

ITIL Status Report April 25, 2006

After the ITIL CMM assessment in August 2005, the ITIL workgroup, at the recommendation of the consultant, focused on improving Service Desk, Service Level Management, Incident Management, Problem Management, and Change Management with the goal of raising each process one maturity level. In order to accomplish this, the workgroup evaluated the processes that needed to be in place, determined specific tasks to improve or implement these processes, and selected the tasks that we felt would accomplish our goal and provide the greatest pay back.

Service Desk

The tasks we set for the Service desk were:

- Upgrade Remedy
- Audit trouble tickets for completeness and closure
- Document service desk processes

Implemented ITIL initiatives include:

- The Service Desk is now performing a monthly Remedy ticket audit. This audit rates the requestor information, onsite, location, summary description and log information for completeness and accuracy. This activity provides information to help improve problem management.
- All Service Desk process's and procedures have been updated or completed.

Future initiatives include:

- A Remedy upgrade to the new web version 6.0 is currently in progress and should be completed towards the middle of May '06. This upgrade should provide:
 - A customer web interface to provide progress updates on customer incidents.
 - Pre-violation SLA notifications to the Service Desk and field technicians.
 - Automated ticket escalations.
 - A problem management module to track high level problems throughout a complete lifecycle.
- Implement monitoring tools located within the Service Desk area to provide a visual update on servers, switches and routers. This would alert the Service Desk to degraded or failed resources.

Incident Management

The tasks set for Incident Management included:

- Rework the Category, Type, and Item (CTI) classifications to better reflect the business
- Automate trouble ticket escalation
- Document processes and procedures

The implemented ITIL items to date include:

- The escalation process has been documented. This documentation includes OIT internal operational level agreements and escalation procedures.

- During the Remedy upgrade process, all CTI's were visited and prepared for the Remedy upgrade.

Future initiatives include:

- After the Remedy upgrade is completed automatic escalations will be implemented. .

Problem Management

The tasks identified for Problem management were:

- Form a team for problem analysis
- Develop a procedure to review problems and determine the root cause
- Document the process so that others can use it

Problem Management is working tightly with the OIT Service Desk. As of today, Problem Management has been formed. It relies upon the Service Desk Manager to bring ITIL defined problems to the team. Once this has happened the team is assembled to work through the current problem management checklist. Tasks are assigned to individuals and the team regroups until the problem resolution is in place.

We are currently waiting the deployment of the next version of Remedy. This version will be deployed with the problem management module. This will help us to develop automatic triggers to problem management and tightly link problem status to incidents. This will also allow us to have a good repository for problem management documentation.

Change Management

The tasks identified for Change Management were:

- Define and document the Change Management process
- Develop a Request For Change (RFC) process
- Form a Change Advisory Board (CAB)
- Implement the Change Management process

The Change Management process is well under way and should be fully implemented by May 2006. The CAB has been selected and the Request For Change (RFC) process is ready to use. Processes have been defined and documented within the Technical Services area of OIT. Significant changes to operations and services will be reviewed and approved by the CAB. This will help minimize service disruptions.

The next step in Change Management is to integrate with the Configuration Management Database (CMDB).

Service Management

The main task in Service Management was to develop a Service Catalog. We have completed an initial pass at collecting service catalog information from all managers in the Netcom/OIT department. This information has been entered into a database that can be used to track and

update the service catalog. As a way of making the service catalog accessible to a broader population we are experimenting with including searchable reports from the database in the planet.netcom.utah.edu web pages. Next steps will be 1) to define a process/procedure to keep the service catalog up to date with current service changes and 2) create a consumer-friendly version of the service catalog that could be published via the www.it.utah.edu website.

Monitoring Group Project

While not an ITIL process in and of itself, service monitoring is a key component of several ITIL processes. In order to prepare for the next phase of our ITIL implementation and because of some operational needs with Technical Services, we felt we needed to move this function into our Phase 1 implementation. Our progress to date includes:

- Reviewed alternatives to TelAlert wireless notification software, which is not presently under active support. I arranged and co-coordinated initial WebEx product reviews of Semotus HipLink for NOCC, Systems and Help Desk groups, to better understand user needs and HP OpenView and Remedy Help Desk software integration of notification software.
- Completed HP OpenView Network Node Manager software training from Greenlight Group, in December 2005. Have requested permission to attend the HPsoftwareforum OpenView Conference in Miami, in June 2006.
- Have undertaken on-the-job training with NOCC personnel to prepare for July 2006 transition; taking over daily Operational aspects of HP OpenView Network Node Manager. Have setup NNM user accounts on NNM server and I am acquiring a dedicated monitoring workstation station in NSC to facilitate this task.
- Working with the data center committee (M. Morgan) to co-ordinate critical infrastructure monitoring.
- Provide critical campus library services monitoring support (both on campus and off-campus).

Next Steps

The workgroup feels that we can accomplish all the tasks for Phase 1 by August 2006 at which point we will start on our Phase 2 goal which is to raise the maturity of Release Management Configuration Management, Capacity Management, Availability Management, and Continuity Management one level from the 2005 assessment. The major focus of Phase 2 will be to develop the Configuration Management Database (CMDB) and integrate service monitoring into the Service Desk, Incident, Capacity and Availability Management ITIL processes.