



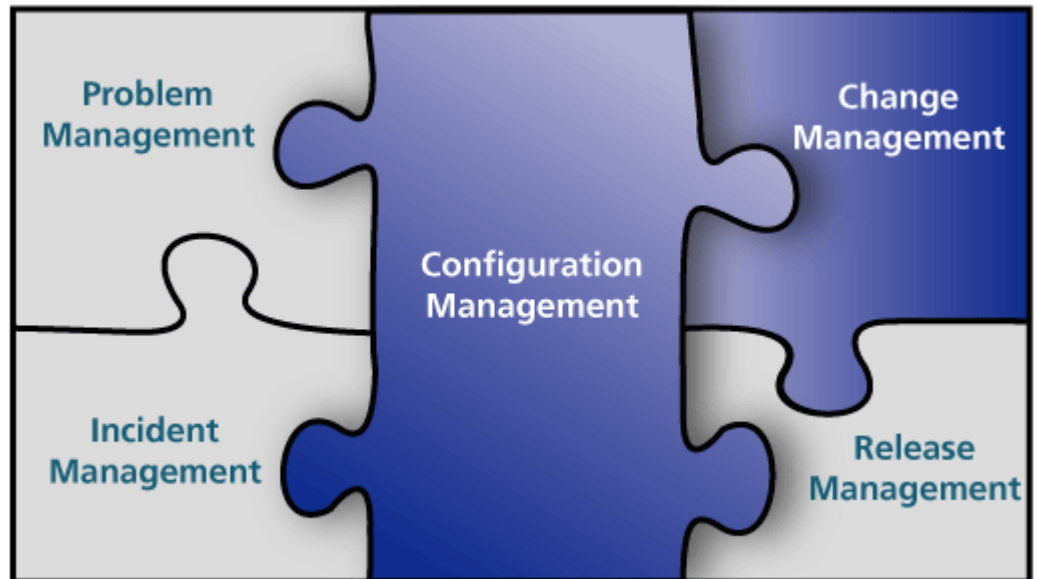
Information Technology Infrastructure Library (ITIL)

The **Information Technology Infrastructure Library (ITIL®)** is a framework of best practice approaches that facilitate delivery of high quality information technology (IT) services. ITIL outlines an extensive set of management procedures that support businesses in achieving financial quality and value in IT operations. ITIL is a series of documents that are used to facilitate the implementation of a framework for IT Service Management. This customizable framework defines how Service Management is applied within an organization. It aligns with the international standard, ISO 20000. SiloSmashers provided Project Management and Business Process expertise in lead roles in three major business processes: Infrastructure Planning,



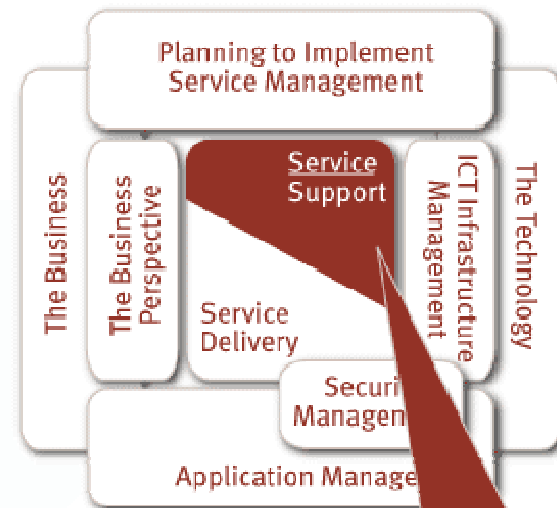
Solutions Development, and User Support. The initial phase of the project involved the development of an Executive Steering Committee, developing a reporting structure for information exchange, and setting up three Integrated Process Teams. Teams were established with a cross functional representation on each team to ensure that all aspects of each process area were thoroughly represented on the teams. The teams were initially led by a SiloSmashers facilitator, providing training on the IDEF process modeling technique and guiding the teams in process decomposition and workflow development.

SiloSmashers also provided the administrative support for each team, including agenda development, meeting minutes development, and presentation development for the Steering Committee. The Infrastructure Planning team faced unique challenges because there was no existing process in place.



Thus, the team developed a new business process for this area. The Solutions Development team designed a single business process where there had previously been a unique process for each system development project in the organization. For the User Support team, the challenge was designing user support processes that were in accordance with ITIL (Information Technology Infrastructure Library) standards. SiloSmashers helped develop and document a process for automated and integrated Configuration and Change Management supported by tools that leveraged easily accessible configuration and relationship information for hardware, software and custom applications.

Our staff trained and coached the team by mapping current “As-Is” processes against ITIL, and incorporating this framework for the industry best practices into the solution. We provided project and team leadership, and coaching and mentoring of team leaders and members. We integrated appropriate process improvement methodologies with the project framework for Process Improvement.



Service Support is concerned with technology-related processes and includes these six components:

- Incident Management
- Problem Management
- Change Management
- Configuration Management
- Release Management
- Service Desk

