

ITIL Training Observations

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ITIL

- “Information Technology Infrastructure Library is a framework for IT service management (ITSM).” --*from Fruition Partners training materials.*
- A structure for providing needed services and efficient handling of problems that arise related to those services.
- Developed to help IT service organizations improve efficiency by helping define good practices, processes, roles, responsibilities, incident management, etc.
- Primarily aimed toward service desk style service delivery.
 - Most useful when the need is to service large numbers of users with a fairly high number of requests.
 - Changes to services could affect a lot of people.
 - Many of the problems that come up have been seen before.

Can ESE benefit from ITIL?

- In some sense, ESE could be considered a service provider, with experimenters as our users.
- This could be a bit of a stretch, however, since we generally produce physical products or systems for experiments. In this way, we're more like Costco and less like Comcast.
- We “service” a small number of (usually) complex requests.
- We do provide support services for our products.
- We sometimes provide consulting services or “assistance as needed”.

ITIL in ESE?

- Some ITIL concepts could potentially be applied in ESE.
 - ESE Incident Management? -- We don't really have incidents like a service desk might have. There's not usually a need to triage a problem reported by an experimenter. They know who to call.
 - ESE Problem Management? -- As above, Incident's/Problems reported by experimenters will be handled by the design team that produced the particular product for them. I'm not sure we need or want a formal Incident/Problem tracking database and its overhead.
 - ESE Change Management? -- The ramifications of proposed changes to our products are usually discussed with experimenters before they are implemented. A formalized process here seems like a lot of overhead.
 - ESE Service Catalog? -- maybe. We could try to document the specific things we're good at and make that information more available to experimenters.

Summary

- An ESE services catalog could be helpful to experimenters, but we have to be careful.
 - If they don't see what they need in our catalog, will they look someplace else before asking us about it?
 - Someone has to write the catalog and keep it up to date
- Incident/Problem management implies yet another database to track things.
 - Who develops and maintains the database?
 - Is this a solution to a problem we actually have?
- We traditionally work closely with experimenters to define their problem, develop a solution, then integrate it with their apparatus. This has worked pretty well for us in the past.
 - Of course there is always room for improvement.
 - Will ITIL help us improve, or will the extra overhead slow us down and reduce our service level?