

Practical Tips for New ITIL Process Implementers - Part 2

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Now that you have kicked off your ITIL process implementation project, what's next?

In Part 1 of my practical tips for implementing ITIL processes, I described four high-level but important steps and tips for implementing ITIL processes.

- #1: Train and mentor your ITIL process leaders.**
- #2: Don't just implement ITIL, 'adopt' ITIL!**
- #3: Documentation is your friend.**
- #4: Allow your project to be delivered in phases.**

Now that you know what the processes are, next on the agenda is to shape the what does the process look like for your implementation team.

Shaping the Process

Shaping the process can be made far easier by leveraging the international standard for IT Service Management, ISO/IEC 20000.

Although, in my opinion, it is not perfectly tuned for ITIL v3, you will find that the objectives outlined in the ISO 20000 document will nicely outline what are the must have parts of your process, and at an optimal level be the basis of certifying your IT operations as meeting an internationally recognized ISO standard. For more information, you may want to also read the DITY [Get Ready for ISO 20000 Certification](#).

Then, and assuming you achieved a reasonable comfort level and understanding of the ITIL v3 process chosen (Incident, Service Level Management, Change Management, etc.), you must make time to learn and understand the details and objectives for the IT Service Management processes in the ISO/IEC 20000-1 and ISO/IEC 20000-2. You can do this by taking a formal class or by consulting the well thought-out "complementary documentation," etc.

ITSM implementation tip #5: Chart It Out.

When you ask yourself how you will frame out the actual process, make the time to draw your process flow diagram (Visio or MindMap can really help here).

With this process flow and the knowledge of the process, find the corresponding ITSM process in the ISO/IEC 20000 and compare your task list against what the ISO standard has determined to be the minimum components of that ITSM process.

At a high level, what I find is the third and final piece for our practical guide to implementing an ITIL process, is to tie together the what is the process and the what are the must haves. For practical purposes, this then becomes the what must be done in order to provide the necessary and critical structure to your ITSM process.

In my opinion this is best accomplished by using the latest version of CobiT (Control Objects for Information Technology). Logically tied to ITIL as one of the official complementary publications, the CobiT is another widely accepted and comprehensive set of resources you should use to define the governance and controls for your ITSM Program. For me this helped by further ensuring that the processes can be measured, managed and improved as necessary.

For more information on CobiT, you will want to look through the articles on CobiT and other key ITSM subjects found in the itSM Solutions DITY section under "General Guidance."

ITSM implementation tip #6: Become a Subject Matter Expert.

Make time to learn and understand the ITIL, ISO and CobiT referenced in this DITY. If you find yourself saying there is not enough time to do all this, review your pain points and analyze how much time is lost, wasted or how your customers are impacted by not having well-formed, well-documented and measurable processes.

Practically speaking, and as an ITSM professional, adding CobiT & ISO to your portfolio of knowledge is easier and better in the long run than reactive (fire fighting) as your primary method of learning ITIL.

Summary:

You have now been equipped with the key pieces of ITSM process development and what for me would be the basis for what every IT Service Manager needs to frame out ITIL processes. While not an all encompassing and inclusive project plan or “to do” list, I hope that the guidance and tips provided will help your ITSM team to be successful in your implementation efforts.

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