

The Services Eutek Delivers support the most up-to-date service management approaches.

Here is the general information about ITIL / ETOM.

Service Management Approach in IT - Information Technology Infrastructure Library (ITIL)

Information Technology Infrastructure Library (ITIL) is an internationally recognized framework that provides comprehensive best practice guidelines on all aspects of end-to-end service management. It covers people, processes, products, and the use of partners.

It began in the 1980s when the UK government initiated an exercise to standardize its diverse IT processes. The best practices contained in ITIL are independent of tool, vendor, or industry and can be applied to an organization of any size.

ITIL encourages organizations to adapt and adopt its suggestions to meet business needs and improve processes.

ITIL Version 2

ITIL® version 2 was released in 2000 and consists of a series of 10 books. It focuses primarily on two aspects of Service Management: Service Support and Service Delivery.

There are 7 primary books that make up this series:

- Service Delivery
- Service Support
- Application Management
- ICT Infrastructure Management
- Software Asset Management
- The Business Perspective (includes volume 1 and volume 2)
- Security Management

In addition, there are 3 other books in the series. These do not introduce any new IT processes, but contain important information.

- An Introduction to ITIL
- Planning to Implement Service Management
- Small-Scale Implementation

ITIL V2 consisting of nine books provides best practices in aligning technology with the business, and with guidance focused on key IT processes to deliver effective services to the business. With ITIL V3, the processes are organized within a core set of six publications.

ITIL Version 3

In 2007, ITIL® Version 3 was launched that includes a life cycle management. The core ITIL v2 Service Management processes remain in version 3, but are augmented by other processes to emphasize the full lifecycle of services. The stages of the service lifecycle (which are also the names of the 5 core books of ITIL v3) are shown in the following table.

approach in five core volumes:

Service Strategy
Service Design
Service Transition
Service Operation
Continual Service Improvement

Service Strategy

This core volume provides a view to align business and IT so that each area brings out the best in the other. It ensures that every element of the service life cycle is focused on client outcomes and relates to all the companion process elements that follow. The four main activities in the Service Strategy are to define the market, develop the offerings, develop the strategic assets, and prepare for execution. Service Strategy encompasses the following processes:

Strategy Generation
Market Intelligence
IT Financial Management
Service Portfolio Management
Demand Management
Risk Management

Service Design

This core volume provides guidance for the design of a new or changed service for introduction into the live environment, ensures there is a holistic approach to all aspects of design, and considers all aspects when changing or amending any of the individual elements of a design. Service Design encompasses the following processes:

Service Portfolio Management

- Service Catalog Management
- Service Level Management
- Capacity Management
- Availability Management
- Service Continuity Management
- Information Security Management
- Supplier and Contract Management

Service Transition

This core volume provides guidance for the development and improvement of capabilities for transitioning new and changed services into the production environment. It focuses on the broader, long-term change management role and release practices. Service Transition encompasses the following processes:

- Change Management
- Service Asset and Configuration Management
- Knowledge Management and Service Knowledge System
- Service Release and Deployment Planning
- Performance and Risk Evaluation
- Testing
- Acquire, Build, and Test Release
- Service Release, Acceptance, Test, and Pilot
- Deployment, Decommission, and Transfer

Service Operation

Service Operation introduces, explains, and details delivery and control activities to achieve operational excellence on a day-to-day basis. Many of the familiar processes from the former service support and service delivery books of ITIL Version 2 are in this book. Service Operation encompasses the following processes:

- Monitoring and Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management

Continual Service Improvement

This volume provides guidance for continual alignment of the portfolio of IT Services with the current and future business needs, growth, and maturity of the enabling IT processes for each service in a continual service life cycle model, activities to support a continual process improvement plan, and how to measure, interpret, and take action. Continual Service Improvement encompasses the following processes:

- Measurement and Control
- Service Measurement
- Service Assessment and
- Process Assessment and
- Service Level Management
- Improvement Planning



ITIL® SERVICE MANAGEMENT PRACTICES V3 QUALIFICATION SCHEME

[IBM® Tivoli® Unified Process \(ITUP\)](#) provides detailed documentation of [IT Service Management](#) processes based on industry best practices. ITUP is strongly aligned with industry best practices, including the recently released ITIL® V3 best practices. ITUP gives you the ability to significantly improve your organization's efficiency and effectiveness. ITUP enables you to easily understand processes, the relationships between processes, and the roles and tools involved in an efficient process implementation.

Service Management Approach in GSM/TELCO - ETOM

The most widely used and accepted set of standards for this sector of the world communications market is ETOM, which stands for Enhanced Telecom Operations Map. The enhanced part of the title illustrates the focus on cutting-edge telecom technologies, such as DSL, broadband, and Internet-related telephony. As with other sets of business standards, ETOM is regularly updated. The current version is Version 4.5.

At its most basic, ETOM is a blueprint for telecom companies to implement enterprise practices. Topics are generally broken down into three groups:

- **Strategy, Infrastructure, and Product:** including marketing and offer management, service development and management, resource development and management, and supply chain development and management
- **Operations:** including customer relationship management, service management and operations, resource management and operations, and supplier/partner relationships management
- **Enterprise Management:** including strategic and enterprise planning, enterprise risk management, enterprise effectiveness management, knowledge and research management, and financial and asset management.

Customer

