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BPTrends has been actively supporting a number of initiatives to create standard frameworks or Operations Reference (OR) models that will enable companies to quickly analyze and manage business processes. The best known and most extensively used OR models are the Supply Chain Council's SCOR and the TeleManagement Forum's eTOM model. We are currently involved in a new initiative to extend the SCOR model to include an integrated set of models for the entire enterprise, creating a Value Chain Operations Reference model referred to as VCOR. The value of frameworks and our involvement in them have caused us to look for other initiatives that create business process frameworks or templates and we recently became aware of another important framework – ITIL.

At Proforma's recent User Conference the company announced that their new ProVision release (Version 4.4.1) would provide support for the ITIL framework. It was a new acronym, and we decided it was worth a bit of investigation.

ITIL stands for IT Infrastructure Library. ITIL is a set of documented best practices for IT Service Management. ITIL was originally created in the late 80's for a UK government agency and was later expanded for wider use. The original goal for ITIL was to create a comprehensive set of best practices for those engaged in IT service management and to encourage private sector companies to develop ITIL-related services and products.

ITIL is a registered trademark of the UK's Office of Government Commerce (OGC). You can find basic information on ITIL on the OGC site at www.ogc.uk/index.asp?id=2261. There is also an active user group, the Information Technology Service Management Forum (ifSMF) that sponsors a website and conferences and can be found at www.itsmf.com. ITIL is now a British Standards Institution standard (BS15000).

More broadly, ITIL is on the way toward becoming an international de facto standard. Worldwide, more than 10,000 companies have now adopted ITIL, including Boeing, Proctor & Gamble and the US Internal Revenue Service. There are now more than 40,000 certified ITIL professionals and thousands more are being added each year.

In the US, ITIL had been adopted by IBM, Microsoft and Hewlett-Packard and together they have given the framework considerable momentum.

Both Microsoft and HP have offered products designed to help ITIL users. HP's offering is called the *HP IT Service Reference Model*. Microsoft's is called the *Microsoft Operations Framework*. In May of this year, HP acquired two service management training and consulting groups, Dallas-based IT Infrastructure Management LLC (aka ManageOne) and UK-based CEC Europe Service Management Ltd. to strengthen their ability to support clients in ITIL. HP is also a major supporter of the itSMF user organization. For more information, go to either the HP or Microsoft sites and search on ITIL or ITSM (the IT Service Model).

Today's ITIL is organized into 10 fundamental IT processes, including:

Server Support Processes (User Facing)

- Incident Management
- Problem Management



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- Change Management
- Configuration Management
- Release Management

Service Delivery Processes (Customer Facing)

- Availability Management
- Capacity Management
- Financial Management
- Service Level Management
- IT Service Continuity Management

There is a set of ITIL booklets available from the UK government that defines each of the fundamental IT processes and what is involved in offering a standardized process that conforms to the British standard. Similar material is available from itSMF and from various organizations that provide ITIL training. For more information on the booklets, visit www.ogc.gov.uk/index.asp?in=131

ITIL is another important effort to standardize process models to make it easier for companies and vendors to rapidly install and support world class business processes.

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