Welcome!

Integrating Frameworks, Standards and Processes

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About ITSM Academy

- Accredited Education
  - ✓ Certified Process Design Engineer (CPDE)®
  - ✓ ITIL® Foundation
  - ✓ ITIL Capability (OSA|PPO|RCV|SOA)
  - ✓ ITIL Lifecycle (SS|SD|ST|SO|CSI)
  - ✓ ITIL Managing Across the Lifecycle (MALC)
  - ✓ ITIL Service Manager Bridge
  - ✓ ISO/IEC 20000 Foundation
  - ✓ MOF Foundation
- Practical, Value-Add Workshops
  - ✓ ITSM Leadership
  - ✓ ITIL, MOF, ISO 20K Overviews
  - ✓ Apollo 13, Visible Ops: The Class
  - ✓ And more!

- Since 2003 - *Tens of Thousands Trained and Certified*
- ITSM Professional Diplomas
  - ✓ Change/Support/SLM
- Public Classes throughout U.S.
- Corporate On-Site Classes
- Virtual Classes
- Courseware Licensing
  - ✓ Corporate & Partner (GEM)
- Alumni Program
- PMI Global Education Provider
- Federal Government (GSA) Contractor
- Certified Woman-Owned

Welcome!

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Agenda

- Why, when and how to integrate ITSM frameworks and standards
- Benefits of an integrated process approach

Thanks for joining us today.
Please use the chat feature to send in your questions.

Why Use Frameworks and Standards

- Adopt best practices
- Adopt a common vocabulary
- Implement new processes
- Formalize existing processes (vs. procedures)
- Improve/mature existing processes
- Demonstrate process governance
- Benchmark existing processes
- Obtain a competitive advantage

A process framework describes best practices that can be used to define and continually improve a given set of processes.
A standard is a document that contains an agreed-upon and approved set of requirements that an organization must satisfy to be certified.

The ITSM Process Design Guide

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ITSM Frameworks and Standards

IT service management (ITSM) is an integrated process approach that enables an IT organization to deliver services that meet business and customer requirements.

Frameworks

- **ITIL** - IT service management best practices
- **COBIT** – IT governance
- **Microsoft Operations Framework (MOF)** - Integrated best practices, principles and activities

Standards

- **ISO/IEC 20000** – IT service management
- **ISO/IEC 27001** – IT Information security management

All of these frameworks and standards promote the alignment of business and IT goals.

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Characteristics of Frameworks and Standards

ITIL	ISO/IEC 20000
Describes best practices	Defines an agreed-upon repeatable way of doing something
Provides guidance and suggestions	Defines a formal specification
Supports organizations' efforts to design and continually improve processes	Prescribes a minimum set of practices organizations must have in place to assure quality processes
Lacks the mandatory controls needed for an organization to demonstrate compliance	Lists mandatory controls that an organization must have to be certified

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IT Infrastructure Library (ITIL) Uses

- Clarify the scope of ITSM
  - ✓ Service lifecycle
  - ✓ Related ITSM processes
- Establish a common vocabulary
- Obtain best practice guidance
- Access sample diagrams and documents
- Utilize complementary publications

ITIL specifies what you "could" do to improve the quality of your IT services.

Process Descriptions

- Purpose, goals, objectives
- Scope and value
- Policies, principles, basic concepts
- Activities, methods, techniques
- Triggers, inputs, outputs, interfaces
- Key performance indicators
- Challenges, critical success factors, risks

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ISO/IEC 20000 and ISO/IEC 27000 Uses

ISO standards specify what you "shall" or "must" do.

- Establish a service management system (SMS)
- Identify the minimum critical activities for achieving success
  - ✓ As specified in an internationally recognized and tested standard
- Obtain best practice guidance
- Benchmark performance
- Prepare for audits
- Plan improvements

An ITIL V3 and ISO/IEC 20000 alignment paper is available at www.best-management-practice.com.

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Control Objectives for Information and Related Technology (COBIT) Uses

- Identify responsibility domains required to effectively govern IT activities
  - ✓Plan and Organize
  - ✓Acquire and Implement
  - ✓Deliver and Support
  - ✓Monitor and Evaluate

- Obtain process models for key processes within each domain
  - ✓Process descriptions
  - ✓Control objectives
  - ✓Key activities, inputs and outputs
  - ✓RACI charts
  - ✓Goals and metrics
  - ✓Maturity models

A mapping of ITIL V3 with COBIT 4.1 is available at isaca.org.

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Microsoft Operations Framework (MOF) Uses

- Obtain practical guidance for everyday IT practices and activities
- Gain access to
  - ✓Community-generated processes for planning, delivering, operating, and managing IT
  - ✓Roles and responsibilities
  - ✓Question-based activities
  - ✓Management reviews
  - ✓Job aids

An ITIL V3 and MOF 4.0 alignment paper is available at www.best-management-practice.com.

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But wait… there's more!

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Quality Frameworks and Standards

- Total Quality Management (TQM)
- Malcolm Baldrige National Quality Award
- Capability Maturity Model Integration (CMMI)
- Six Sigma
- Lean Six Sigma
- ISO 9000 and ISO 9001

Quality is conformance to customer requirements.

Philip B Crosby

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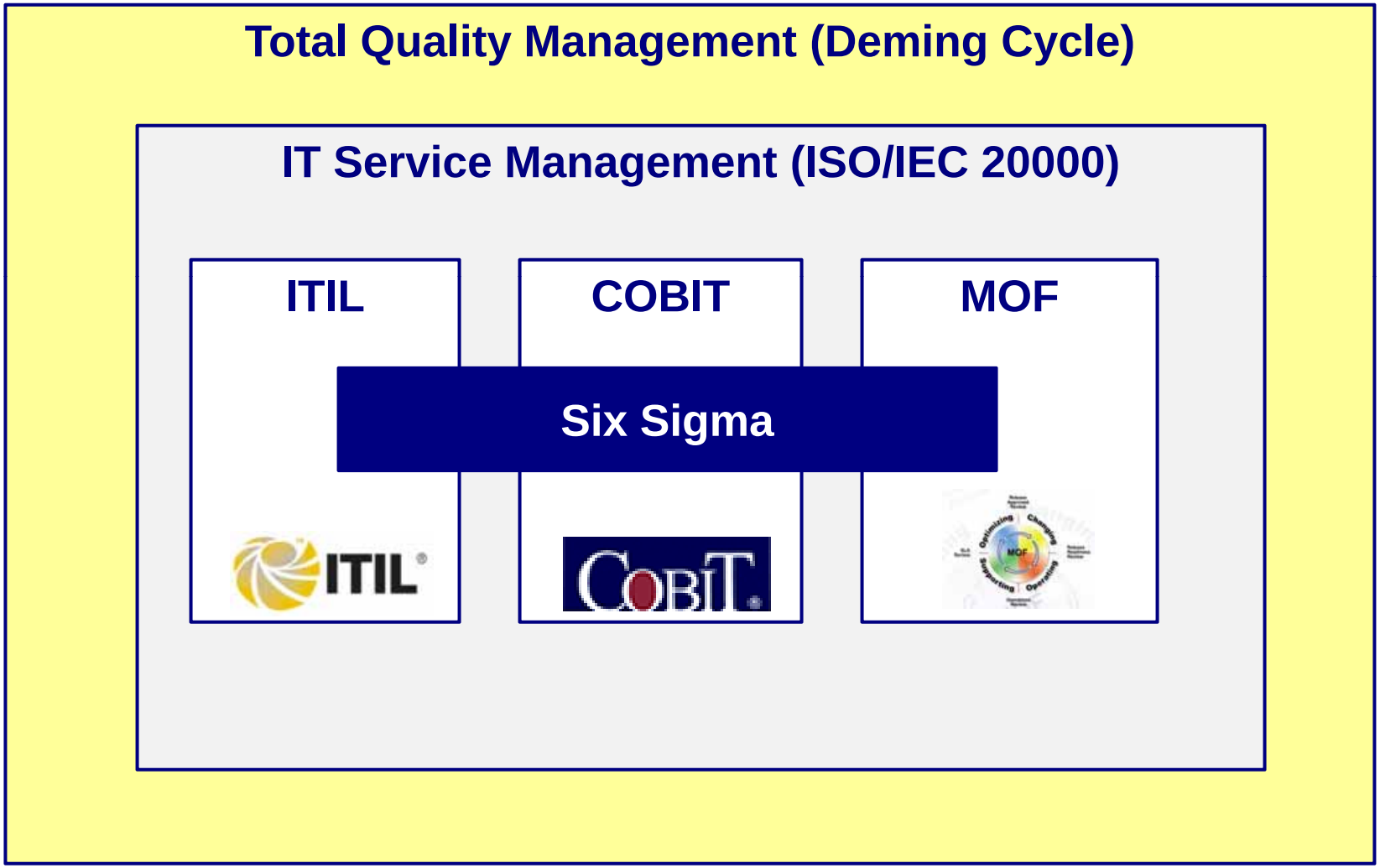
TQM as a Foundational Layer



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The Importance of Process Integration

- Measuring a single process is not enough
- The output of one process is input to another
- Consider the effect of changes on integrated processes
- Monitor, measure and improve interfaces
- Communicate process integration success to
  - ✓Recognize accomplishments
  - ✓Show proof of concept
  - ✓Provide incentive to continually improve

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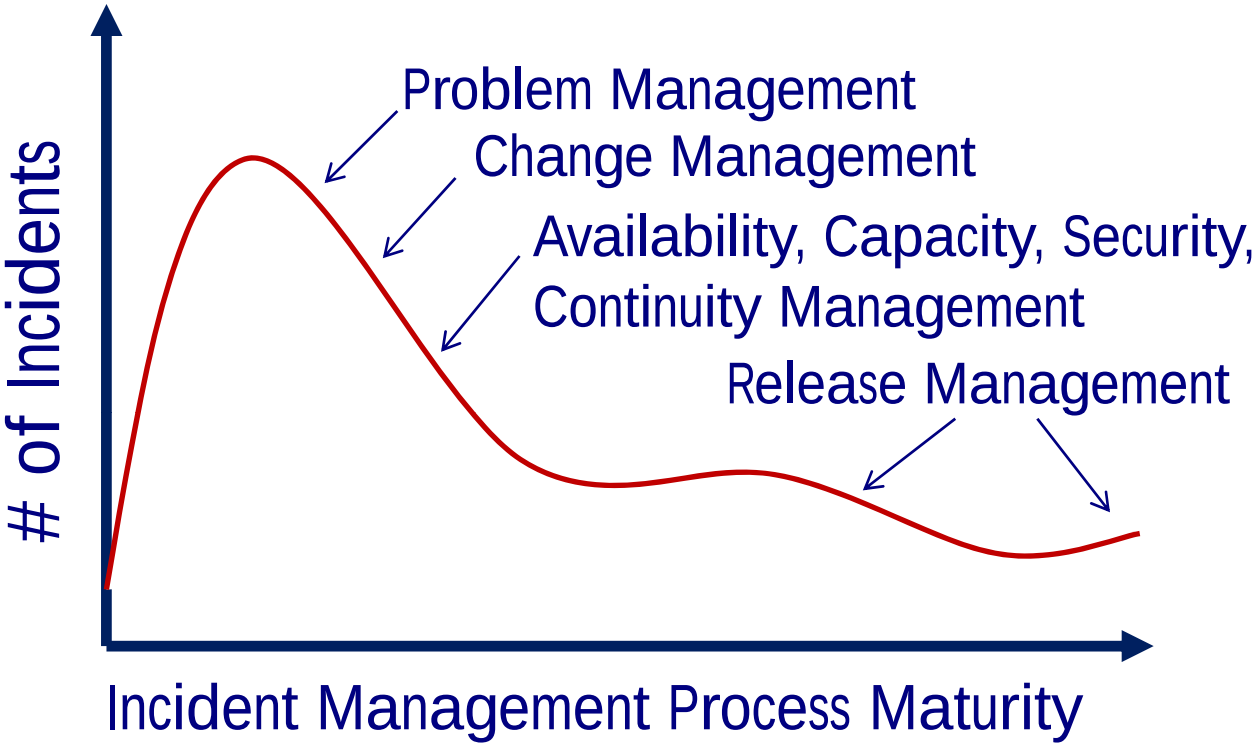
Measuring Process Integration



- Every ITSM process has a relationship with
  - ✓ Every other ITSM process
  - ✓ Other IT processes such as project management
  - ✓ Other business processes such as financial management

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Demonstrating Process Governance

- Achieving process maturity and the benefits of integration requires process governance
  - ✓ Demonstrating accountability for the processes and the authority to require adherence to the processes
  - ✓ Controlling the definition of the processes and interfaces
  - ✓ Determining process performance and compliance through access to and analysis of measurements and other records
  - ✓ Controlling the planning and the prioritizing of process improvements

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Information Sources

- webstore.ansi.org – acquire ISO standards
- itsmbookstore.com – acquire ITIL core books
- isaca.org – download COBIT 4.1/ITIL to COBIT mapping
- microsoft.com/MOF – download MOF 4.0
- best-management-practice.com – official site/download ITIL to… ISO/IEC 20000 or MOF alignment papers
- isoiec20000certification.com – official site
- itsmprofessor.com – join our blog/post your questions

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Questions?

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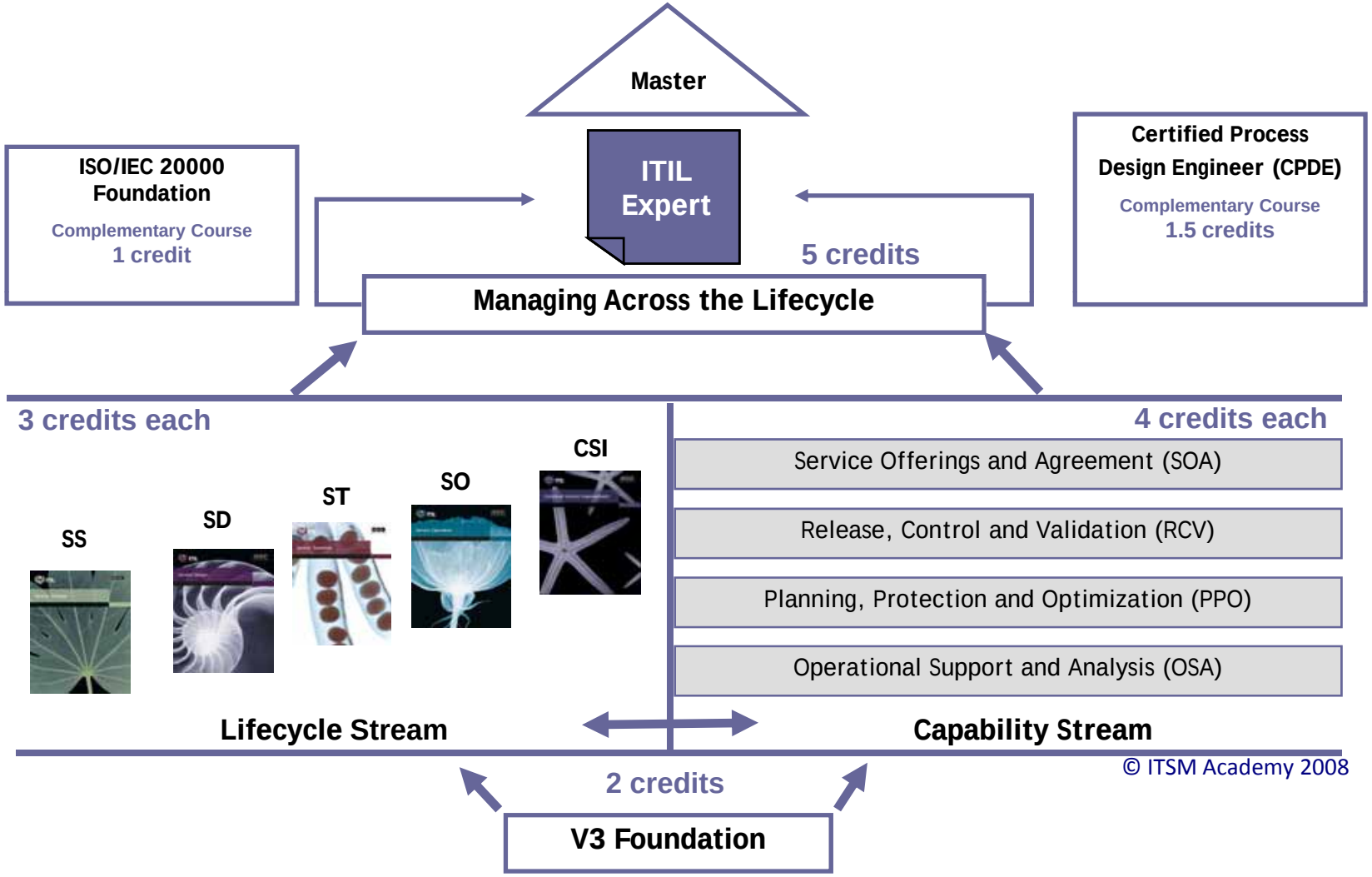
Implementing ITIL
From Help Desk to Service Desk
Visible OPS
CPDE
ITIL SOA
ITIL PPO
ITIL RCV
ITIL OSA
ITIL Service Strategy
ITIL Managing Across the Lifecycle
ITIL Service Design
ITIL Service Transition
ITIL Service Operation
ITIL Continual Service Improvement
Implementing & Improving
Executing & Optimizing
Service Transition Overview
Service Operation Overview
Continual Improvement
ITSM Academy
...educate & inspire
Leading Organizational Change
The Basics
ITIL Foundation
ISO/IEC 20000 Foundation
MOF Foundation
Apollo 13
ITIL Executive Briefing
ITSM Leadership
Customer Service Excellence
ITIL Overview
Building Blocks of Process Design

Want to Learn More?



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On our website, this symbol

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DIPLOMA COURSE

indicates courses which accrue clock hours toward a Diploma as:

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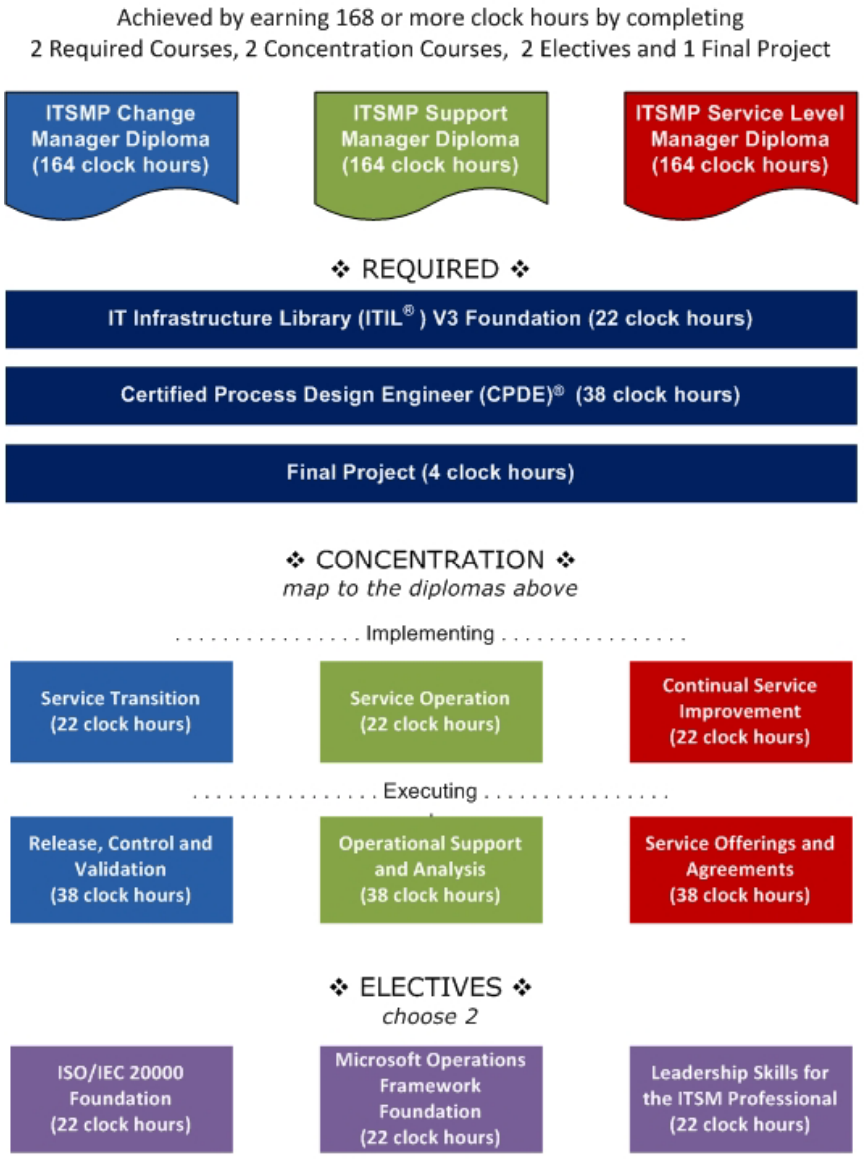

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PMI R.E.P. Project Management Institute

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HDI Help Desk Institute The Global Leader for the Support Industry

GSA Schedule

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Apollo 13 an ITSM case experience™

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