

Implementing ITIL's Business Perspective with Provance™

The IT Infrastructure Library (ITIL) was created by the U.K. government, and has been rapidly adopted around the world as the *de facto* global standard in IT service management (ITSM). ITSM is a philosophy of IT management that outlines key goals and activities for the various disciplines that play a role in providing and managing effective IT services.

ITIL consists of a series of books that outline best practices in 7 key areas: Service Support; Service Delivery; Service Management Implementation; ICT Infrastructure Management; Applications Management; Security Management; and the Business Perspective.

In essence, ITIL's purpose is to help organizations implement an ITSM model. The ITIL books define best practices and key requirements for planning, providing, and supporting IT managed services.

What does it mean to “implement” ITIL?

At the heart of ITSM are the service delivery and service support processes. Service delivery processes deal with long-term planning and improvement of IT services, while service support processes focus on the day-to-day operations that support IT services.



Together, these two areas of focus form the center of the ITSM challenge. They represent the basic processes IT organizations *must* implement in order to operate. Many IT organizations already have operational Help Desk/Service Desk, and possibly Configuration Management Database (CMDB) tools to support incident, problem, change, and configuration management processes. These capabilities allow them to understand what is in their environment, and help them optimize their support services.

Many are also working towards the implementation of some of the more internally focused “technical processes”, such as release, continuity, availability, and capacity management, to ensure an efficient and available delivery infrastructure.

What about the business?

However, according to ITIL, the three key goals of service management are to:

- ❖ Align IT services with the needs of the business and its customers
- ❖ Improve the quality of these IT services
- ❖ Reduce the costs associated with providing these services

These goals center not on IT operational processes, but on operating IT like a successful business that keeps its customers happy, constantly improves its services, and adapts to an ever-changing marketplace—while running its operations as efficiently as possible.

Thus the ITIL vision includes not only the core service delivery and support processes, but also the additional infrastructure, planning, and procedures that surround and enable them—and the outward-facing business perspective to which IT is ultimately accountable. Almost all of these areas have been well defined by the ITIL library in the past few years. But a key part of the ITSM picture—the Business Perspective—has remained largely undefined until now.

Understanding the business means more than defining Service Level Agreements—it means transforming IT into a value-added service provider that looks for ways to make the business more successful through the use of technology. Addressing the Business Perspective requires that IT move beyond simply reacting to requirements, and step ahead of the demand curve.

How Provance enhances the business focus

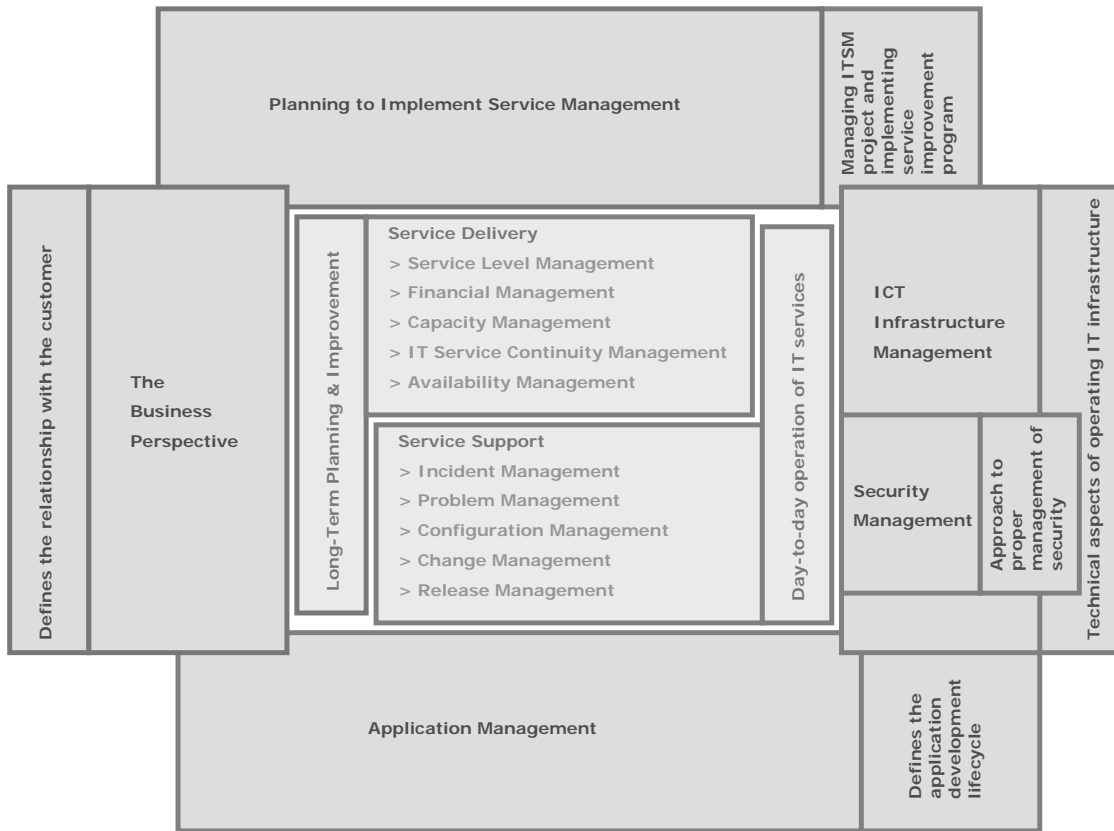
The Business Perspective is one of Provance's key areas of focus. **Our tool is well positioned to not only help customers incorporate the Business Perspective into their ITIL implementation, but also to enable every aspect of the ITSM model with efficient, automated and standardized processes.**

- ❖ Offer flexibility in the management of IT services to quickly meet the changing needs of the business
- ❖ Enable customers to understand the costs of service delivery
- ❖ Empower business units and individual users to opt for the services they really need, and pay only for the services they really use
- ❖ Communicate service performance to customers

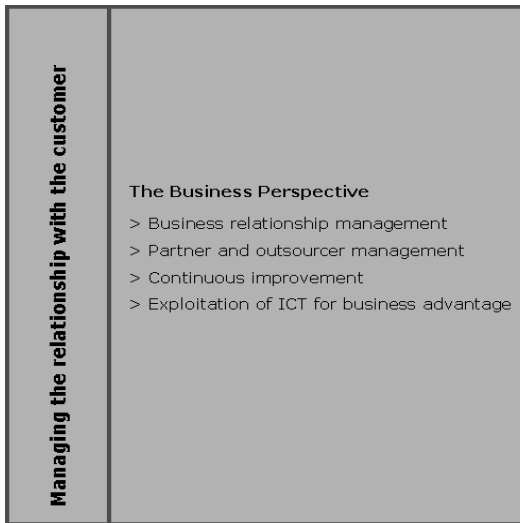
Provance helps you shift from system-centric to service-centric processes by building on the systems, tools, and processes you already have in place. It acts as the central nervous system for your ITIL processes, augmenting operational processes and adding standardized, formalized, and automated capabilities to your current infrastructure.

- ❖ You define workflows according to your own needs, and the Provance tool helps you control the CMDB and keep it up-to-date, using the processes and activities described in the ITIL framework
- ❖ Through Provance's integration with IT operational systems like discovery and network management tools, Provance gives you the means to populate the CMDB, and perform configuration control and audit
- ❖ Using its integration with business systems like ERP and CRM, Provance can keep the supporting data in the CMDB—like user information—completely up to date

ITIL: The Big Picture

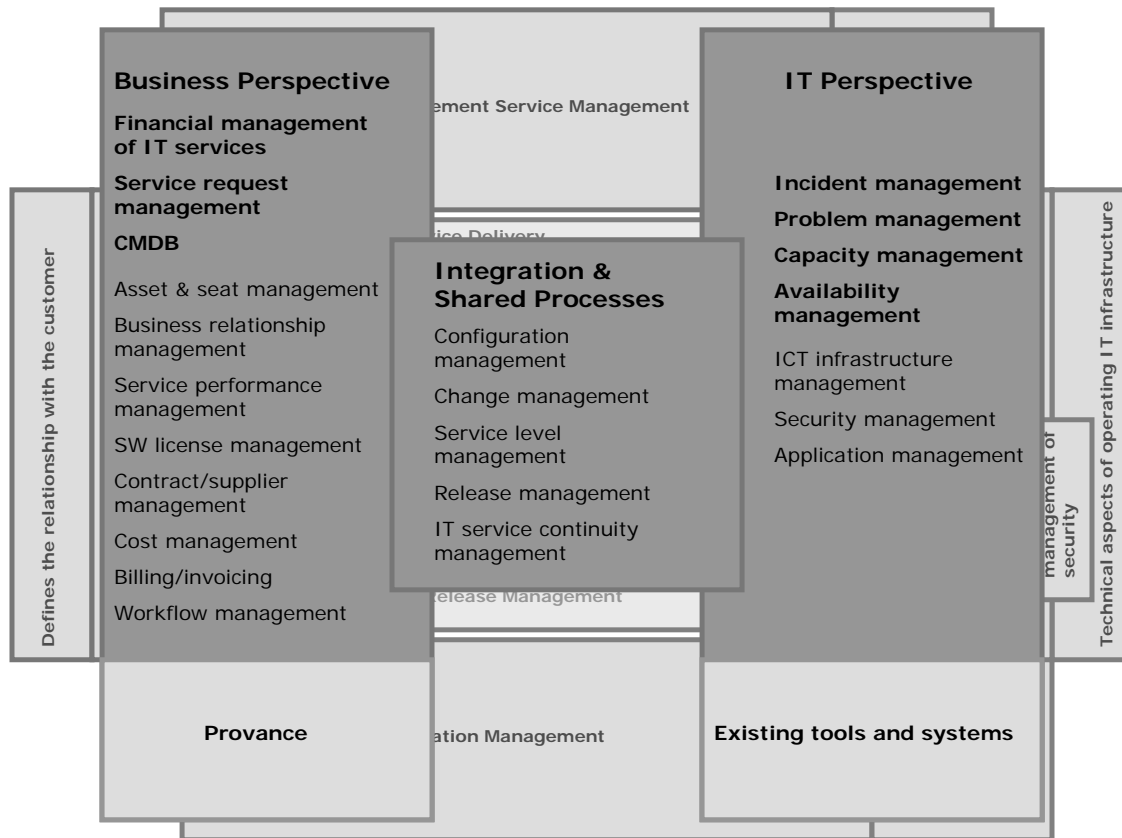


Many IT organizations already have operational Help Desk/Service Desk tools to help them optimize their support services; some may even have a Configuration Management Database (CMDB) to understand what is in their environment. Others are working towards the implementation of more internally focused “technical processes” such as availability and capacity management. However, the ITIL vision includes not only the core service delivery and support processes, but also additional technical and planning processes that support and enable them—including the outward-facing business perspective to which IT is ultimately accountable.



Understanding the Business Perspective

Understanding the Business Perspective means more than defining Service Level Agreements — it means transforming IT into a value-added service provider that looks for ways to make the business more successful through the use of technology.



Provance helps you not only incorporate the Business Perspective into your ITIL implementation, but also enable every aspect of the ITSM model with efficient, automated and standardized processes—shift from system-centric to service-centric processes by building on the systems, tools, and processes you already have in place.

To learn more about implementing ITIL with Provance, contact info@provance.com or visit us at www.provance.com