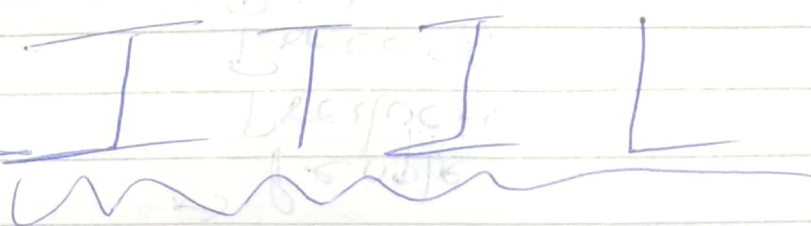


## \* Chiller Maintenance

Road safety  $\Rightarrow$  VR Based. video.

5<sup>th</sup> Sept '28



$\Rightarrow$  Infra  $\rightarrow$  Managed, Upgrade, Maintained

$\hookrightarrow$  Addition or removal of PC, printer is called service.

\* Structure way of using processes <sup>set of</sup> by the teams is called framework.

## \* Video Conference $\rightarrow$

Service provider - CCD

Supplier - Airtel, Cisco.

Customer  $\rightarrow$  Infy Employees

## ITIL

↳ framework for managing IT services with the help of people, process & tools.

→ Managing IT services is called IT Service Management (ITSM)

SLA → Request fulfillment, service restoration on time & other factors like Data security, back up & recovery etc is known as SLA

↳ Agreement bet<sup>n</sup> service provider & customer.

4 Ps → People  
Products  
Process  
Partners

## Steps

- ① Plan
- ② Create the service
- ③ Roll out the service
- ④ Maintain & Support
- ⑤ Improve the service.

## ITIL

- ① Strategy
- ② Design
- ③ Transition
- ④ Operation
- ⑤ CIP

## I] Service Strategy

- ① Demand Management
- ② Financial Management
- ③ BIZ Rel<sup>n</sup> Mgt
- ④ Service portfolio Mgt
- ⑤ Strategy Mgt

## I] Service Design

- ① Service Level Mgt
- ② Availability Mgt
- ③ Capacity Mgt
- ④ Info. Security Mgt

- ⑤ IT Service Continuity Mgt
- ⑥ Service Catalog Mgt
- ⑦ Suppliers Mgt
- ⑧ Design Co-ordination

### III] Service Transition

- 1) Change Mgt
- 2) Service Asset & Config Mgt
- 3) Release & Deployment Mgt
- 4) Knowledge Mgt
- 5) Change Evaluation
- 6) Service Validation & Testing
- 7) Transition Planning & Support

### IV] Service Operations

- 1) Request fulfillment
- 2) Incident Management
- 3) Problem Management
- 4) Event Management
- 5) Access Management

↓

\* Continual Service Improvement

→ Plan-Do-Check-Act (PDCA cycle)



Pilot run



Rollout

\* RACI matrix ⇒ Method to distribute the roles & responsibilities to different members of the team, so each team is aware of their job. while executing

R →	Responsible	—	Process Manager
A →	Accountable	—	Process Owner
C →	Consulted	—	Subject Matter Expert
I →	Informed	—	Team members