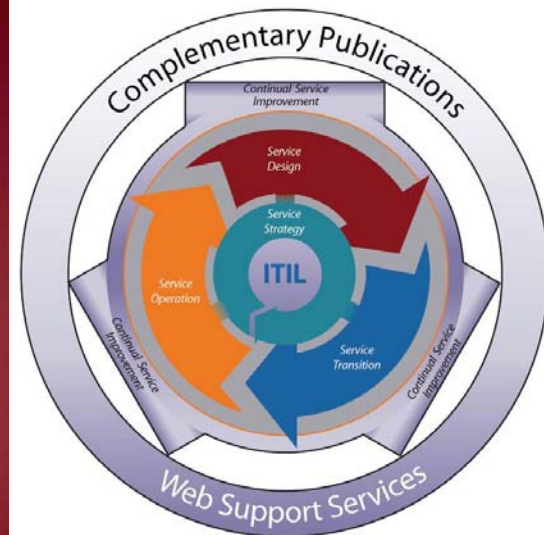
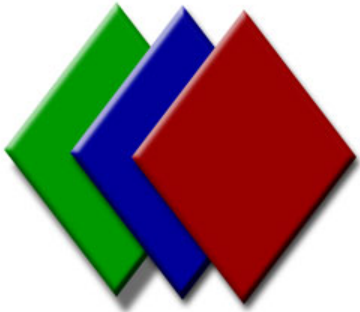


Apples, Oranges and ITIL®

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About ITSM Academy



- ◆ Accredited ITSM Education Provider
 - ◆ ITIL® Foundation (V2 and V3)
 - ◆ ITIL® Foundation Bridge Course
 - ◆ ITIL® Practitioner, Service Manager
 - ◆ ISO/IEC 20000 certifications
 - ◆ Practical workshops
- ◆ PMI Global Registered Education Provider
- ◆ Public Training Center in Fort Lauderdale, FL
- ◆ Corporate on-site classes
- ◆ Over 13,000 learners trained since 2003

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

Agenda

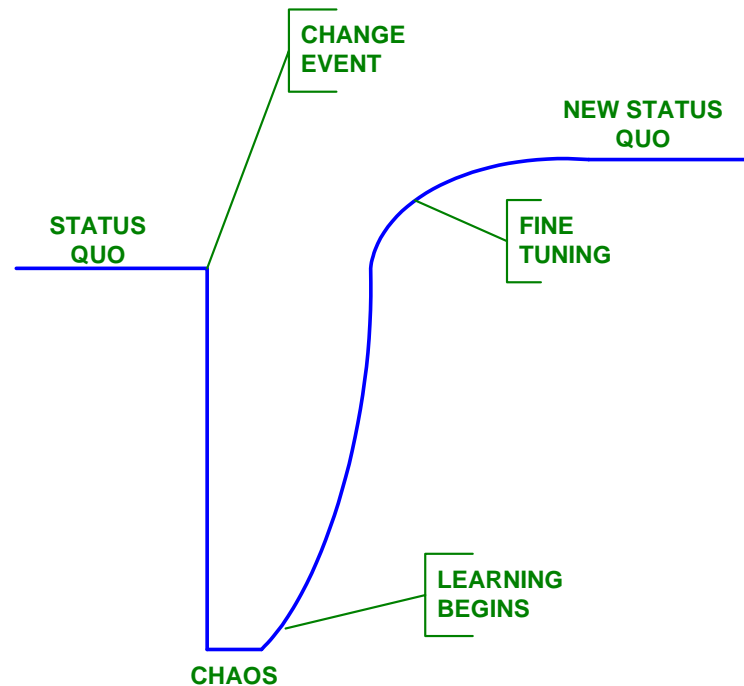


How standards help us

- ◆ ITIL®
- ◆ ISO/IEC 20000/20001
- ◆ MOF
- ◆ CobiT
- ◆ CMMI
- ◆ Lean Six Sigma
- ◆ Pulling it Together

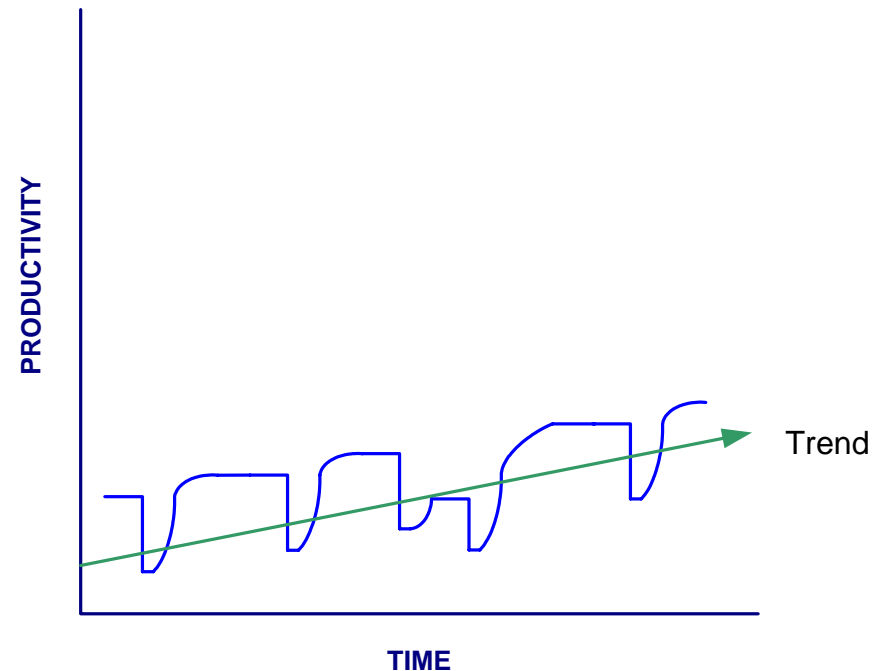
Organizational Change

- ◆ Change follows a relatively predictable course of events.
- ◆ The duration of each phase are the wildcards.
- ◆ Want the curve to be as short as possible.
- ◆ Use best practices to shorten the curve's duration and, hopefully, achieve a higher level of performance.

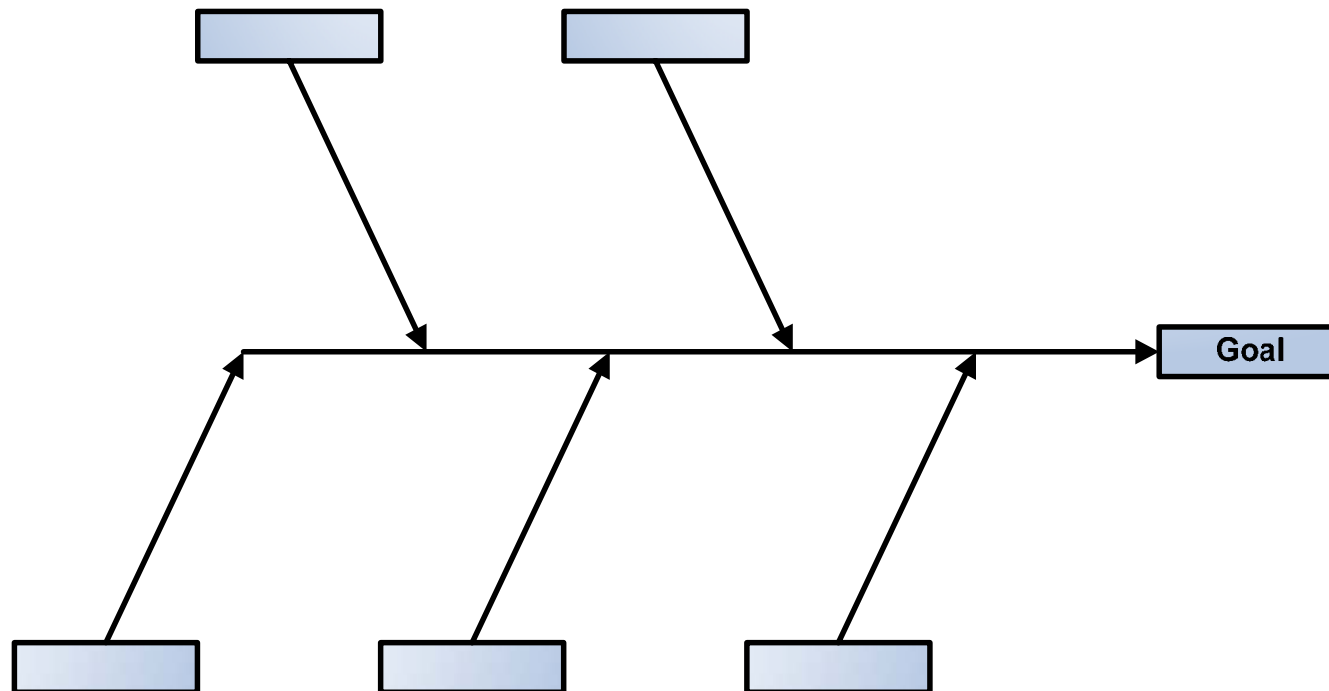


Constant Change

- ◆ The curve will repeat
- ◆ The duration will change
- ◆ The results will change
- ◆ Best practices can help



A System Has a Goal



Productivity is movement towards the goal

Agenda

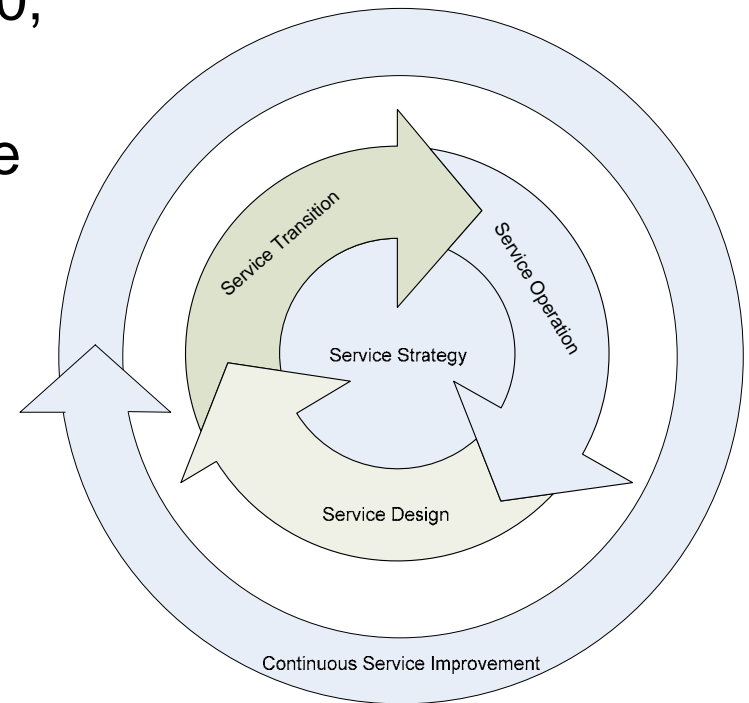


How standards help us

- ◆ **ITIL®**
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- ◆ **CMMI**
- ◆ **Lean Six Sigma**
- ◆ **Pulling it Together**

ITIL® v3 – A Service Lifecycle Approach

- ◆ Providing services that meet the needs of the business
- ◆ ITIL® v3 was released on May 30, 2007
- ◆ The core principles are the same as v2
- ◆ Five core books (11.4 pounds!) arranged as a lifecycle
 - ◆ Service Strategy (SS)
 - ◆ Service Design (SD)
 - ◆ Service Transition (ST)
 - ◆ Service Operation (SO)
 - ◆ Continuous Service Improvement (CSI)



Agenda



- ◆ How standards help us
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ISO 20000

- ◆ **The** International standard for Service Management
 - ◆ ITIL® is just a “best practice”
- ◆ BS15000 → ISO 20000
- ◆ Will undergo third year review in 2008
- ◆ Valuable certification for service providers
- ◆ Direct guidance meant to be applicable regardless of size
- ◆ Currently divided into two parts

ISO 20000-1 Specification

- ◆ Defines requirements that a service provider must follow when providing services
- ◆ Promotes an integrated process approach
- ◆ Five Core process areas
 - ◆ **Service Delivery Processes** – SLM, reporting, continuity and availability, budgeting and accounting, capacity and security
 - ◆ **Relationship Processes** – business relationship management and supplier management
 - ◆ **Resolution Processes** – Incident and Problem Management
 - ◆ **Control Processes** – Change and Configuration Management
 - ◆ **Release Processes** – To manage the implementation of one or more changes into production

20000-2 Code of Practice

- ◆ Used by auditors
- ◆ Service Improvement Planning
- ◆ Guidance based on “industry consensus”
- ◆ Covers 20000-1 process areas
 - ◆ Service Delivery Processes
 - ◆ Relationship Processes
 - ◆ Resolution Processes
 - ◆ Control Processes
 - ◆ Release Processes

Agenda



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Microsoft Operations Framework (MOF)

- ◆ Based on ITIL®
- ◆ Has Microsoft's perspective added in
- ◆ Currently v2 based – have heard of update
- ◆ White paper regarding ITIL® v3's Lifecycle
 - ◆ Microsoft Solutions Framework (MSF)
 - ◆ Microsoft Operations Framework (MOF)
 - ◆ Continuous Improvement Roadmap (CIR)
- ◆ Freely available
 - <http://www.microsoft.com/mof>
 - <http://www.microsoft.com/msf>

Agenda



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Control Objectives for Information and related Technologies (COBIT)

- ◆ Maintained by the IT Governance Institute (ITGI), which is part of the Information Systems Audit and Control Association (<http://www.isaca.org>)
- ◆ ISACA started in 1967, has over 50,000 members in over 140 countries.
- ◆ CobiT is the *de facto* reference for IT Controls. Nothing else quite like it exists.
- ◆ Four domains
 - ◆ **Plan and Organize** – Strategy, Tactics, Vision
 - ◆ **Acquire and Implement** – Identification, Development, Purchase, Implementation
 - ◆ **Deliver and Support** – Security, Continuity, Management of Data, Operations
 - ◆ **Monitor and Evaluate** – Assessments and Audit
 - ✓ 34 High-Level Control Objectives
 - ✓ 215 Detailed Control Objectives

Agenda



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Capability Maturity Model Integration (CMMI)

A process improvement framework that describes key elements of effective processes

- ◆ Meant to improve existing processes – doesn't define processes from scratch
- ◆ CMMI v1.2 (CMMI-DEV) has 22 process areas.
 - ✓ Sample elements – Requirements Mgt, Risk Mgt, Configuration Mgt, Integrated project management, and so forth
- ◆ “Integration” because it combines
 - ◆ CMMI-DEV – for development
 - ◆ CMMI-SVC – for the delivery of services
 - ◆ CMMI-ACQ – for acquisitions
- ◆ Meant to help engineering/development organizations improve their capabilities to deliver what customers requested

Agenda



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Lean Six Sigma

- ◆ A process improvement methodology combining Lean Manufacturing and Six Sigma
- ◆ Lean – attention and tools to uncover and reduce waste
- ◆ Six Sigma – Attention and tools to identify defects and drive down the costs of rework
- ◆ Combine to address defects, time wasted and increase overall speed while reducing cost

Agenda



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Apples, Oranges and ITIL® (1)

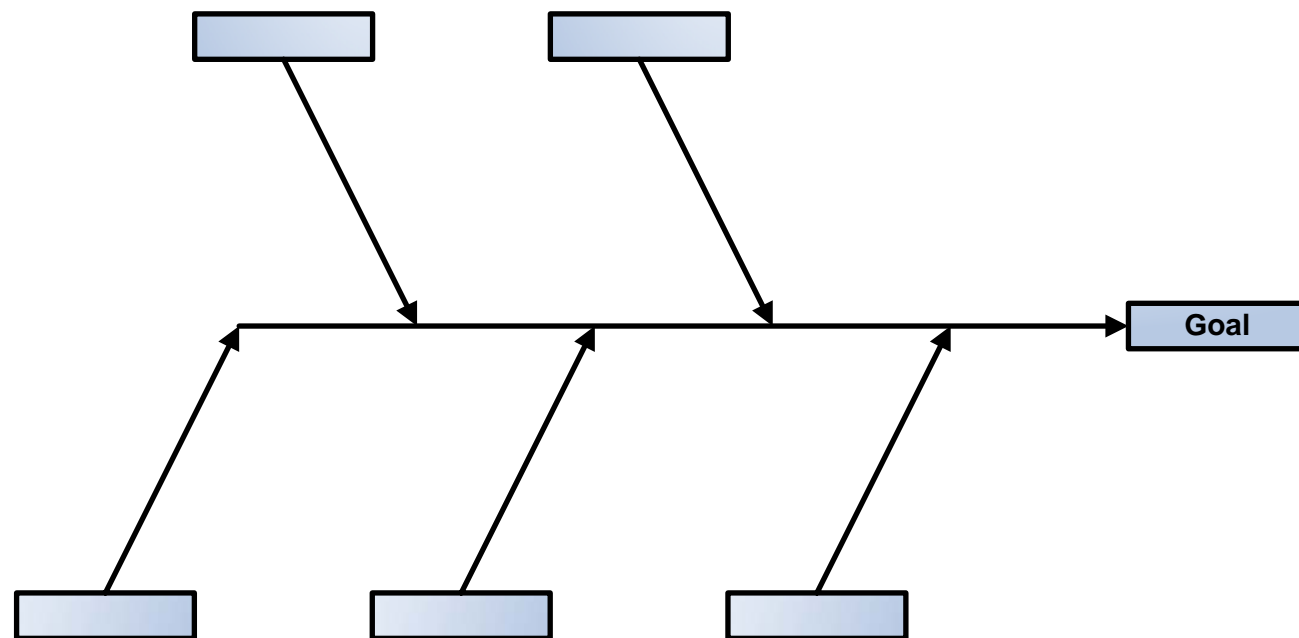
- ◆ An organization is a collection of functions assembled to attain a goal
- ◆ IT either adds value or protects value
- ◆ IT provides services that enables the business that need to be managed and optimized
 - ◆ ITIL® & MOF are best practices
 - ◆ ISO/IEC 20000 is an international standard with organizational certification

Apples, Oranges and ITIL® (2)

- ◆ There will be risks to the organization that need to be controlled
 - ◆ CobiT – what but not how – ITIL® provides the “how”
- ◆ Continuous process improvement is mandatory as the firm and competitive environment evolve
 - ◆ CMMI – needs existing processes. ITIL® can provide the processes.
 - ◆ Lean Six Sigma – Look for waste and defects in processes to reduce costs and go faster

Never Ever Lose Sight of the Goal

- ◆ Processes are means to accomplish functional area objectives and organizational goals
- ◆ Everything done must be in the context of achieving the organization's goal.

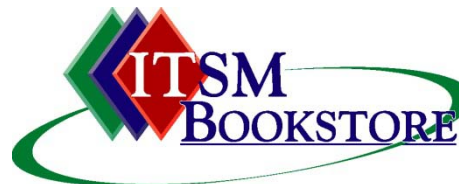




Thank you!

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ITSM Academy, Inc.



Supplemental Slides

Want to Learn More?

◆ Now available

- ◆ ITIL® V3 core and complementary books (www.itsmbookstore.com)
- ◆ ITIL® V3 Foundation
- ◆ ITIL® Foundation Bridge

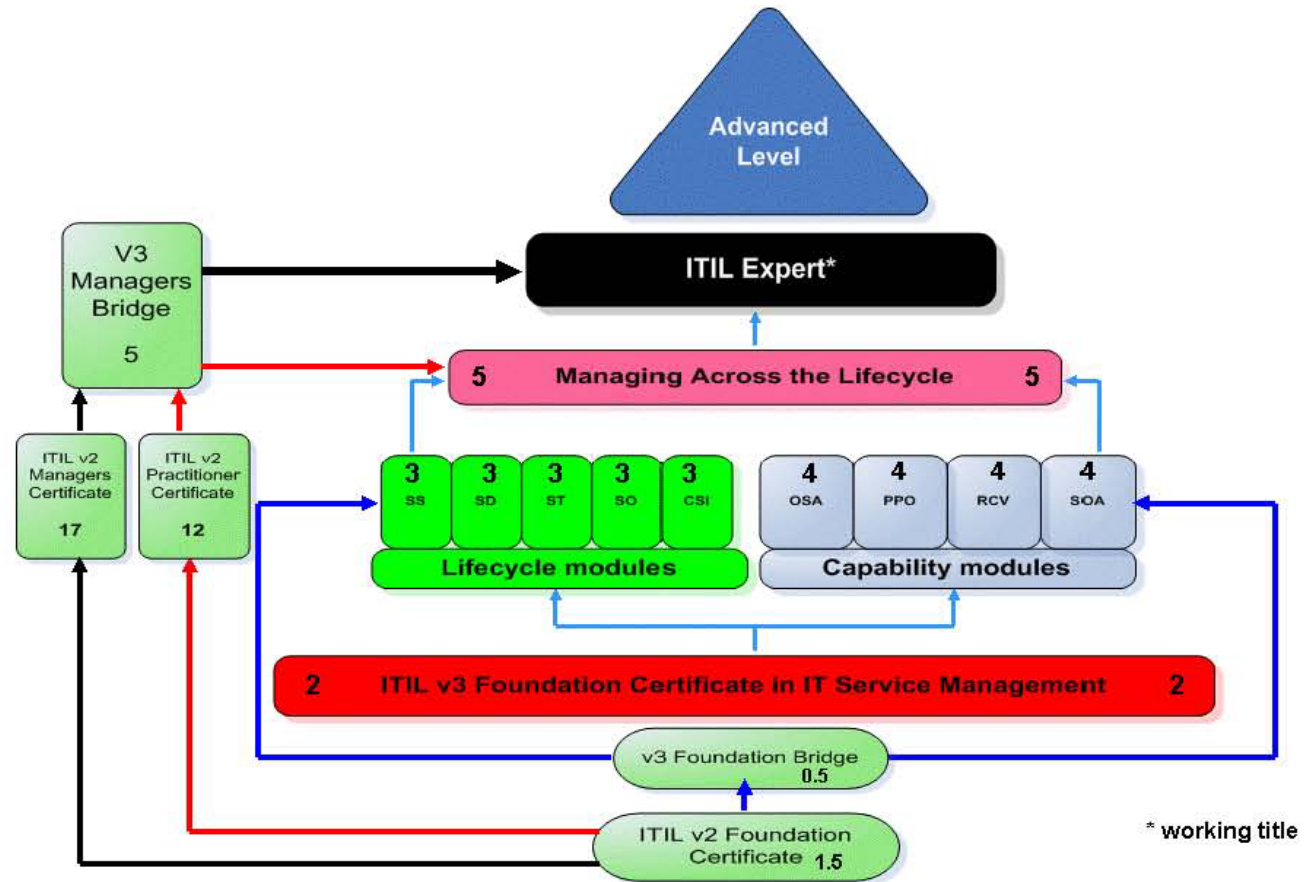


◆ Coming soon



- ◆ ITIL® V3 Service Manager Bridge
- ◆ ITIL® V3 Capability and Lifecycle

ITIL® V3 Certification Scheme



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