



Toolkit Roadmap:

ITIL® V3 Starter Kit

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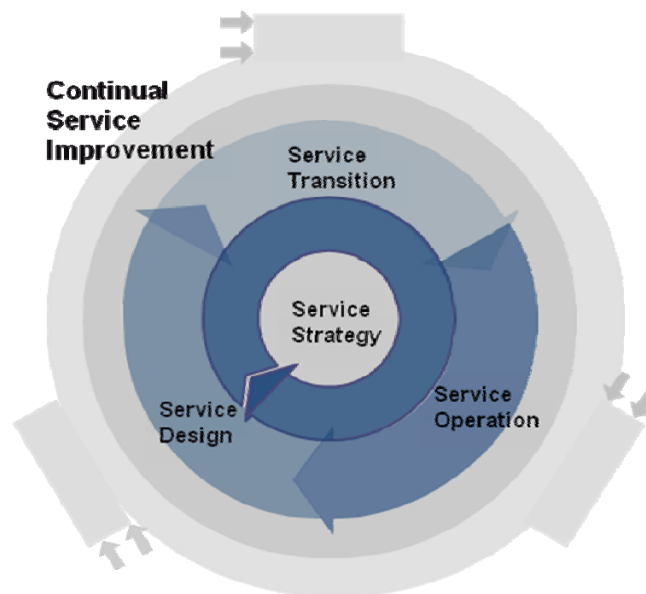
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Introduction

Many organizations are looking to implement ITIL® version 3, as a way to improve the structure and quality of their business. Since its launch in 2007, the new version of this framework has proven to be incredibly popular, internationally and industry-wide, as the essence of IT Service Management good practice.

This document describes the contents of the ITIL® v3 Starter Kit. The information found within the toolkit is based on the ITIL® Version 3 framework, specifically the phases, processes, functions, concepts and terminology within the ITIL® version 3 Service Lifecycle.





The Toolkit is designed to answer many of the questions that the ITIL® v3 framework raises, and provides you with useful guides, templates and essential, but simple, assessments. There are also bonus additional resources that will enable you to improve your current policies, procedures and process maturity.

The toolkit serves to act as a starting point. It will give you a clear path to travel. It is designed to be a valuable source of information and activity.

There are a total of 45 documents in this toolkit.

They are broken up in to four main folders. Within each of the folders, there are documents that can be used for education, assessment, implementation and management.

There are a variety of document styles found within this toolkit such as PowerPoint presentations (7), Word Documents (31), PDFs (2) and Excel documents (5).



Folder: STEP 1 ITIL® V2 to V3 Bridging Information

Step 1 of this toolkit has been designed to provide you with a comprehensive bridge from the ITIL® version 2 framework to ITIL® version 3.

We suggest that you begin with the ITIL® v2 to v3 Bridging Overview. This 89 page document explains the differences between the two versions, and provides an insight into the main concepts and the focus of version 3, e.g. the Service Lifecycle, the five Lifecycle phases, and a summary of each of the processes and functions.

In addition to this document, we have also provided an 88 slide Power Point presentation, which summarizes the information found within the ITIL® v2 to v3 Bridging Overview document. This presentation can be used for training or reporting purposes within your organization, or as an alternative method of learning about this information, depending on your learning style.

There are five further folders within STEP 1 of the toolkit. Each of these folders is dedicated to one of the specific Lifecycle phases, with the aim of providing a concise introduction to the main goals, objectives and concepts. In addition, each folder includes supporting documents specific to its lifecycle phase.



Below is an itemized list of the documents, to review in order.

STEP 1 Documents:

1. ITIL® v2 to v3 Bridging Overview
2. ITIL® v2 to v3 Bridging Introduction Presentation
3. Service Strategy Lifecycle Phase Introduction
 - Service Strategy Lifecycle Phase Introduction Presentation
 - Description of Asset Types
 - Challenges, CSFs and Risks
4. Service Design Lifecycle Phase Introduction
 - Service Design Lifecycle Phase Introduction Presentation
 - The Service Design Package
 - Measurement of Service Design
 - Implementing Service Design
5. Service Transition Lifecycle Phase Introduction
 - Service Transition Lifecycle Phase Introduction Presentation
 - Service Transition Managing Communications and Commitment
 - Service Transition Organization of Service Transition



6. Service Operation Lifecycle Phase Introduction

- Service Operation Lifecycle Phase Introduction Presentation
- Service Desk - Metrics
- Service Operation Functions - Roles & Responsibilities

7. Continual Service Improvement Lifecycle Phase Introduction

- CSI Lifecycle Phase Introduction Presentation
- Service Measurement Reporting
- CSI Roles and Responsibilities



Folder: STEP 2 ITIL® IT Service Management Beginners Guide V8 and ITIL® V3 Lifecycle Phase and Process Fact Sheets

Step 2 of the toolkit provides more of an in-depth guide to IT Service Management and the ITIL® V3 Framework. We suggest you start by working through each of the Lifecycle factsheets, which will provide you with a good overview, including information on benefits, challenges, risks, terminology and the inputs and outputs of other phases.

Then you will be ready to work through the ITIL® IT Service Management Beginners Guide V8 document. This 263 page document provides a thorough insight into ITSM and ITIL®, covering all the essential terminology, relationships, activities etc. that you need to know to get you up to speed in ITIL® V3.

This document is an invaluable and essential tool - your own 'Beginner's Guide' - and can also be used as an educational resource for your organization.



Below is an itemized list of these documents, to review in order.

STEP 2 Documents:

1. Service Strategy Fact Sheet
2. Service Design Fact Sheet
3. Service Transition Fact Sheet
4. Service Operation Functions Fact Sheet
5. Service Operation Processes Fact Sheet
6. Continual Service Improvement Fact Sheet
7. ITIL® IT Service Management Beginners Guide V8



Folder: STEP 3 ITIL® V3 Lifecycle Phase Readiness Assessments

Step 3 of the toolkit is concerned with the assessment of current practices within your IT organization. These assessments cover the questions you need to ask your staff, as well as policies, procedures and technology, to gain a current insight into the ITIL® V3 maturity of your organization. There are five assessments in total, one for each of the Service Lifecycle phases. They are user-friendly, easy to edit spreadsheets that provide detailed results and graphs to support your reports.

In addition to these five ready-to-use assessments, there is the ITIL® Service Management Practices Executive Overview presentation. As standard practice, IT Professionals are asked to justify their requests for implementing frameworks/processes/technology/training etc, and this can often mean presenting your case to management. This presentation is ready to use and covers all the essentials, without too much 'techie terminology'. It can easily be edited and adapted to suit your own organization and to include your assessment results, reports, metrics etc. You can even use content from the other presentations found within this toolkit, to adapt this presentation to your specific needs.



Below is an itemized list of the documents.

STEP 3 Documents:

1. ITIL® Service Strategy Readiness Assessment V1
2. ITIL® Service Design Readiness Assessment V1
3. ITIL® Service Transition Readiness Assessment V1
4. ITIL® Service Operation Readiness Assessment V1
5. ITIL® Continual Service Improvement Readiness Assessment V1
6. ITIL® Service Management Practices Executive Overview



Folder: STEP 4 EXTRAS

Step 4 includes some extra 'bonus' materials, to support your introduction to ITIL® V3 and ITSM.

We know that the terminology and acronyms can be a little overwhelming. So, we have provided the official ITIL® V3 Glossary and ITIL® V3 Acronyms reference documents to help you along the way.

We have also provided 11 ITSM Guide Reference sheets. These reference sheets provide an introduction to some of the other frameworks, standards and good practice that is often associated with ITSM and ITIL® and used through the industry.

Below is an itemized list of the documents.

STEP 4 Documents:

1. Official Glossaries and Terminology
 - ITIL® V3 Acronyms
 - ITIL® V3 Glossary

2. The ITSM Guide Reference Sheets
 - ITIL® V3 Fact Sheet
 - ISO 20000 Fact Sheet



- ISO 27001 Fact Sheet
- Capability Maturity Model Integration Fact Sheet
- COBIT Fact Sheet
- eSourcing Capability Model for Service Providers (eSCM) Fact Sheet
- Management of Risk (M_o_R) Fact Sheet
- PRINCE2 Fact Sheet
- Project Management Body of Knowledge Fact Sheet
- Six Sigma Fact Sheet
- Telecom Operations Map (eTom) Fact Sheet