



Defense Information Systems Agency

A Combat Support Agency

# **Information Technology Infrastructure Library (ITIL) Overview**

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# Agenda

- **History of Directive**
- **Strategy**
- **Goals**
- **ITIL – Focus areas**
- **Case Study – ITIL framework as Applied to Provisioning**
- **Way ahead**
  - **Challenges**
  - **Successes**

# History

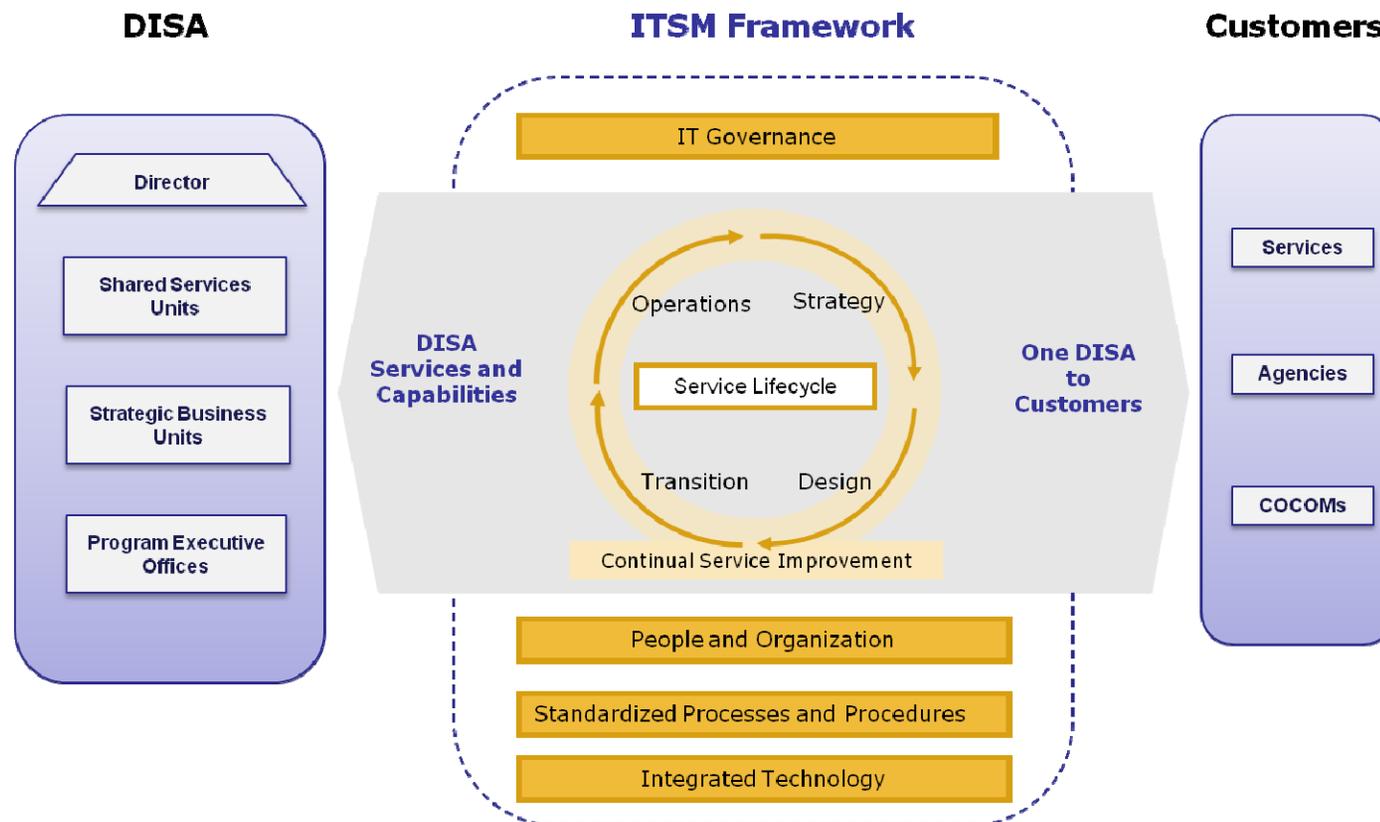
**In 2007, a tiger team was established with the goal of analyzing the provisioning process in an effort to provide better service to our mission partners. They arrived at the following recommendations:**

- **Establish an Information Technology Service Management (ITSM) office (ITSMO) to oversee the process restructuring at DISA.**
- **Establish an Enterprise ITSM Governance Board (EIGB) to provide policy and strategy for restructuring processes.**
- **Establish a common framework for providing service, based on industry best practices.**



# DISA ITSM Approach

- Enable and support Agency objectives of ‘One DISA to our Customers’
- Adopt a comprehensive ITSM framework based on best practices to continuously improve and optimize Agency governance, processes, and technologies

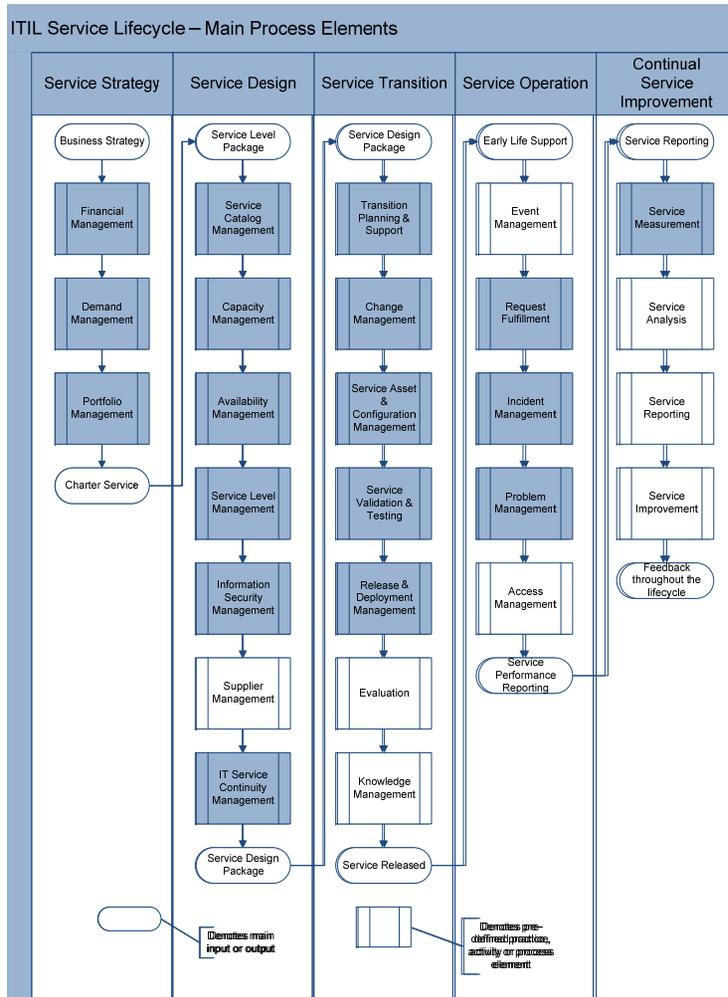




# DISA ITSM Goals

- **To better align IT services with mission requirements, enabling improved Warfighting capabilities**
- **To optimize streamlined and repeatable IT processes, enabling agility to respond to rapidly changing requirements**
- **To drive standardization and interoperability of data, systems and processes across DISA and with external customers**
- **To optimize resource utilization in the provisioning of IT services while delivering agreed quality of service levels**
- **To minimize risk to DISA related to information assurance compliance**
- **To provide visibility into IT service performance via meaningful process metrics**
- **To adopt a common IT terminology in accordance with industry common language, enabling enhanced communications both internally and externally to DISA**

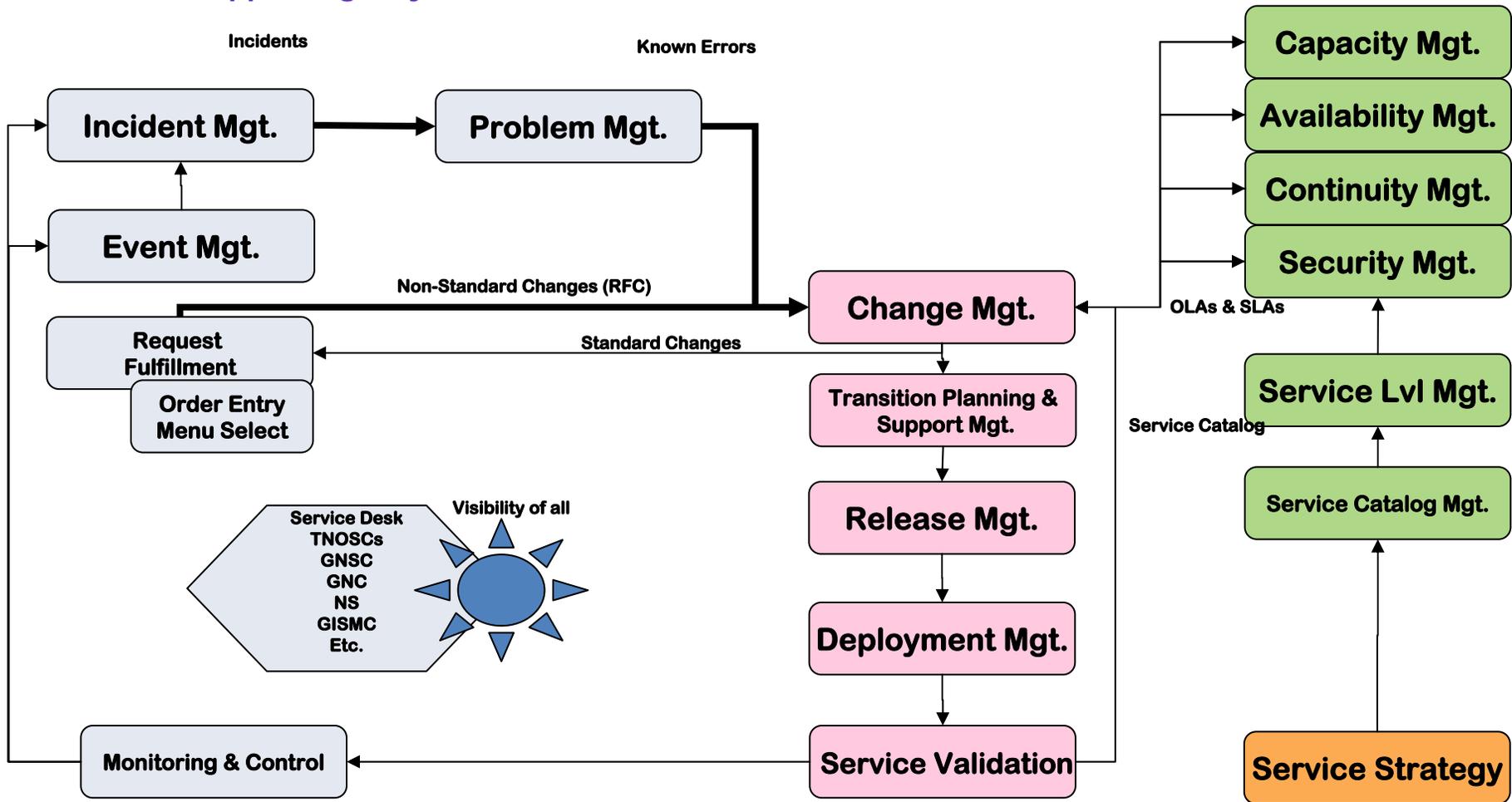
# ITIL Project Focus



The highlighted ITIL processes are the current focus of the ITIL adoption effort.

The processes require significant interaction with other parts of the lifecycle even though they are not in scope for this project.

# ITIL Workflow



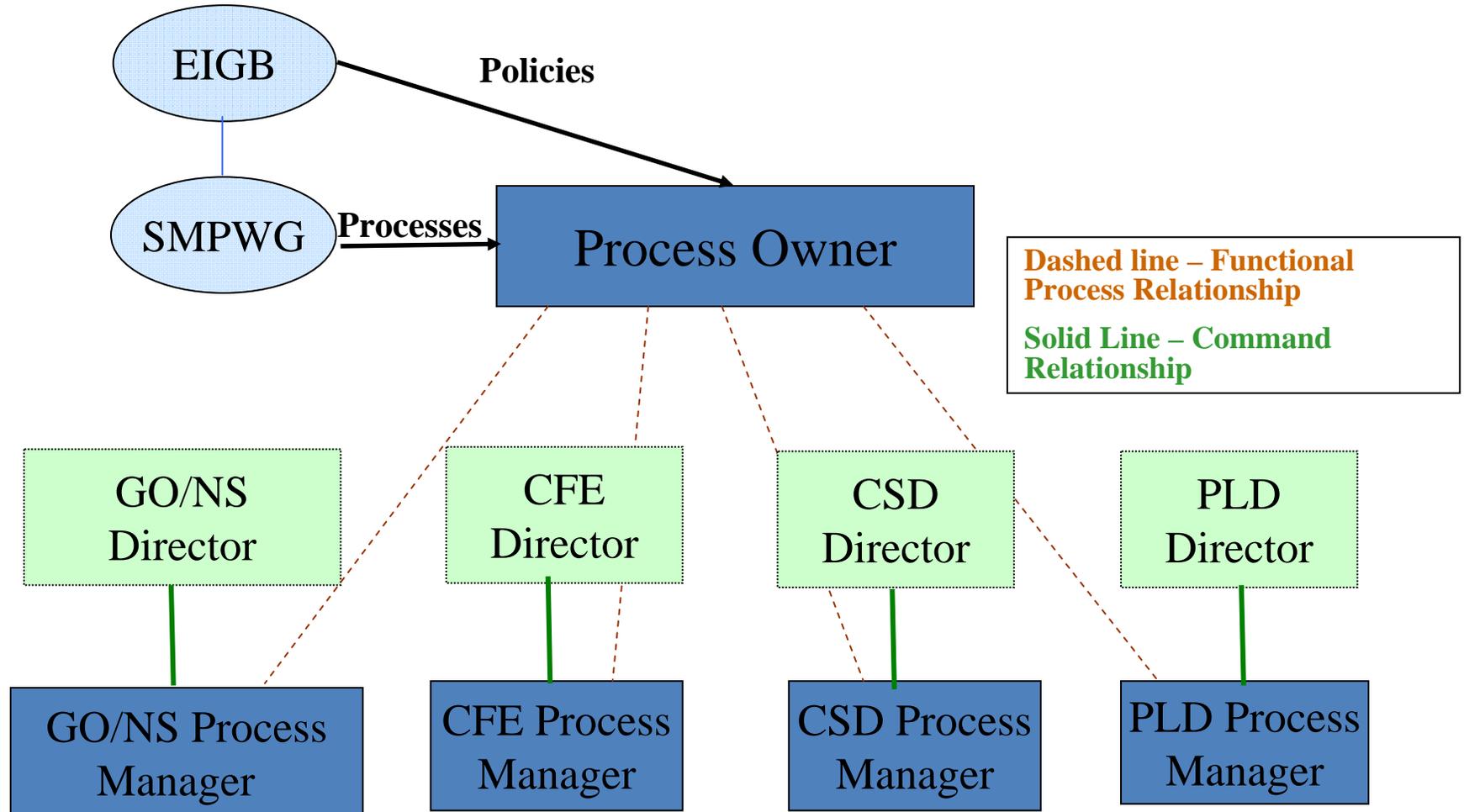
Configuration & Asset Management / Knowledge Management / Work Flow

# Governance

## Enterprise ITSM Governance Board (EIGB)

- Establish DISA wide Policies for Service Management
- Establishes Agency's ITSM objectives and ensures that directorate level IT activities remain aligned to these objectives
- Implement DISA-wide communications plan
- Establish Key Performance Indicators for implementation
- Work with ITSMO to determine method for assigning and empowering global process owners
- Oversee all other ITSM governing bodies

# Example Governance Model



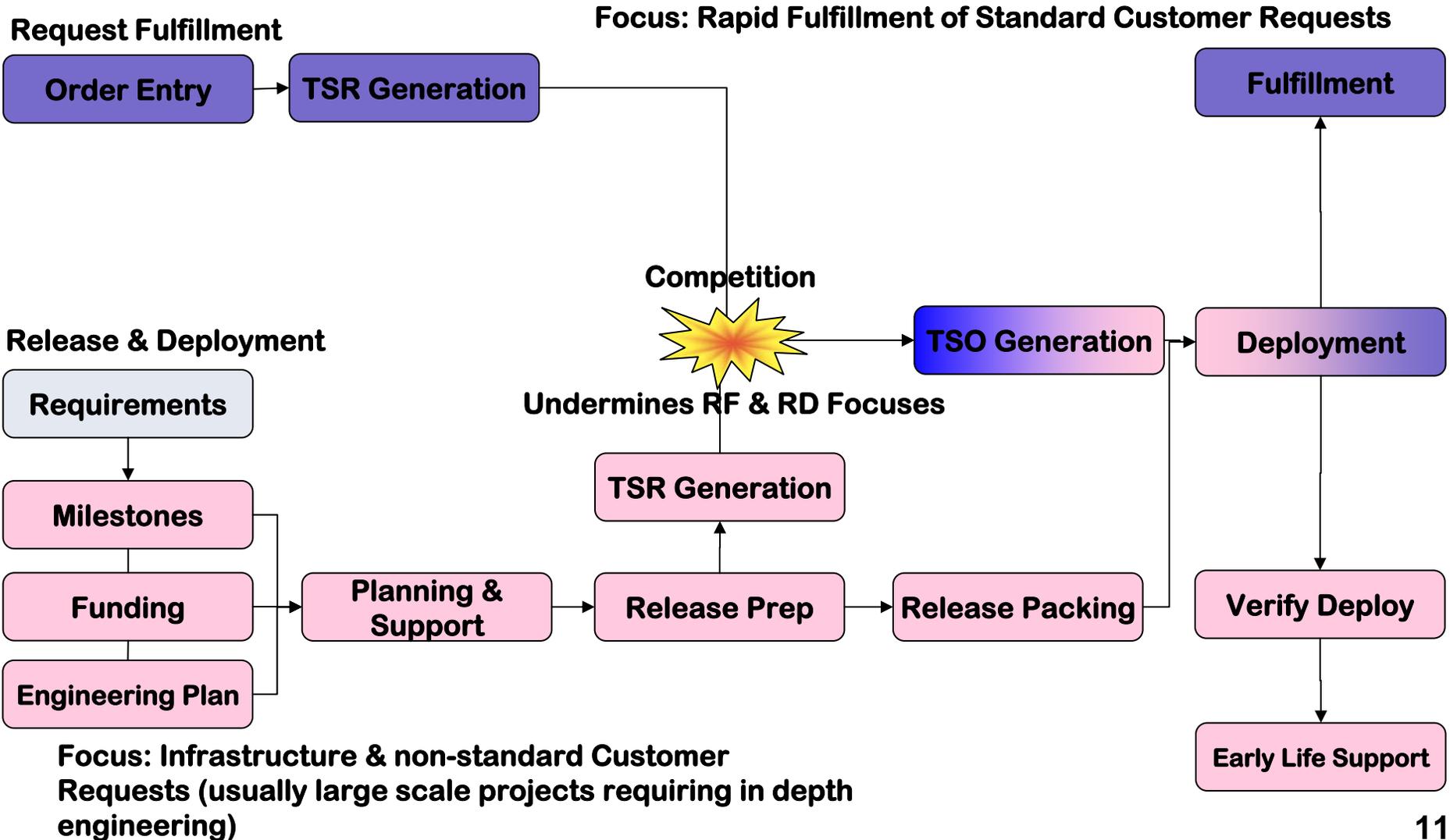


# Process Restructuring

- 1. Identify current processes**
- 2. Delineate lines between competing/merged processes**
- 3. Incorporate specific frameworks into processes when beneficial (ITIL, eTOM, COBIT, LSS, ISO20000...)**
- 4. Adopt and spiral out most mature processes**
- 5. Focus processes on supporting customer service**

**Provide improved service by developing  
DISA-wide best practices**

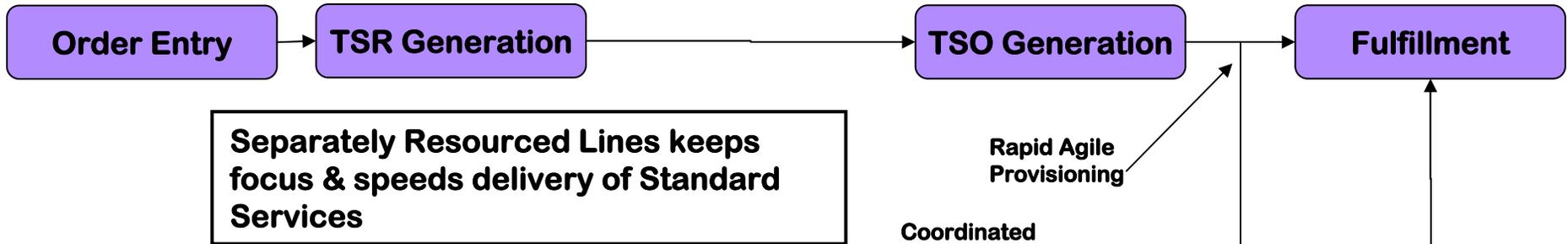
# Example of Today's Process - Provisioning



# Tomorrow's Processes – Request Fulfillment/Release & Deployment

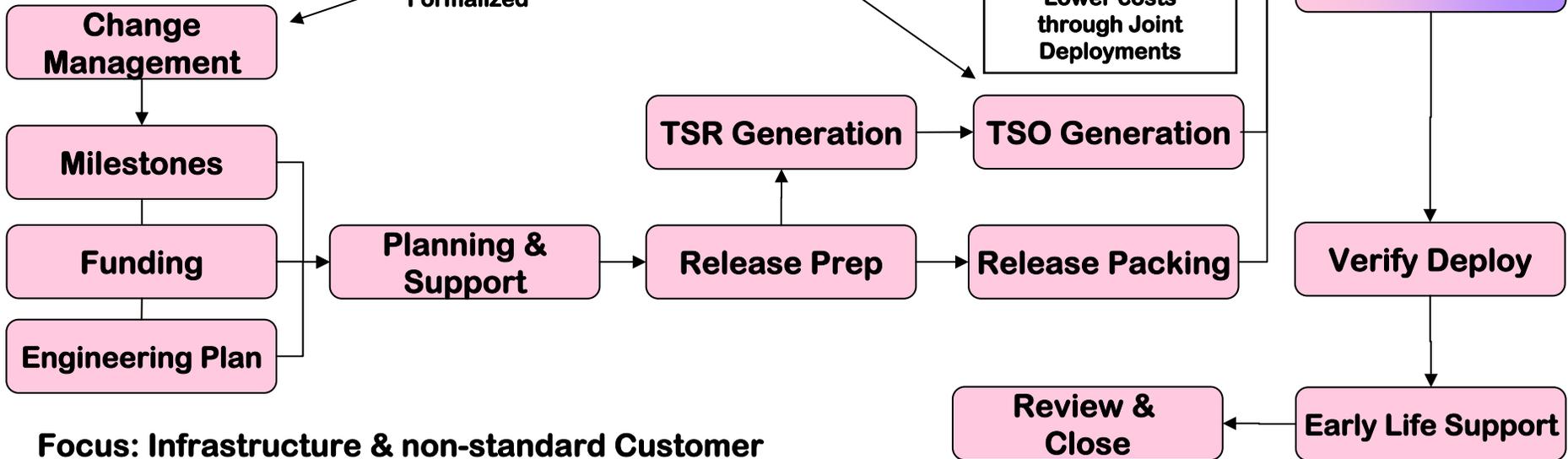
## Request Fulfillment

Focus: Rapid Fulfillment of Standard Customer Requests



## Release & Deployment

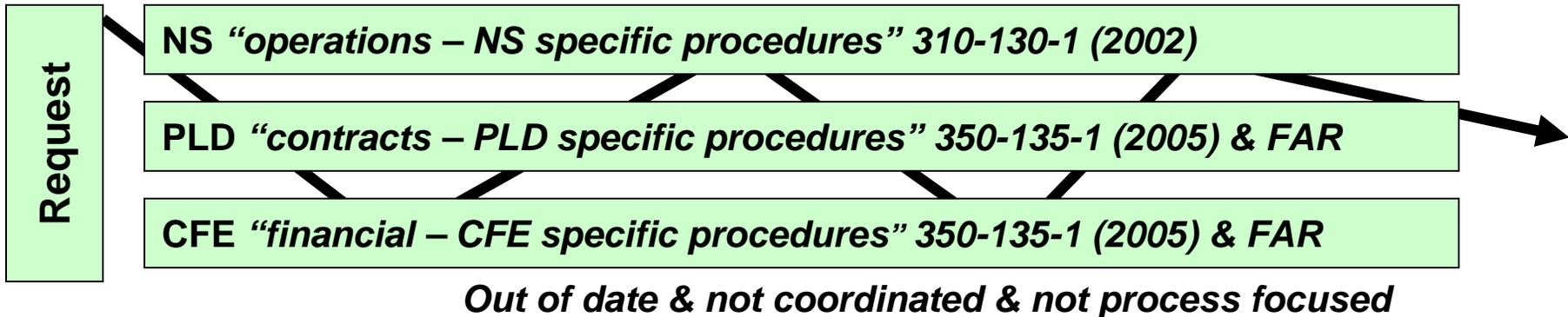
Requirements Process Formalized



Focus: Infrastructure & non-standard Customer Requests (usually large scale projects requiring in depth engineering)

# From Provisioning to Request Fulfillment

## Today ....



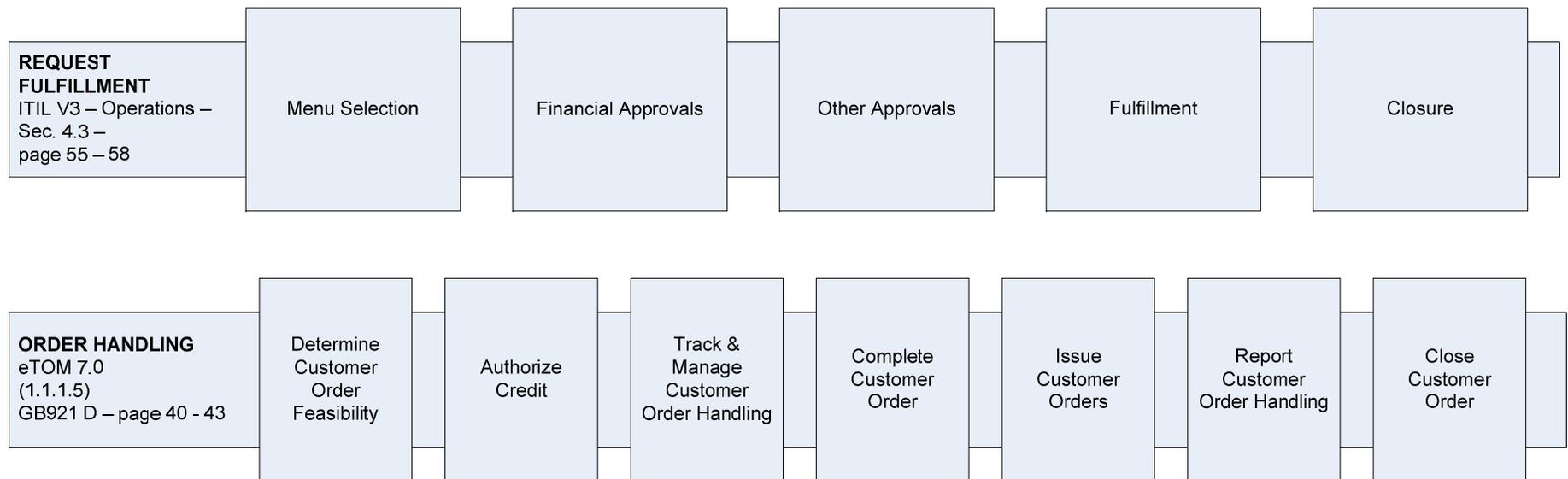
## To be ....

<b>Request</b>	<b>Request Fulfillment</b>	NEW focus on the process rather than directorates (functional base)
	<ol style="list-style-type: none"> <li>1. Menu selection</li> <li>2. Financial approval</li> <li>3. Other approvals</li> <li>4. Fulfillment</li> <li>5. Closure</li> </ol>	<p>Moving away from "Circular" concept towards standardized hierarchy based on ISO 9000 structure of policy, process, procedure all owned by the Process Owner. This will also help execute the change to a process based organization.</p> <p><i>Existing 310-130 &amp; 350-135-1 can be combined into standard document – subject to Change management and Configuration control.</i></p>

**Provisioning becomes Request Fulfillment under ITIL**  
*Moves from functional "silo" focus to end to end process focus*

# Example of Incorporating Frameworks

## Map ITIL V3 to eTOM 7 Process Level



## Procedure Level



# Challenges

- **Management of end-to-end workflow automation**
- **Creation of federated databases through single data stewardship**
- **Architecting integrated tools suite**
- **Providing transparency of data to mission partners**
- **Resourcing**
- **Cultural Issues and Training**
- **Address the need to define KPIs and Metrics to support the migration to Performance Based Contracts**
- **Impacts of BRAC**

# Successes: Change Management

- CSD
- JSSC
- NS

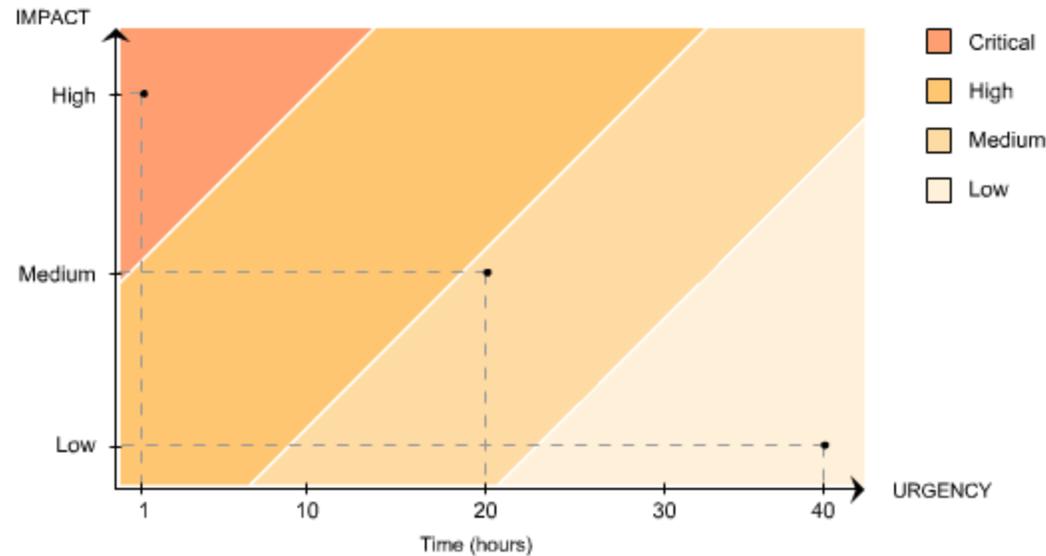


- Process, policies, and procedures developed and operational. Established multiple Change Advisory Boards (CAB), both single and cross directorate, as well as a Customer Requirement Forum (CRF).
- Increased awareness of planned changes and upgrades, alignment of prioritization between initial strategy and future modifications.

Improved response to customers' changing requirements while maximizing value and availability

# Successes: Incident Management

- CSD
- GO
- JSSC
- NS



- Process, policies, and procedures developed and operational, established process charters, and have developed cross directorate tools. Convergence of processes, both within the directorates and across DISA, will provide single managed workflow of incidents and problems

# Successes: Service Level Management

- CSD
- GO
- JSSC
- NS



- Fully functioning web site with interactive Service Level Agreement (SLA), T&C, FAQs, ICE comment card, CME email access, etc. Established customer management centers to maintain and progress relationships towards agreed goals. Online, web based SLA process.

Ensure that agreed level of service is met, and future services are delivered to meet agreed, achievable targets

# Successes: Service Catalog

- CSD
- GO
- JSSC
- NS



- **Established catalogs by functional areas of expertise, that provide details of the support services and capabilities available to our current customers as well as potential mission partners. Convergence will provide single point of entry for future services.**

**Ensure that agreed level of service is met, and future services are delivered to meet agreed, achievable targets**



# Questions



