

Overview and Current Trends with ITIL

Michael Robinson, Third Sky



Professional Techniques Track – Session T22

Abstract:

This presentation will provide the audience with a brief overview of the Version 3 ITIL framework and then discuss some relevant current trends related to the adoption of, and alignment, to that framework. Specific topics will include:

- Brief overview of the Service Lifecycle as described by the ITIL v3 framework
- How organizations are using the Service Lifecycle as a context for their Service Improvement initiatives
- How organizations are leveraging both ITIL and COBIT as they improve their service management capability and provide evidence to both internal compliance and external auditors
- How and why organizations are choosing to pursue the ISO/IEC 20000 certification, and the difference between ITIL certification and ISO/IEC 20000 certification

Target Audience:

The target audience for this session includes anyone interested in gaining insight into current trends in the usage of the ITIL and COBIT frameworks. Primarily, this would include:

- Financial auditors
- IT Compliance staff
- Internal Compliance staff
- Business users (or anyone) that want to understand IT related control objectives and why they matter

This presentation is suitable for an intermediate / experienced audience.

COBIT Objectives:

CobIT in general will be referenced, and specific examples will be drawn from COBIT objectives such as:

- A16 Manage Changes
- A16.2 Impact Assessment, Prioritisation and Authorisation
- A17 Install and Accredite Solutions and Changes
- A17.6 Testing of Changes
- DS9 Manage the Configuration
- DS9.1 Configuration Repository and Baseline
- DS9.2 Identification and Maintenance of Configuration Items



Speaker Bio:

Michael Robinson brings over 15 years of experience in helping clients to mature their processes and better leverage technology to meet their changing business needs. Michael is currently Vice President of Services for Third Sky, Inc., an IT Service Management consultancy. Michael's client experience spans the health care, financial services, education, and high technology verticals.

Michael is a certified ITIL® v3 Service Management Expert and an ITIL® v2 Service Manager. He brings particular expertise in Service Strategy, Service Design, and Service Transition. Michael's key strengths include large-scale project & program management, service portfolio definition, process improvement, functional design, and organizational change management. Michael is an educator, consultant, and frequent speaker at IT Service Management events, including itSMF Fusion and the ISACA San Francisco's 2009 Fall Conference.

Prior to joining Third Sky, Michael managed consulting teams at Accenture, Alliance Consulting, and Breakaway Solutions.