Storage Management Within the NEW ITIL Version 3 Context

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Why ITIL?

- Total dependence on Information Technology
- Need to deal with complexity & change
- Need to align Business & IT Goals
- Best Practices for managing technology
Origins of ITIL

United Kingdom
Office of Government Commerce (OGC)

- Information Technology Infrastructure Library
- Created by Central Computer and Telecommunications Agency (CCTA)
- Promote Sound IT Management Practices
Origins of ITIL

Best Practice Framework

- Over 15 years of Practice
- Recently Refined and Updated
- International User’s Groups
British Computer Society
- ISEB – Information Systems Examination Board
  - Http://www.bcs.org/sever.php?show=nav.5732

Examination Institute for Information Science
- EXIN
  - Http://www.exin-exams.com

itSMF
- User Groups
  - Http://www.itsmf.com
The information contained and opinions expressed in this presentation are my own and are not representative of the US Department of the Navy or the US Department of Defense.

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The Evolving Nature of ITIL, IT & Business

The Business of IT Management

IT as a Commodity

Internal & External IT Sourcing (Multiple)

IT Service Provider (Single)

IT Internal Core Competency

1980
2000
2007
2011
2016
2020

Time

IT Management Focus

Service

Service Oriented Architecture?

Service Utility

Process

Service Management

IT Service Management

ITIL v2

Focus: Quality and Efficiency of IT Processes
- IT is a service provider
- IT is separable from business
- IT budgets are expenses to control

ITIL v1

Focus: Stability and Control of the Infrastructure
- IT are technical experts
- IT concerned with minimizing business disruption
- IT budgets are driven by external benchmarks

ITIL v3

Focus: Business IT Alignment & Integration
- Service Mgmt for Business & Technology
- Automated and Integrated Operations
- Strategy and Portfolio Governance
- Continuous Improvement
ITILv3 – May 2007
- Focus: Business & IT
- Alignment & Integration
- Internal & External Sourcing
- Service Management

ITIL v2 – circa 2000
- Focus: Quality & Efficiency of IT Processes
- Service Provider
- IT Service Mgmt

ITIL v1 – circa 1980
- Focus: Stability & Control of the Infrastructure
- Technology Provider
- IT Infrastructure Mgmt
“Service Strategy” sets up the policies and strategies that dictate a good set of services. It focuses on how to design, develop, and implement service management not only as an organizational capability but also as a strategic asset.
Financial Management - (ITILv3 Service Strategy) "The Function & Process responsible for managing an IT Service Provider's Budgeting, Accounting & Charging Requirements."
Business Service Management (ITILv3 Service Strategy, Service Design)

“An approach to the management of IT Services that considers the business processes supported & the business value provided. This term also means the mgmt of Business Services delivered to Business Customers.”
Business Relationship Management (ITILv3 Service Strategy)
The process or function responsible for maintaining a relationship with the business. BRM usually includes: managing personal relationships with business managers; providing input to Service Portfolio Mgmt; ensuring that the It Service Provider is satisfying the business needs of the customers.
This process has strong links with Service Level Management.
Service Portfolio Management (ITILv3 Service Strategy) "The process responsible for managing the Service Portfolio - the complete set of Services that are managed by the Service Provider(s). The Service Portfolio is used to manage the entire lifecycle of IT services, & includes three categories: Service Pipeline (proposed or in development); Service Catalog (live or available for deployment); & Retired Services. (Services are here understood in terms of the Business Value that they provide.)"
Demand Management (ITILv3) Activities that understand & influence customer demand for services & the provision of capacity to meet these demands. At a strategic level Demand Mgmt can involve analysis of Patterns of Business Activity & User Profiles. At a tactical level it can involve use of Differential Charging to encourage customers to use IT Services at less busy times.
“Service Design” describes how to design and develop services and service management processes, converting strategic objectives into portfolios of services and service assets.
Service Level Management (ITILv3 Service Design & Continual Service Improvement)

The Process responsible for negotiating SLA's, & ensuring that these are met. SLM is responsible for ensuring that all IT Service Management Processes, OLA's, & Underpinning Contracts, are appropriate for the agreed Service Level Targets. SLM monitors & reports on Service Levels, & holds regular customer reviews."
IT Service Continuity Management

(ITILv3 Service Design) "The process responsible for managing Risks that could seriously affect IT Services. SCM ensures that the IT Service provider(s) can always provide minimum agreed Service Levels, by reducing the Risk to an acceptable level & Planning for the Recovery of IT Services. SCM should be designed to support Business Continuity Management (BCM). (NOTE: COOP is a subset of IT SCM.)
Capacity Management (ITILv3 Service Design) " The process responsible for ensuring that the Capacity of IT Services and the IT Infrastructure is able to deliver agreed Service Level Targets in a Cost Effective & timely manner. CPM considers all resources required to deliver the IT Service, & plans for short-, medium- & long-term Business Requirements."
Availability Management (ITILv3 Service Design) The process responsible for defining, analyzing, planning, measuring & improving all aspects of the availability of IT Services. AM is responsible for ensuring that all IT Infrastructure, Processes, Tools, Roles, etc. are appropriate for the agreed Service Level Targets."
Information Security Management (ITILv3 Service Design) " The Process that ensures the Confidentiality, Integrity & Availability of an Organization's Assets, Information, data & IT Services. ISM usually forms part of an Organizational approach to Security Mgmt that has a wider scope that includes physical & personal security.
Service Catalog Management (ITILv3 Service Design)

The process responsible to provide a single source of consistent information on all agreed services, & to ensure that it is widely available to those who are approved to access it. The goal of the SCM process is to ensure that a Service Catalog is produced & maintained, containing accurate information on all operational services (current details, status, interfaces & dependencies), & those being prepared to be run operationally.
Supplier / Vendor Management (ITILv3 Service Design)
The process responsible for ensuring that all contracts with suppliers support the needs of the business, & that all suppliers meet their contractual commitments. Closely associated with SLM.
The process responsible for planning all Service Transition Processes & coordinating the resources that they require. The Service Transition processes are Change Mgmt, Service Asset & Configuration Mgmt, Release Mgmt, Service Validation & Testing, Evaluation, & Knowledge Mgmt.
Quality Assurance (QA) (ITILv3 Service Transition)
The process responsible for ensuring that all work carried out by an organization is of suitable quality to reliably meet Business Objectives or Service Levels (See ISO).
“Service Transition specifies guidance for moving new & changed service from Service Strategy & Design into Operation.”
Change Management
(ITILv3 Service Transition) "The Process responsible for controlling the Lifecycle of ALL changes. The primary objective of CM is to enable beneficial Changes to be made, with minimum disruption to IT Services."
Configuration Management (ITILv3 Service Transition) "The Process responsible for maintaining information about Configuration Items (CI) required to deliver an IT Service, including their relationships. This information is managed throughout the lifecycle of the IC. CFM is part of an overall Service Asset & CFM process."
Release Management (ITILv3 Service Transition)
The process responsible for Planning, scheduling, & controlling the movement of releases to Test & the live environments. The primary objective of RM is to ensure that the integrity of the live environment is protected & that the correct components are released. RM is part of the Release & Deployment Management Process.
Availability Management (ITILv3 Service Design)
The process responsible for defining, analyzing, planning, measuring & improving all aspects of the availability of IT Services. AM is responsible for ensuring that all IT Infrastructure, Processes, Tools, Roles, etc. are appropriate for the agreed Service Level Targets for AM.
Service Validation & Testing (ITILv3 Service Transition)
The process responsible for validation & testing of a new or changed IT Service. SVT ensures that the IT Service matches the Design specification & will meet the needs of the business.
“Service Operation provides a roadmap for achieving effectiveness & efficiency in the delivery & support of services to warranty value for the customer & the service(s) provider(s), controlling. Key parameter is to maintain stability.”
Problem Management (ITILv3 Service Operation)
The process responsible for managing the lifecycle of all problems. The primary objectives of PM are to prevent incidents from happening, & to minimize the impact of incidents that cannot be prevented.
Incident Management (ITILv3 Service Operation)
The process responsible for managing the lifecycle of all incidents. The primary objective of IM is to return the IT Service to customers as quickly as possible.
Service Desk
(ITILv3 Service Operation)
A function of IM & the single point of contact between the Service Provider & the Users. A typical Service Desk manages incidents & service requests, & also handles communications with the users.
Event Management (ITILv3 Service Operation)
The process responsible for managing events throughout the lifecycle. Event Mgmt is one of the main activities of IT Operations.
Access Management
(ITIL v3 Service Operation)
The process responsible for allowing Users to make use of IT Services, data or other assets. Access Mgmt helps to protect the confidentiality, integrity & availability of assets by ensuring that only authorized users are able to access or modify the assets. Access Mgmt is sometimes referred to as Rights Mgmt or Identity Mgmt.
IT Operations Management (ITILv3 Service Operation) The function within an IT Service Provider that performs the daily activities needed to manage IT Services & the supporting IT Infrastructure. IT Operations Management includes IT Operations Control & Facilities Mgmt.
Application Management (ITILv3 Service Design & Service Operation) " The Function of RM responsible for managing Applications through their life cycle.
Continual Service Improvement offers a clear path in creating & maintaining value for the customer through better design, transition & operation lifecycle stage.

“Continual Service Improvement offers a clear path in creating & maintaining value for the customer through better design, transition & operation lifecycle stage.

“This is about maintaining value for customers by continually improving how services are designed and the strategy behind them by managing how they are delivered throughout the life cycle.
Knowledge Management (ITILv3 Service Transition)
The process responsible for gathering, analyzing, storing & sharing knowledge & information within an organization. The primary purpose of KM is to improve efficiency by reducing the need to rediscover knowledge.
Performance Management (ITILv3 Continual Service Improvement)
The process responsible day-to-day Capacity Management Activities. These include monitoring, threshold detection, Performance analysis & tuning, & implementing changes related to Performance & capacity.
Service Reporting
(ITILv3 Continual Service Improvement)
The process responsible for producing & delivering reports of achievement & trends against Service Levels. Service Reporting should agree to the format, content & frequency of reports with customers.
IT Governance
Ensuring that Policies & Strategy are actually implemented, & that required processes are correctly followed. Governance includes defining Roles & responsibilities, measuring & reporting, & taking actions to resolve any issues identified.
The Service Lifecycle –
All ITILv3 Processes & Functions!

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Discussion