Using ITIL to Drive IT Improvements & Business Integration

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What Is ITIL

Information Technology Infrastructure Library (ITIL)

• Was created by the UK Government's Central Computer and Telecommunications Agency (CCTA) in the 1980s.

• Is a set of best practices for IT service management that focuses on aligning IT services with the needs of business.

• ITIL is owned by AXELOS
ITIL Key Concepts

• Core up of IT resources and programs into a single service catalog.
• Business can “purchase” only the services they need.
• Unneeded effort or programs are eliminated.

• ITIL benefits include
  • Reduction in cost, rework, cycle time, and duplication of effort
  • Efficiency in resources
  • Improvements in quality, processes, and competitiveness.
  • ITIL also lays the foundation for integration between IT and the business’s objectives.
Implementing ITIL

ITIL is a **Best Practice** not a **Standard**

ITIL should be **Adopted as a framework** not **Implemented as a procedure**

“Best is the enemy of better!”
Service Management Strategy
ITIL Service Maturity Model

Level 1: Initial
- Ad hoc
- Undocumented
- Reactive
- No formal process for making improvements
- No stakeholder input
- Technical rather than service focused

Level 2: Repeatable
- Goals defined
- Activities resourced
- Some performance measured
- Most procedures exist but execution varies from team to team
- Improvements based on activities rather than BV

Level 3: Defined
- Variation between performing teams is minimal
- Performance measured using a range of metrics
- Process consistently employed across org
- Some activities are automated
- Procedures are tested for compliance

Level 4: Managed
- IT as a service provider
- Active CSIP
- Proactive/Predictive trend analysis
- Metrics assess process performance vs. targets & objectives
- Integrated tools & processes
- Understand & manage costs

Level 5: Optimized
- IT as a strategic business partner
- Operational consistency across enterprise
- Metrics, reviews & alerts are part of coordinated commitment to CSI
- BV based decision making
- IT services actively aligned to business needs

Return on Investment

IT Maturity

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Service Management

“Getting Results!”

- 15 IT services defined and operational
- Order of magnitude reduction in cost of services YTD
- Significant reduction in resources required to support all services
- Most Services operating at ITIL Maturity level 3 YTD
- Current Service Improvement projects project at 14-1 ROI
- Transitioned IT financials to Service Based reporting structure
- Dashboard actively utilized for tracking Service Performance
How to Leverage ITIL Going Forward

- Gamification
- Dashboard
- Workload Management Tool
- Business Relationship Management