



The ITIL Exploration Experience

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Today's Objective

- To provide information on **ITIL** and the latest trends in **Service Management** as seen in data centers around the country

Approaches Currently In Use

- Business As Usual - “Firefighting”
- Legislation - “Forced”
- Best Practice Focused



The Legislation Minefield

- **Privacy & Security**

- Personal Information Protection Electronic Document Act (PIPEDA)
- US Patriot Act \ Homeland Security (Critical Infrastructure)
- Personal Health Information Protection Act (PHIPA)
- Health Insurance Portability and Accountability Act (HIPAA)
- SEC Rules 17a-3 & 17a-4 re: Securities Transaction Retention
- Gramm-Leach Bliley Act (GLBA) privacy of financial information
- Children's Online Privacy Protection Act
- Clinger-Cohen Act (US Gov.)
- Federal Information Security Mgmt. Act (FISMA)
- Freedom of Information & Protection of Privacy (FOIPOP) BC Gov
- FDA Regulated IT Systems
- Freedom Of Information Act
- Americans with Disabilities Act, Sec. 508 (website accessibility)
- FBI/CJIS Security Policy

- **Finance**

- Sarbanes Oxley (US)
- FFIEC US Banking Standards
- Basel II (World Bank)
- Turnbull Report (UK)
- Canadian Bill 198 (MI 52-109 & 52-111)

Washington State Laws relating to IT

- Policy 403-R1, 400-P1, 401-S1, 402-G1; Executive Order 00-03; RCW 9A.52.110,120,130; RCW 9A.48.070, 080, 090; RCW 9A.105.041 and **many more**

- **Other International IT Models**

- Corporate Governance for ICT DR 04198 (Australia)
- Intragob Quality Effort (Mexico)
- Medical Information System Development (Medis-DC) (Japan)
- Authority for IT in the Public Administration (AIPA) (Italy)
- Principles of accurate data processing supported accounting systems (GDPdu & GoBS) (Germany)
- European Privacy Directive (Safe Harbor Framework)

Best Practices

Quality & Control Models

- ISO 900x
- COBIT
- TQM
- EFQM
- Six Sigma
- COSO
- Deming
- etc..

Process Frameworks

- IT Infrastructure Library
- Application Service Library
- Gartner CSD
- IBM Processes
- EDS Digital Workflow
- Microsoft MOF
- Telecom Ops Map
- etc..

- **What is not defined cannot be controlled**
- **What is not controlled cannot be measured**
- **What is not measured cannot be improved**
 - Define -- Improve
 - Measure -- Control And Stabilize

What Is ITIL?

- ITIL is a seven book series that guides business users through the planning, delivery and management of quality IT services

**Information Technology
Infrastructure Library**

What is ITIL?

Office of Government Commerce (OGC) **(www.ogc.gov.uk)**

- Department of the British government
- Owns copyright to the books and content within

itSMF (www.itsmf.com)

- Information Technology Service Management Forum
- International not for profit organization focused on IT Service Management
- Advises OGC on ITIL content

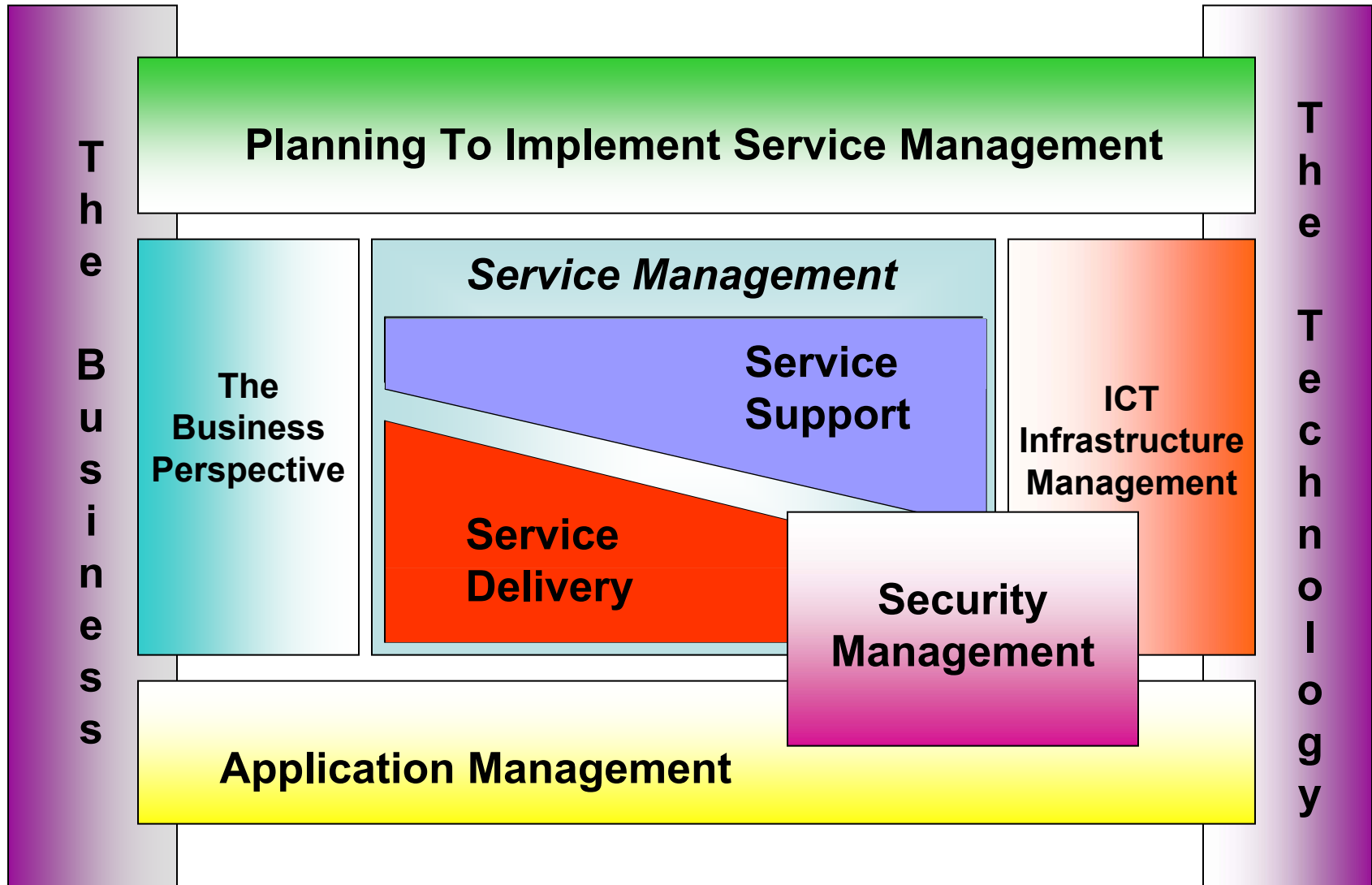
Pink Elephant (www.pinkelephant.com)

- ITIL Education and Consulting Services

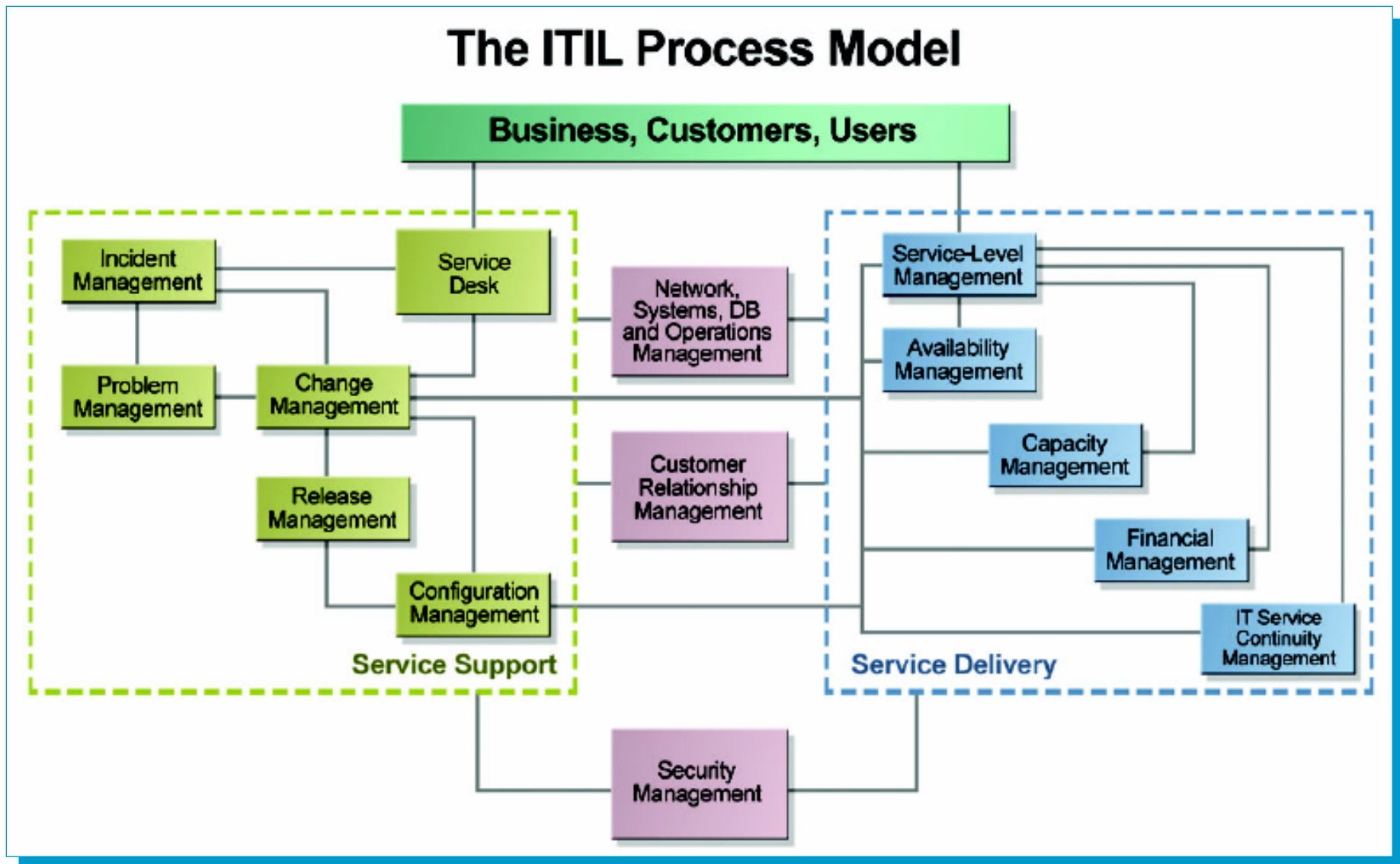
Practitioners

Vendors

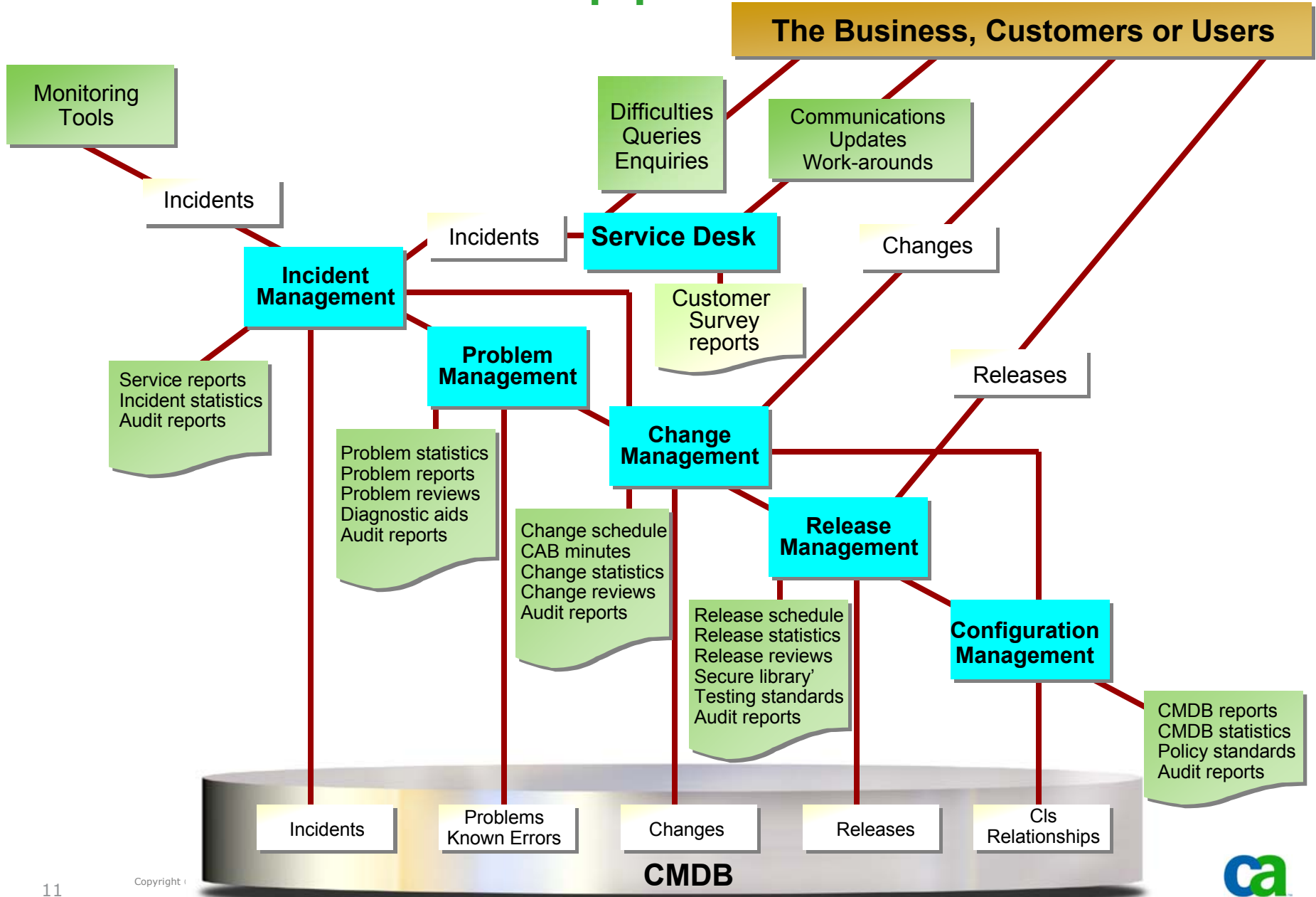
The ITIL Books



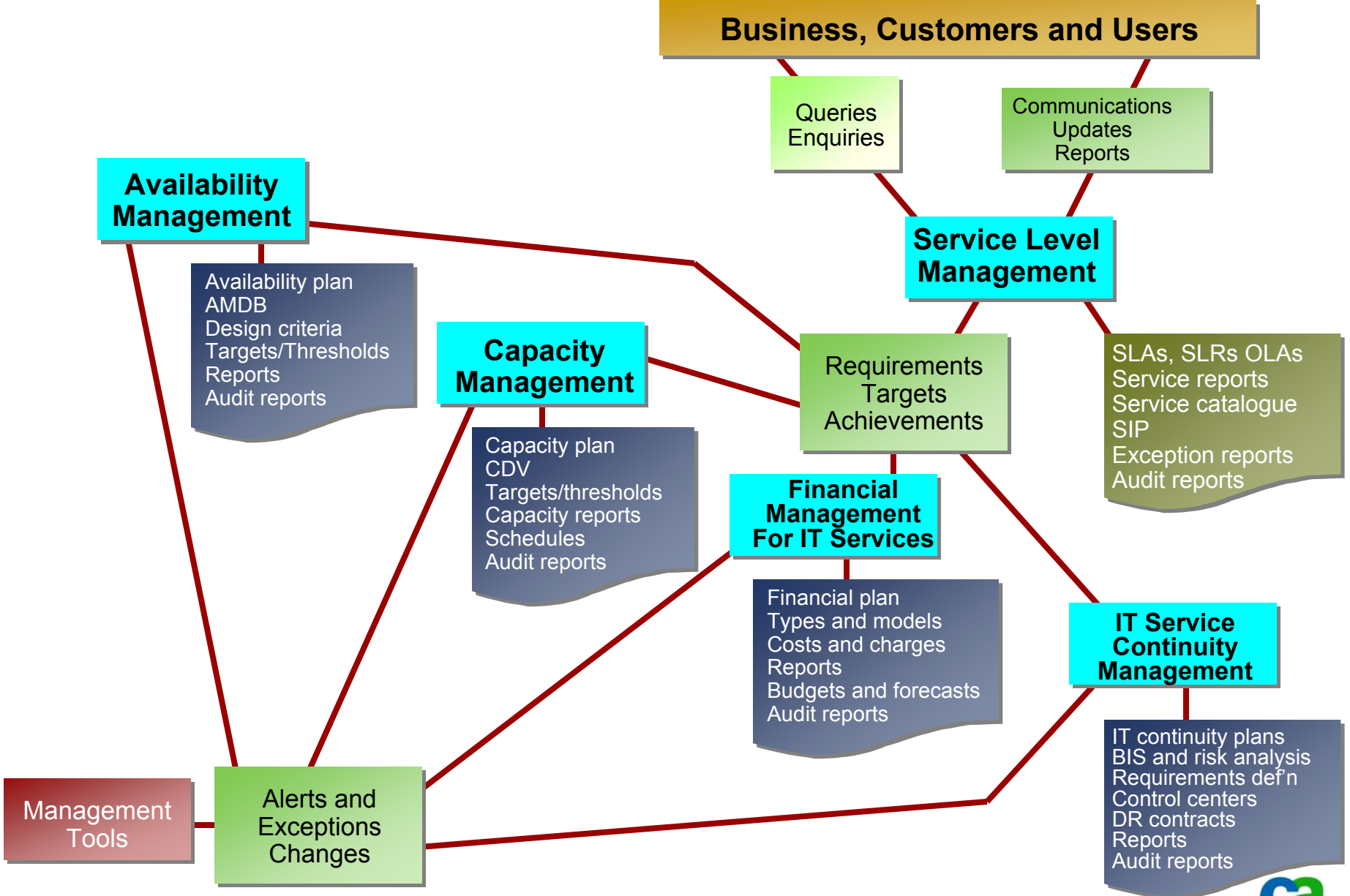
Complete ITIL Process Model



ITIL Service Support Model



ITIL Service Delivery Model

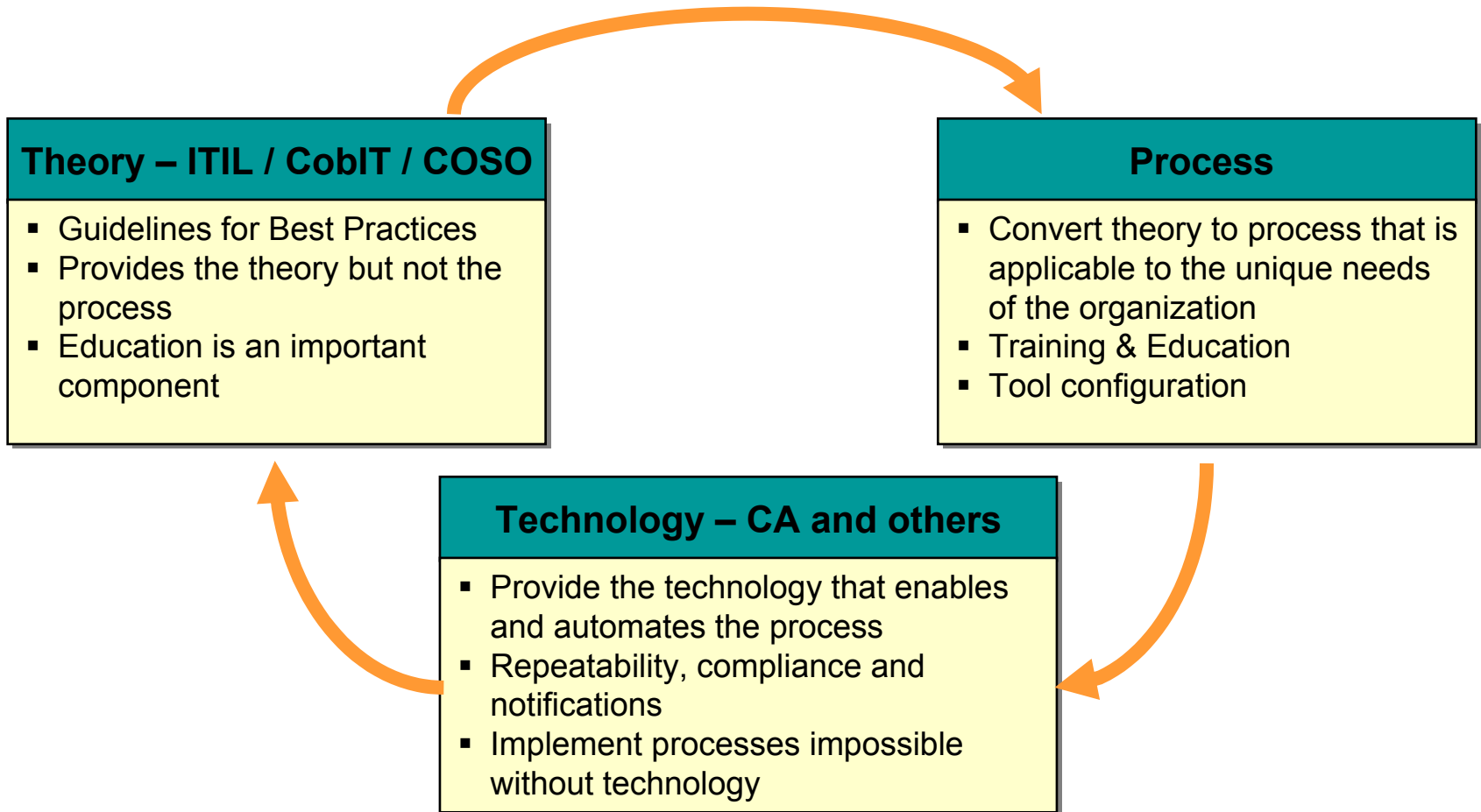


What Is ITIL All About?

- **Aligning** IT services with business requirements
- A set of **best practices**, not a methodology
- Providing **guidance**, not a step-by-step, how-to manual; the implementation of ITIL processes will vary from organization to organization
- Providing **optimal service provision** at a justifiable cost
- A **non-proprietary, vendor-neutral, technology-agnostic** set of best practices.

How to Make it a Reality?

Key Success Factors



MultiCare Health System and ITIL



Presented by

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User Support Manager

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Organizational Perspective

➤ **Company Background**

➤ **Healthcare Changing Demands**

➤ **Healthcare Legislation**

IT Vision

Provide service excellence by providing the right information to the right people at the right time with the right tools.

IT Structure Prior to ITIL

- **Organizational Perspective on IT**
- **Inter-departmental Relationships**

Factors Driving Transition to ITIL

- **External Pressures**
- **Enterprise Solution**
- **Work Efficiencies**

Implementing ITIL

- Executive Sponsorship
- Workgroups/Workflow Development
- Utilizing ServiceDesk
- Documented processes

Benefits of ITIL

- **Seamless Customer Service**
- **Consistent/Defined Metrics**
- **ServiceDesk has more tools to Serve End Users**
- **Framework to Continue to Modify the Culture**

Questions?



Thank You

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