



Helping you piece IT together

ITIL & BS 15000



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Table of Contents

1. Overview of ITIL.....	4
2. Overview of BS 15000/ ISO 20000.....	5
3. BS 15000 and ITIL.....	6
4. Contact Us	7

1. Overview of ITIL

The Information Technology Infrastructure Library (ITIL) was developed in the late 1980's and has since become a world wide standard for Service Management. Initially developed by the UK government and the British Standards Institute in response to the growing dependency on Information Technology, the ITIL framework has now become accepted as a series of best practises for successfully delivering IT services across all business sectors.

As a public framework, ITIL provides a range of service management best practices to help organisations improve service levels and reduce the cost of IT operations. The value of ITIL as a best practice framework is provided by broad service delivery and support recommendations, as well as by common definitions and terminology. The ITIL framework allows companies to standardise and leverage recognised best practices across the IT organisation. This enables the IT department or service organisation to align with business objectives and drive IT operational improvements.

ITIL defines a broad range of processes that are considered best practices which are categorised as follows:

- Configuration management
- Change management
- Release management
- Incident management
- Problem management
- Service desk management
- Service-level management
- Capacity management
- Financial management
- Availability management
- Continuity management (disaster recovery)
- Security management

ITIL includes both high-level overviews of the recommended processes and detailed definitions of the steps in each process.

2. Overview of BS 15000/ ISO 20000

The BS 15000 standard is published by the British Standards Institution and is certified by the ITSMF (IT Service Managers Forum). The BS 15000 standard defines the features of service management processes that are essential for the delivery of high quality services and is the world's first standard specifically aimed at service Management.

The standard is divided into two parts. The first part, BS 15000-1, is a formal specification that defines what is required for service management processes to reach the standard. It is against this part of the standard that audits are performed. The second part, BS 15000-2, is a supporting Code of Practice that describes best practices and by doing so explains the requirements of Part 1.

3. BS 15000 and ITIL

Following an agreement between the BSI, The UK Office of Government Commerce and the ITSMF, the BS 15000 standard and the ITIL framework were aligned. The alignment of BS 15000 and ITIL means that industry best practises can now be implemented with a view to being audited against an agreed standard.

It should be noted that the ITIL framework merely sets out recognised industry best practices. If the ITIL Framework is implemented it can assist an organisation achieve the quality of service management required by the BS 15000 standard.

Whereas, the BS 15000 standard is a recognised standard that can be audited against. This provides organisations with independent third party verification that their service management function meets an internationally recognised standard.

The International Organisation for Standardisation (ISO) is currently in the process of ratifying the BS 15000 to be the world's first world wide recognised standard as ISO 20000.

4. Contact Us



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