

Benefits to the Quality Management System in implementing an IT Service Management Standard ISO/IEC 20000-1

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A New Global Alliance for Management Systems Solutions

Introduction

- **Over 25 years experience in the areas of Information Security Management, Risk Assessment, IT Service Management, Software Engineering, Project Management**
- **Consultant to fortune 500 companies in USA, Japan and South Korea**
- **Authorized Lead Auditor**
- **Industrial scholar at Carnegie Mellon University.**

Agenda

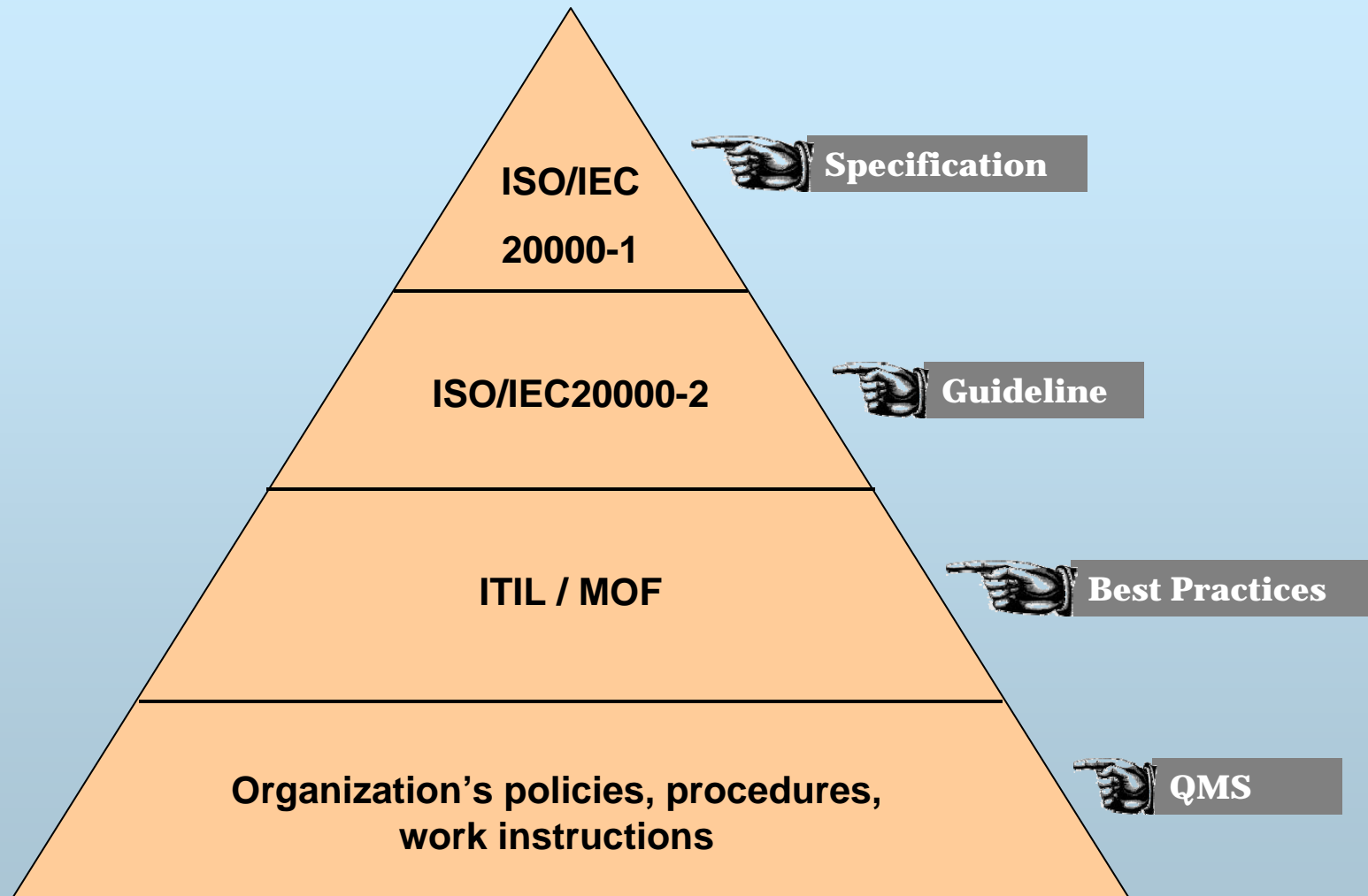
- **ISO/IEC 20000 overview**
- **Service management context**
- **Impact of service quality on product quality requirements**

ISO IEC 20000

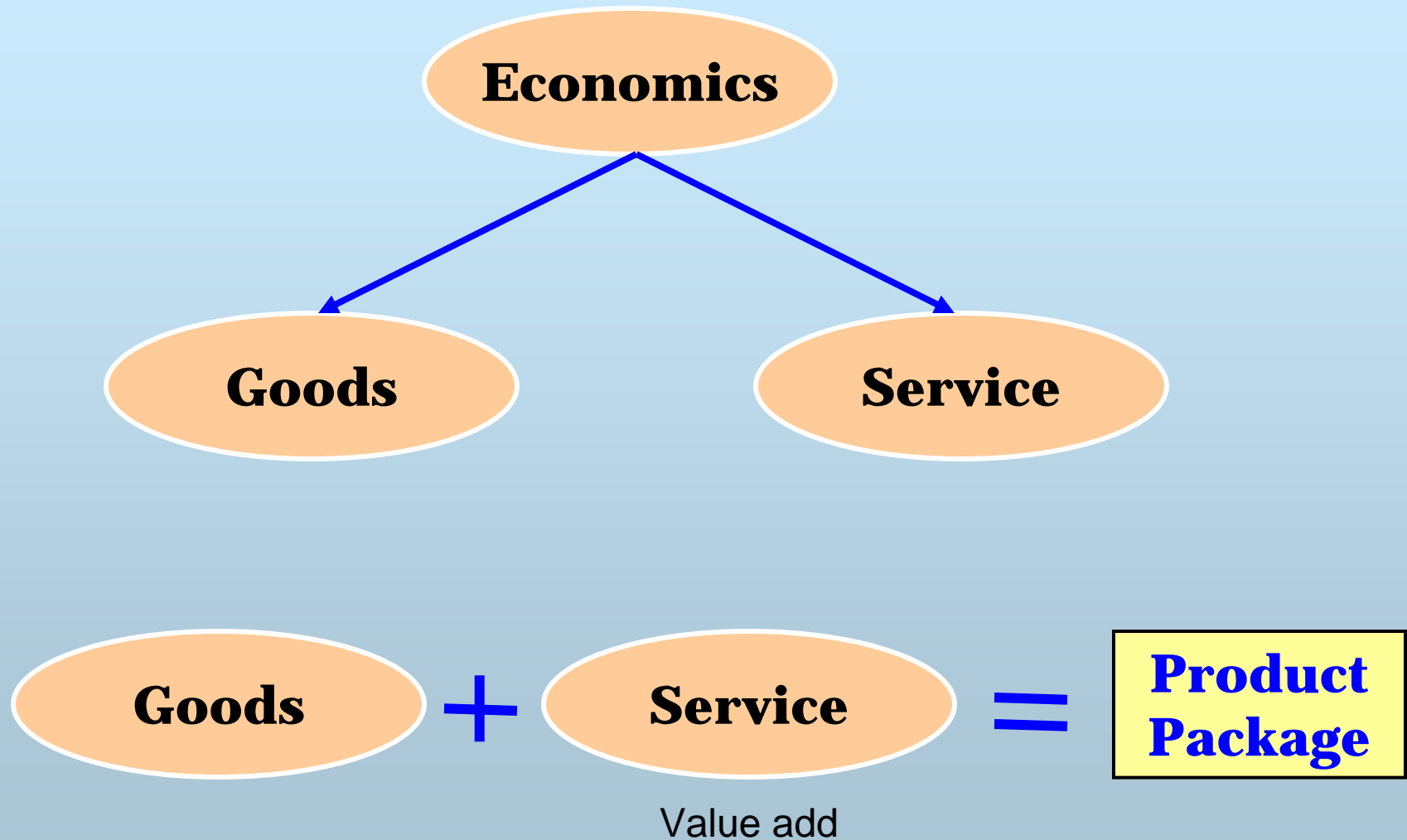
- **ISO IEC 20000-1: Information Technology Service Management - Specification**
- **ISO IEC 20000-2: Information Technology Service Management - Code of Practice**

- Released in 2005
- Fast track adoption of BS 15000
- Certification standard for ITIL[®] (IT Infrastructure Library)
- Currently under revision

Hierarchy of Documents

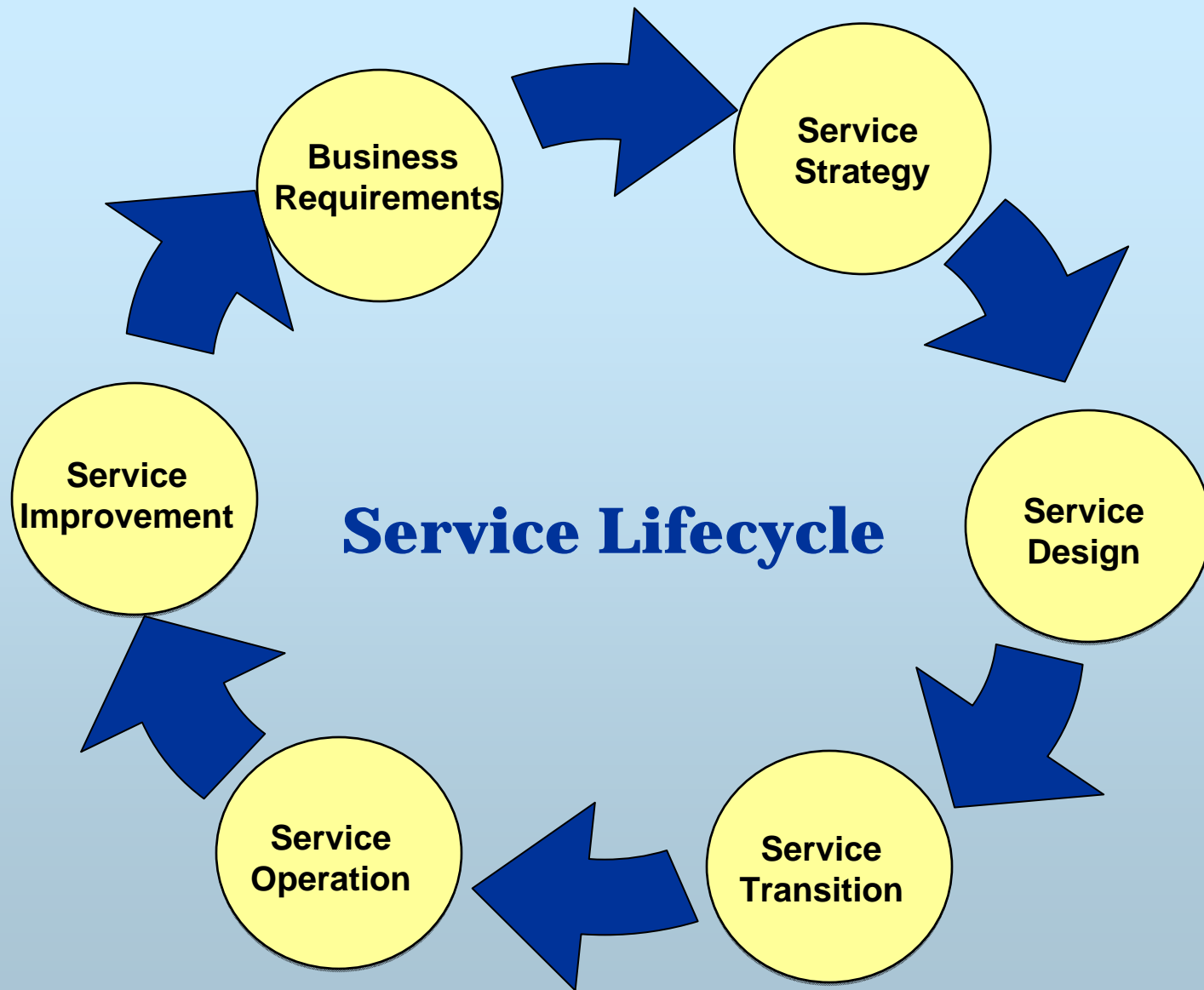


Introduction to Service Management



Service Characteristics are Complex

- **Highly intangible**
- **Services are produced and consumed at the same time**
- **High variability of service quality**
- **User is often involved in the delivery of service**
- **Satisfaction is subjective**



ISO 20000-1 Requirements

3. Requirements for a management system

**3.1
Management
Responsibility**

**3.2
Documentation
Requirements**

**3.3
Competency,
Awareness,
& training**

4. Planning & implementing SM

**4.1
Plan SM**

**4.2
Implement SM
& provide
services**

**4.3
Monitoring,
Measuring
& reviewing**

**4.4
Continual
Improvement**

**5
Planning &
Implementing
New or
changed
Services**

6. Service delivery process

**6.1
Service Level
Management**

**6.2
Service
Reporting**

**6.3
Service
Continuity &
Availability
Management**

**6.4
Budgeting &
Accounting
For IT services**

**6.5
Capacity
Management**

**6.6
Information
Security
Management**

**10
Release
Management**

9. Control Processes

**Change
Management**

**Configuration
Management**

8. Resolution processes

**8.1
Background**

**8.2
Incident
Management**

**8.3
Problem
Management**

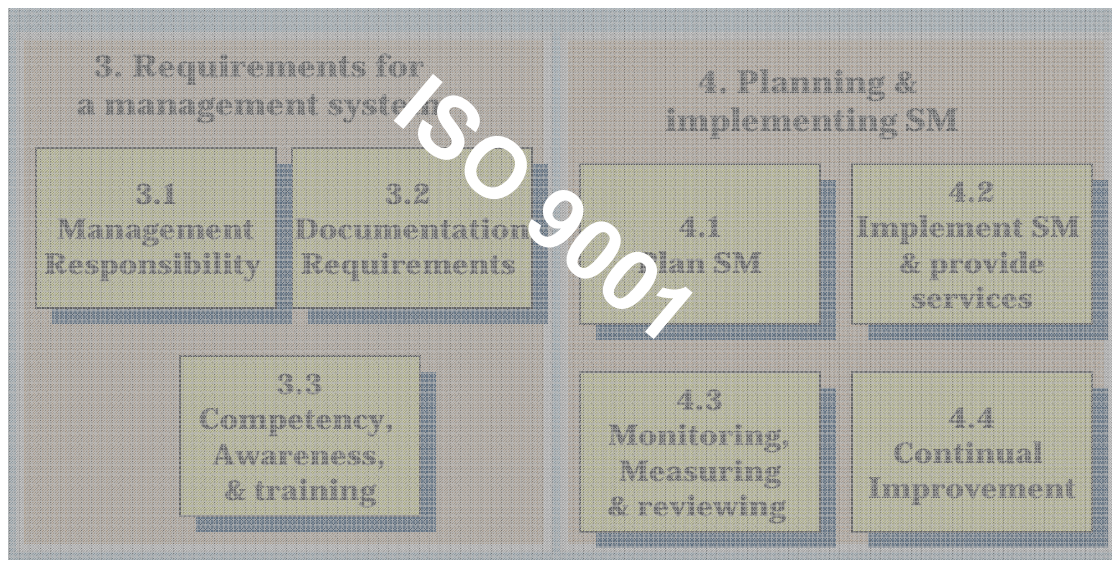
7. Relationship Processes

**7.1
General**

**7.2
Business
Relationship
Management**

**7.3
Supplier
Management**

ISO 20000-1 Requirements



**5
Planning &
Implementing
New or
changed
Services**

6. Service delivery process

- 6.1 Service Level Management**
- 6.2 Service Reporting**
- 6.3 Service Continuity & Availability Management**
- 6.4 Budgeting & Accounting For IT services**
- 6.5 Capacity Management**
- 6.6 Information Security Management**

**10
Release
Management**

9. Control Processes

- Change Management**
- Configuration Management**

8. Resolution processes

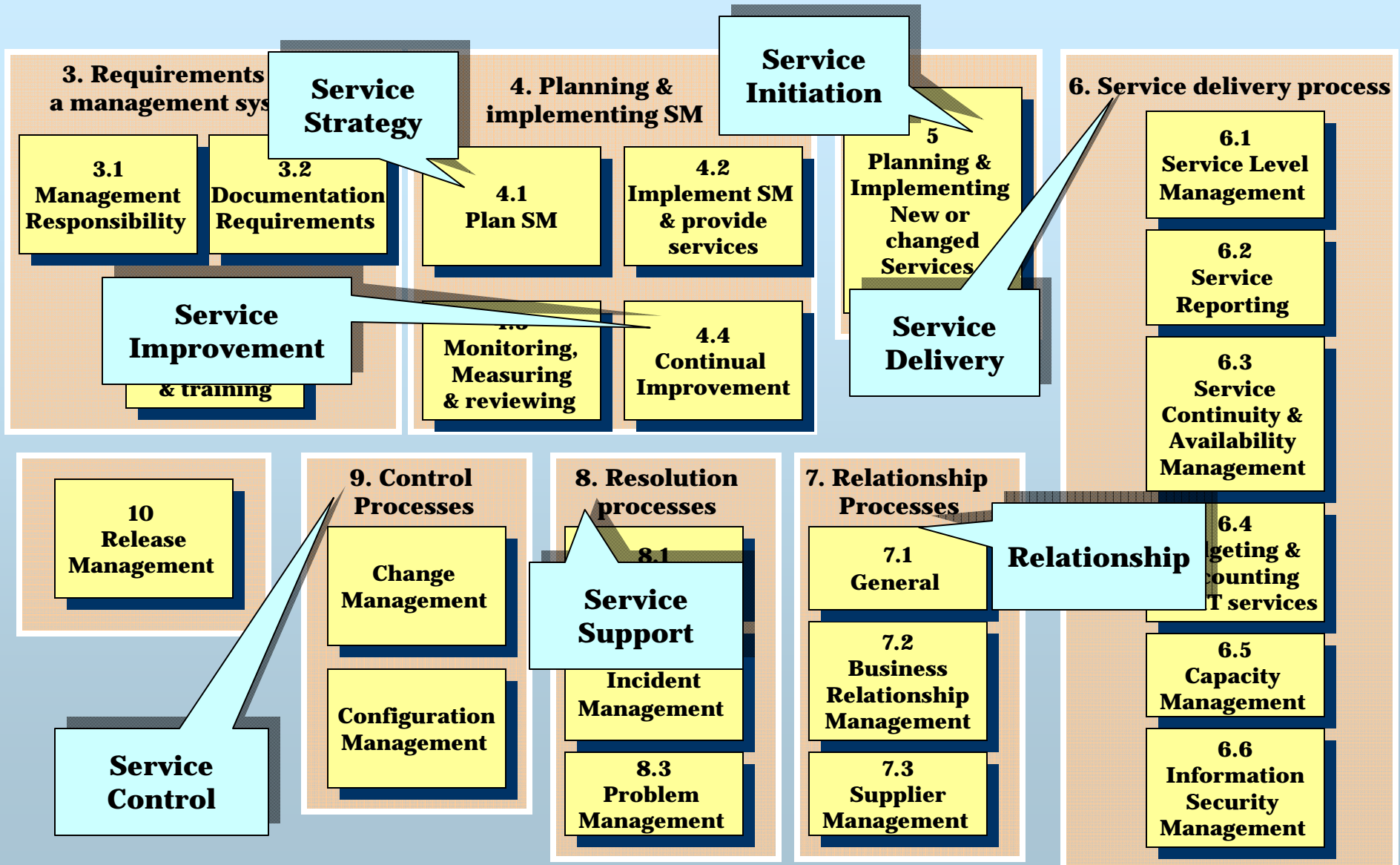
- 8.1 Background**
- 8.2 Incident Management**
- 8.3 Problem Management**

7. Relationship Processes

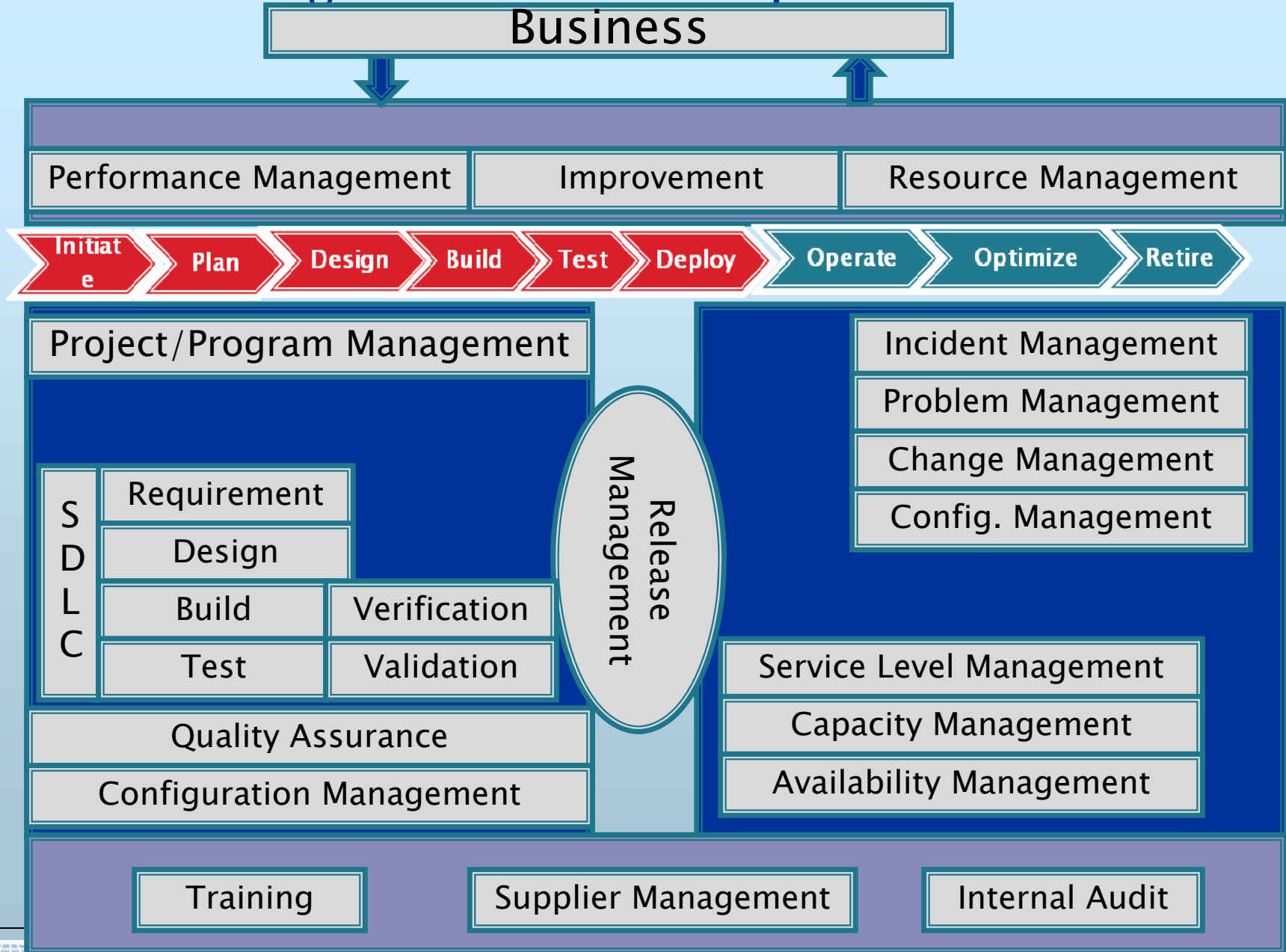
- 7.1 General**
- 7.2 Business Relationship Management**
- 7.3 Supplier Management**



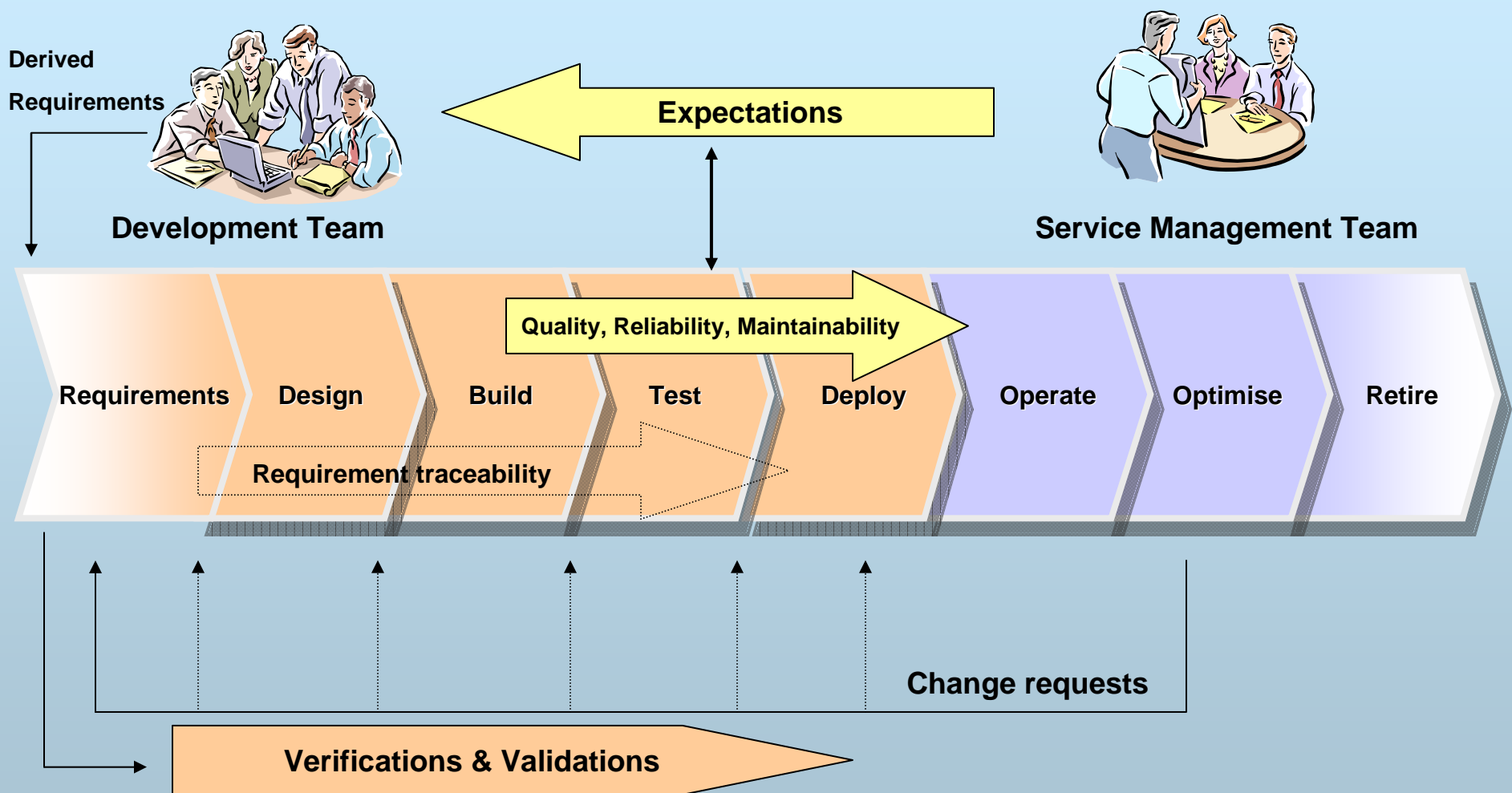
ISO 20000-1 Requirements



Integrated View of Development and Service Business



Impact of Service Quality on Product Requirement



Plan Service Management

OBJECTIVE: To plan the implementation and delivery of service management

- **Scope of service**
- **Objectives & requirements**
- **Workflow**
- **Management framework**
- **Interface with other functions**
- **Resource requirement**
- **Measurement**

Implementing New or Changed Services

OBJECTIVE: To ensure new/changed services can be delivered and managed

- **Proposal for new or changed services**

- Impact analysis
- Business case

- **Plan for service implementation**

- Roles and responsibilities
- Description of changes
- Changes in contract
- Resource
- Training
- Budget and schedule
- Service acceptance criteria

- **Post implementation review**

Service Level Management

OBJECTIVE: To define, agree, record and manage levels of service

- **Full definition of service**
 - Service characteristics
 - Target customers
 - Workload
 - Service level targets

- **Service level agreement (SLA)**

- **Supplier contract**

- **SLA monitoring**

Service Reporting

OBJECTIVE: To produce accurate reports for informed decision making

- **Performance against service level targets**
- **Non compliance and issues**
- **Workload**
- **Performance trend**
- **Satisfaction analysis**

Service Continuity & Availability

OBJECTIVE: To ensure agreed service levels are maintained in all circumstances

- **Business impact analysis**
- **Service continuity plan**
- **Plan testing**
- **Impact of changes**
- **Measurement of availability**

Budgeting & Accounting

OBJECTIVE: To budget and account for the costs of service provision

- **Budgeting and accounting for all components of service**
- **Direct and indirect costs**
- **Financial control and authorization**
- **Monitoring and reporting of cost against budget**
- **Cost of service changes**

Capacity Management

OBJECTIVE: To ensure sufficient capacity to meet current and future business demand

- **Capacity Planning**

- Current capacity
- Future capacity requirements
- Capacity threshold
- Predicted impact of external changes

- **Predictive analysis**

- **Monitoring of capacity utilization**

- **Tuning of service performance**

Information Security Management

OBJECTIVE: To manage information security effectively

- **Information security policy**
- **Risk assessment**
- **Security controls**
 - Implement requirements of policy
 - Manage associated risks
- **Security incidents**
- **Measure effectiveness of security controls**

Business Relationship Management

OBJECTIVE: To establish and maintain good relationship between business and service provider

- **Customer account managers**
- **Identify customers and end users of service**
- **Joint service review meetings**
- **Changes to SLA and contract**
- **Customer complain process**

Supplier Management

OBJECTIVE: To manage supplier relationship to ensure seamless quality of service

- **Vendor contract managers**
- **Alignment of supplier SLAs with customer SLAs**
- **Defined relationship between lead and subcontracted suppliers**
- **Supplier performance review**

Incident Management

OBJECTIVE: To restore services as soon as possible

- **Recording of Incidents**
- **Incident classification**
 - Severity
 - Priority
- **Incident resolution**
- **Escalation**
- **Customer communication**

THIS IS A REACTIVE MEASURE

Problem Management

OBJECTIVE: Proactive identification of the cause of incidents to minimize incidents

- **Recording of problems**
- **Analysis and identification of the root cause of incidents**
- **Problem resolution often requires change management**
- **Review effectiveness**

THIS IS A PROACTIVE MEASURE

Configuration Management

OBJECTIVE: To define and control the components of services and infrastructure

- **Configuration identification**
- **Configuration baseline**
- **Configuration audits**
- **Configuration status accounting**
- **CMDB**

Change Management

OBJECTIVE: To ensure all changes are implemented in a controlled manner

- **Change request**
- **Types of change (e.g. emergency change)**
- **Change approval**
- **Implementation of change**
- **Verification of change**

Release Management

OBJECTIVE: To control release of new and/or changed services to live environment

- **Release policy**
- **Release plan**
- **Rollback mechanism**
- **Acceptance test environment**
- **Measurement of success and failure of releases**

Thank You

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