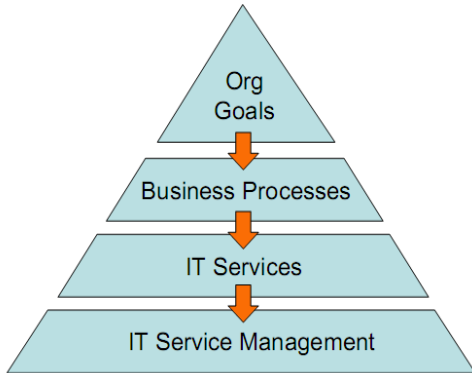


ITSM 101 Essentials

ITSM - IT Service Management is a process-centered approach to delivery of IT services that meet business needs and is philosophically centered on the *customer's perspective of IT's contribution to the business*.

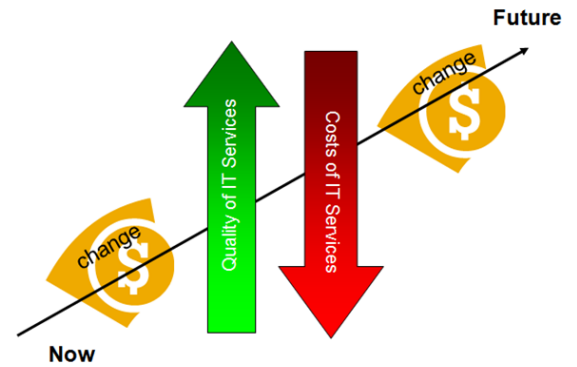
An **IT Service** is... a means of delivering **value** to Customers by facilitating **Outcomes** Customers want to achieve without the ownership of specific Costs and Risks.

IT as a whole is a service to the business!



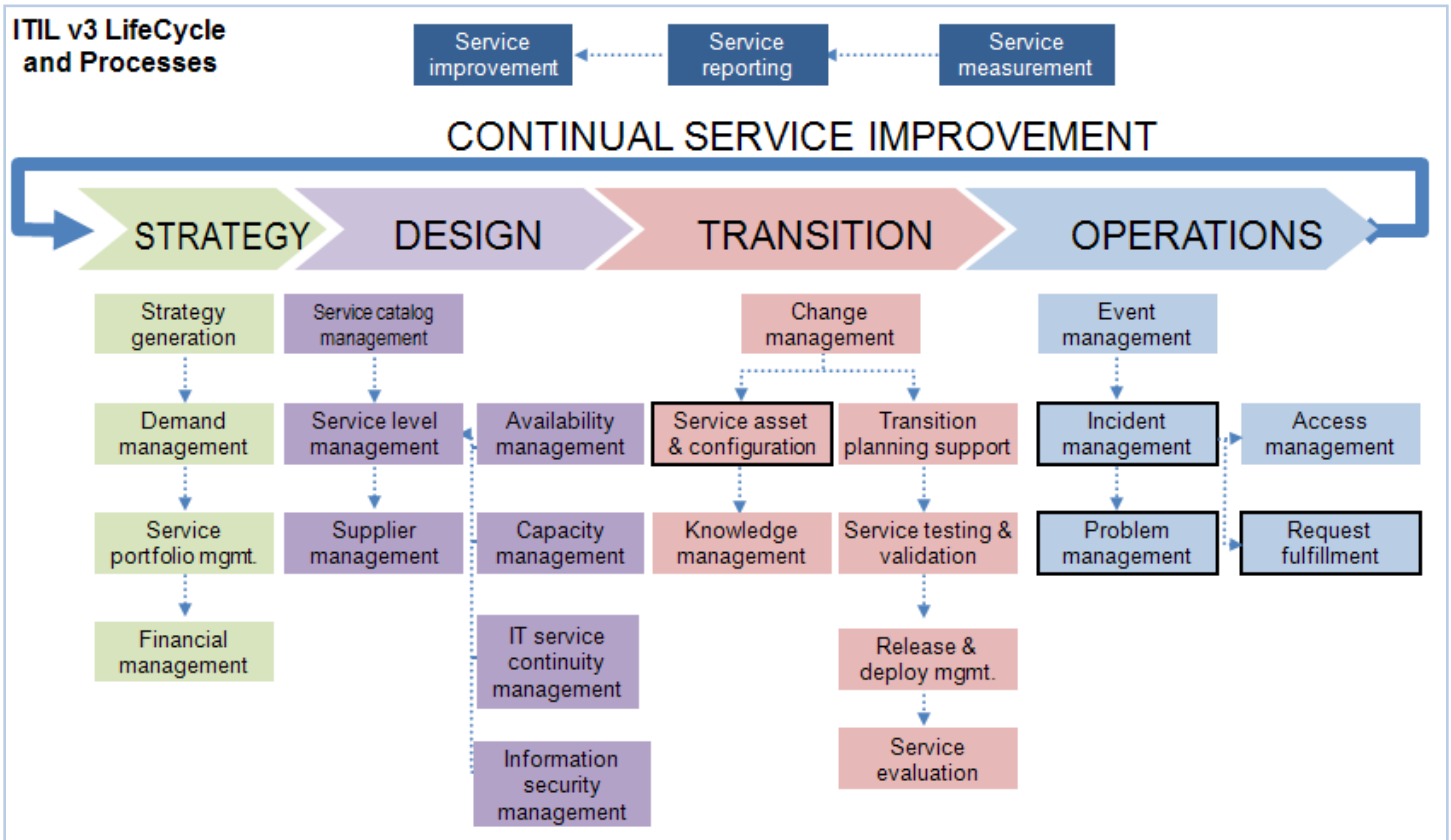
ITSM Objectives

- **Align** IT Services with the business objectives
- Improve the **Quality** of IT Services delivered
- Reduce the long term **Cost** of providing Service



Doing the **right thing**,
doing it at the **right time**,
doing it **well**, and doing it at a **good cost**.

ITIL – IT Infrastructure Library is a series of books that provide guidance on ITSM best practices.



For more information: IT Service Management SharePoint Site: <http://apolloiandt/SiteDirectory/itsm/default.aspx>

Vocabulary

Activity: A set of actions designed to achieve a particular result, usually defined as part of [Processes](#) or [Plans](#), and are documented in [Procedures](#).

Best Practice: The most *efficient* (least amount of effort) and *effective* (best results) way of accomplishing a task, based on repeatable procedures that have proven themselves over time for large numbers of people.

Control: A means of managing a [Risk](#), ensuring that a [Business Objective](#) is achieved, or ensuring that a [Process](#) is followed. It also means to manage the utilization or behavior of a [Configuration Item](#), [System](#) or [IT Service](#).

Effectiveness: A measure of whether the [Objectives](#) of a [Process](#), [Service](#) or [Activity](#) have been achieved. An effective [Process](#) or [Activity](#) is one that achieves its agreed [Objectives](#).

Efficiency: A measure of whether the right amount of resources have been used to deliver a [Process](#), [Service](#) or [Activity](#). An efficient [Process](#) achieves its [Objectives](#) with the minimum amount of time, money, people or other resources.

Governance: Ensuring that [Policies](#) and [Strategy](#) are actually implemented, and that required [Processes](#) are correctly followed. It includes defining [Roles](#) and responsibilities, measuring and reporting, and taking actions to resolve any issues identified.

Guideline: A [Document](#) describing [Best Practice](#), that recommends what should be done.

Lifecycle: The various stages in the life of an [IT Service](#), [Configuration Item](#), [Incident](#), [Problem](#), [Change](#) etc. The ITIL lifecycle stages are strategy, design, transition, operations, and continual service improvement.

Objective: The defined purpose or aim of a [Process](#), an [Activity](#) or an [Organization](#) as a whole. These are usually expressed as measurable targets.

Policy: Formally documented management expectations and intentions. These are used to direct decisions, and to ensure consistent and appropriate development and implementation of [Processes](#), [Standards](#), [Roles](#), [Activities](#), [IT Infrastructure](#) etc.

Procedure: A Document containing steps that specify how to achieve an Activity.

Process: A structured set of Activities designed to accomplish a specific Objective. It takes one or more defined inputs and turns them into defined outputs.

Service Culture: A [Customer](#) oriented [Culture](#). The major [Objectives](#) are [Customer](#) satisfaction and helping the Customer to achieve their [Objectives](#).

Utility: Functionality offered by a [Product](#) or [Service](#) to meet a particular need, often summarized as "what it does". Fit for Purpose

Warranty: A promise or guarantee that a product or [Service](#) will meet its agreed [Requirements](#). Fit for Use

Work Instruction: A [Document](#) containing detailed instructions that specify exactly what steps to follow to carry out an [Activity](#). This document contains much more detail than a [Procedure](#) and is only created if very detailed instructions are needed.