How to Implement a Lite Version of ITIL® v3

Malcolm Fry

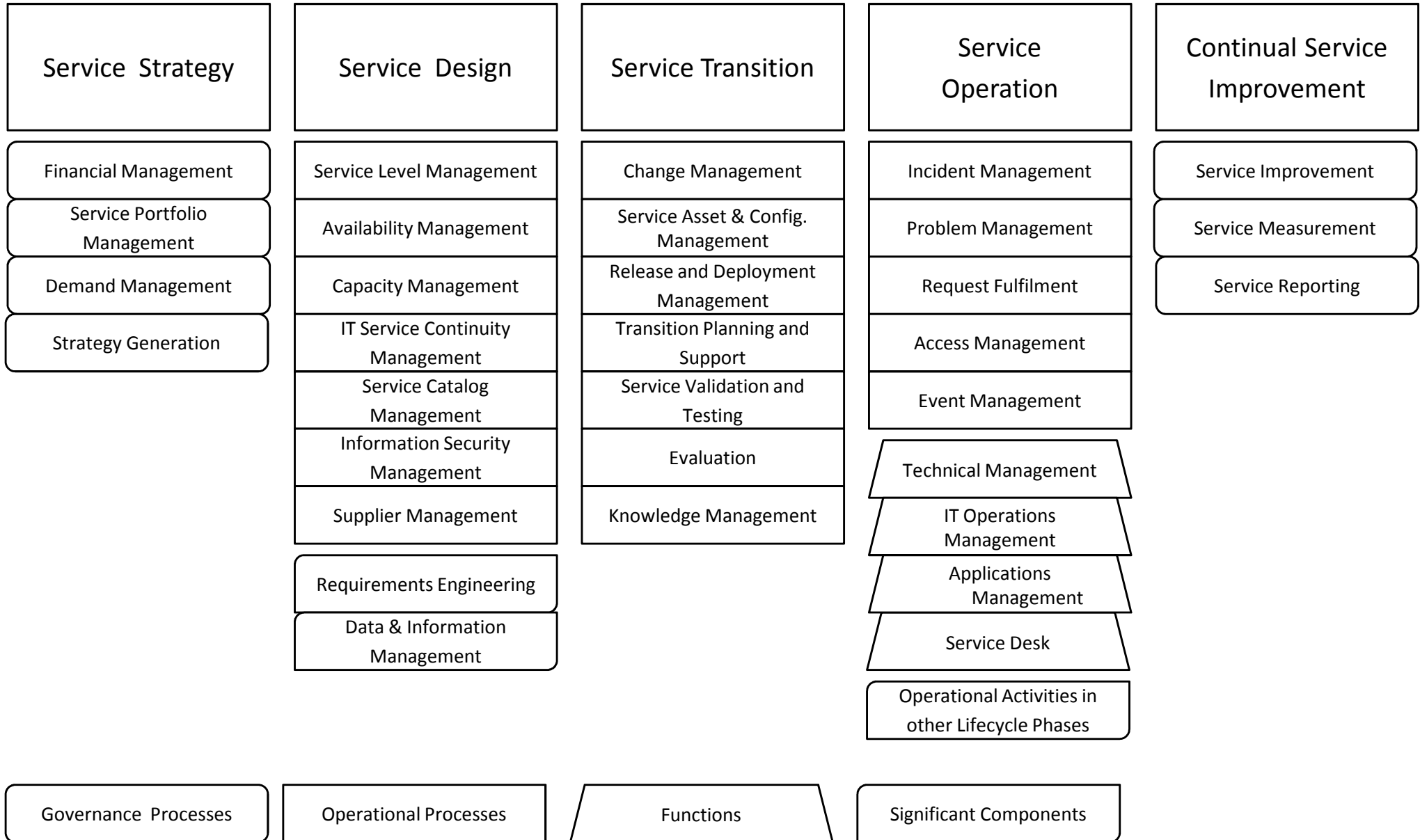Independent Executive Advisor to CA, Author and Industry Expert

ITIL Lite definition

'ITIL Lite is an approach to implementing key components of ITIL v3 to ensure a sound basis for IT Service Management either as a starting point for full implementation or as a deliverable for those not wishing to fully implement ITILv3'

What is the best approach?

- Methodology - A body of practices, procedures, and rules used by those who work in a discipline or engage in an inquiry; a set of working methods.

- Framework – a set of assumptions, concepts, values, and practices that constitutes a way of viewing reality.
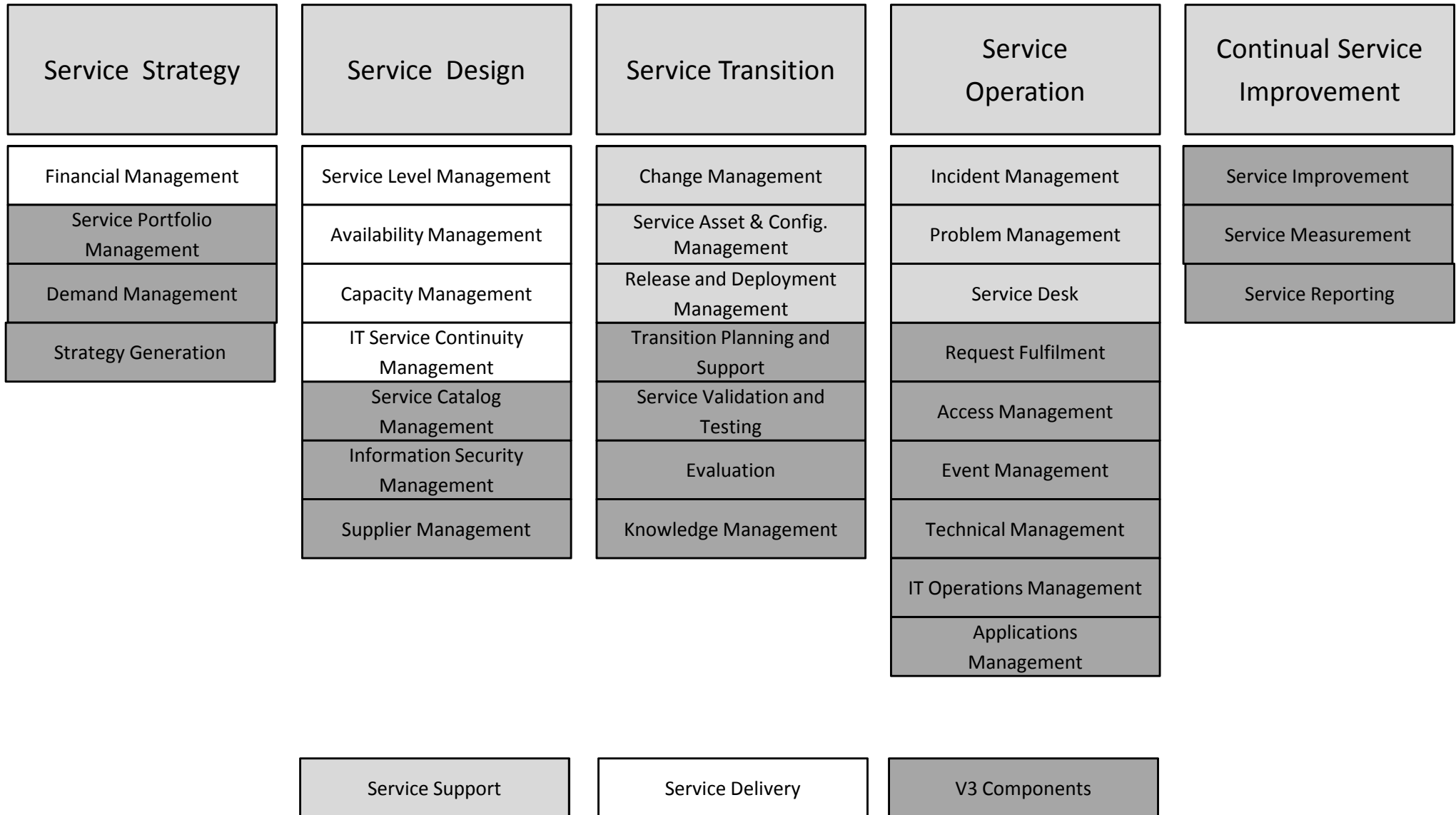
V3 Components

Service Strategy	Service Design	Service Transition	Service Operation	Continual Service Improvement
Financial Management	Service Level Management	Change Management	Incident Management	Service Improvement
Service Portfolio Management	Availability Management	Service Asset & Config. Management	Problem Management	Service Measurement
Demand Management	Capacity Management	Release and Deployment Management	Request Fulfilment	Service Reporting
Strategy Generation	IT Service Continuity Management	Transition Planning and Support	Access Management	
	Service Catalog Management	Service Validation and Testing	Event Management	
	Information Security Management	Evaluation		
	Supplier Management	Knowledge Management		

Service Design (additional):
- Requirements Engineering
- Data & Information Management

Service Operation (functions):
- Technical Management
- IT Operations Management
- Applications Management
- Service Desk
- Operational Activities in other Lifecycle Phases

Legend

- Governance Processes
- Operational Processes
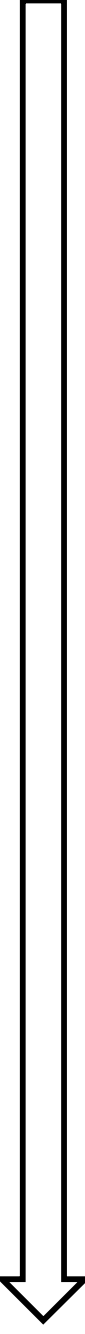- Functions
- Significant Components

Reasons that ITIL v3 may not get fully implemented

- Cost
- No Customer Support
- ISO20000 limitations
- Time Constraints
- Ownership
- Running out of steam
- Too complex
- Have already implemented v2
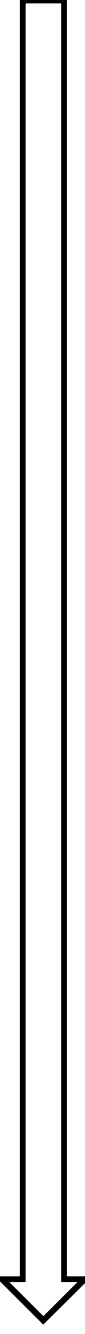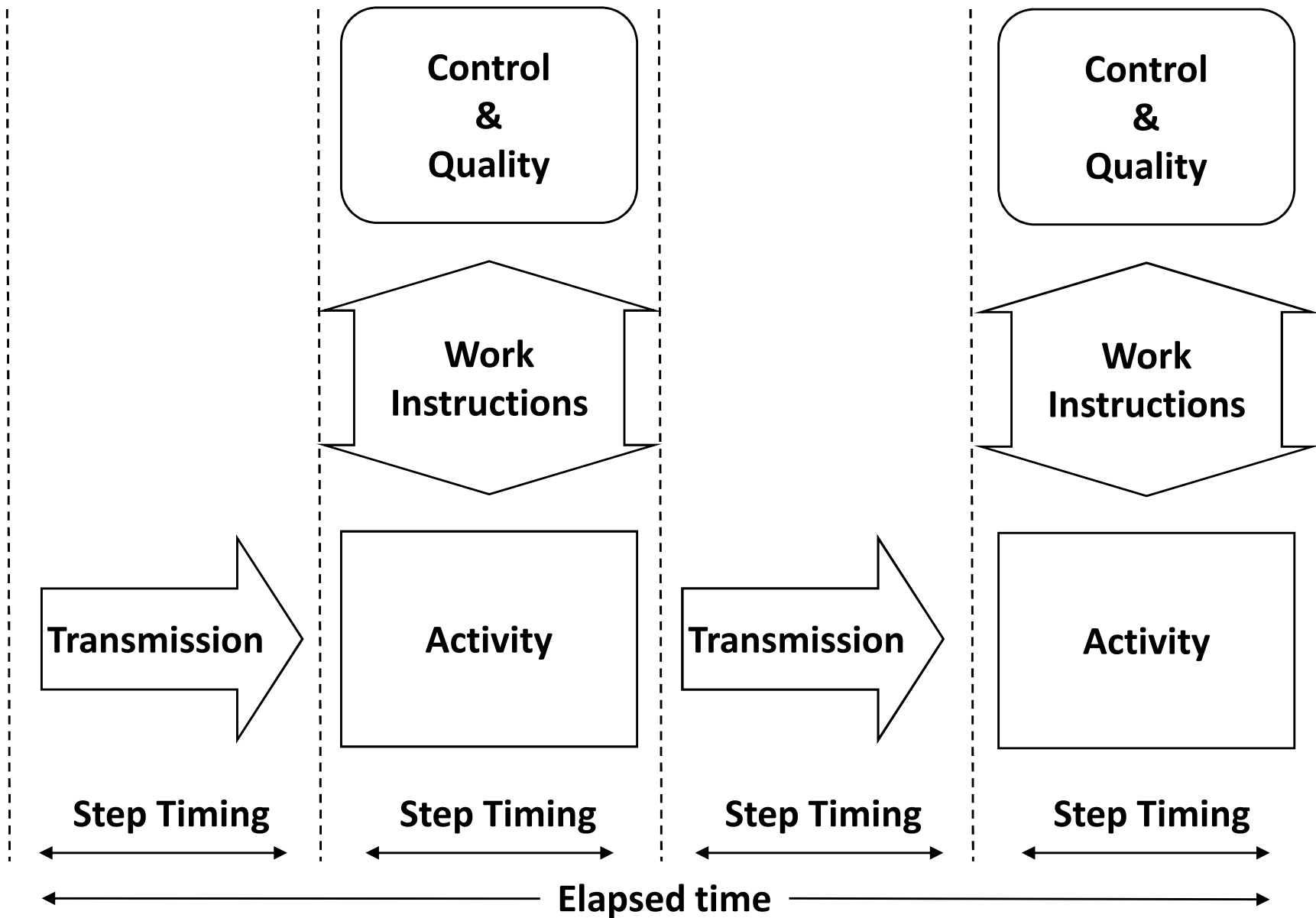- Lean ITSM

Mapping v2 onto v3

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	Information Security Management	Evaluation	Event Management	
	Supplier Management	Knowledge Management	Technical Management	
			IT Operations Management	
			Applications Management	

Service Support	Service Delivery	V3 Components

The Key Stages

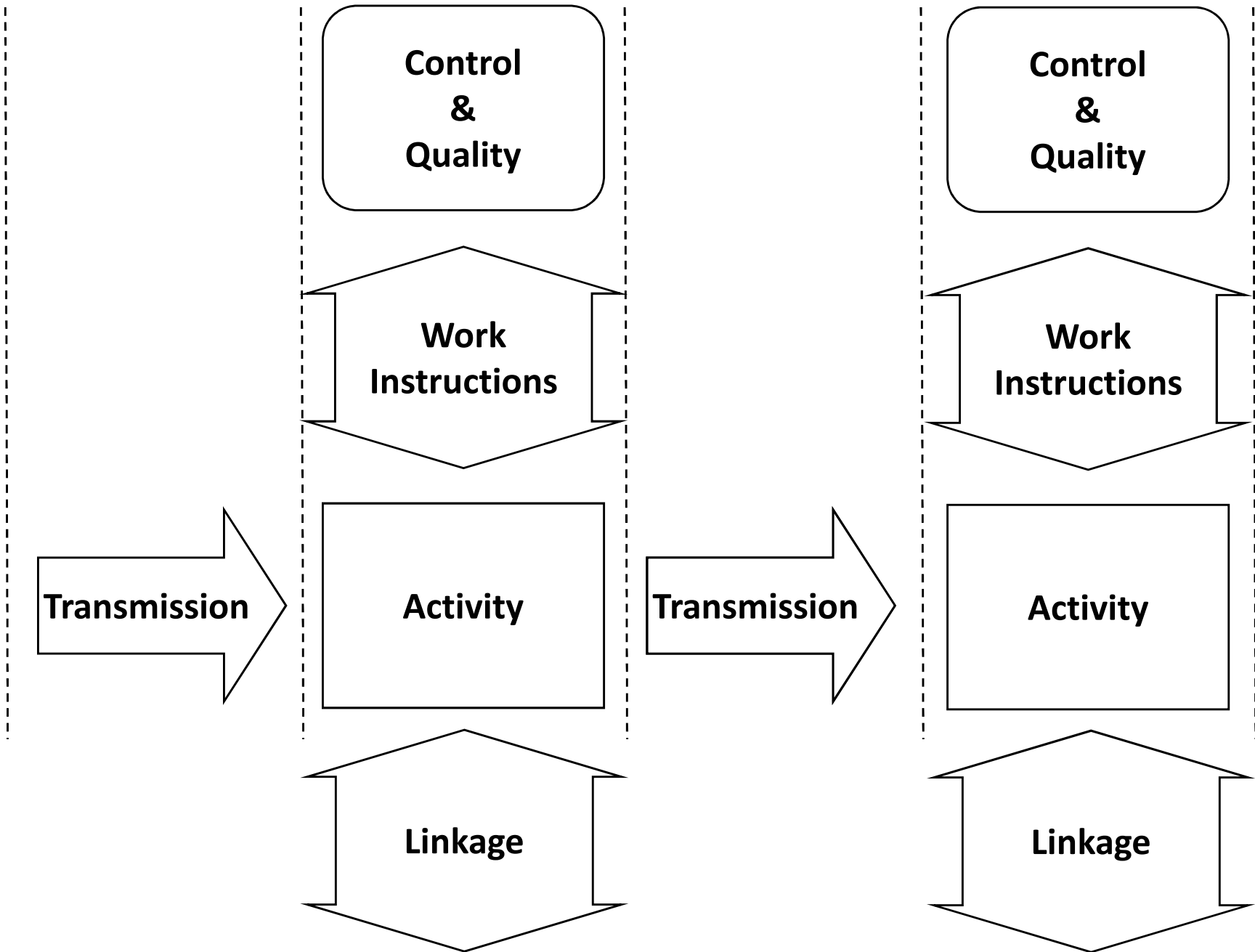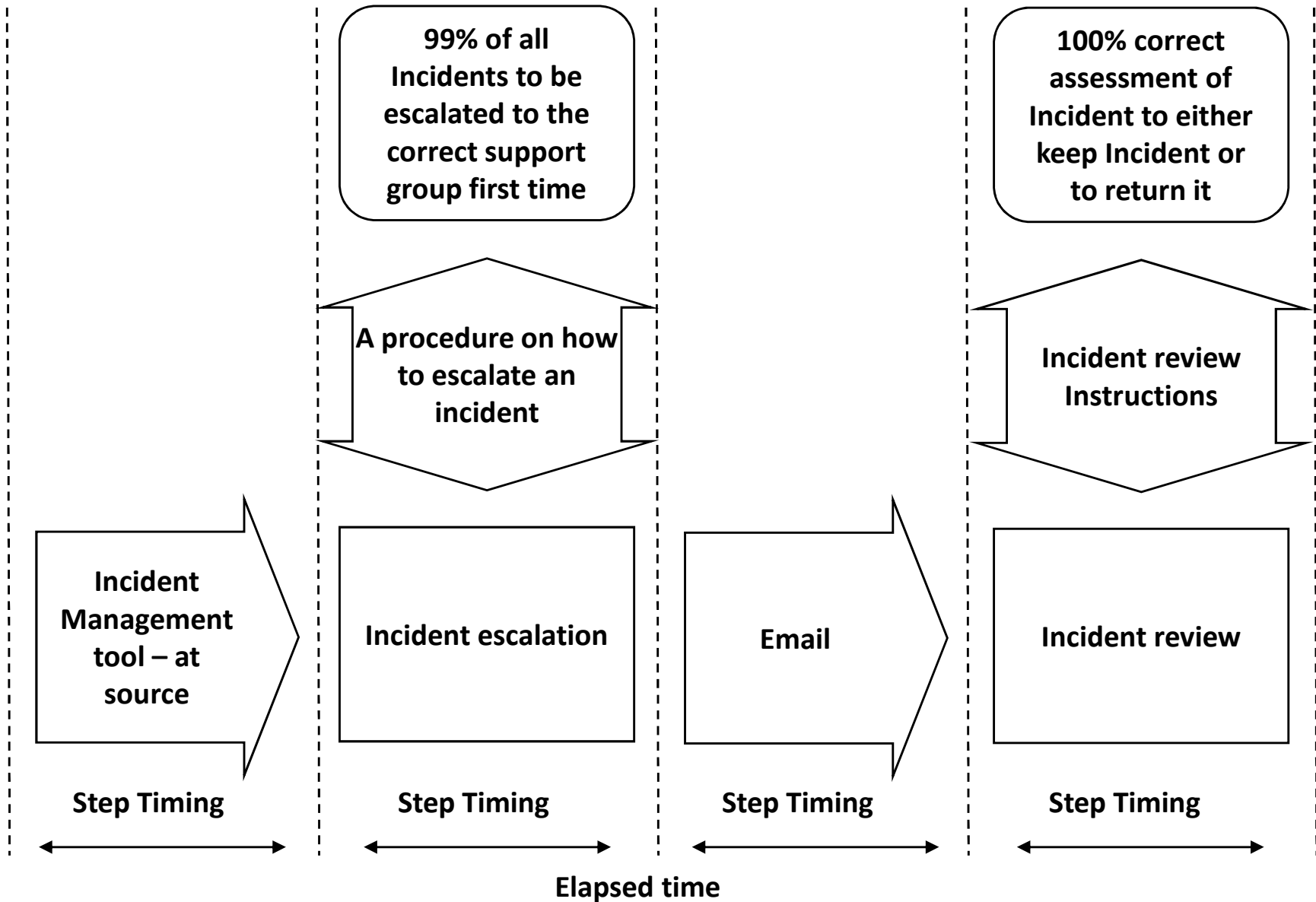|	
Process Design	Understanding how to design a Process for ITIL Lite
Monitoring ITIL Processes	Putting in place ITIL Lite process measurement
Building ITIL Lite processes	How to build ITIL Lite processes
Categorizing ITIL V3 components	Allocating categories – Action, Influencing, Resourcing and Underpinning
The Filtering Process	How to remove unwanted Components from ITIL v3
ITIL Lite Templates	Selecting and building an ITIL Lite Template
Component Maturity	Allocating Maturity Levels to ITIL Lite Components
Component Priorities	Deciding in which order to implement the ITIL Lite Components
Gap Analysis	Identify the workload and expenditure to implement the Components
Master Action Plan	Management of the Action Plan activities required to implement ITIL Lite

The Key Stages

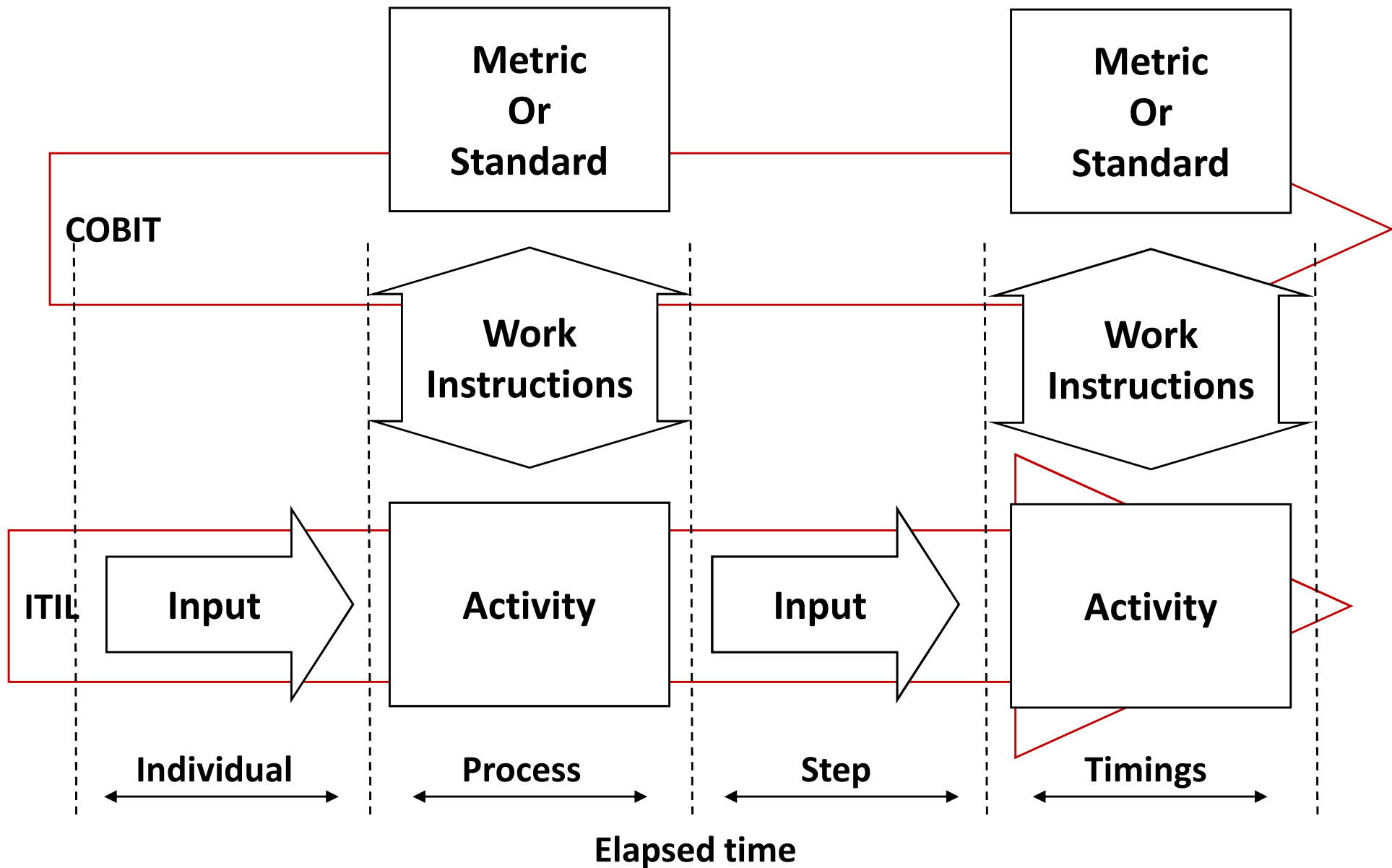|	
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	Control & Quality		Control & Quality
	Work Instructions		Work Instructions
Transmission	Activity	Transmission	Activity
Step Timing	Step Timing	Step Timing	Step Timing

Elapsed time

Work instructions simplify

99% of all Incidents to be escalated to the correct support group first time

100% correct assessment of Incident to either keep Incident or to return it

A procedure on how to escalate an incident

Incident review Instructions

Incident Management tool – at source

Incident escalation

Email

Incident review

Step Timing

Step Timing

Step Timing

Step Timing

Elapsed time

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Underpinning	These provide the Underpinning facilities required by all components – e.g. Finance.
Resource	These ensure that the other components have the resources to meet their service commitments
Influence	These modify and influence the way that Action Components perform their actions
Action	Components that require actions of an operational nature to be performed as part of their normal operation

Action Components

Service Desk	Event Management	Request Fulfilment	Service Asset & Config Management
Incident Management	Change Management	IT Operations Management (Control & Facilities)	
Problem Management	Release and Deployment Management	Access Management	

Influencing Components

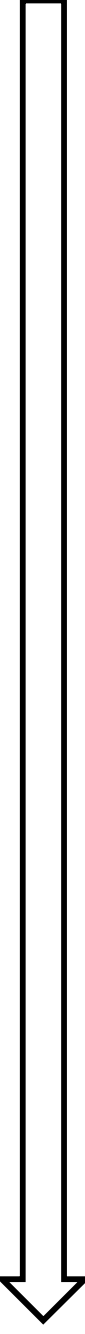| Service Level Management	Service Catalog Management	Service Measurement	Service Improvement
Service Validation and Testing	Evaluation	Knowledge Management	

Resourcing Components

Capacity Management	Transition Planning and Support	Applications Management	Technical Management
Availability Management	Service Reporting	Demand Management	

Underpinning Components

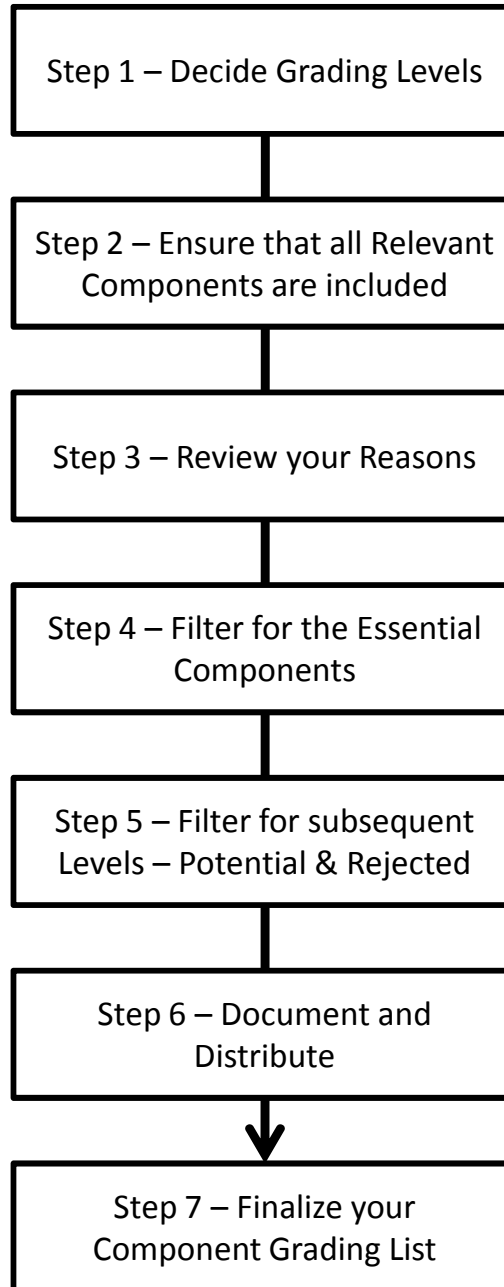| Financial Management	Strategy Generation	Information Security Management
IT Service Continuity Management	Service Portfolio Management	Supplier Management

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Filtering

Step 1 – Decide Grading Levels

Step 2 – Ensure that all Relevant Components are included

Step 3 – Review your Reasons

Step 4 – Filter for the Essential Components

Step 5 – Filter for subsequent Levels – Potential & Rejected

Step 6 – Document and Distribute

Step 7 – Finalize your Component Grading List

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	Service Strategy	Service Design	Service Transition	Service Operation	Continual Service Improvement
			BOOKS →		
Action Components					
Influencing Components					
Resourcing Components					
Underpinning Components					

Categories ↓

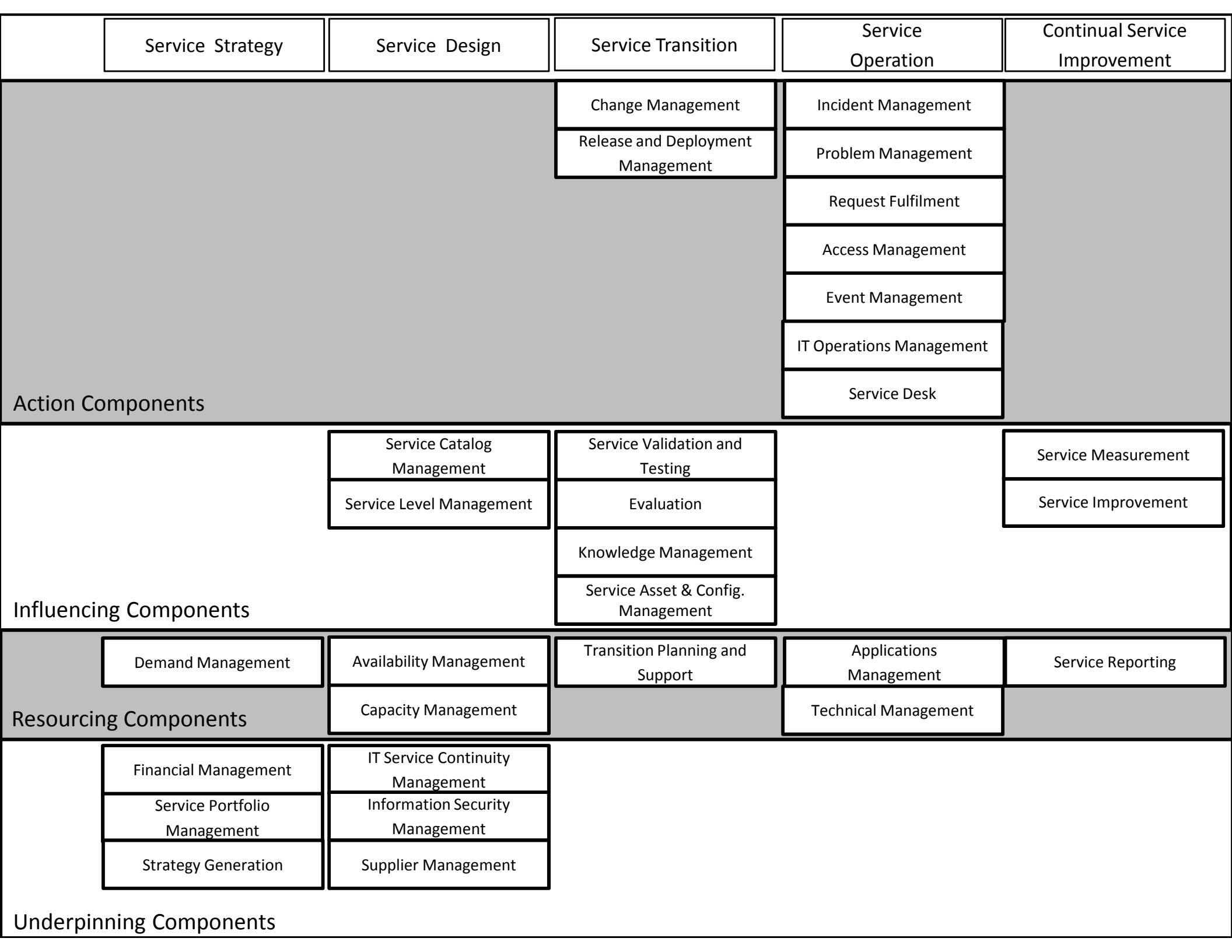| Service Strategy	Service Design	Service Transition	Service Operation	Continual Service Improvement
Action Components		Change Management	Incident Management	
		Release and Deployment Management	Problem Management	
			Request Fulfilment	
			Access Management	
			Event Management	
			IT Operations Management	
			Service Desk	
Influencing Components	Service Catalog Management	Service Validation and Testing		Service Measurement
	Service Level Management	Evaluation		Service Improvement
		Knowledge Management		
		Service Asset & Config. Management		
Resourcing Components	Demand Management	Availability Management	Transition Planning and Support	Applications Management	Service Reporting
		Capacity Management		Technical Management	
Underpinning Components	Financial Management	IT Service Continuity Management			
	Service Portfolio Management	Information Security Management			
	Strategy Generation	Supplier Management			

Approaches

- Bare Necessities
- Service Support
- Service Delivery
- v2 Approach
- v2 Plus
- Life Cycle Approach
- Continual Service Improvement Approach
- Service Operation Approach
- Service Ownership Approach
- Best Practice / COBIT / ISO
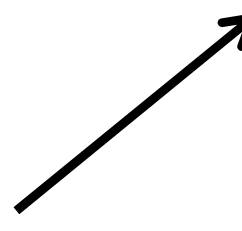- Create your own Template

REASONS	APPROACHES
Cost →	Bare Necessities
No customer support	Service Support
ISO20000 limitations	Service Delivery
Time constraints	v2 Approach
Ownership	v2 Plus
Running out of steam	Life Cycle Approach
Too complex	Continual Service Improvement Approach
Have already implemented v2	Service Operation Approach
	Service Ownership Approach
	Best Practice / COBIT / ISO
	Create your own Template

Example A – Reason is Cost and the Approach is Service Support

REASONS	APPROACHES
Cost	Bare Necessities
No customer support	Service Support
ISO20000 limitations	Service Delivery
Time constraints	v2 Approach
Ownership	v2 Plus
Running out of steam	Life Cycle Approach
Too complex	Continual Service Improvement Approach
Have already implemented v2	Service Operation Approach
	Service Ownership Approach
	Best Practice / COBIT / ISO
	Create your own Template

Example B – Reason is Have already implemented v2 and the Approach is v2 Plus

Service Strategy	Service Design	Service Transition	Service Operation	Continual Service Improvement

Action Components

Change Management	Incident Management
	Problem Management
	Service Desk

Influencing Components

Service Asset & Config. Management

Resourcing Components

Bare Necessities

Underpinning Components

Service Strategy	Service Design	Service Transition	Service Operation	Continual Service Improvement
		Change Management	Incident Management	
		Release and Deployment Management	Problem Management	
			Request Fulfilment	
			Event Management	
			IT Operations Management	
			Service Desk	

Action Components

	Service Catalog Management	Service Validation and Testing		
	Service Level Management	Service Asset & Config. Management		

Influencing Components

Resourcing Components

Service Support

				Additional Requirements
				Required components

Underpinning Components

Service Strategy	Service Design	Service Transition	Service Operation	Continual Service Improvement

Action Components

Service Delivery

Service Catalog Management
Service Level Management

Influencing Components

Demand Management	Availability Management
	Capacity Management

Resourcing Components

Financial Management	IT Service Continuity Management
Service Portfolio Management	
	Supplier Management

Additional Requirements
Required components

Underpinning Components

Service Strategy	Service Design	Service Transition	Service Operation	Continual Service Improvement

Action Components

		Change Management	Incident Management	
		Release and Deployment Management	Problem Management	
			Request Fulfilment	
			Event Management	
			Service Desk	

V2 Approach

Influencing Components

| | Service Catalog Management | Service Asset & Config. Management | | |
| | Service Level Management | | | |

Resourcing Components

| Demand Management | Availability Management | | | |
| | Capacity Management | | | |

Underpinning Components

Financial Management	IT Service Continuity Management			
Service Portfolio Management				Additional Requirements
				Required components

Service Strategy	Service Design	Service Transition	Service Operation	Continual Service Improvement
		Change Management	Incident Management	
		Release and Deployment Management	Problem Management	
			Request Fulfilment	
			Event Management	
			Service Desk	

Action Components

	Service Catalog Management	Service Asset & Config. Management		Service Measurement
V2 Plus	Service Level Management			Service Improvement

Influencing Components

Demand Management	Availability Management			Service Reporting
	Capacity Management			

Resourcing Components

Financial Management	IT Service Continuity Management			
Service Portfolio Management				
	Supplier Management			

Underpinning Components

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			Request Fulfilment	
			Event Management	
			Service Desk	
			Service Desk	

Action Components

	Service Catalog Management	Service Asset & Config. Management		Service Improvement
	Service Level Management	Knowledge Management		

Lifecycle Approach

Influencing Components

Demand Management	Availability Management		Applications Management	Service Reporting
	Capacity Management			

Resourcing Components

Financial Management
Service Portfolio Management
Strategy Generation

Underpinning Components

Service Strategy	Service Design	Service Transition	Service Operation	Continual Service Improvement
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		Release and Deployment Management	Problem Management	
			Event Management	
			Service Desk	

Action Components

	Service Catalog Management			Service Measurement
CSI				Service Improvement
		Service Asset & Config. Management		

Influencing Components

				Service Reporting

Resourcing Components

Service Portfolio Management				

Underpinning Components

Service Strategy	Service Design	Service Transition	Service Operation	Continual Service Improvement
Action Components		Change Management	Incident Management	
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			Request Fulfilment	
			Access Management	
			Event Management	
			IT Operations Management	
			Service Desk	

Service Operation

Influencing Components	Service Catalog Management			
	Service Level Management			
		Service Asset & Config. Management		

Resourcing Components			Applications Management	
			Technical Management	

Underpinning Components

	Service Strategy	Service Design	Service Transition	Service Operation	Continual Service Improvement
Action Components					
Influencing Components					
Resourcing Components					
Underpinning Components					

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