

ITIL® V3 Service Design

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Agenda

- Introduction
- The ITIL® framework
- The objectives of Service Design
- The processes of Service Design
- The Service Design Package

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The ITIL® Framework



Publications Overview

● Service Strategy

- Provides guidance on how to use Service Management as a strategic tool to satisfy business needs
- Asks why something should be done before asking how

● Service Design

- Provides guidance for the design of services (new or changed) and Service Management processes

● Service Transition

- Provides guidance for the smooth transition of new and changed services into operations

Publications Overview

● Service Operation

- Provides guidance on achieving effective and efficient delivery and support of services to ensure value for the customer and the service provider

● Continual Service Improvement

- Provides guidance to help maintain and improve the design, transition and operations of services in line with changing business requirements

Service Design

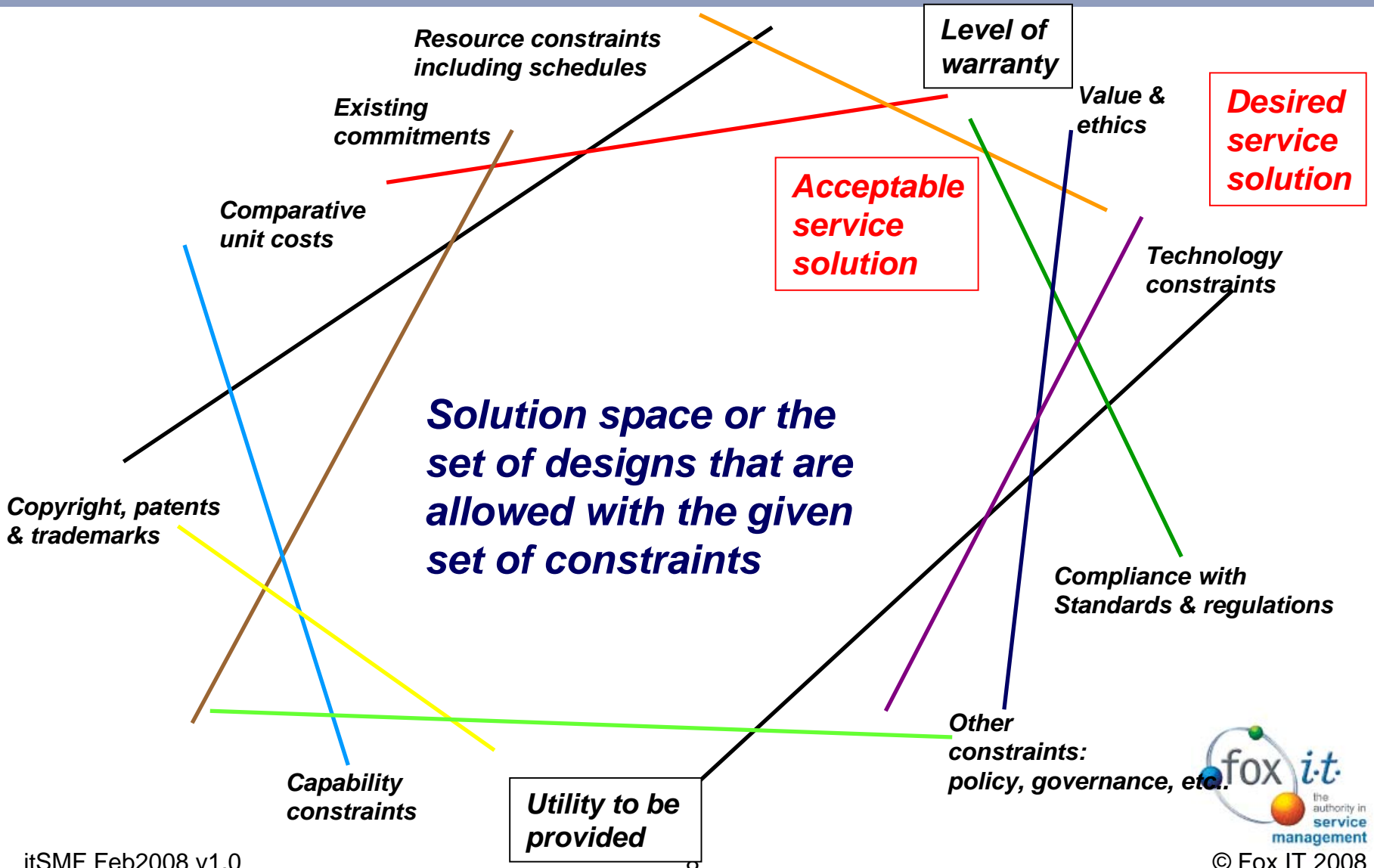


- The Service Design publication provides guidance for the design and development of services and Service Management processes
- It covers design principles and methods for converting strategic objectives into portfolios of services and service assets

Service Design – Goals and Objectives

- Design services to satisfy business objectives
- Design services that can be easily and efficiently developed and enhanced
- Design efficient and effective processes for the design, transition, operation and improvement of IT services
- Design secure and resilient IT infrastructures, environments, applications and information resources
- Design measurement methods and metrics
- Produce and maintain IT plans, processes, policies, architectures, frameworks and documents for designing quality IT solutions
- Develop the skills and capabilities within IT

Service Design - Constraints



Service Design Processes

Service Catalogue Management

Service Level Management

Capacity Management

Availability Management

IT Service Continuity Management

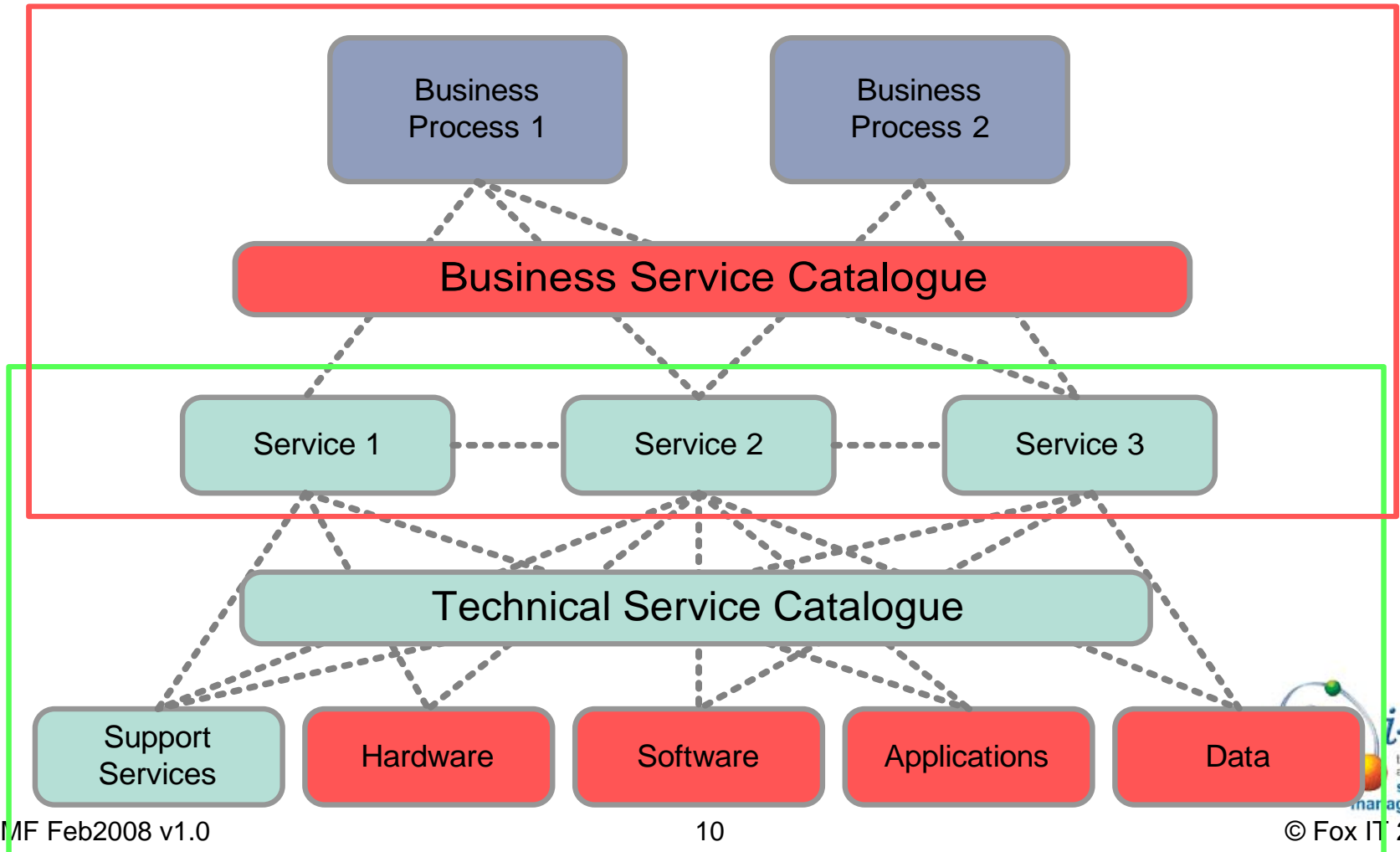
Information Security Management

Supplier Management



Service Catalogue Management

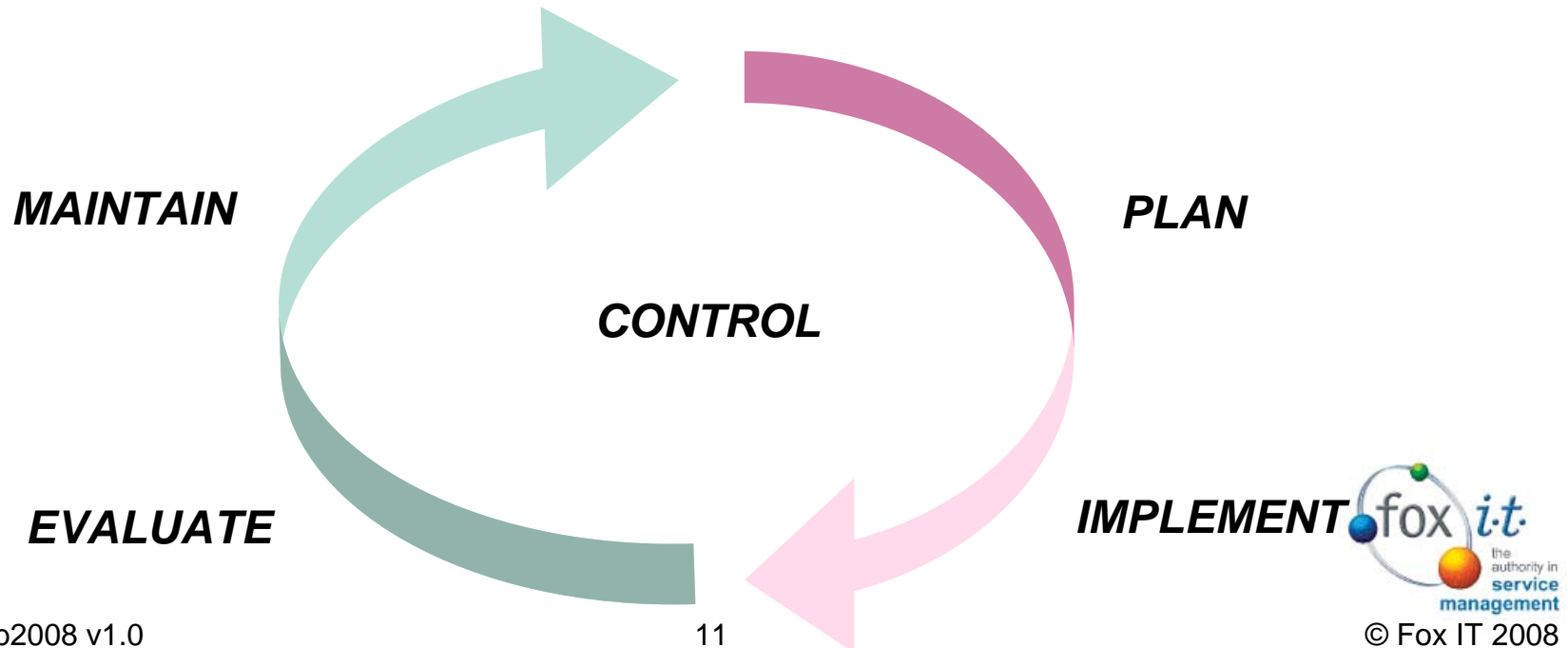
- Objective: To produce and maintain the Service Catalogue



Information Security Management

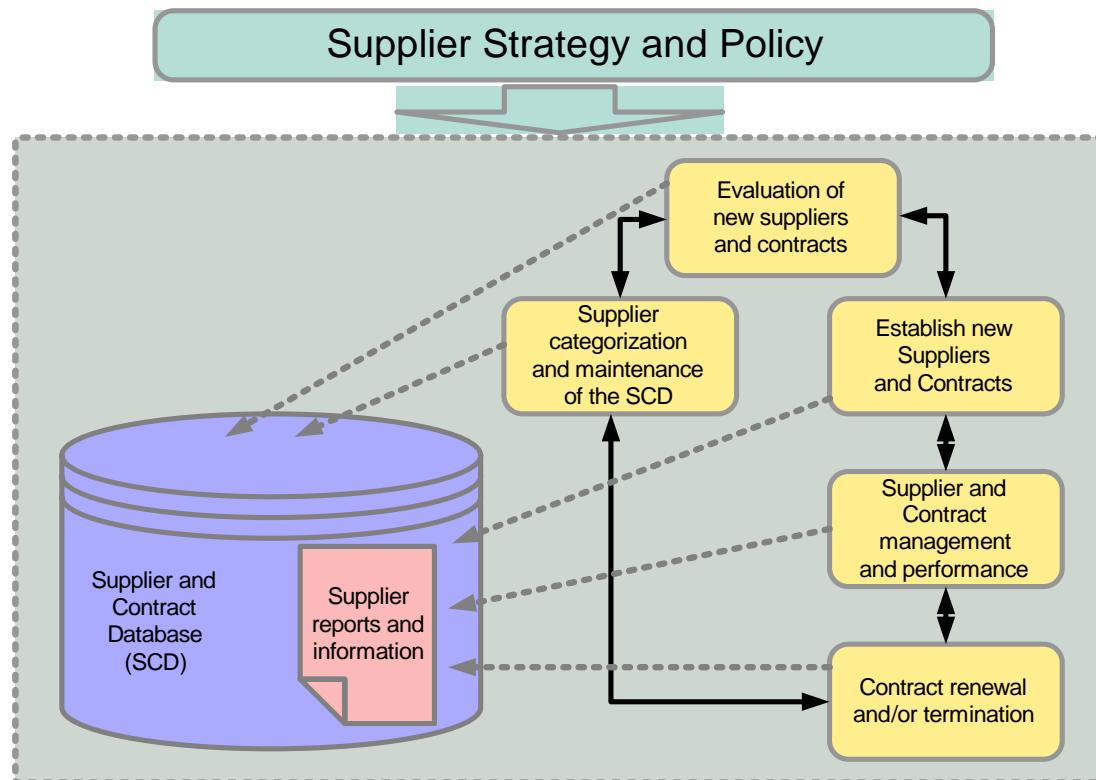
- Objective: To align IT security with business security and ensure information security is effectively managed in all services and service management activities

Customers – Requirements – Business Needs



Supplier Management

- To ensure that agreements negotiated with suppliers are aligned to business requirements and managed their lifecycle



Other process changes

- Service Level Management

- Loses responsibility for the production and maintenance of the Service Catalogue

- Capacity Management

- Resource Capacity Management becomes Component Capacity Management
- Capacity Database extended to Capacity Management Information System

Other process changes contd

- Availability Management
 - Availability Management Database extended to Availability Management Information System
 - Service Outage Analysis (SOA) becomes Service Failure Analysis (SFA)
- IT Service Continuity Management
 - Four recovery options
 - Gradual, intermediate, fast, immediate

Key deliverable – Service Design Package

- Service Design Package (SDP) should be produced during the Service Design stage for:
 - New services
 - Major changes to an existing service
 - Removal of a service
- Provides the “blueprint” required by the Service Transition stage

Service Design Package

● Requirements

- Business requirements
- Service applicability
- Service contacts

● Service Design

- Service Functional Requirements
- Service Level Requirements
- Service and Operational Requirements
- Service Design and Topology
 - All service components and infrastructure
 - Processes, procedures, measurements, metrics and reports
 - Supporting products, services, agreements and suppliers

Service Design Package contd

● Organisational Readiness Assessment

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- Business benefit, financial, technical, resource and organisational assessment

● Service Lifecycle Plan

● Service Programme

- Plan covering all stages of the lifecycle, including the timescales and phasing for transition, operation and improvement, and
- Management of risks and issues
- Skills, competences, roles and responsibilities

● Service Lifecycle Plan

● Service Transition Plan

- Overall transition strategy, objectives, policy, risk assessment, and plans
- Build policy, plans and requirements
- Testing policy, plans and requirements
- Deployment policy, release policy, plans and requirements

● Service Operational Acceptance Plan

- Overall operational strategy, objectives, policy, risk assessment, and plans

● Service Acceptance Criteria

- Development and use of Service Acceptance Criteria for progression through each stage of the Service Lifecycle



Service Design – Value to the business

- Better design therefore reduced Total Cost of Ownership (TCO)
- Improved quality and consistency of service
- Improved service alignment with business needs and organizational strategy
- Easier implementation of new or changed services
- Better service performance

Any Questions?



Thank you for your attention

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For further information please visit www.foxit.net

