# Plan and design your services

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BUSINESS RUNS ON I.T.™

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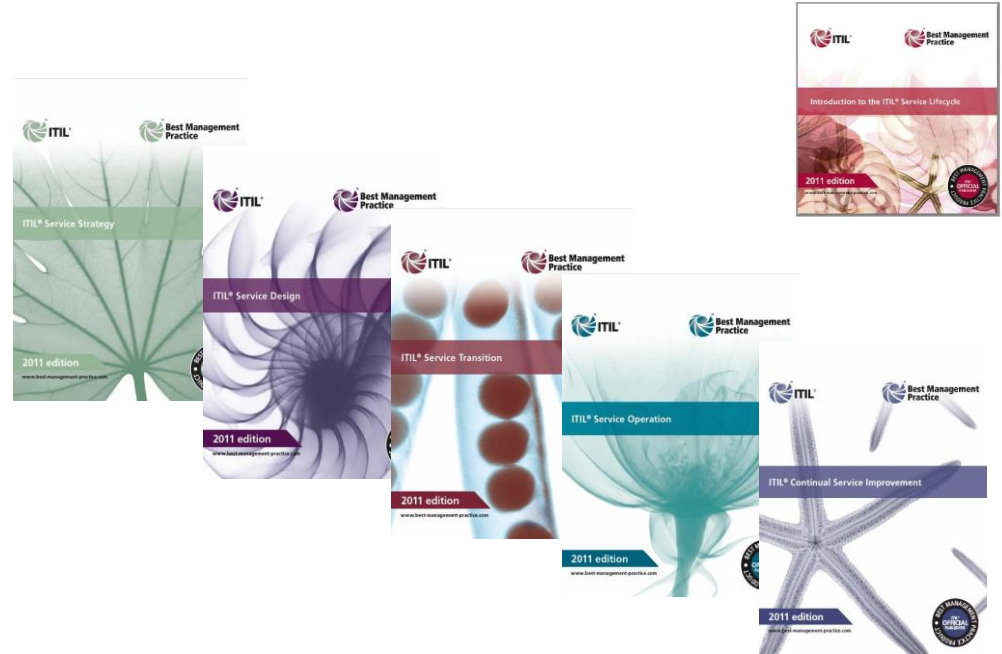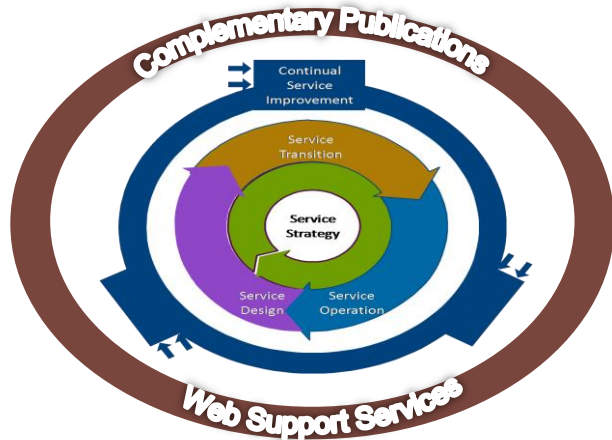*ITIL 2011 v3 author and examiner*

# Agenda

- Defining Services

- Planning Services

- Designing Services

# ITSM - ITIL

- The Practice of Service Management
- Managing Services
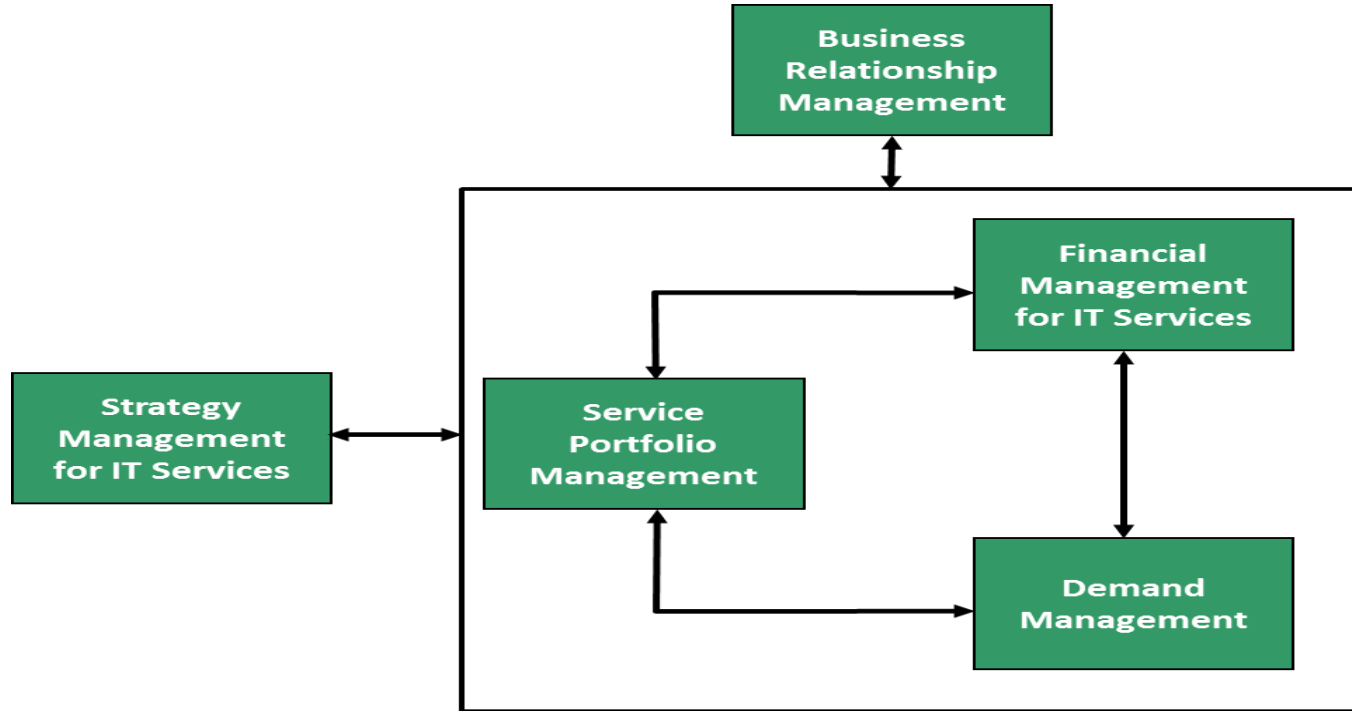- Service Orientation

# Service definition

A means of delivering value to <u>customers</u> by facilitating outcomes <u>customers</u> want to achieve without the ownership of specific cost and risks
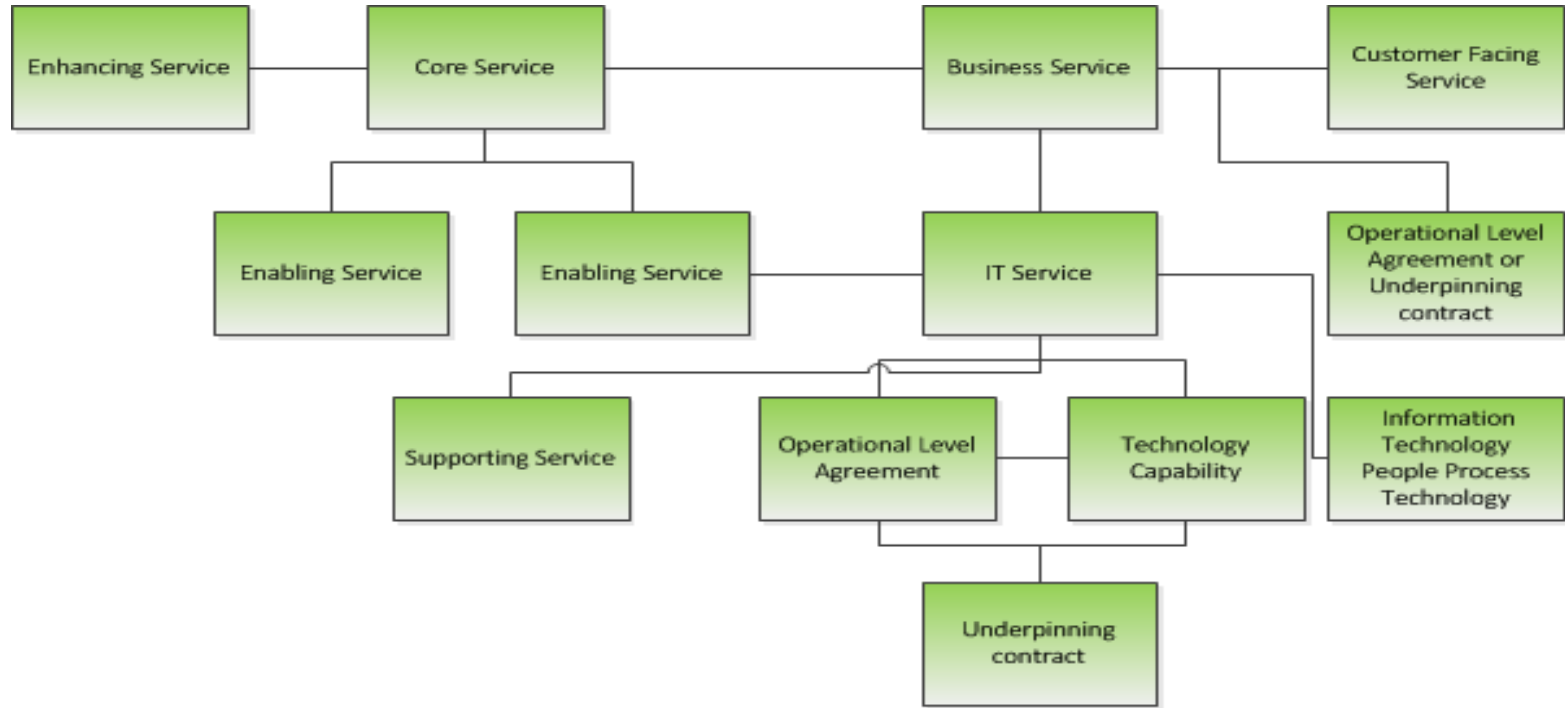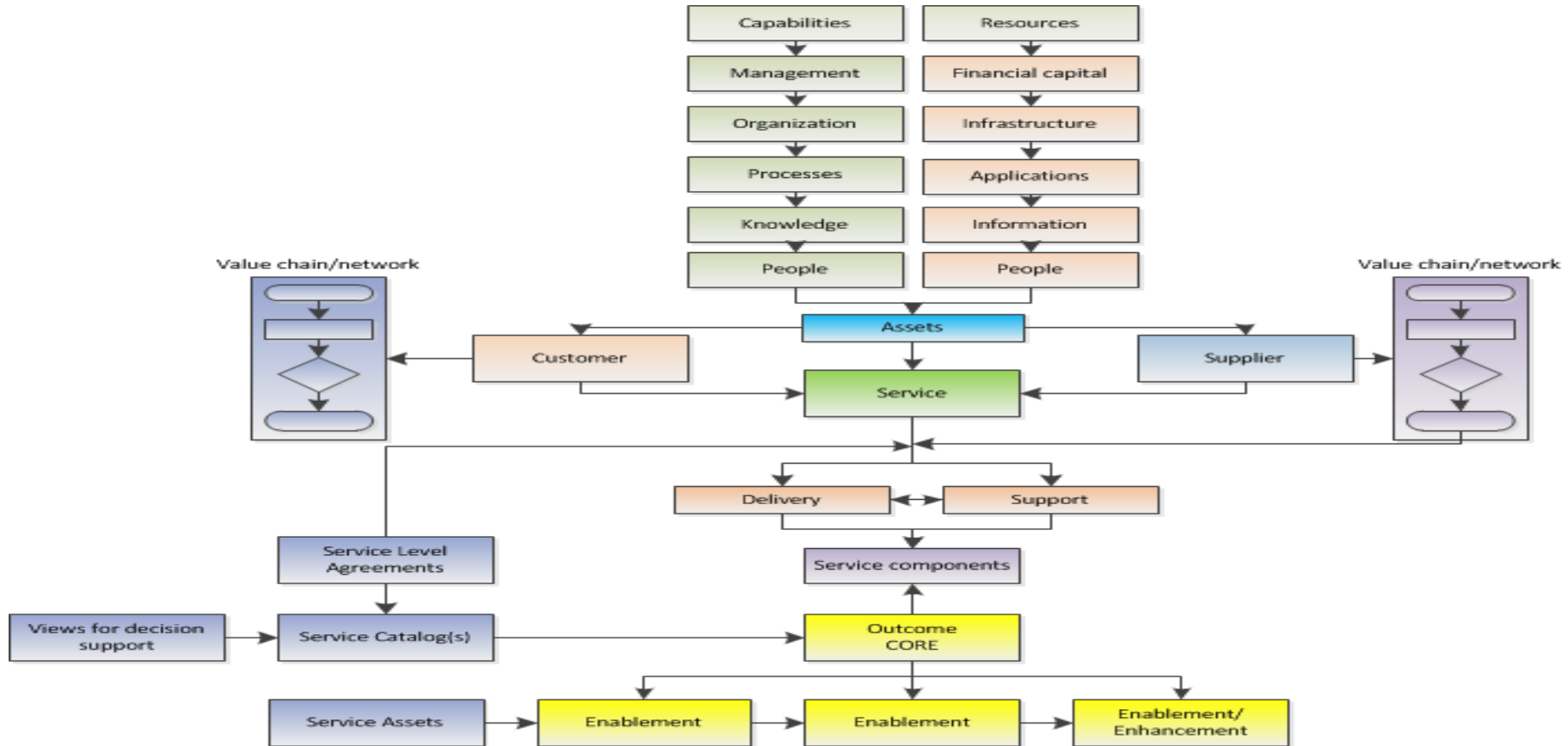
# Service Strategy

# Agenda

- Defining Services
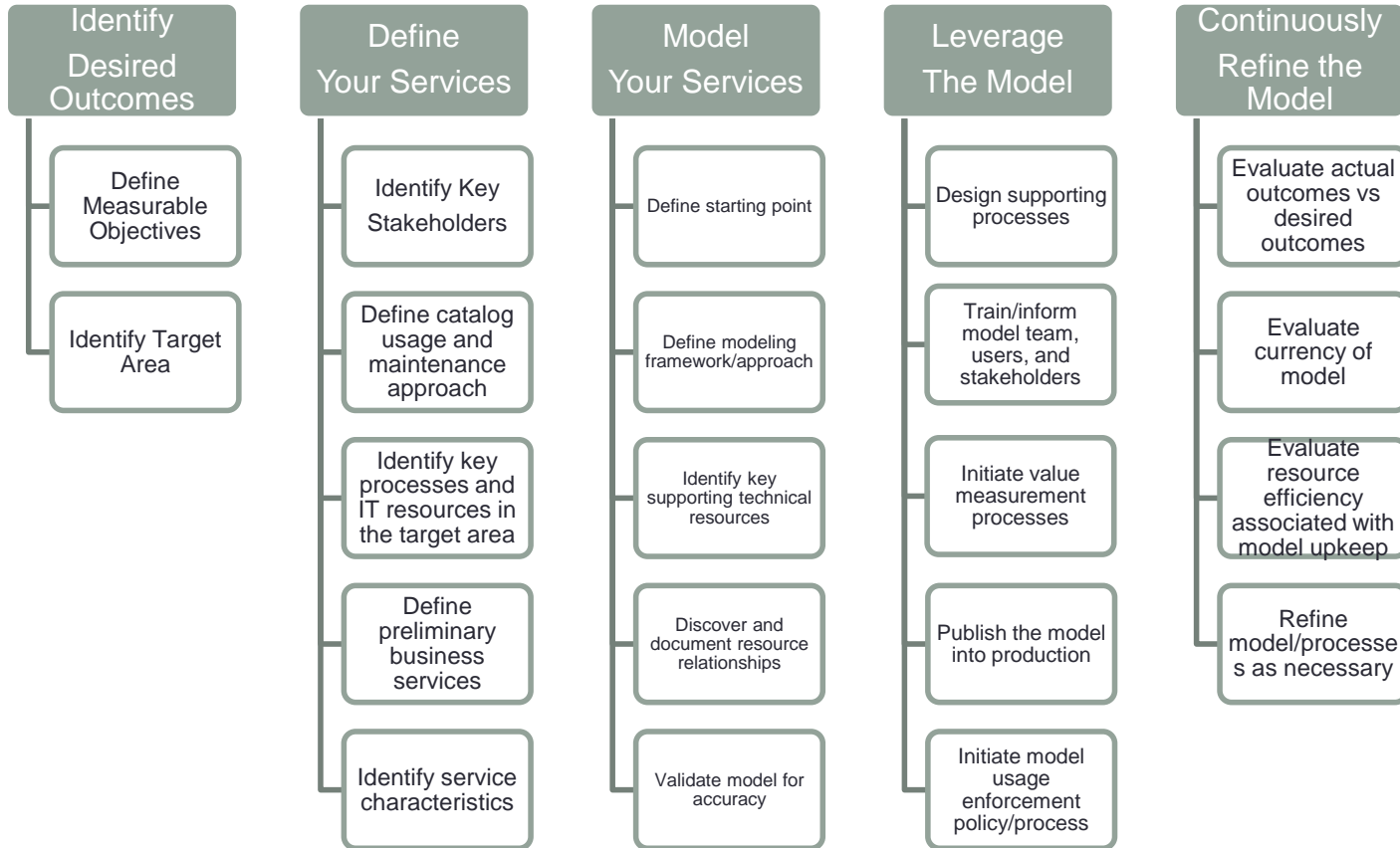
- Planning Services

- Designing Services

# Service definition

# Services relationship model

# Service model

| Identify Desired Outcomes | Define Your Services | Model Your Services | Leverage The Model | Continuously Refine the Model |
|---|---|---|---|---|
| Define Measurable Objectives | Identify Key Stakeholders | Define starting point | Design supporting processes | Evaluate actual outcomes vs desired outcomes |
| Identify Target Area | Define catalog usage and maintenance approach | Define modeling framework/approach | Train/inform model team, users, and stakeholders | Evaluate currency of model |
| | Identify key processes and IT resources in the target area | Identify key supporting technical resources | Initiate value measurement processes | Evaluate resource efficiency associated with model upkeep |
| | Define preliminary business services | Discover and document resource relationships | Publish the model into production | Refine model/processes as necessary |
| | Identify service characteristics | Validate model for accuracy | Initiate model usage enforcement policy/process | |

# Agenda

- Defining Services

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# Some Considerations

- Resource and capabilities
- Financial – ROI, TCO, VOI, ROA
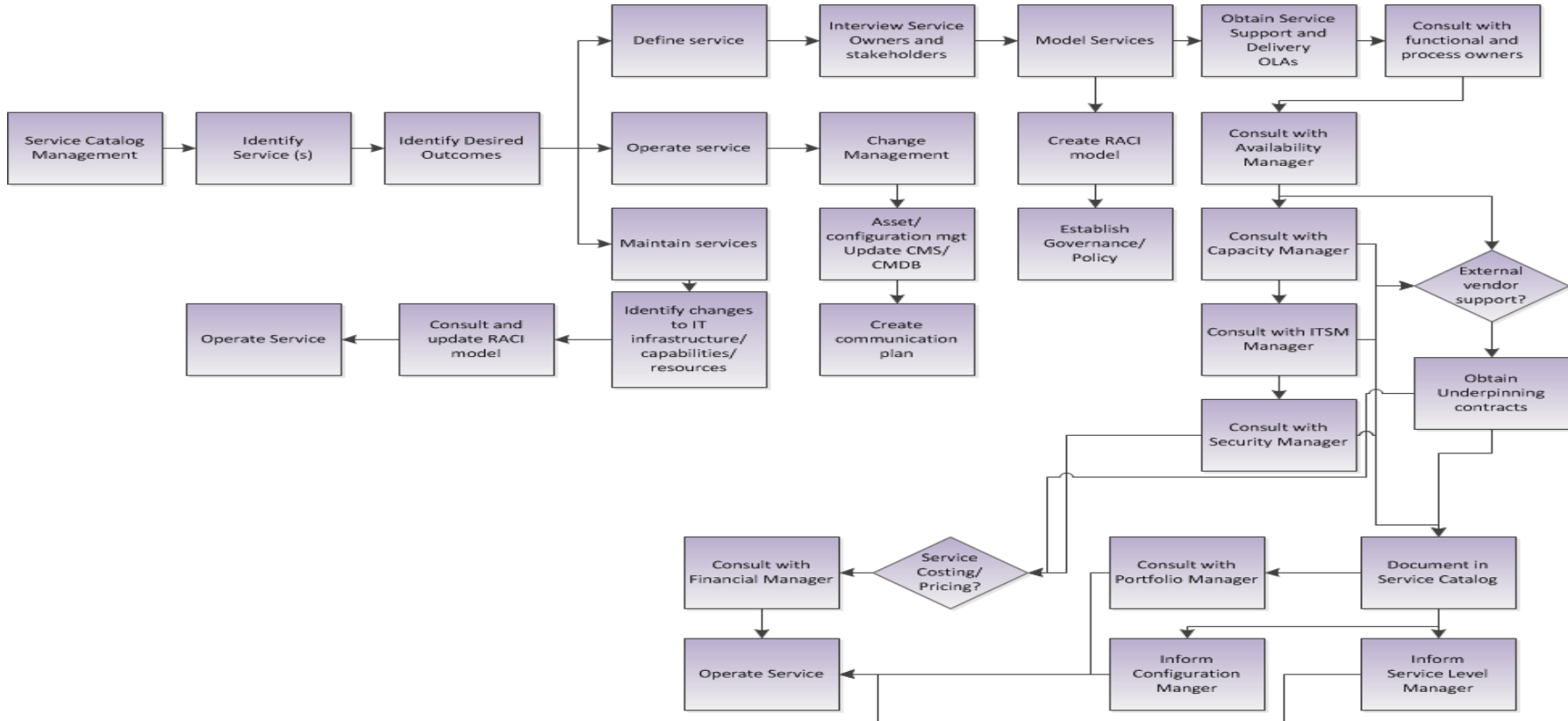- Warranty in design
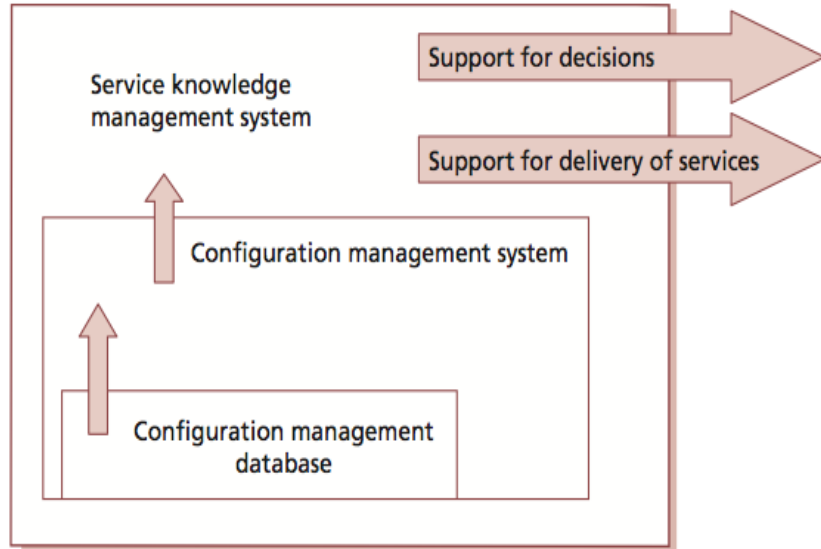- Proper tools

# Service catalog definition

A database or structured document with information about all live services, including those available for deployment

# Service catalog

# Services for decision support



**CMDB**
Data base of inter-related data item called configuration items (CI) or configuration data

**CMS**
Systematic, federated relationship of the CMDB with other data stores and tools for individual specific consumption

**SKMS**
System that contains federated data/information/knowledge for decision support, also contains the CMS and CMDB

*Спасибо!*