

## Fragen

Braucht die Welt wirklich noch ein ITSM-Framework?

FitSM Idee, Struktur, Inhalte

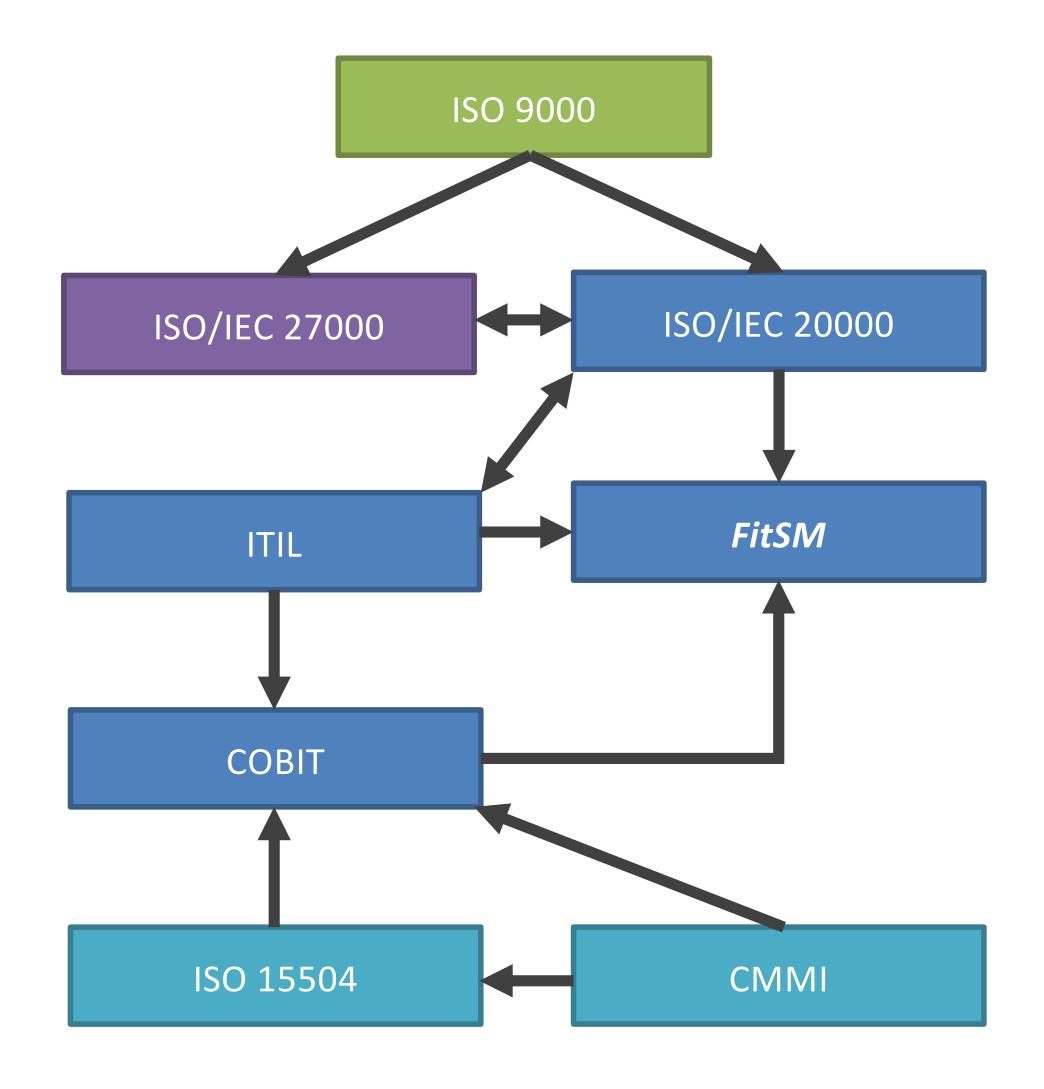
FitSM-Praxis

Aktueller Status und Ausblick





# Braucht die Welt wirklich noch ein ITSM-Framework?









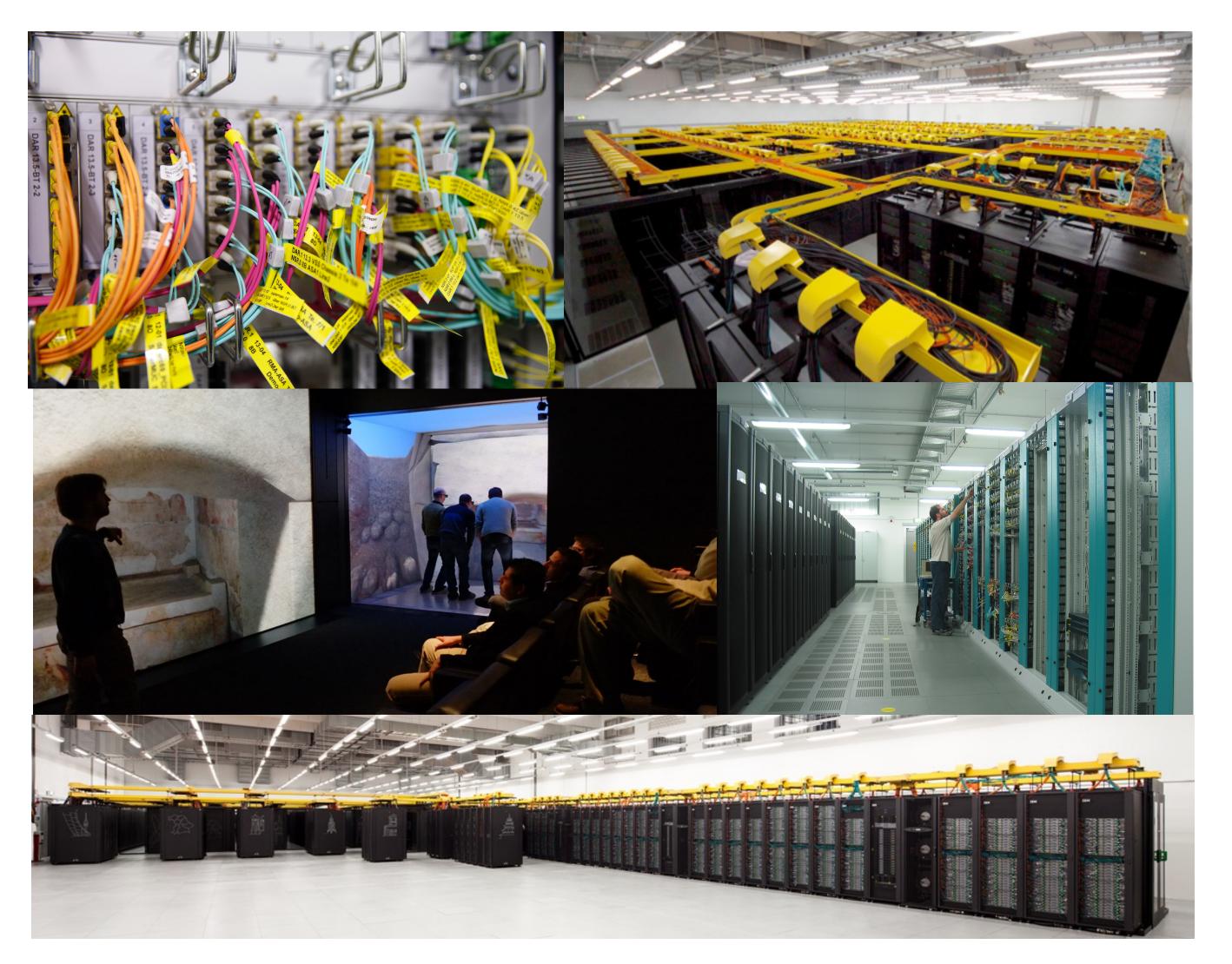
# LRZ (Forschungscampus Garching)







#### Was betreibt das LRZ?



- Zwei Hochleistungsrechner
  (z. Zt. #23,#24 in der Top500)
- Virtual-Reality-Center
- Münchner Wissenschaftsnetz
- Eine Menge weiterer IT-Dienste für die Münchner Universitäten

Betrieben von ca. 160 IT-Mitarbeitern, viele mit wissenschaftlichem Hintergrund



#### Entwicklungen 2007





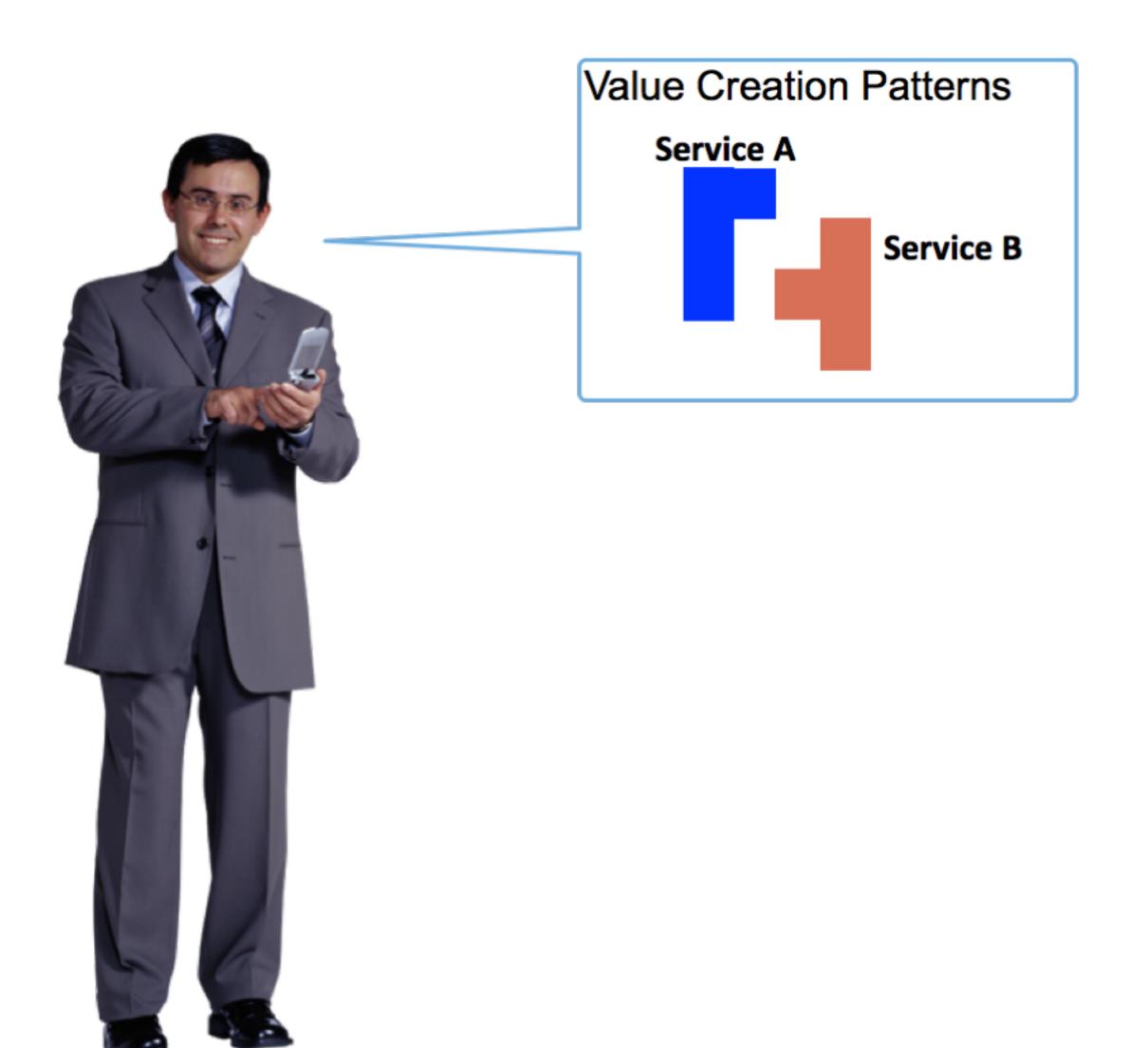


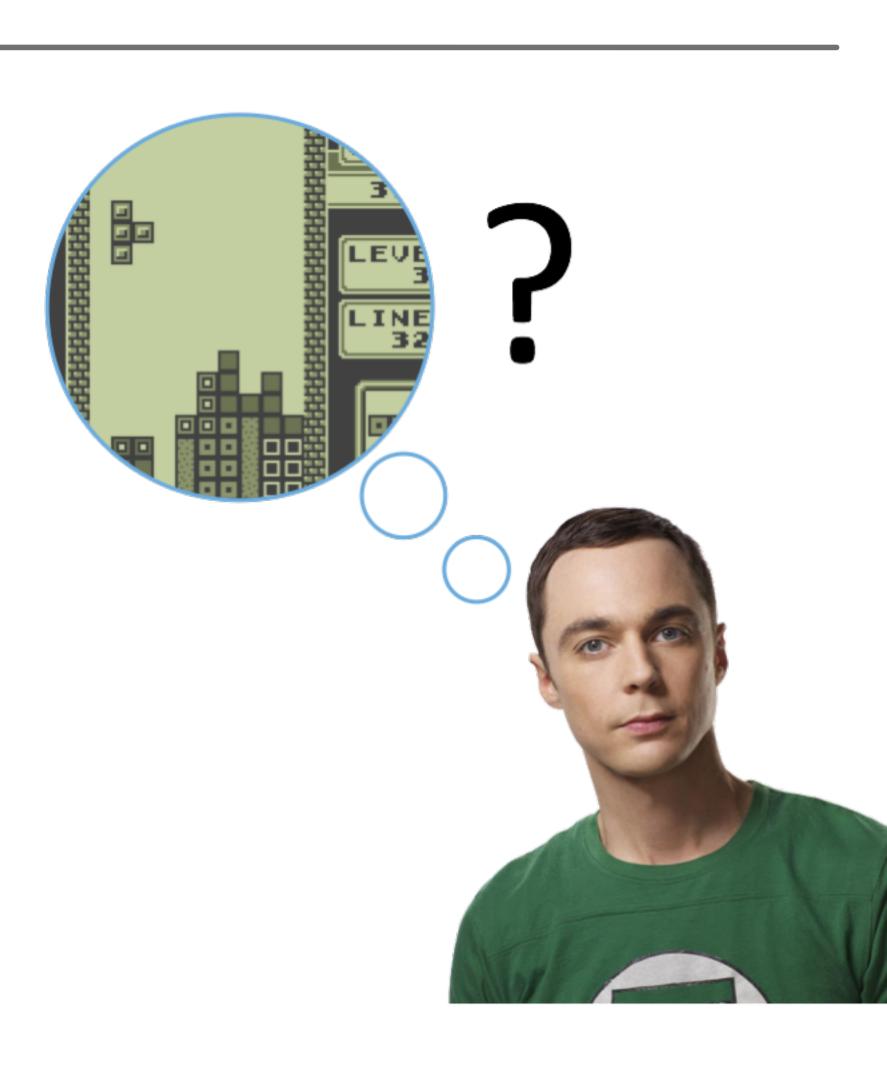
und: Herr B. ...

- ... gibt seine Dissertation zu "Werkzeugunterstützung für ITIL-orientiertes Dienstmanagement" ab
- ... fängt an viele, viele Zertifikate zu machen
- ... überlegt sich, wie ITSM am LRZ etabliert werden sollt
  - Welche Trainings?
  - Welche Prozesse?



### Sprache und Kultur







#### Aufwand



Project and quality plans

Business Continuity strategy

ITSCM policy and strategy

ITSCM plans

Recovery plans

BCM plans

Technical plans

Crisis Management plans

Disaster Recovery plans

Emergency Response plans

Disaster Recovery Invocation Guideline

Damage Assessment Plan

Salvage Plan

Vital Records Plan

Crisis Management and Public Relations Plan

Accommodation and Services Plan

Security Plan

Personnel Plan

Communication Plan

Finance and Administration Plan

Index of disaster-relevant information

Business Impact Analysis reports

Risk Assessment

Risk Analysis and Management reviews and reports

ITSCM Review

ITSCM testing schedule

ITSCM test scenarios

ITSC reports

Testing reports and reviews

Forecasts and predictive reports

Cls for plans

RfCs for plans

• • •







#### Wunschliste

#### Standard / Framework

- Konsistenz und Belastbarkeit\*
- Trennung des wichtigen (*must* have) vom nicht ganz so wichtigem (*nice to have*)\*
- Direktere Umsetzbarkeit, z.B. tatsächlich einsetzbare Vorlagen und Beispiele\*\*
- Realistisch und praxisnah auch für "kleinere" IT-Organisationen

# Training / Personenzertifzierung

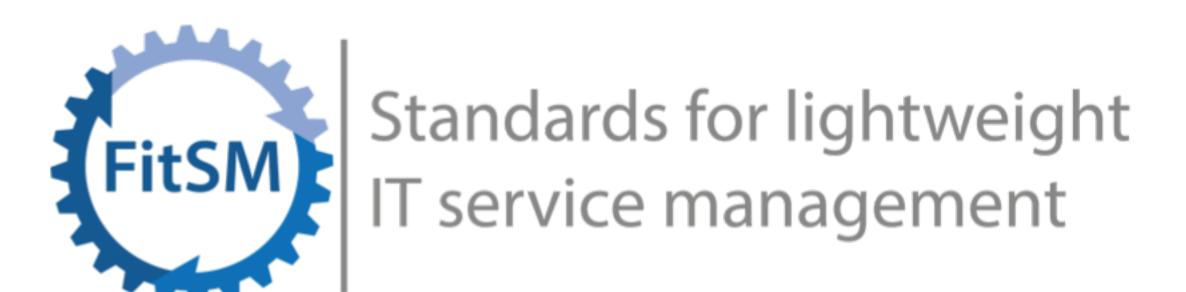
- Basisnähere Foundation
- Effizientere Fortgeschrittenen-Schulungen



#### FedSM-Projekt 2012-2015

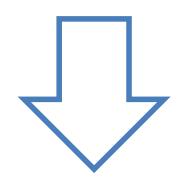


## FitSM Idee, Struktur, Inhalte













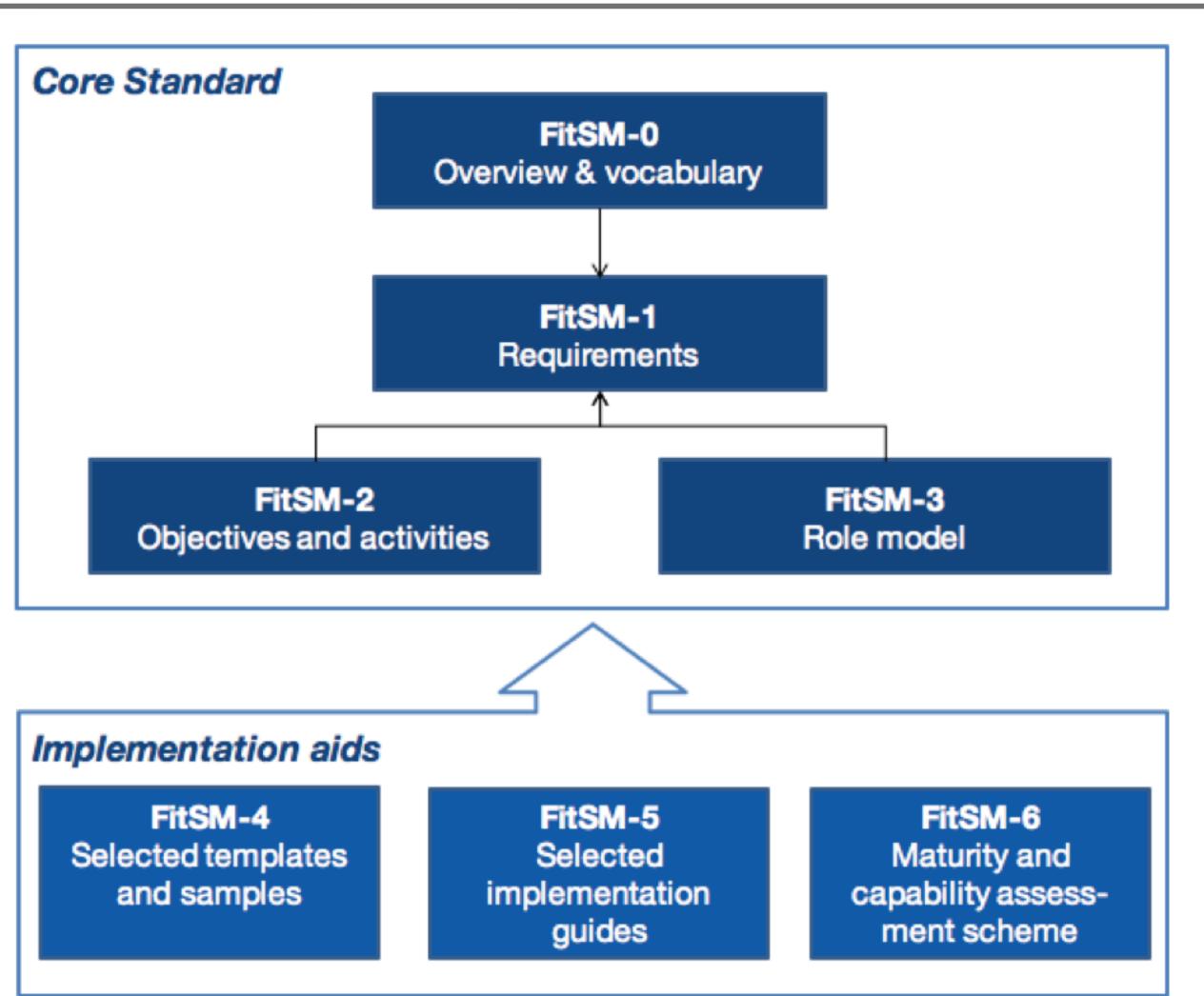


#### FitSM Standard

An QM-Prinzipien orientierter, "no nonsense" ITSM-Standard

- Konkret (auditierbar)
- Pragmatisch
- Umsetzbar
- Zugänglich





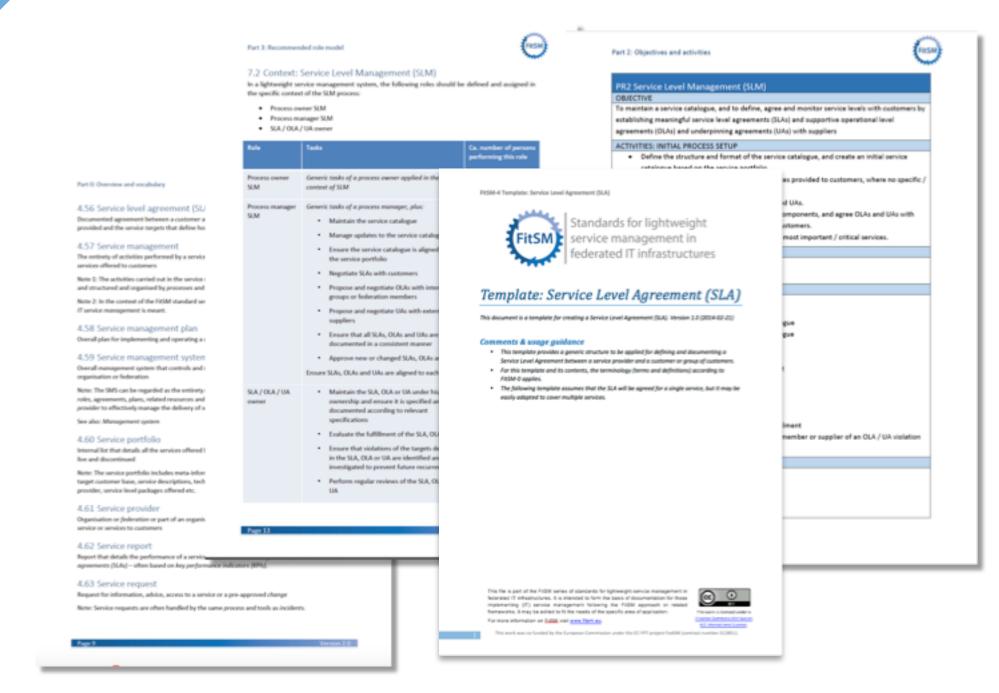
#### FitSM-1



#### **REQUIREMENTS**

- PR2.1 A service catalogue shall be maintained.
- PR2.2 For all services delivered to customers, SLAs shall be in place.
- PR2.3 SLAs shall be reviewed at planned intervals.
- PR2.4 Service performance shall be evaluated against service targets defined in SLAs.
- PR2.5 For supporting services or service components provided by federation members or groups belonging to the same organisation as the service provider or external suppliers,
   OLAs and UAs shall be agreed.
- PR2.6 OLAs and UAs shall be reviewed at planned intervals.
- PR2.7 Performance of service components shall be evaluated against operational targets defined in OLAs and UAs.

#### FitSM-0, -2, -3, -4, -5





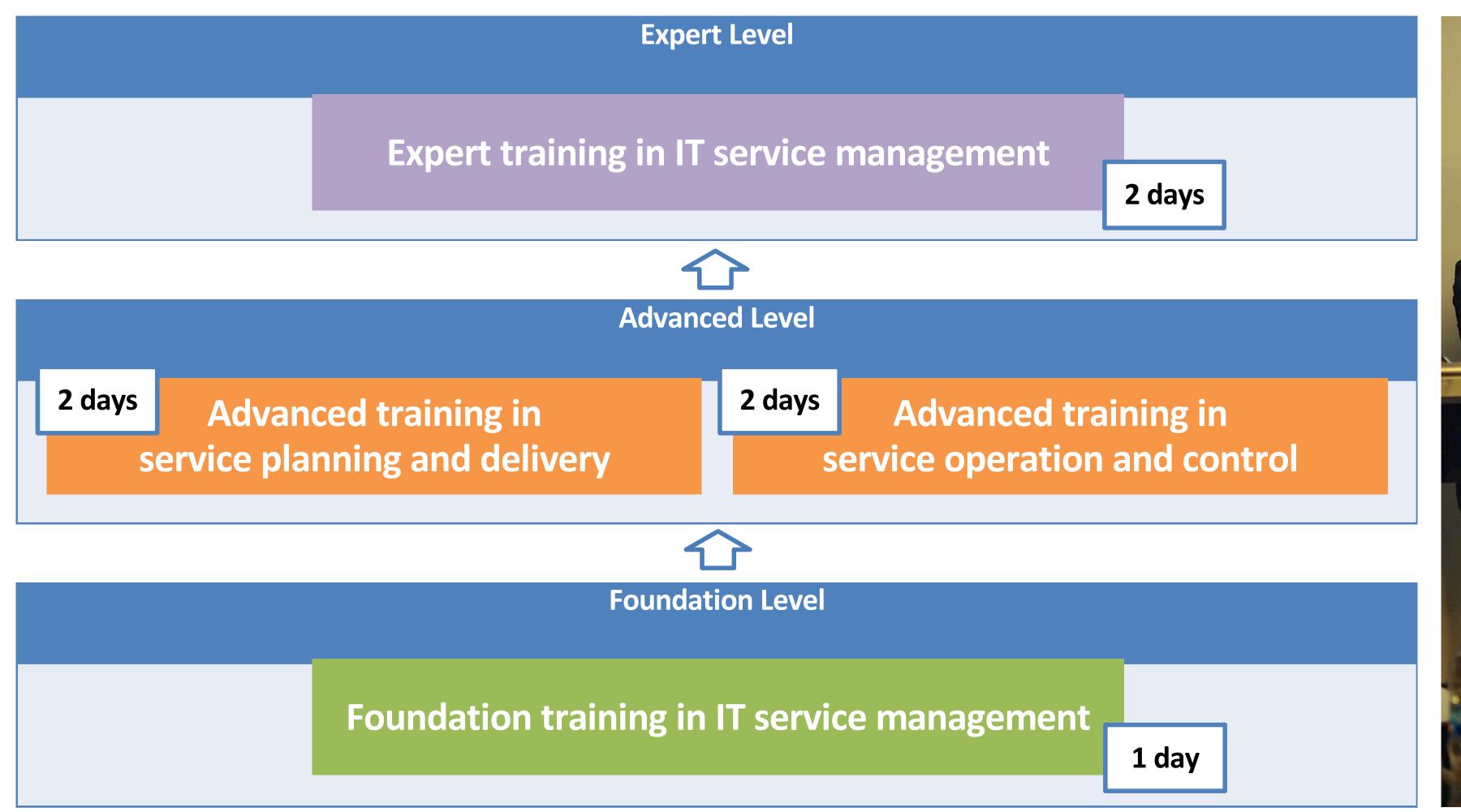
,	,		, ,	
PR2.3	SLAs shall be reviewed at planned	1 - Ad-hoc	SLAs, if any exist, are reviewed on demand and on an individual and	_
	intervals.		unsystematic basis.	
		2- Repeatable	SLAs are reviewed periodically, but the frequency and procedure of	
			reviews is undefined and inconsistent. Responsibilities for SLA reviews are	
			not documented.	Select
		3 - Defined	SLAs are reviewed periodically and systematically. Reviews assess	
			appropriateness, achievability and necessary support from other	
			agreements. Reviews are based on defined and documented	

responsibilities and records are kept.

i						
İ	PR2.1	Passed	Passed	Passed	Not Passed	
į	PR2.2	Passed	Passed	Passed	Not Passed	
į	PR2.3	Passed	Passed	Not Passed	Not Passed	
į	PR2.4	Passed	Passed	Not Passed	Not Passed	
i	PR2.5	Passed	Passed	Not Passed	Not Passed	



#### FitSM Qualifikationsschema





# FitSM in der Praxis









#### Einsatz von FitSM

Wie FitSM IT-Service-Management in Prozesse einteilt (process framework) ist

- ... fast wie in ISO/IEC 20000
- weniger detailliert und umfänglich als in ITIL, aber "kompatibel"

vgl. <a href="http://fitsm.itemo.org/fitsm-process-model-compared">http://fitsm.itemo.org/fitsm-process-model-compared</a>

FitSM kann Einstieg, Hilfe oder Ergänzung für ein ITSM nach ISO/IEC 20000 oder ITIL sein.

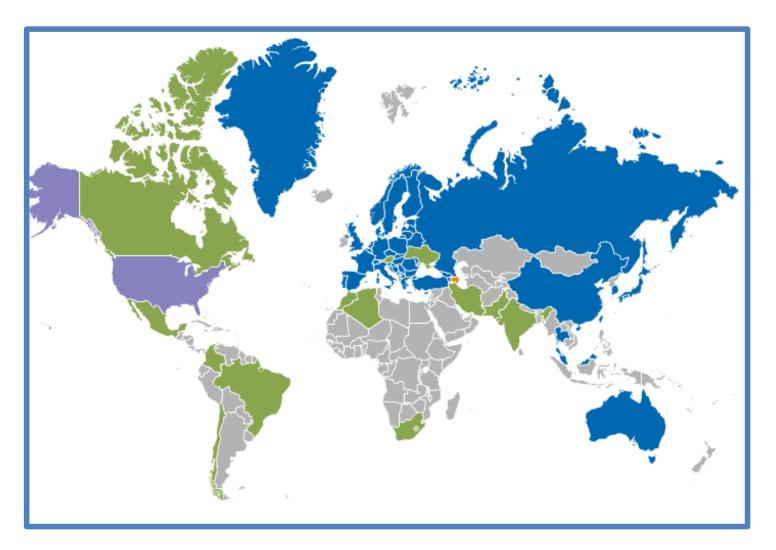
Service Portfolio
Service Level
Service Reporting
Service Availability and Continuity
Capacity
Information Security
Customer Relationship
Supplier Relationship
Incident and Service Request
Problem
Configuration
Change
Release and Deployment
Continual Service Improvement



#### Beispiel Service-Management-System von EGI.eu

- Projektstart 2013
- FitSM: Prozessstruktur, Anforderungen, Vorlagen, Self-Assessment, Trainings
- ITIL als "Nachschlagewerk"
- Zukunftsplan: ISO/IEC 20000 Zertifizierung





#### EGI.eu:

Stiftung mit Sitz Amsteram



"Federator" für die EGI-Grid-

Infrastrukturen:

LCPUs: 593,424

Disk: 286PB

1.5M Jobs / Tag

4.5M Wallclock h / Tag

350 Resource Centers

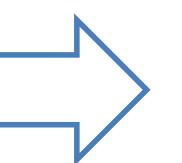
in über 50 Ländern



Standards for lightweight IT service management		FitSM		ty / Maturit ocess capabilit	y Assessment y results	Scheme		
FitSM Processes	•	nd goals	Requiremer Requirement co		Capability	assessment Level 2	Level 3	Targe
GR1: Top Management Commitment & Responsibility	Yes	2	GR1.1	Passed	Not Passed	Not Passed	Not Passed	Targets no
GR2: Documentation	Yes	2	GR1.2	Passed	Not Passed	Not Passed	Not Passed	Targets no
GR2: Documentation	res	2	GR2.1 GR2.2	Passed Passed	Not Passed Not Passed	Not Passed Not Passed	Not Passed Not Passed	Targets no Targets no
			GR2.3	Passed	Not Passed	Not Passed	Not Passed	Targets no
			GR2.4	Passed	Passed	Not Passed		Targets no
GR3: Defining The Scope of Service Management	Yes	2	GR3.1	Passed	Not Passed	Not Passed	Not Passed	Targets no
GR4: Planning Service Management (PLAN)	Yes	2	GR4.1	Passed	Not Passed	Not Passed	Not Passed	Targets no
			GR4.2 GR4.3	Passed Passed	Not Passed Not Passed	Not Passed Not Passed	Not Passed Not Passed	Targets no Targets no
GR5: Implementing Service Management (DO)	Yes	2	GR5.1	Passed	Not Passed	Not Passed		Targets no
			GR5.2	Passed	Not Passed	Not Passed	Not Passed	Targets no
R6: Monitoring and Reviewing Service Management (CHECK)	Yes	2	GR6.1	Passed	Not Passed	Not Passed	Not Passed	Targets no
GR7: Continually Improving Service Management (ACT)	Yes	2	GR6.2	Passed	Not Passed	Not Passed	Not Passed	Targets no
GK7. Continually improving service Management (ACT)	163	_	GR7.1 GR7.2	Passed Passed	Not Passed Not Passed	Not Passed Not Passed	Not Passed Not Passed	Targets no Targets no
PR1: Service Portfolio Management	Yes	2	PR1.1	Passed	Passed	Not Passed	Not Passed	Targets no
			PR1.2	Passed	Passed	Not Passed	Not Passed	Targets no
			PR1.3	Passed	Passed	Not Passed	Not Passed	Targets no
DD2. Carried Lavel Management	Yes	3	PR1.4	Passed	Passed	Passed	Not Passed	Targets
PR2: Service Level Management	res	3	PR2.1 PR2.2	Passed Passed	Not Passed Not Passed	Not Passed Not Passed	Not Passed Not Passed	Targets no
			PR2.2 PR2.3	Passed	Not Passed	Not Passed Not Passed	Not Passed Not Passed	Targets no Targets no
			PR2.4	Passed	Not Passed	Not Passed	Not Passed	Targets no
			PR2.5	Passed	Not Passed	Not Passed	Not Passed	Targets n
			PR2.6	Passed	Not Passed	Not Passed	Not Passed	Targets n
PR3: Service Reporting	Yes	2	PR2.7 PR3.1	Passed Passed	Not Passed Passed	Not Passed Not Passed	Not Passed Not Passed	Targets no
Tho. service Reporting		_	PR3.2	Passed	Not Passed	Not Passed Not Passed		Targets no Targets no
			PR3.3	Passed	Passed	Not Passed	Not Passed	Targets n
PR4: Service Availability and Continuity Management	Yes	1	PR4.1	Passed	Not Passed	Not Passed	Not Passed	Targets n
			PR 4.2	Passed	Not Passed	Not Passed	Not Passed	Targets n
			PR 4.3	Passed	Passed	Not Passed	Not Passed	Targets
PR5: Capacity Management	Yes	1	PR4.4 PR5.1	Passed Passed	Passed Not Passed	Passed Not Passed	Not Passed Not Passed	Targets n
Tho. capacity Wallagement		_	PR5.2	Passed	Passed	Not Passed	Not Passed	Targets n Targets
			PR5.3	Passed	Passed	Passed	Not Passed	Targets
			PR5.4	Passed	Not Passed	Not Passed	Not Passed	Targets n
PR6: Information Security Management	Yes	2	PR6.1	Passed	Passed	Passed	Passed	Targets
			PR6.2	Passed	Passed	Passed Passed	Passed Not Passed	Targets
			PR6.3	Passed	Passed Passed	Not Passed	Not Passed	Targets Targets n
			PRE	Passed	Passed	Passed	Passed	Targets
PR7: Customer Relationship Management		2	PR7	Passed	Passed	Passed	Passed	Targets
			PR7	Passeu	Passed	Passed	Not Passed	Targets
			PR7	Passed	Passed	Passed	Passed	Targets
		V	PR/	Passed	Passed Passed	Passed Passed	Not Passed Not Passed	Targets Targets
			PR7.6	Passed	Passed	Not Passed	Not Passed	Targets n
PR8: Supplier Relationship management	Yes	1	PR8.1	Passed	Passed	Passed	Not Passed	Targets
			PR8.2	Passed	Passed	Passed	Not Passed	Targets
			PR8.3	Passed	Passed	Not Passed	Not Passed	Targets
PR9: Incident and Service Request Management	Yes	3	PR8.4	Passed	Passed	Not Passed	Not Passed	Targets
Tho. Incluent and betwee request management	100		PR9.1 PR9.2	Passed Passed	Passed Not Passed	Not Passed Not Passed	Not Passed Not Passed	Targets n Targets n
			PR9.3	Passed	Passed	Passed	Passed	Targets
			PR9.4	Passed	Passed	Passed	Passed	Targets
			PR9.5	Passed	Passed	Not Passed	Not Passed	Targets n
			PR9.6	Passed	Passed	Not Passed	Not Passed	Targets n
PR10: Problem Management	Yes	1	PR9.7 PR10.1	Passed Passed	Not Passed Passed	Not Passed Not Passed	Not Passed Not Passed	Targets n Targets
9-11-11-11-11-11-11-11-11-11-11-11-11-11			PR10.2	Passed	Passed	Not Passed	Not Passed Not Passed	Targets
			PR10.3	Passed	Passed	Not Passed	Not Passed	Targets
DD44 0 0 0 00 00	W.	А	PR10.4	Passed	Passed	Not Passed	Not Passed	Targets
PR11: Configuration Management	Yes	1	PR11.1	Passed	Passed	Passed Not Bassed	Not Passed	Targets
			PR11.2 PR11.3	Passed Passed	Passed Passed	Not Passed Not Passed	Not Passed Not Passed	Targets Targets
			PR11.3	Passed	Passed	Passed	Not Passed Not Passed	Target
			PR11.5	Passed	Not Passed	Not Passed	Not Passed	Targets r
			PR11.6	Passed	Not Passed	Not Passed	Not Passed	Targets r
PR12: Change Management	Yes	3	PR12.1	Passed	Passed	Not Passed	Not Passed	Targets n
			PR12.2	Passed	Passed Not Passed	Not Passed	Not Passed	Targets n
			PR12.3 PR12.4	Passed Passed	Not Passed Not Passed	Not Passed Not Passed	Not Passed Not Passed	Targets n Targets n
			11112.4	Passed	Not Passed	Not Passed Not Passed	Not Passed Not Passed	Targets n
			PR12.5	rasseu				Targets n
			PR12.5 PR12.6	Passed	Passed	Passed	Not Passed	
					Passed Passed	Passed Not Passed	Not Passed Not Passed	
PR13: Release and Deployment Management	Yes	1	PR12.6 PR12.7 PR13.1	Passed Passed Passed	Passed Passed	Not Passed Not Passed	Not Passed Not Passed	Targets n Targets
PR13: Release and Deployment Management	Yes	1	PR12.6 PR12.7 PR13.1 PR13.2	Passed Passed Passed Passed	Passed Passed Passed	Not Passed Not Passed Not Passed	Not Passed Not Passed Not Passed	Targets n Targets Targets
PR13: Release and Deployment Management	Yes	1	PR12.6 PR12.7 PR13.1 PR13.2 PR13.3	Passed Passed Passed Passed Passed	Passed Passed Passed Passed	Not Passed Not Passed Not Passed Not Passed	Not Passed Not Passed Not Passed Not Passed	Targets n Targets Targets Targets
PR13: Release and Deployment Management	Yes	1	PR12.6 PR12.7 PR13.1 PR13.2	Passed Passed Passed Passed	Passed Passed Passed	Not Passed Not Passed Not Passed	Not Passed Not Passed Not Passed	Targets n Targets Targets Targets Targets
PR13: Release and Deployment Management	Yes	1	PR12.6 PR12.7 PR13.1 PR13.2 PR13.3 PR13.4	Passed Passed Passed Passed Passed Passed	Passed Passed Passed Passed Passed	Not Passed Not Passed Not Passed Not Passed Not Passed	Not Passed Not Passed Not Passed Not Passed Not Passed	Targets no Targets Targets Targets Targets Targets Targets



#### FitSM-6 **Self-Assessments**





#### FitSM-6: Capability / Maturity Assessment Scheme Process capability results

FitSM Processes	Scanc	and goals	Requirements		Canabili	ty assessment		Ta
	In Scope	Capability goal	Requirement code		Level 1	Level 2	Level 3	16
GR1: Top Management Commitment & Responsibility	Yes	2	GR1.1 GR1.2	Passed Passed	Passed Passed	Passed Passed	Not Passed Passed	Tar Tar
GR2: Documentation	Yes	2	GR2.1	Passed	Passed	Passed	Passed	Tar
			GR2.2	Passed	Passed	Passed	Not Passed	Tar
			GR2.3	Passed	Passed	Passed	Passed	Tar
GR3: Defining The Scope of Service Management	Yes	2	GR2.4	Passed	Passed	Passed	Not Passed	Tar
GR4: Planning Service Management (PLAN)	Yes	2	GR3.1 GR4.1	Passed Passed	Passed Passed	Passed Passed	Passed Not Passed	Tar Tar
Sitti Talling Service Management (1 2 117)			GR4.2	Passed	Passed	Passed	Not Passed	Tar
			GR4.3	Passed	Passed	Passed	Not Passed	Tar
GR5: Implementing Service Management (DO)	Yes	2	GR5.1	Passed	Passed	Passed	Not Passed	Tar
: Monitoring and Reviewing Service Management (CHECK)	Yes	2	GR5.2	Passed	Passed	Passed	Passed	Tar
: Monitoring and Reviewing Service Management (Check)	163	2	GR6.1 GR6.2	Passed Passed	Passed Passed	Passed Passed	Not Passed Not Passed	Tar Tar
GR7: Continually Improving Service Management (ACT)	Yes	2	GR7.1	Passed	Passed	Passed	Not Passed	Tar
			GR7.2	Passed	Passed	Passed	Not Passed	Tar
PR1: Service Portfolio Management	Yes	2	PR1.1	Passed	Passed	Passed	Passed	Tar
			PR1.2	Passed	Passed	Passed	Not Passed	Tar
			PR1.3 PR1.4	Passed Passed	Passed Passed	Passed Passed	Not Passed Passed	Tar Tar
PR2: Service Level Management	Yes	3	PR2.1	Passed	Passed	Passed	Passed	Tar
			PR2.2	Passed	Passed	Passed	Passed	Tar
			PR2.3	Passed	Passed	Passed	Passed	Tar
			PR2.4	Passed	Passed	Passed	Passed	Tar
			PR2.5 PR2.6	Passed Passed	Passed Passed	Passed Passed	Passed Passed	Tar Tar
			PR2.7	Passed	Passed	Passed	Passed	Tar
PR3: Service Reporting	Yes	2	PR3.1	Passed	Passed	Passed	Passed	Tar
			PR3.2	Passed	Passed	Passed	Passed	Tar
PR4: Service Availability and Continuity Management	Yes	1	PR3.3 PR4.1	Passed Passed	Passed Passed	Passed Passed	Passed Passed	Tar Tar
That service Availability and continuity Wanagement			PR 4.2	Passed	Passed	Passed	Not Passed	Tar
			PR 4.3	Passed	Passed	Not Passed	Not Passed	Tar
			PR4.4	Passed	Passed	Passed	Passed	Tar
PR5: Capacity Management	Yes	1	PR5.1	Passed	Passed	Passed	Passed	Tar
			PR5.2 PR5.3	Passed Passed	Passed Passed	Not Passed Passed	Not Passed Passed	Tar Tar
			PR5.4	Passed	Passed	Passed	Passed	Tar
PR6: Information Security Management	Yes	2	PR6.1	Passed	Passed	Passed	Passed	Tar
			PR6.2	Passed	Passed	Passed	Passed	Tar
			PR6.3	Passed	Passed	Passed	Not Passed	Tar
			PRE	Pass I	Passed Passed	Passed Passed	Passed Passed	Tar Tar
PR7: Customer Relationship Management		2	PR7	Pass	Passed	Passed	Passed	Tar
			PR7	Passed	Passed	Passed	Passed	Tar
			PR7	Passed	Passed	Passed	Passed	Tar
			PR7	Passed	Passed	Passed	Passed	Tar
			PR7.6	Passed	Passed Passed	Passed Passed	Not Passed Passed	Tar Tar
PR8: Supplier Relationship management	Yes	1	PR8.1	Passed	Passed	Passed	Passed	Tar
			PR8.2	Passed	Passed	Passed	Passed	Tar
			PR8.3	Passed	Passed	Passed	Passed	Tar
DDC. In sident and Coming Document Management	Voc	2	PR8.4	Passed	Passed	Passed	Passed	Tar
PR9: Incident and Service Request Management	Yes	3	PR9.1 PR9.2	Passed Passed	Passed Passed	Passed Passed	Passed Passed	Tar Tar
			PR9.2 PR9.3	Passed	Passed	Passed	Passed	Tar
			PR9.4	Passed	Passed	Passed	Passed	Tar
			PR9.5	Passed	Passed	Passed	Not Passed	Targe
			PR9.6	Passed	Passed	Passed	Passed	Tar
PR10: Problem Management	Yes	1	PR9.7 PR10.1	Passed Passed	Passed Passed	Passed Not Passed	Passed Not Passed	Tar Tar
		_	PR10.1	Passed	Passed	Not Passed  Not Passed	Not Passed	Tar
			PR10.3	Passed	Passed	Not Passed	Not Passed	Tar
			PR10.4	Passed	Passed	Not Passed	Not Passed	Tai
PR11: Configuration Management	Yes	1	PR11.1	Passed	Passed	Passed	Not Passed	Tar
			PR11.2 PR11.3	Passed Passed	Passed Passed	Passed Passed	Not Passed Not Passed	Tar Tar
			PR11.3 PR11.4	Passed	Passed	Passed	Not Passed	Tai
			PR11.5	Passed	Passed	Not Passed	Not Passed	Tai
			PR11.6	Passed	Passed	Not Passed	Not Passed	Tai
PR12: Change Management	Yes	3	PR12.1	Passed	Passed	Passed	Not Passed	Targe
			PR12.2	Passed	Passed	Passed	Passed	Targe
			PR12.3 PR12.4	Passed Passed	Passed Passed	Passed Passed	Not Passed Passed	Targe Tar
			PR12.4	Passed	Passed	Passed	Passed	Tai
			PR12.6	Passed	Passed	Passed	Not Passed	Targe
			PR12.7	Passed	Passed	Passed	Not Passed	Targe
PR13: Release and Deployment Management	Yes	1	PR13.1	Passed	Passed	Passed	Not Passed	Tai
			PR13.2	Passed	Passed	Passed	Not Passed	Tai
			PR13.3 PR13.4	Passed Passed	Passed Passed	Passed Not Passed	Not Passed Not Passed	Tai Tai
			PR13.4 PR13.5	Passed	Passed Passed	Passed	Not Passed  Not Passed	Tai
			PR13.6	Passed	Passed	Passed	Not Passed	Ta
PR14: Continual Service Improvement Management	Yes	2	PR14.1	Passed	Passed	Passed	Not Passed	Та

## Zusammenfassung Ausblick







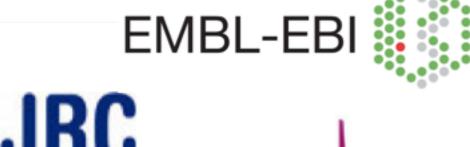
#### Aktueller Status und Ausblick

- FitSM findet langsam Verbreitung, zur Zeit vorwiegend in wissenschaftlichen und akademischen Organisationen
- Pflege und Weiterentwicklung des FitSM-Standards
  - FitSM-Arbeitsgruppe im Verein ITEMO (ca. 15 Mitglieder)
  - Unterarbeitsgruppen für Teilthemen wie Übersetzungen, Community Contributions etc.
- Pflege und Weiterentwicklung des FitSM-Qualifikationsschemas
  - Eigentümer: Verein ITEMO
  - Examination Institute: TÜV Süd
- Schwerpunkte für 2016
  - Übersetzungen des Kernstandards und der Schulungen
  - Weiterentwicklung FitSM-4: Neue Templates und Sample Documents

















#### Rollen in der Personenzertifizierung





	ITIL 2011	ISO/IEC 20000	FitSM	
Prozesse im Framework	26 (+4 "Functions")	13	14	
Schulungstage (nach Levels)	3/15	2/5/3 *	1/4/2	
Frei verfügbar / frei weiterverwendbar				
Ready-to-use Vorlagen				
Umfang Kerndokumente*	Ca. 1500 S. **	130 S. ***	40 S.	
Gewicht	5,65 KG	0,34 KG	0,11 KG	

<sup>\*</sup> TÜV SÜD Programm / \*\* ITIL Lifecycle Suite / 20000-1 und 20000-2 / FitSM-0 bis FitSM-3 / \*\*\* ISO/IEC 20000-1 und 20000-2 (ohne 20000-3)

# Q&A



Leibniz-Rechenzentrum 23