

# ITIL & KM

Do the two belong in the same sentence?

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# Discussion Items

- > What is ITIL anyway?
  - An overview of what ITIL is all about and a look at its continued growth
  
- > Why should I care?
  - Who does ITIL impact, and in what way?
  
- > Conceptual Convergence...the merging of KM & ITIL
  - KM is a new-comer to ITIL as of version 3. Is it ready for “prime time”?
  
- > The future-state of KM & ITIL. How are things shaping up?
  
- > Q&A

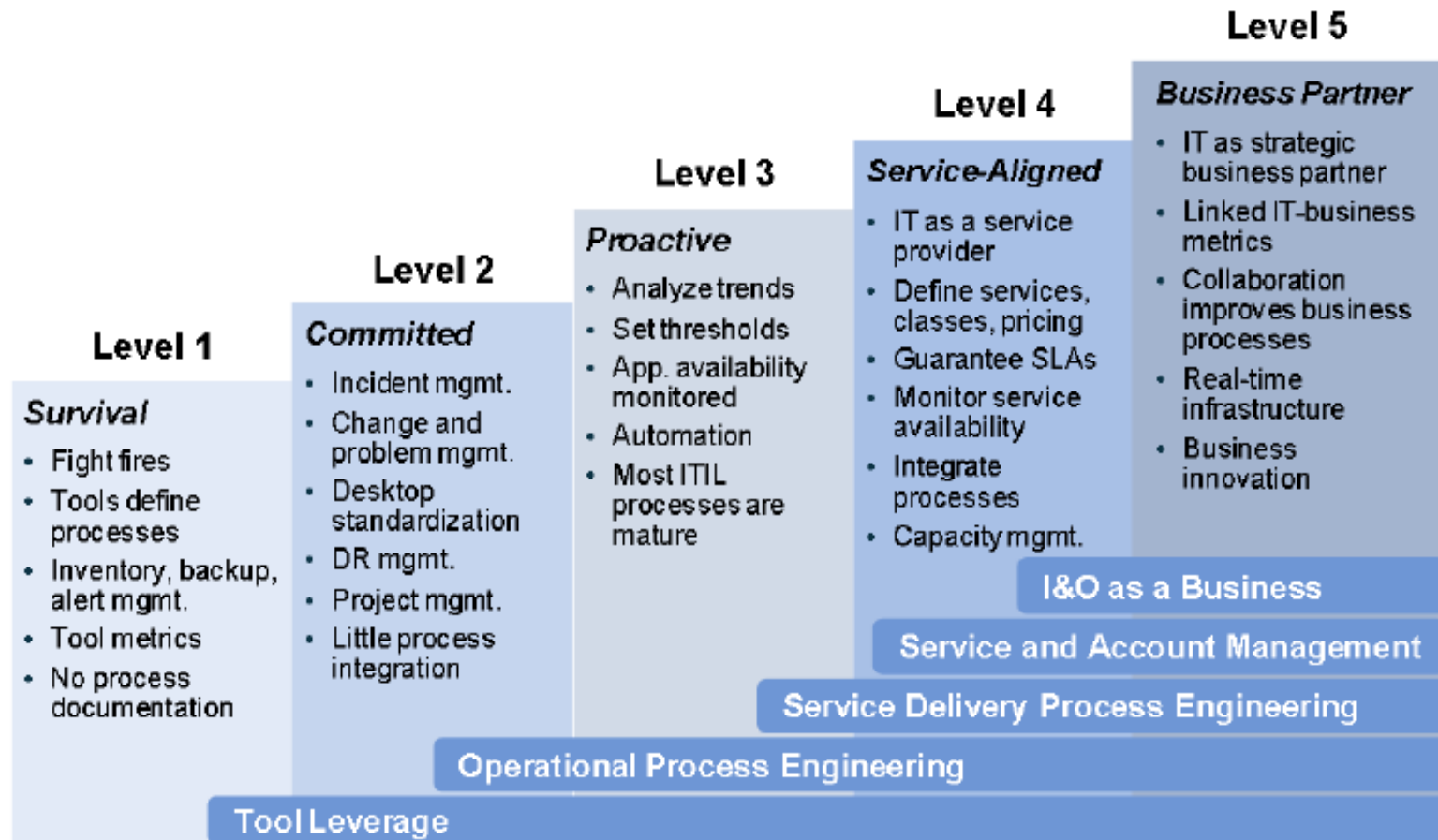
# ITIL Overview

- The most widely-adopted IT Service Management Framework
  - 17 years in the making
  - Version 3 released in March of 2007
  - Considered by Gartner to be a “transformational” benefit, slow adoption
- From infrastructure and technical silos to customer-centric “services”
  - Service = value to customers
  - Two primary service types
  - End-to-End service management
- Common service lifecycle processes
  - Ties to other good-practice standards such as COBIT, ISO 27000, etc...

# Why bother?

- Benefits of implementing a service management strategy:
  - Better customer/IT alignment
  - Service cost transparency or “TCO”
  - Focus becomes running IT like a business
  - Clear service levels better align costs to expectations
- Common service lifecycle processes promotes consistent delivery
- Agreed upon objectives regarding “what good looks like”
  - Improved internal staff understanding of IT (and customer) goals
  - Negotiated, published service levels result in better expectations management
  - Common measures for performance and cost
  - Service performance to cost “right-sizing” promotes better decision making
  - Customer-service mindset/focus places IT resources on appropriate work
  - IT group becomes the most competitive, PREFERRED IT provider

# Service Management Maturity Model



Source: Gartner (April 2011)

Confidential

# KM & ITIL Converge

- Version 3 touches KM for the first time
  - Probably better classified as Information Management (in ITIL v3)
  - Primary focus on service desk; improved issue resolution (time & quality)
  - Typically revolves around a single knowledge base
  - Other areas where knowledge is addressed include:
    - SKMS – *Service Knowledge Management Systems (Service Transition)*
    - Problem Management – *The root cause of incident(s)*
    - Reporting/Metrics
    - Definitive Media Library
    - Configuration Management
    - Meta Data Management

# The future of KM & ITIL

- The SKMS, the future of ITIL Knowledge Management
  - Briefly discussed in V3, the view is promising (*though not yet practical*)
  - Focus will remain on *information/data* management
  - Will likely be dealt with more explicitly across each lifecycle process
- Sound KM/ITIL “guiding principles”
  - Require a solid business case (ROI) for each stage of maturity
  - Develop clear knowledge strategy, mission, goals & objectives
  - Knowledge-related initiatives can then build off of ITIL foundations
    - *Examples include – sourcing and knowledge transfer; dynamic/searchable knowledge repository; organizational change management processes, etc...*
- Handle with care
  - *Go only as fast as organizational buy-in can support (e.g. - work in manageable “chunks” with specific goals attached to each, such as reducing re-work; improved knowledge transfer; better utilization of available capacity, faster time to value/market, business process clarification, etc...)*

# Q&A

