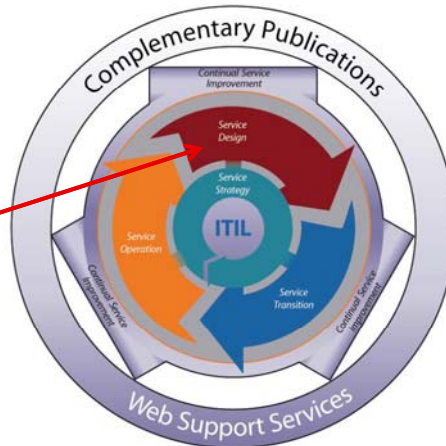


Service Design



You are here



*Service Strategy is the axis
around which the lifecycle rotates*



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- ◆ Accredited ITSM Education Provider
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2007 - Awarded Federal Government Schedule Contract (GSA) allowing ITSM Academy to become a premier provider of ITSM education to the US Government

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Service Design



- ◆ Service Level Management
- ◆ Service Catalog Management
- ◆ Supplier Management
- ◆ Availability Management
- ◆ Capacity Management
- ◆ Continuity Management
- ◆ Information Security

Service Design includes most of the Service Delivery processes from Version 2

Service Design Goals and Objectives

Design new or changed services for introduction into the live environment

- ◆ All designs should consider the impact on
 - ✓ Overall service
 - ✓ Service Portfolio and Service Catalog
 - ✓ Technology
 - ✓ SM processes
 - ✓ Measurements and metrics



Service Design Value

- ◆ Easier implementation of new or changed services
- ◆ Improved service alignment
- ◆ More effective service performance
- ◆ Improved IT governance
- ◆ More effective Service Management and IT processes
- ◆ Improved information and decision making

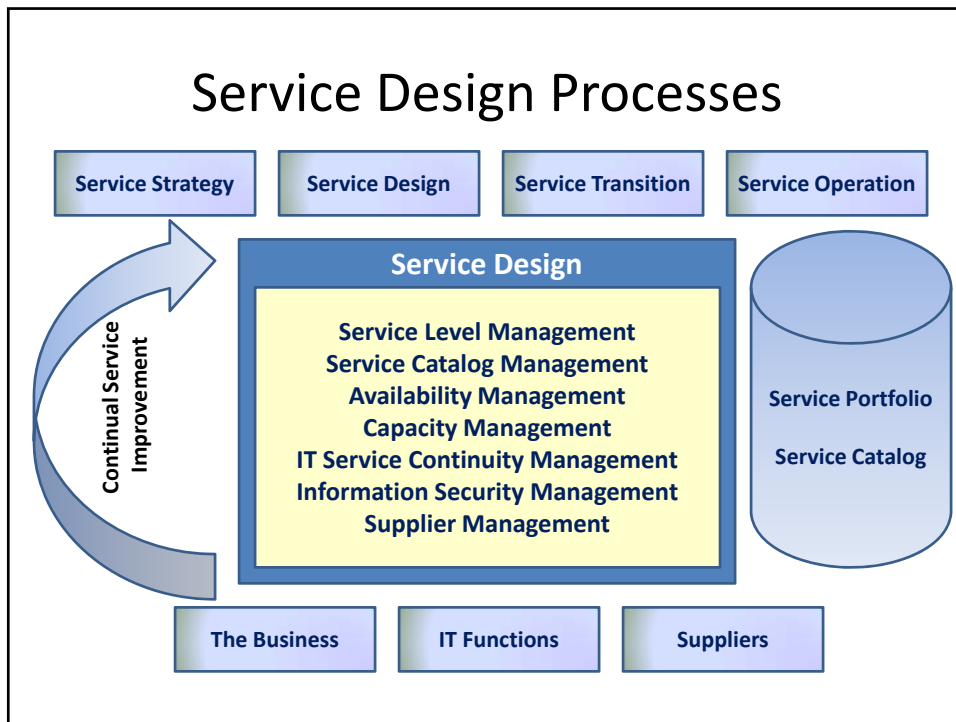


Five Aspects of Service Design

- ◆ **Service solutions design**
 - ◆ Design services based on business requirements
- ◆ **Service Management systems and tools**
 - ◆ Especially the Service Portfolio to manage and control services throughout their lifecycle
- ◆ **Technology architecture design**
 - ◆ Design technologies and tools to support services
- ◆ **Process design**
 - ◆ Design service management processes
- ◆ **Measurement systems and metrics design**
 - ◆ Design metrics to assess performance



Service Design Processes



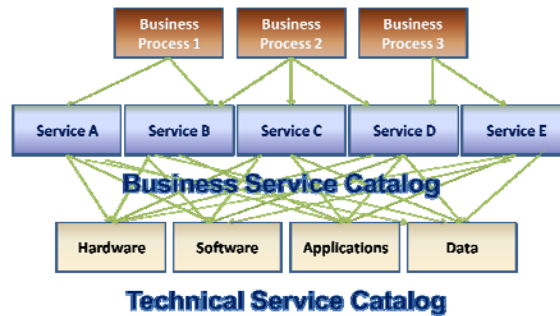
Service Level Management

Service Level Management ensures that an agreed level of service is provided for all current IT services and that future services are delivered to agreed achievable targets



- ◆ Understand and communicate service level requirements
- ◆ Define, document, agree, monitor, measure, report and review on service levels
- ◆ Manage business and customer relationships
- ◆ Develop specific and measurable SLA targets
- ◆ Monitor and improve customer satisfaction
- ◆ Ensure clear service level expectations
- ◆ Implement proactive, justified improvements

Service Catalog Management



- ◆ Provide a single information source for live or transitioning services
- ◆ Manage the Service Catalog to ensure accurate and current service details, statuses, interfaces and dependencies
- ◆ Ensure the Service Catalog is available to approved parties

Supplier Management

Supplier Management manages suppliers and their services to provide seamless IT service quality and ensure value for money



Objectives

- ◆ Obtain value for money from suppliers
- ◆ Ensure supplier agreements align with business needs, SLRs and SLAs
- ◆ Manage supplier relationships and performance
- ◆ Negotiate, agree and manage contracts
- ◆ Align with SM process requirements, particularly Security and ITSCM



The “Warranty” Processes



Availability Management

Availability Management ensures that the level of service availability delivered matches or exceeds the current and future agreed needs of the business, in a cost effective manner

Objectives

- ◆ Produce an Availability Plan
- ◆ Provide business and IT advice on availability issues
- ◆ Ensure availability meets agreed targets
- ◆ Assist with resolution of incidents and problems
- ◆ Assess the impact of changes
- ◆ Take proactive measures to improve availability



Capacity Management

Capacity Management ensures that the capacity and performance of IT services and systems matches the evolving agreed demands of the business in the most cost-effective and timely manner

- ◆ Objectives
 - ◆ Produce and maintain a Capacity Plan
 - ◆ Advise on capacity and performance-related issues
 - ◆ Ensure performance achievements meet targets
 - ◆ Assist with resolution of incidents and problems
 - ◆ Assess the impact of changes
 - ◆ Implement proactive and justified improvements



IT Service Continuity Management



To support overall Business Continuity Management by ensuring the required IT technical and service facilities can be recovered within required and agreed business timescales

Objectives

- ◆ Maintain ITSCM plans that support Business Continuity Plans
- ◆ Complete regular Business Impact Analysis (BIA)
- ◆ Conduct regular risk assessment and management exercises
- ◆ Ensure continuity and recovery mechanisms are in place
- ◆ Assess change impact on ITSCM and recovery plans
- ◆ Implement measures to improve service availability
- ◆ Negotiate necessary contracts with suppliers

Information Security Management

The goal of ISM is to align IT security with business security and ensure information security is effectively managed in all service and service management activities



- ◆ ISM protects the
 - ◆ Interests of those relying on information
 - ◆ Systems and communications that deliver information
- ◆ ISM ensures
 - ◆ Security risks are managed
 - ◆ Information resources are used responsibly

ISM must be considered within the overall Corporate Governance framework

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Questions and Answers



Thank you for attending



ITSM Academy, Inc.
info@itsmacademy.com
www.itsmacademy.com
1. 888. 872. ITSM (4876)