

A Project Manager's Guide to ITIL®

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BEYOND20

Agenda

- Introduction
- Why ITIL?
- PMBOK Guide® and ITIL® overview
- Framework overlap
- Next steps
- ITIL certification path
- Q & A

Introduction

- Erika Flora, PMP, PgMP, ITIL Expert
 - Principal, Beyond20
 - itSMF and PMI board member and speaker
 - Led multiple ITSM projects
- Beyond20
 - ITIL training, assessment, consulting, and implementation
 - PMI Global Registered Education Provider
 - APMG Accredited Training Organization (ATO)



Why ITIL?

What is ITIL?

- Stands for “IT Infrastructure Library”
- Comprehensive collection of IT best practices
- Started in the late 1980s out of the UK
- Drawn from private and public sectors worldwide
- Focuses on the concept of IT Service Management (ITSM)



ITIL in the marketplace

- ITIL v3 Foundations ranked 3rd highest paying IT certification (TechTarget)
- 45% of Fortune 500 companies are currently at some phase of ITIL implementation (Gartner)
- 85% of CIO's surveyed said that ITIL is on their roadmap for the next 24 months (Gartner)

ITIL provides value

- Gartner research found **80%** of mission critical application service downtime is directly caused by people or process failures
- ITIL helps companies increase IT efficiency, improve quality, and save costs
- AMR Research reports that IT organizations that have implemented ITIL good practices have saved up to **10%** in IT costs without sacrificing the quality of service delivery

PMBOK Guide and ITIL overview

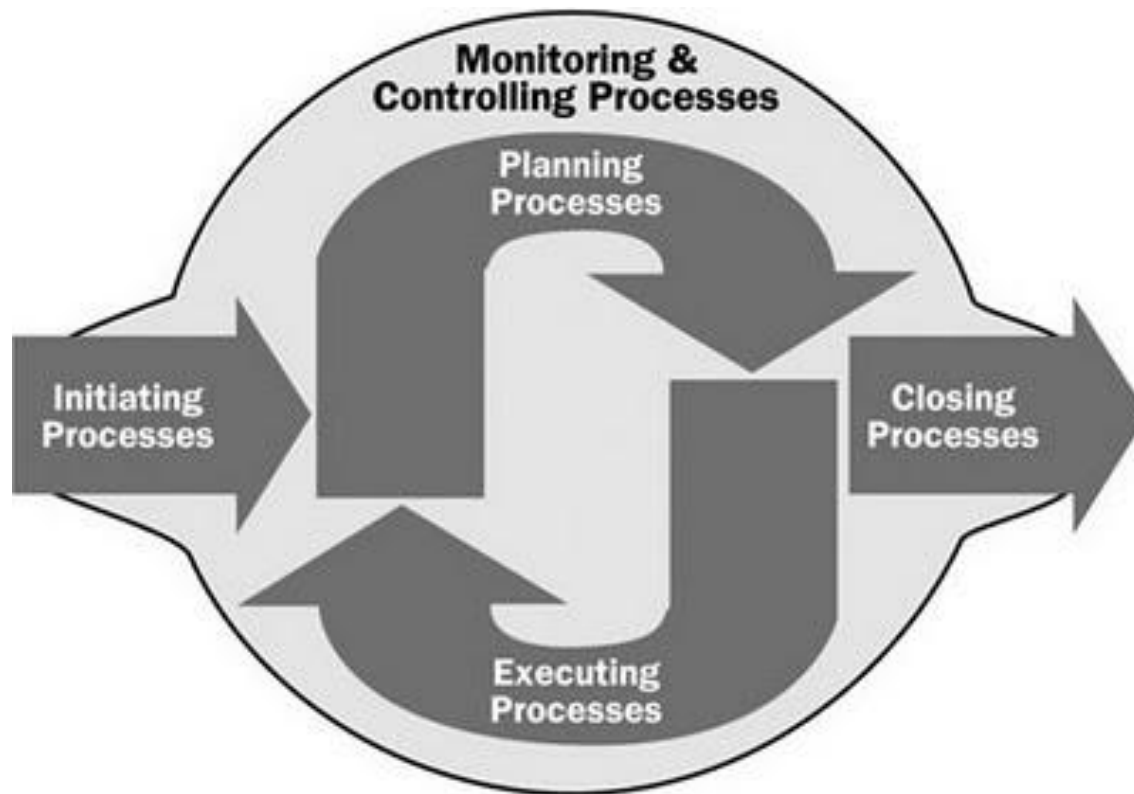
ITIL versus PMBOK Guide

PMBOK Guide 4 th edition	ITIL version 3
1 book	5 books
Good practice for Project Management	Good practice for IT Service Management
5 process groups/ 9 knowledge areas	5 ITSM lifecycle phases
42 processes	20-30+ processes

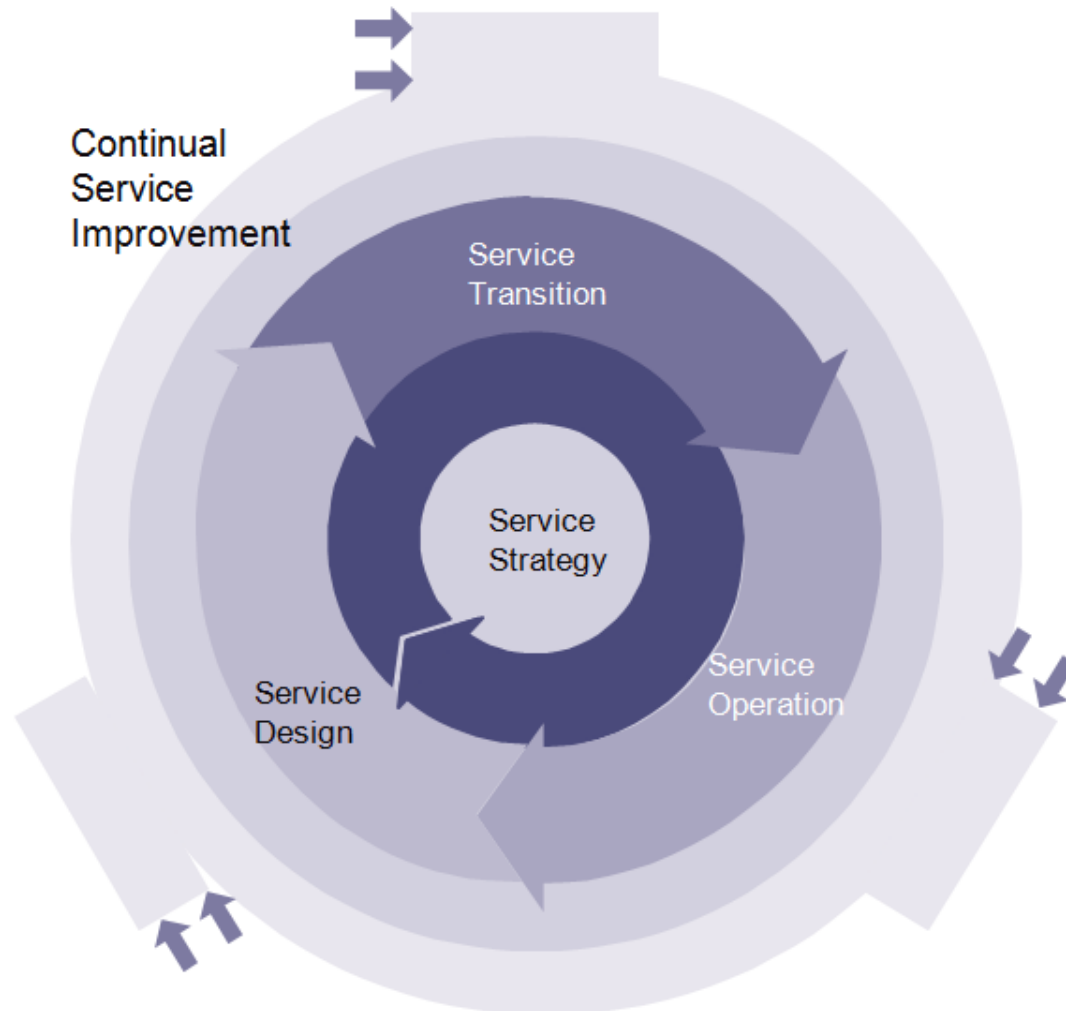
Framework similarities

- Strive to raise the level of the profession
- Are a scalable framework, descriptive in nature
- Provide a common language and terminology
- Generally accepted as the worldwide standard for their domain
- Regularly reviewed by industry experts
- Focus on process, not technology
- Have associated certification paths and professional organizations

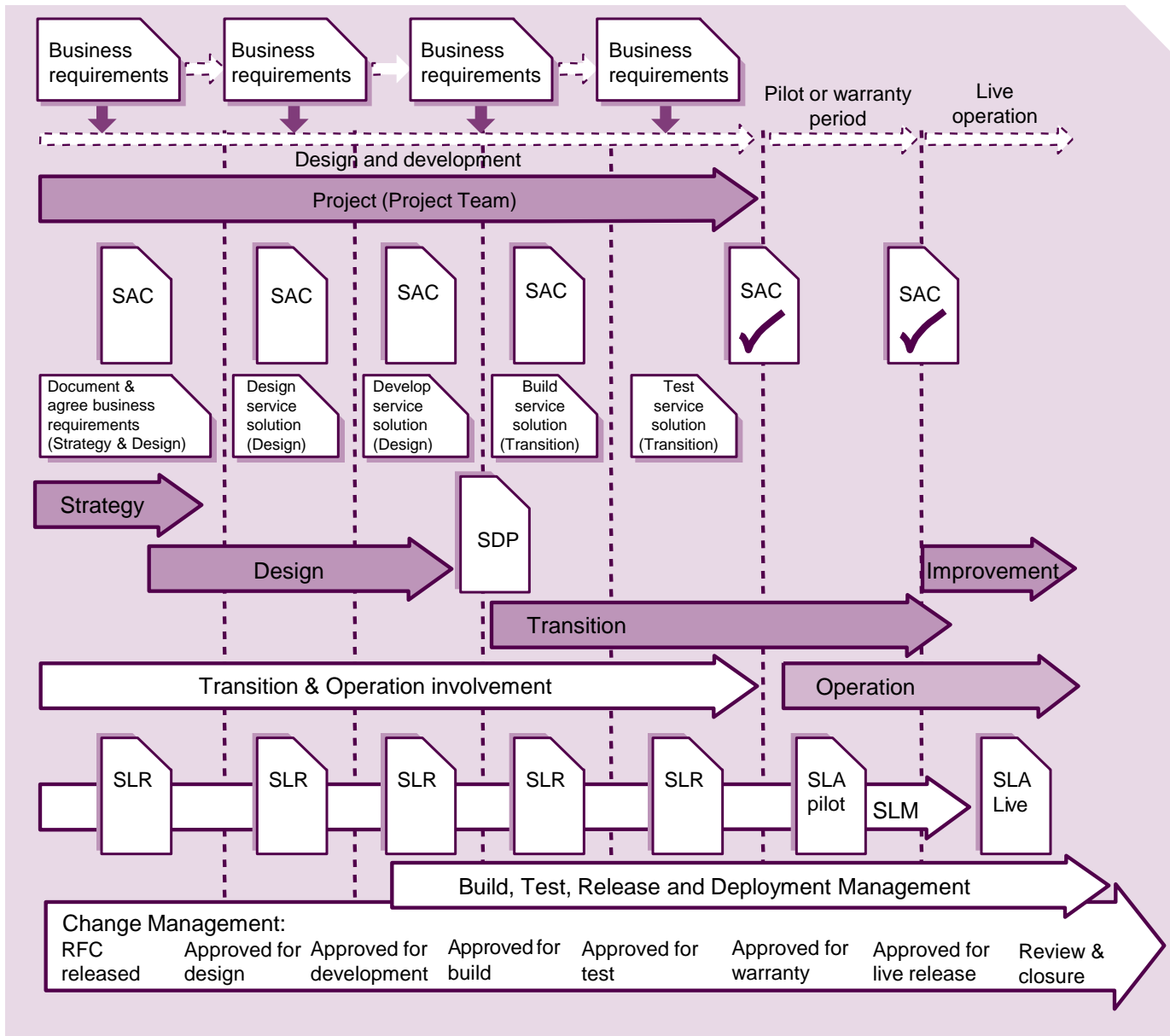
Project Management Lifecycle



ITSM Lifecycle



Framework overlap



Initiating process group

- **Develop Project Charter**
 - Service Charter
 - Total Cost of Ownership (TCO), including ongoing operation costs
- **Identify Stakeholders**
 - Service Operations, Service Desk, Process Owners, Service Owners, etc.

Planning process group

- **Collect Requirements**
 - Determine “Service Value” – Utility (fit for purpose) and Warranty (fit for use)
- **Develop Project Management Plan**
 - Need to include additional information
- **Define Activities**
 - Decide how service will be measured and monitored

Executing process group

- **Direct and Management Project Execution**
 - Transition Planning and Support
 - Release and Deployment Management
 - Build, Package, Release, and Deploy
 - Service Operations Readiness Assessment
 - Piloting

Monitoring & Controlling process group

- Validation and Testing
- Perform Integrated Change Control
 - CCB (Change Control Board – project changes) versus the CAB (Change Advisory Board – service changes) – Change Management
 - Configuration Management

Closing Process Group

- Close Project or Phase
 - Transfer knowledge (Known Errors, workarounds, knowledgebase articles, etc.) – Knowledge Management
 - Capture user feedback and Lessons Learned (Continual Service Improvement)
 - Provide Early Life Support

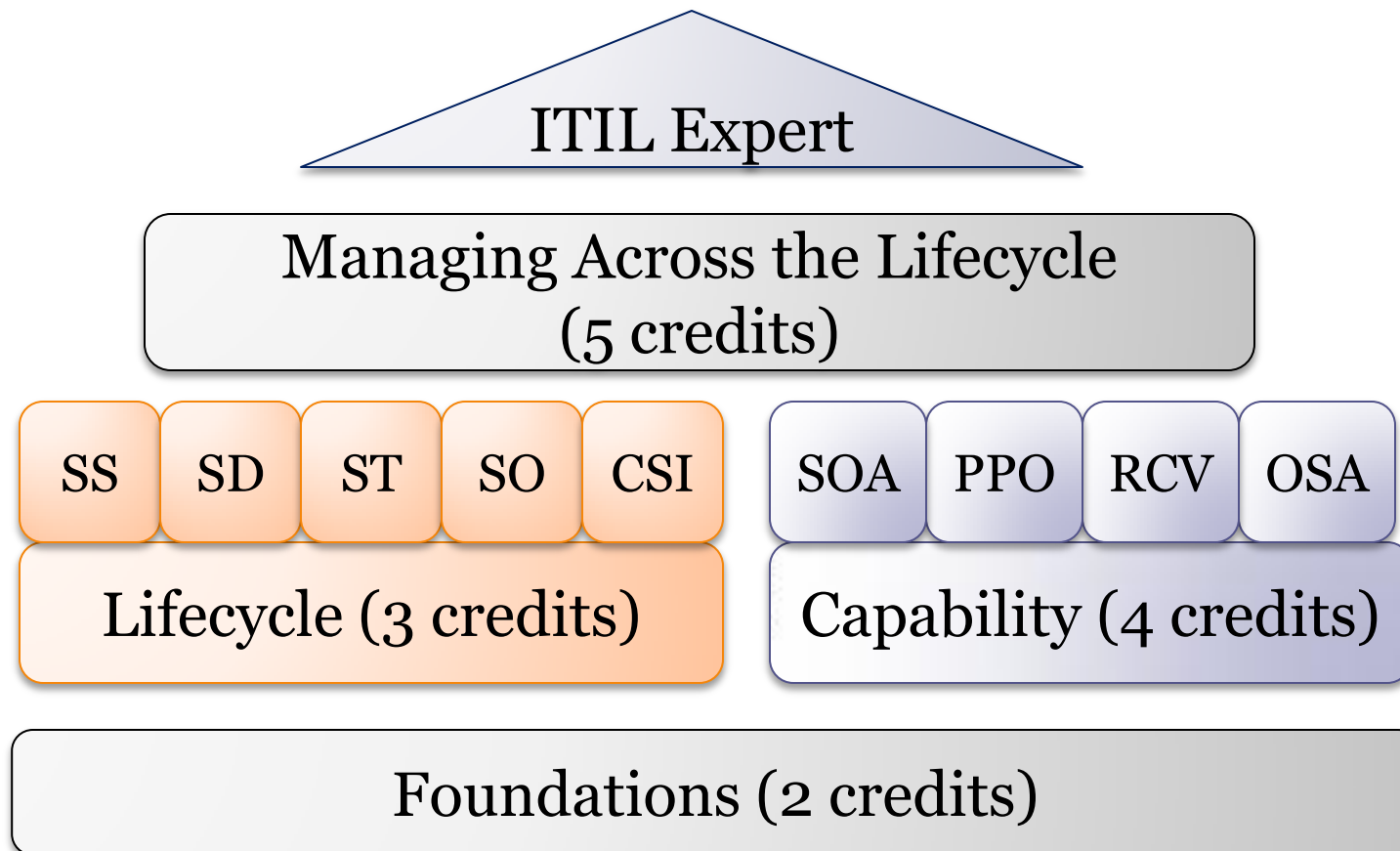
Next steps

What you can do

- Keep an open mind on what constitutes success
 - Not just about the triple constraint, but about operational sustainability
- Learn the “language” of ITIL
 - Service versus Technology
 - Change Management
 - Configuration Management
- Understand where to integrate ITSM concepts
 - Initiating, Planning, Executing, Monitoring and Controlling, and Closing

ITIL certification path

Certification path



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Upcoming ITIL v3 Foundation classes

- Fairfax, VA
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- New York, NY
 - July 29-31
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We offer
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e-learning
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Questions?

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Article “ITIL: A Project Manager’s Perspective”:

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