

OVERVIEW OF ITIL 4

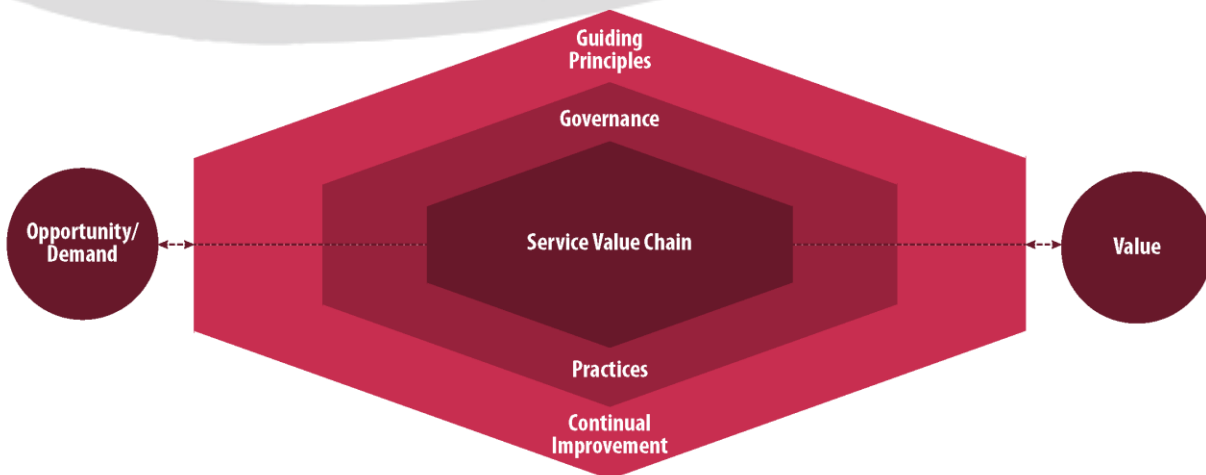
This is the first in a series on the topic of ITIL 4 from AAC. Further topics will include implementing ITIL 4 in a net new environment and migrating to ITIL 4 from ITILv3.

INTRODUCTION TO ITIL 4

The Information Technology Infrastructure Library—more commonly referred to as ITIL—has been widely accepted over the past 20 years as a set of best practices and guidelines for ensuring an organization’s IT services align to the needs of the business and are managed using standardized, repeatable processes. Axelos, a joint venture formed in 2014 between the Government of the United Kingdom and Capita, published ITIL 4 in February 2019 as the long-awaited revision to ITILv3, which had been the standard in IT service delivery since 2007. This newest revision incorporated industry feedback and lessons learned to create a more holistic framework focused on end-to-end service management, including elements like project management and more aligned with Agile, Lean, and DevOps frameworks. ITIL 4 also introduces the concept of making sure the services are creating value to your customer by their service value system. ITIL 4 emphasizes the importance of collaboration and co-creation of value to ensure that the services you are providing are demonstrably meeting the needs of your customer. The ITIL Service Value System and the four dimensions model are foundational elements for ITIL 4, built upon seven guiding principles that drove the ITIL framework’s revisions.

The concept of a service value system brings together the different elements of IT service management, including people, processes, partners, and technology. The service value system aligns IT services with the overall goals of the organization and includes four key components:

1. **Service Value Chain** – The activities and processes involved in delivering value to customers through IT services
2. **Guiding Principles** – A set of general rules and guidelines to be followed when implementing ITIL 4
3. **Practices** – Specific methods and techniques that can be used to improve IT service management
4. **Governance** – The management of the overall ITIL 4 implementation, including monitoring and reporting on progress



The four dimensions of the model are:

1. Organizations and People,
2. Information and Technology,
3. Partners and Suppliers, and
4. Value Streams and Processes

The fourth element, value streams and processes are those specific areas of IT service management relevant to types of organizations or industries. For example, there are service value streams for IT operations, relationship management, and service design.

ADOPTING ITIL 4

Strategies that can be used to adapt ITIL 4 into an organization include:

- **Communicate the Benefits** – It is important to clearly communicate the benefits of ITIL 4 to all stakeholders and employees, and to demonstrate how it will help the organization to meet its goals and objectives.
- **Provide Training and Support** – Employees will need training and support to effectively use ITIL 4. This may include formal training courses, online resources, coaching, and mentoring programs.
- **Start Small** – Rather than trying to implement ITIL 4 across the entire organization at once, it can be helpful to start with a small pilot project and gradually roll it out to other areas of the organization. In fact, one of the seven guiding principles of ITIL 4 is “Start where you are” to emphasize the modular simplicity introduced with ITIL 4.
- **Involve Employees in the Implementation Process** – Involving employees in the implementation process can help to increase their ownership of the framework and their willingness to use it.
- **Make It Part of the Culture** – ITIL 4 should be seen as an integral part of the organization's culture and processes rather than as an add-on or a separate initiative.
- **Continuously Measure and Improve** – Continuously measure the adoption of ITIL 4 and the performance of the service management process, using the data to continuously improve and communicate improvements to the employees.
- **Make It Mandatory** – Make ITIL 4 mandatory for all employees involved in service management and ensure that it is integrated into all related processes.

Overall, increasing the adoption of ITIL 4 requires a combination of effective communication, training, and support, and a gradual and inclusive approach to implementation. It is important to continuously measure and improve the performance of the service management process, and to make it an integral part of the organization's culture and processes.

ITIL 4 IN A FEDERAL IT ENVIRONMENT

There are some unique considerations and challenges that need to be taken into account when implementing ITIL 4 in a federal IT environment:

- **Compliance with Federal Regulations** – Federal IT environments are subject to a wide range of regulations and compliance requirements, which will need to be taken into account when implementing ITIL 4.
- **Security Requirements** – Federal IT environments also have strict security requirements that need to be met. ITIL 4 can help organizations to better manage security risks, but it will also need to be implemented in a way that meets all relevant security requirements.
- **Collaboration and Co-creation** – ITIL 4 emphasizes the importance of collaboration and co-creation, but this may be more challenging in a federal IT environment where there are multiple stakeholders with different priorities and perspectives.
- **Adoption by Employees** – As with any organizational change, it is important to ensure that employees are on board with the implementation of ITIL 4, and that they are provided with the necessary training and support to use the framework effectively.

Implementing ITIL 4 in a federal IT environment requires additional planning and coordination to consider the unique requirements and challenges of a federal IT environment. It is important to work with experienced ITIL professionals who understand the specific regulatory, security, and collaboration needs of a federal IT environment.

HOW AAC CAN HELP

Are you a federal organization interested in deploying ITIL 4 to improve your users' IT experience? Not sure where to begin? Let us know. AAC has been delivering enterprise IT solutions including successfully implementing IT service management frameworks such as ITIL 4 for over 39 years for federal customers.

For more information or to learn how AAC can support your agency's ITIL 4 journey, please contact us at aacbd@aac.com