

# Canon Technology Solutions

## ITIL - Best Practices

IT organizations worldwide are striving to align their priorities with the needs of the business, and provide IT services in a stable, agile, and cost-effective manner. As a result, many are leveraging industry best practices for guidance on how to meet and improve levels of service while reducing costs. Not only does developing processes from scratch come with a high cost, but those processes do not deliver significantly better results than best practices proven and recognized by others.

The most widely adopted IT-related best practice framework is the Information Technology Infrastructure Library (ITIL). ITIL has been widely deployed, and has evolved from a recommended best practice to an industry “given” that is being accepted globally. ITIL drives synergy by leveraging common terminology and integrated processes across the IT organization – synergy that is difficult to achieve with function specific or regionally developed practices.

However, there are several inhibitors to ITIL adoption that organizations must address to fully achieve its full benefits.

### WHAT’S NEEDED?

While ITIL does describe what best practices should be pursued, it does not define how to implement detailed processes and work-level procedures that enable those recommendations. It provides high-level guidance on the goals and objectives of what is recommended, but leaves it up to each business area to adopt best practices to fit unique requirements.

In order to effectively implement ITIL best practices, organizations need to:

- ♦ Implement ITIL functions together for streamlined adoption
- ♦ Integrate and automate best practices using software-based tools
- ♦ Leverage a Configuration Management Database to increase sharing and accuracy of information across the IT organization

### IMPLEMENT “ITIL” FUNCTIONS TOGETHER

To get started, IT organizations need to group ITIL functions in a way that facilitates implementation and acceptance, and accelerates the time to realize benefits.

Choosing to group ITIL best practices that affect a particular organization allows people with a common area of responsibility to implement changes together. For example, many organizations start their ITIL transformation with the incident and problem management disciplines in the support organization.



Others start with change, configuration, and release management disciplines that most directly affect an infrastructure related organization.

Grouping helps foster a common vision focused on a targeted set of operational benefits. It accelerates adoption of ITIL and speeds up the time to benefit. Success builds on success, which then helps promote adoption in other functional areas.

### INTEGRATE & AUTOMATE BEST PRACTICES

ITIL could be implemented by only addressing people related processes. However, for many organizations the most effective implementation of ITIL will include a combination of people, process and technology solutions. The adoption of ITIL best practices is often best driven and optimized by software applications and tools designed for the job.

Applications used to integrate and automate ITIL processes should be designed to leverage and institutionalize ITIL best practices. For example, ITIL terminology and practices should be standard functions out of the box. Leveraging ITIL-aligned workflows and work procedures delivered by the vendor will speed implementation and accelerate time to value. Tools should also be easily adapted to the unique needs of each organization.

### LEVERAGE A CONFIGURATION MANAGEMENT DATABASE

Implementation of individual ITIL best practices drives operational improvements. However, organizations must ensure that they do not become silos of data and expertise.

In order to integrate and automate ITIL processes, and expand ITIL adoption beyond the first few ITIL disciplines, the producers and consumers of information should access a common data store. The ideal approach to a Configuration Management Database (CMDB) features a centralized database linked to other data stores with a federated data model, which carries information from one point to another, without the need for duplication.

## BUSINESS SERVICE MANAGEMENT

Business Service Management (BSM) is Canon Technology Solutions' strategic approach for achieving IT and business alignment. BSM delivers adaptable, real-time solutions for closely linking business operations with underlying IT components.

BSM is not the "Canon Technology Solutions" version of ITIL," but rather, is a commitment the company has made to deliver its solution portfolio as part of a singular and overarching strategy. In other words, BSM is a complement to ITIL, not a replacement for it.

## BSM "ROUTES TO VALUE"

Canon Technology Solutions uses a "Routes to Value" approach to BSM. "Routes to Value" allows for the grouping of ITIL disciplines into clear, incremental paths for BSM implementations. "Routes to Value" mirror how IT delivers value, and are designed to accelerate the adoption of ITIL best practices.

Canon Technology Solutions provides software solutions that integrate and automate key ITIL best practices outlined in the following ITIL volumes:

- ♦ Service Support
- ♦ Service Delivery
- ♦ The Business Perspective
- ♦ IT Infrastructure Management
- ♦ Software Asset Management

## ITIL FOUNDATIONS TRAINING

Canon Technology Solutions offers ITIL based curricula including ITIL Foundation training courses. In order to develop and deliver on the ITIL framework, Canon Technology Solutions offers experienced instructors, ISEB/EXIN accredited courses and certifications and a variety of training options and education for all levels of an organization.

*To learn more about ITIL, BSM or ITIL Foundations Training, contact your Canon Technology Solutions Account Executive today!*

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