

ITIL

ITIL

incident types

incidents



:: To help you run a successful business, there has been several security frameworks set in place. They all supply your information technology with repeatable and consistent processes across the various IT functions.

:: table of contents

:: introduction 3

:: incident management 5

:: problem management 6


:: change management 7

:: release management 8

:: configuration management 9

:: ITIL publications 10

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ITIL (IT Infrastructure Library), developed by the British government, was published as a series of books, was designed to help reduce the cost of using technology and improve the quality of services delivered through that technology.

ITIL is especially important in terms of the service desk. It is the only place for customers to get their problems recorded and resolved. If not immediately resolved, they will create an incident, which will initiate a chain of processes for the following:

- ∴ incident management
- ∴ problem management
- ∴ change management
- ∴ release management
- ∴ configuration management

The first goal in an incident is getting the environment up and restored to normal service operations, stated in the terms of an SLA (service level agreement). Incidents are the result of failures or errors in the IT infrastructure, and need to be investigated and addressed in terms of classification & diagnostics of both the hardware, as well as the application.

The goal of problem management is to recognize the failures or errors in the IT infrastructure, and work to correct the problem to prevent recurrence. The CCTA (Central Computer and Telecommunications Agency), which is the division of the United Kingdom's government that originally developed the terms and processes stated in ITIL, have defined two main terms of problem management:

- :: A 'problem' is a condition often identified as a result of multiple incidents that exhibit common symptoms. Problems can also be identified from a single significant Incident, indicative of a single error, for which the cause is unknown, but for which the impact is significant.*
- :: A 'known error' is a condition identified by successful diagnosis of the root cause of a problem, and the subsequent development of a Work-Around.*

change management

Change management is responsible for controlling change within a live environment. It is not responsible for changes that happen during the developmental phase. The change management process is specifically set in place to ensure that standards and procedures are set in place for efficient and prompt handling of all changes. This is in order to minimize the impact of change-related incidents upon quality of service of day-to-day operations. It includes all changes to hardware, communication hardware and software, system software, and all documentation of the live systems.

Release management is used for the action plan of distribution, and maintenance, of software and hardware. This includes licenses, rollout of software, design for the procedures and distribution of software updates and changes, communication of expectations of the customer during rollout of new releases, and the control of the distribution and installation of changes to the IT system.

The process of configuration management tracks of the Configuration Items (CI) in a system. There are five activities of this process, which include (1) Planning the next 3, 6, and 12 months in terms of the details of strategy, policy, scope, objectives, roles, and responsibilities. (2) Selection, identification, and labeling all CIs and inventory. (3) Control of current inventory, so that nothing is accepted, modified, or disposed off without authorization. (4) Reporting of all current and past data concerned with each CI. Ordered, received, testing, live, repairs, withdrawn, and disposal. (5) Review and audit of physical inventory of CIs.

configuration management

ITIL has eight publications in the Best Practice Portfolio:

1.) Service Support

Change Management
Release Management
Problem Management
Incident Management
Configuration Management
Service Desk

2.) Service Delivery

IT Financial Management
Capacity Management
Availability Management
IT Continuity Management

3.) Planning to Implement Service Management

4.) Security Management

5.) ICT Infrastructure Management

ICT Design and Planning
ICT Operations Management
ICT Deployment
ICT Technical Support

6.) The Business Perspective

7.) Application Management

8.) Software Asset Management

may we
help you?

In keeping in terms of the ITIL set of standards, the companies that provide service to you should stay compliant as well. We do bi-yearly audits, and are trained in ITIL processes, to make sure that our operations run smoothly, and our quality of service stays high.

for more information ::
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