (internal software evaluation)
- Implementation coordination
- Web Content Management

Server

- Account Management
- Etc.

Service Catalog Management really starts in its design. Service catalogs are not the same as a front end for user requests. Many organizations, misled by software vendors, perceive a service catalog to be an automated way for users to request certain services.

A service catalog can be a good way of building a categorization hierarchy.

- 15 minute break
- HDI Chapter/National Updates – Dan Wilson
 - Upcoming Motown Meeting

November Meeting

Topic: Introduction to Microsoft Office 2010

Date: November 13th

Location: Microsoft Corporation, Southfield

- HDI Analyst of the Year – forms due by Oct 31st, Winner announced Dec 11th, Regional Competition in January. Forms are on HDI website.
- Giving Back Program – HDI Bronze membership to people in transition – attend two consecutive meetings and get involved!

National Updates

- HDI Student Membership – Silver membership offerings at the Bronze price (\$75 or 50% savings)
 - Upcoming National Conferences—HDI Service Management Expo in November 9-11 and March 16-19, 2010 Annual Conference in Orlando, FL—details can be found at <http://www.thinkhdi.com>
-
- Door Prizes

 - Greg Hines Q & A

 - **Reminder:** Resources available on the Web including Archived Presentations--
<http://hdimotown.com/>

40 people in attendance