

# ITIL Implementation – Value addition to the IT industry



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## Introduction

Information Technology Infrastructure Library (ITIL) is a framework (collection of best practices that include people, process and tools) that aligns business needs of an organization with its IT services. ITIL is a practical approach defining best practices that can benefit an organization in facilitating growth, transformation and end goals.

It is an important tool for organizations that desire cost-effective and efficient service management techniques. Implementation of processes and following best practices result in optimizing operational procedures and reducing manual errors which automatically results in improved operational efficiency.

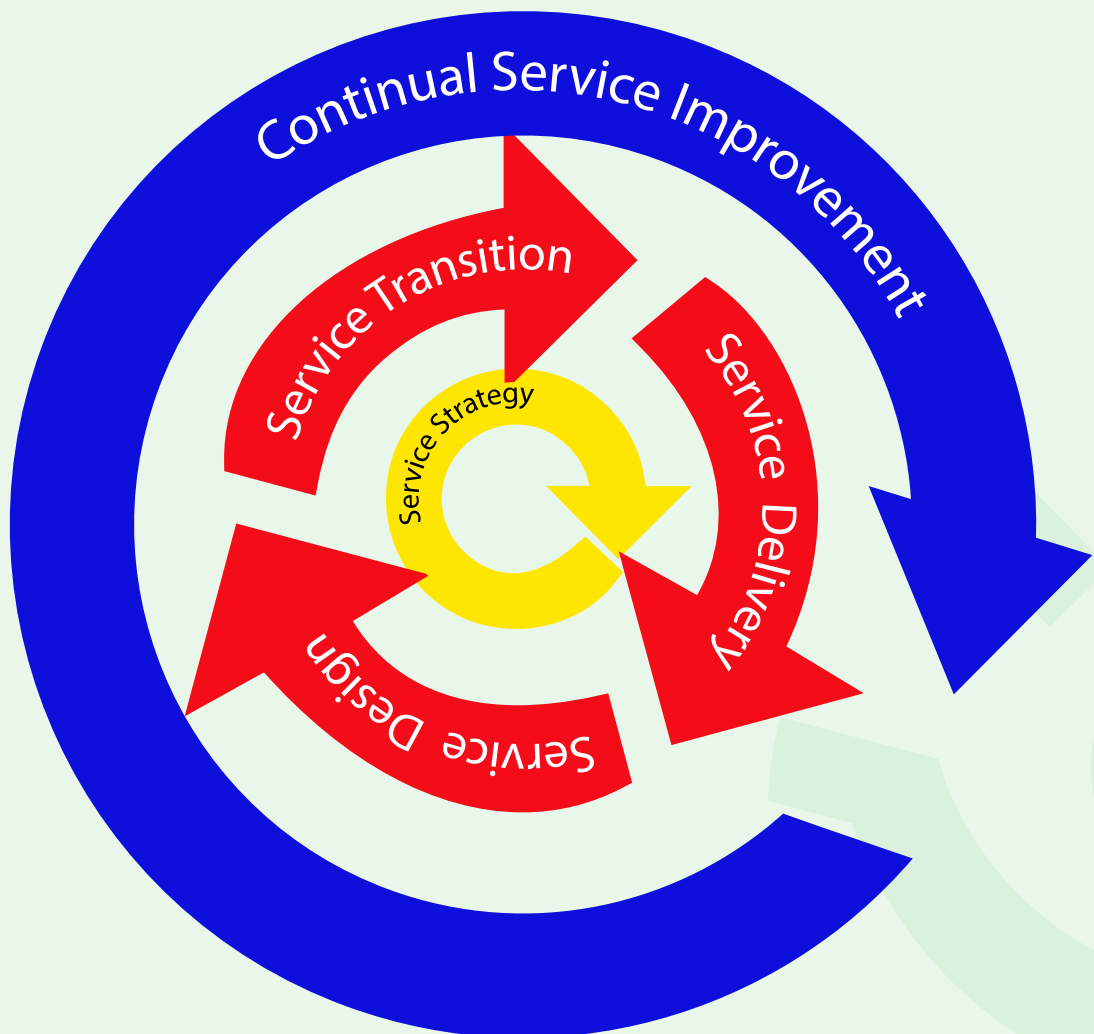
Most organizations have their own culture, business goals and set of strengths and weaknesses. Thus, they can opt for only that part of ITIL that helps them maximize their potential benefit their business.

### Benefits :

#### ITIL offers a range of benefits :

- Improves lifecycle of IT services
- Helps in the cost reduction also providing quality support in an organized manner
- Gives a professional approach to service delivery reaching optimum customer satisfaction

ITIL brings IT functions into distinct components called services. Services are means of delivering values to customers by facilitating the outcomes the customers want to achieve without the ownership of specific costs and risks.



## Service Delivery

Service delivery needs to be in place to coordinate, continue the activities and processes required to deliver and manage services at agreed levels to business users and customers.

**The primary objectives are to :**

- Minimize impact of service outage
- Ensure access to IT services for only authorized users
- Maintain business satisfaction by delivering effective and efficient IT services

**Service Desk :** Provides a point of communication to the users and a point of coordination for several IT groups and processes by logging or helping users to log incidents, service requests. This further follows escalation process and if issues gets resolved, closes the incident or service requests.

**Technical Management :** Provides detailed technical skills and resources needed to support the ongoing operation of the IT infrastructure.

**IT Operations Management :** Responsible for daily operational activities needed to manage the IT Infrastructure which also overlaps with Technical and Application Management functions.

**Application Management :** Covers the Software Development Life Cycle (SDLC) like creating the specifications, designing, writing and testing the code, deploying, operation, and finally reviewing the application to determine ways to improve its efficiency and cut costs.

## Service Delivery Processes

To facilitate effectiveness and efficiency in delivery and support of IT services the processes required are as below:

**Event management :** Helps to monitor all events that occur throughout the IT Infrastructure to allow for 'normal' service operations and to detect and escalate exceptions.

**Incident management :** Helps to restore normal service operations as quickly as possible and minimize the immense impact on business operations.

**Problem management :** These processes cover the steps IT staff takes in resolving the problems. It includes recording, management, and escalation of service problems, and also steps to prevent future occurrence of the problems by analyzing historical data.

**Request fulfillment :** This is the process responsible for managing the lifecycle of all service requests from the users.

**Access management :** This is required to grant access to authorized users while restricting access to non-authorized ones in order to protect the confidentiality, integrity and availability of informations and infrastructure.

## Incident Management following ITIL

The purpose of this process is to restore normal service operations as quickly as possible and minimize the immense impact on business operations.

### Service Design :

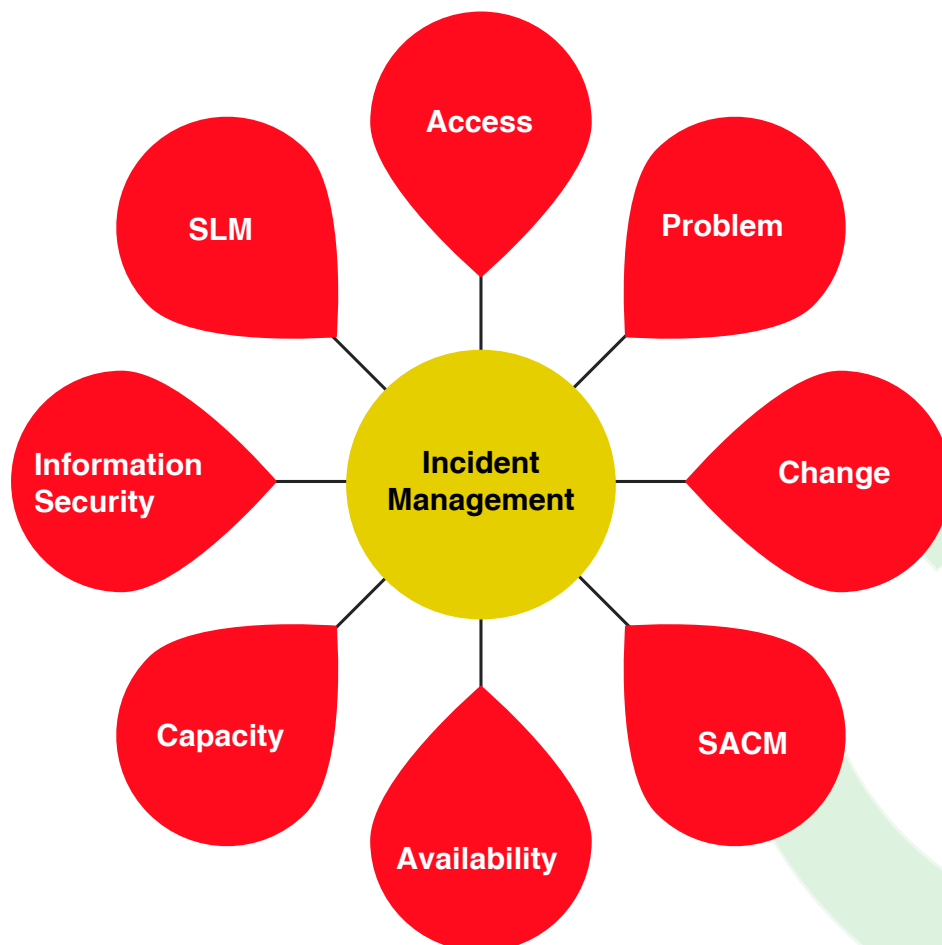
- SLM (Service Level Management) : This defines the level of services acceptable within which incident management works and also helps to review SLA's objectively and regularly by keeping the below in consideration :

Response time of incident -

- Target time to fix the incident
- Definition of service pertaining to users
- Define rules for requesting services
- Definition of impact

• **Information Security Management** : This is fulfilled by maintaining logs and audit files also incident records. It provides security related incident information by gaining full details of the effectiveness of the security measures.

• **Capacity Management** : It defines the exact items needed to achieve service levels. The activities here are proactive rather than reactive. It also raises triggers when there appears to be a performance issue.



## Incident Management-interfaces

**Availability Management** : This process ensures quick restoration of services, in case of IT Infrastructure component failure.

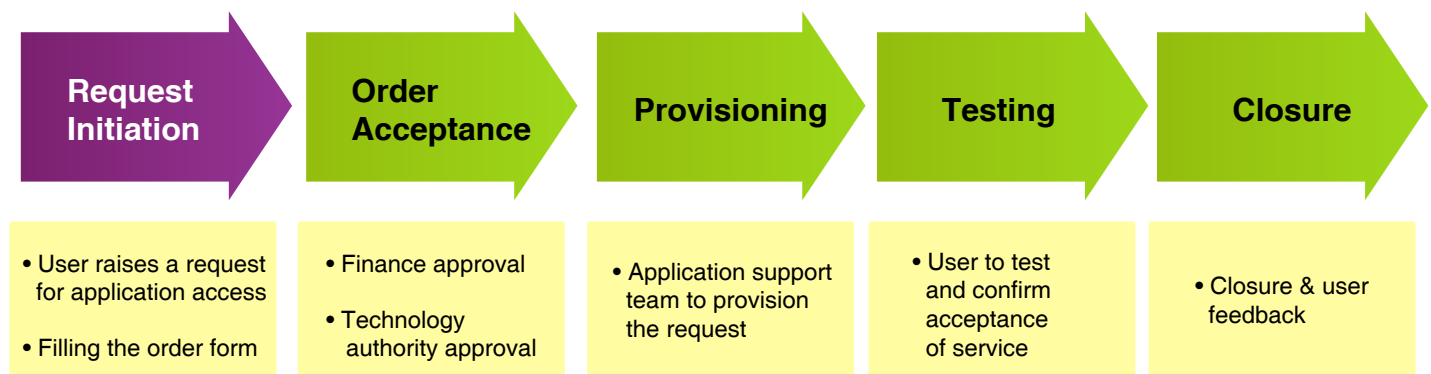
### Service Transition :

- **SACM (Service Asset and Configuration Management)** : The process enables in identifying data required to recognize and progress incidents. This also identifies faulty equipments. It helps in auditing of service assets and configuration management while working to resolve an incident.
- **Change Management** : It ensures no changes are made without proper testing, risk assessment and scheduling. The request needs to be logged as RFC and progressed through Change Management.

### Service Delivery :

- **Problem Management** : This process is used to investigate and resolve the underlying cause of incidents repeatedly occurring, also to prevent the impact of recurrence. It can help in faster resolution of incidents through workarounds which can be useful to restore service.
- **Access Management** : This process specifically takes care of any unauthorized access reported through incidents or through any security breaches have been detected. User needs to raise an incident in order to get the required assistance. This process grants authorized users the right to use a service while preventing access to non-authorized ones which helps to protect integrity, availability and confidentiality of data and infrastructure.

## Successful implementation of *Service Request Fulfillment* of ITIL in Current Project



## Conclusion

The workflow is to give an example of ITIL-Service request fulfillment phase to know how support can be delivered in an organized way by following ITIL.

We have received many positive responses and gained client confidence after including this in our day to day support model of one of our client applications.

## About the Author



Ritika Kumari

Ritika Kumari is with Happiest Minds for the past 3 years, working as a Senior Engineer. She is having 4 years of IT experience with IMSS Big Data Analytics and practice. Her current project roles and responsibilities are aligned with Application Support domain, where she prefers to implement and follow processes to streamline support structure along with the technology implementation.

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