

# Information Technology Infrastructure Library (ITIL) Process

This slide provides information regarding Information Technology Infrastructure Library (ITIL) process in terms of principles and key elements of ITIL.



**ITIL focus on standardization of selection, planning, delivery and IT support services in order to optimize efficiency and maintain levels of service**

## Principles Associated to ITIL are

- ▶ Rendering optimum value to customers
- ▶ Focus on resources and capabilities optimization
- ▶ Render reliable services
- ▶ Management of processes with specific goals
- ▶ Cleared defined roles for every task



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Resources – raw material include money, equipment, time and staff to render service

Processes – structured set of activities to achieve specific goal

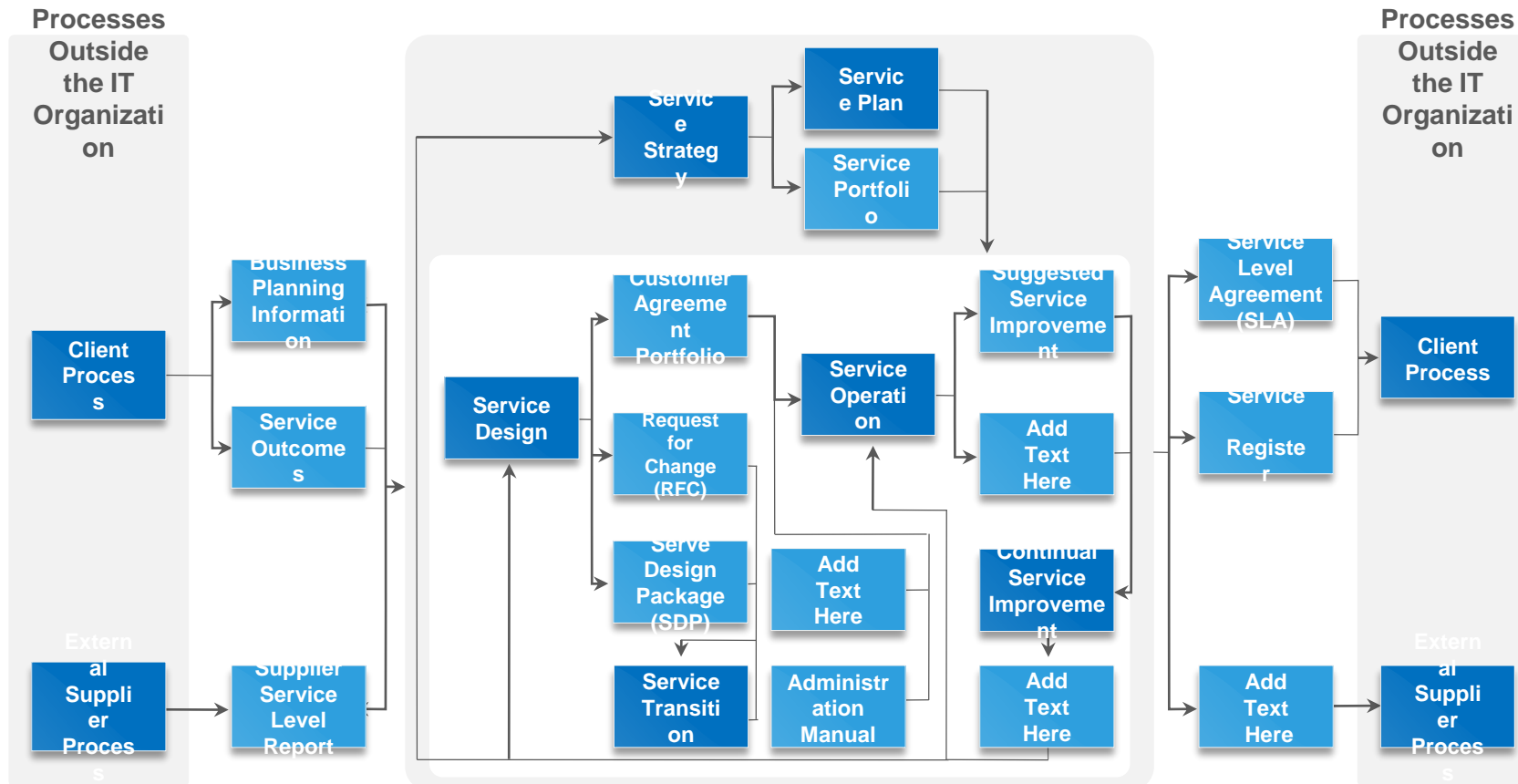
Functions – self contained subsets of firm to achieve specific task

Capabilities – specialized skills and abilities of firm to generate value

## Key Elements of ITIL

# ITIL Process Map Framework with Service Plan

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Your IT company can satisfy customer needs and deliver value across businesses. The ITIL Process displays the map in a clear and concise manner. The IT service managers improve and standardize the methods they use to provide support.

These processes can be implemented based on their suitability for the team, giving ITIL some flexibility.

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# Addressing ITIL Process Areas – Service Transition, Operations and Continual Service Improvement

This slide provides information regarding ITIL process areas in terms of service transition and service operations and continual service improvement and associated sequential activities.

Service Transition	Processes	Sequential Activities	Service Operations	Processes	Sequential Activities
	Transition Planning and Support	Service transition planning and coordination, progress monitoring and reporting		Access Management	Access monitoring, verification and validation
	Change Management	Risk and impact analysis, change build and test, authorize change deployment		Event Management	Event categorization, events correlation and filtration
	Change Evolution	Plan evaluation, predicted performance evaluation		Service Request Fulfillment	Validating request, categorize and prioritize request
	Release and Deployment Management	Build and test release, initial support, release planning		Incident Management	Prioritization, incident resolution
	Service Validation and Testing	Exit criteria evaluation, test environment preparation, test designing and planning		Problem Management	Categorization, investigation and diagnosis

Continual Service Improvement

**Process**  
Seven Step Improvement

**Sequential Activities**  
Data processing, information and data assessment, improvement implement

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The key to running efficient IT Service Management is knowing who does what; therefore, within the ITIL framework you'll find numerous roles involved in the process(es) itself. Some roles span across several processes, and have different influence on the process itself. That's where process areas are of great help.

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# ITIL Process Ownership RACI Matrix

This slide showcase ITIL process ownership RACI matrix . It include major tasks such as- submitting project request, research solution, developing business case, build deliverables and create case report

	 Responsible	 Accountable	 Informed	 Consulted
Submit Project Request	No	No	Yes	Yes
Research Solution	Yes	Yes	No	Yes
Develop Business Case	Yes	Yes	Yes	Yes
Build Deliverables	No	No	No	Yes
Crate Status Report	No	Yes	No	Yes
Request Review	No	Yes	Yes	Yes

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Here is why the ITIL RACI Matrix is so important: the matrix, which stands for Responsible, Accountable, Consulted, and Informed, establishes clear lines of accountability and responsibility within IT service management (ITSM). It is more difficult if an organisation has a low maturity level in ITIL; similarly, the organisation may use different terminology. Adopting the RACI Matrix ensures that people understand their responsibilities and that they are documented.

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ITIL Focus on Standardization of Selection, Planning, Delivery and IT Support Services in Order to Optimize Efficiency and Maintain Levels of Service



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- › Add Text Here



Key Elements  
of ITIL

- › Capabilities – specialized skills and abilities of firm to generate value
- › Functions – self contained subsets of firm to achieve specific task
- › Processes – structured set of activities to achieve specific goal
- › Resources – raw material include money, equipment, time and staff to render service
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## Why is an ITIL Process important, if you may ask?

The framework encourages service desks to be more proactive in problem-solving, resulting in smoother processing and less downtime or delays. This helps to maintain employee, user, and customer satisfaction while also ensuring consistent, high-quality results. Convey a theoretical understanding of ITIL conveniently.

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# ITIL Process Areas – Service Strategy and Design

This slide provides information regarding ITIL process areas in terms of service strategy and service design and associated sequential activities.

## Service Strategy

 <b>Processes</b>	<b>Strategy Management</b>	<b>Demand Management</b>	<b>Service Portfolio Management</b>	<b>Financial Management</b>	<b>Business Relationship Management</b>
	Strategic assessment, strategy generation, Strategy execution	Source of demand and forecasting detection, pattern assessment of business activities, differentiated offerings	Service analysis, service approval	Budgeting, accounting and charging	Opportunity detection, complaints handling
 <b>Sequential Activities</b>					

## Service Design

 <b>Processes</b>	<b>Service Catalogue Management</b>	<b>Availability Management</b>	<b>Information Security Management</b>	<b>Service Level Management</b>	<b>Capacity Management</b>	<b>Supplier Management</b>	<b>IT Service Continuity Management</b>
	Maintaining service catalogue	Availability monitoring, service availability investigation	Security policy generation, security requirements, implementing security policy	SLAs drafting and requirement, SLAs negotiation	Capacity data assessment, capacity monitoring	Suppliers selection, performance management	Requirements creation, develop continuity plans
 <b>Sequential Activities</b>							

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Have all the information on essential processes in both Service Design and Strategy, making it an invaluable resource for anyone responsible for IT service management. The highlights of the Service Strategy section include Strategy Management, Demand Management, and Service Portfolio Management. The Service Design section, on the other hand, is concerned with Service Catalogue Management, Availability Management, Information Security Management, and Capacity Management.

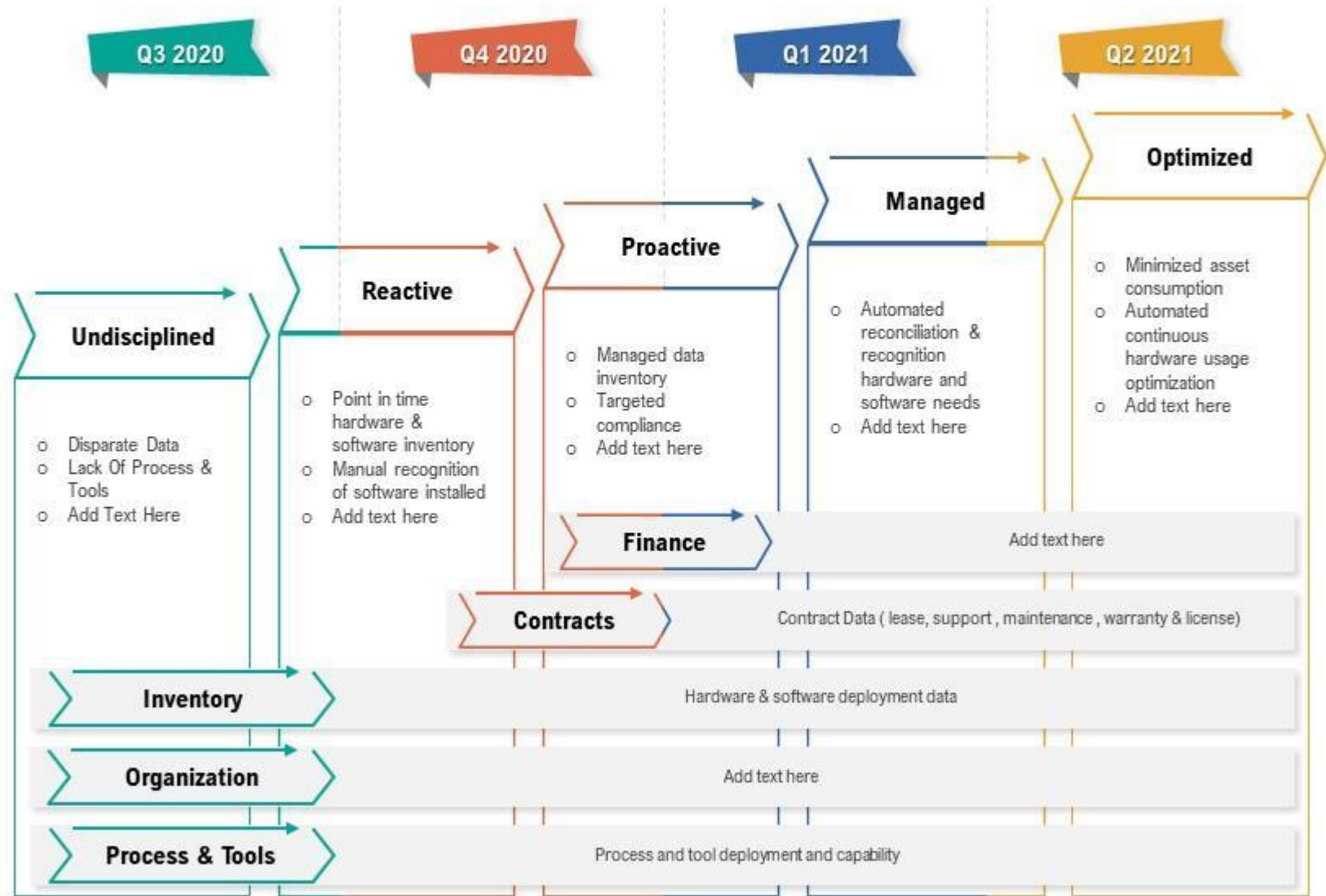
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# Quarterly Roadmap for Corporate ITIL Implementation Process

You definitely need a roadmap to reduce the paperwork and showcase how different activities are linked to each other.

Provide guidelines to your teammates about the progression in the quarter time frame.

The ITIL Process walks you through the roadmap's five levels, from an undisciplined IT level in your organisation to an optimised level.



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# FAQs On ITIL Process

## 1- What is ITIL?

ITIL, or Information Technology Infrastructure Library, is a well-known set of IT best practises designed to help businesses align their IT services with the needs of their customers and businesses. IT-related assets, accessibility, and resources that provide value and benefits to customers are examples of services.

ITIL is a framework for managing IT services effectively across the entire service lifecycle. The ITIL framework provides best practises and guidance for managing the five stages of the IT service lifecycle: service strategy, service design, service transition, service operation, and continuous service improvement.

## 2- What are ITIL general management practices?

Practices are defined as collections of organisational resources designed to perform work and achieve a goal. They are as follows:

- Strategy management
- Portfolio management
- Architecture management
- Service financial management
- Measurement and reporting
- Risk management



## 3- What are five stages of ITIL Lifestyle?

- \* **Service strategy-** A consistent service strategy is required for better service management in a service provider organisation.
- \* **Service design-** Services and processes are designed, and plans are put in place to improve service management.
- \* **Service Transition-** This stage entails preparing services and processes for use in a live environment.
- \* **Service Operation-** Customers' service-level agreements bind the organisation at this point.
- \* **Continual Service Improvement-** Key performance indicators must be in place to determine whether the service is performing optimally, and the service owner must ensure that the service meets the strategic targets associated with the specific IT service.

## 4- What are the benefits of the ITIL?

Many organisations' IT departments and staff are unable to complete tasks on time because unscheduled work always takes precedence over scheduled work. ITIL can assist an organisation in breaking the cycle by focusing on Total Cost of Ownership (TCO) and other related activities in their department. Adopting ITIL with IT Service Management (ITSM) successfully aids in the delivery of the following:

A more professional approach to service delivery, resulting in higher customer satisfaction.

Processes that work best for better IT services

ITIL specification improved the delivery of third-party services.

Increased IT staff competence, productivity, and capability Reduced training costs

Staff retention has improved.

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