

# ITIL at a Glance

## Service Support

### Problem 2

#### Manage Errors

Move unknown errors to known errors, problem solving, work-around, reports. **Problem DB**

### Configuration 3

#### Manage the Territory

Keep track of all CIs. Map is the territory. **CMDB**.

### Change 4

#### Manage Coordination

Make change fast, easy, & consistent; authorization, implementation reviews. **Change DB. CAB/EC**

### Incident 1

#### Manage Calls

Continuity, Access, Acceptance  
Get user back online, up and running,  
Incident reports, **ICS DB**

# Service Desk

### Service Level 6

#### Manage Customers

Negotiations, target services, monitoring performance.  
**SLM, SLA, OLA, UC**

### IT Financial 7

#### Manage Assets/Cost/Profit

Cost effective stewardship, allocation, forecast, optimum VFM, good ROI.

### Capacity 8

#### Manage the Future

Healthy growth, customer confidence, meet new business/customer needs, Capacity Plan. **CDB**

### IT Continuity 9

#### Manage the "What IFs"

Disaster recovery plan, BIA, RA, threats, vulnerabilities mitigate impact of major failure.

### Release 5

#### Manage Roll-Outs

Vendors, software control, updates, batch processes, back out plans, CMDB updates. **DSL/DHS**

### Availability 10

#### Manage the Present

Optimization of current structure, correct configuration and complexity to meet business/customer needs.



## Service Delivery

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