



Intelligently  
managing  
your  
Business



ISO20000

BS15000

COBIT

Horizons Software

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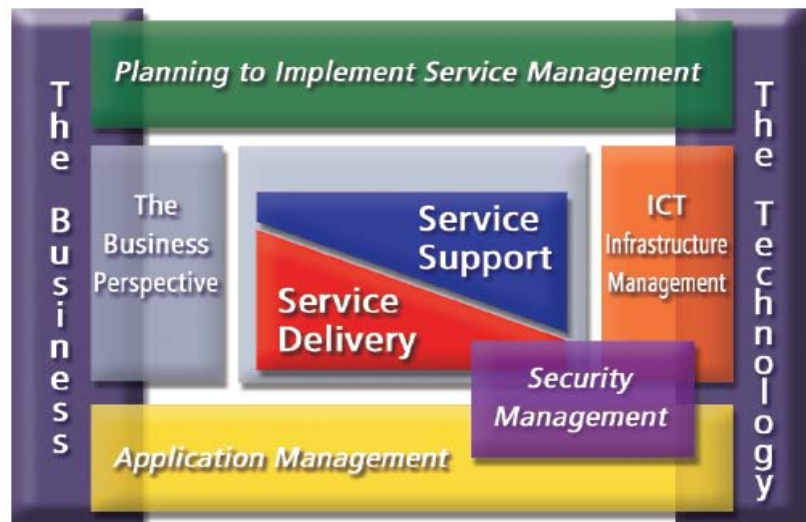
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# IT Service Management



Horizons Software works with Business Process Management (BPM). It is the discipline of modeling , automating, managing and optimizing end to end business processes to increase their effectiveness and meet their performance targets.

Now Horizons Software introduces the IT Service Management based on ITIL and BS15000/ISO 20000. We provide consultancy, training and access to a web portal that identifies and models each single process showing their own KPIs and CSFs within the ITIL to be applied on your own organization.

- Do you need to know the exact cost you spend over your organizations IT Infrastructure?
- How well does the IT in your organization serve your business?
- Does it fit well? Or is it exaggerated? Sometimes you think if you had better equipments and better technology your business would be better?
- Do you tired of updating your IT and facing problems every time an update takes place?
- Do solving problems and incidents take a long time and users are sometimes lost not knowing who to refer to?
- Ever wondered what would happen to your business in case of disasters? How will it survive and continue?
- Users keep complaining that a certain service is not available regularly? And several interruptions occur?
- Same problems keep on occurring and no specific reason is being cleared out?

ITIL provides you with the required solutions to manage all your organization's IT resources and guarantees to have your IT services aligned with your business to achieve the most of your business through applying a set or activities as shown below.

### **Best Practice**

Best Practice refers to the outcome of the best guidelines outlined by specialists and professionals in the field of IT for several years, assuring that by applying these guidelines, your business will prosper and achieve unexpected levels of efficiency and effectiveness.

### **Companies implementing ITIL:**

Microsoft  
HP  
IBM  
Shell  
Vodafone  
AT&T  
Oracle  
Procter & Gamble  
SUN  
British Telecom  
Caterpillar  
DHL  
Fujitsu  
Alcatel  
Canon

## **What is ITIL**

- In the 1980s, the British Government needed an approach to develop an efficient and cost effective use of IT resources
- The Office of Government Commerce (OGC) was instructed with the task and the result was the Information Technology Infrastructure Library (ITIL)
- Later on, ITIL has become the worldwide *de facto* standard in service management as organizations started adopting it after proving success in public sector
- ITIL is simply about managing the organizations' resources in a best way to serve the business and achieving the organization's goals and objectives
- ITIL has been developed to be process driven and it is flexible to fit any organization from small, medium to global multi-national ones
- ITIL provides "best practice" guidelines to ensure that IT processes are closely aligned to business processes and that IT delivers the correct and Suitable business solutions.
- ITIL guidance is consistent with British Standard BS15000 and ISO20000 Specification for IT Service Management
- ITIL Process approach and customer focus are strongly aligned to ISO 9001:2000 quality standard and will support any organization's quality management system
- The main objectives of ITIL are:
  - Align IT services with the Current and Future needs of the business and its Customers
  - To improve Quality of the services delivered
  - Reduce long term Cost of service provision

## ITIL Overview

**Information Technology Infrastructure Library™ (ITIL)** consists of a set of books describing a function (service desk) and 10 core processes with clear unified definitions for key terms. Figure 1 shows the components of managing IT resources to provide the required services to the organization business. It is important to understand the business perspective and design and manage the set of applications that will support the business processes. This set of applications requires an ICT infrastructure that includes hardware, systems software, network, and data. The delivery of IT Services will require implementing a set of processes to ensure the effective delivery of the services and to support customer needs. The ITIL best practices focus on describing this set of processes. ICT infrastructure, application development, and security management will use a set of standards to develop and manage these resources.

### Why adopt the ITIL approach?

**IT represents a competitive edge for business today. Business profitability and shareholder loyalty is dependent on the high availability, dependability, security and performance of IT services. This fact has made the relative maturity or immaturity of IT management highly visible. By improving the processes around IT, the organization can acquire**

- Greater productivity and best use of skills and experience.
- Increased customer satisfaction with IT services which meet their needs.
- Reduced risk of not being able to meet the business requirements for IT services.
- Reduced costs in developing procedures and practices within an organization.
- Better communication and information flows between IT staff and customers.

- Assurances to the IT Director that staff are provided with appropriate standards and guidance.
- Quality approach to IT service provision.

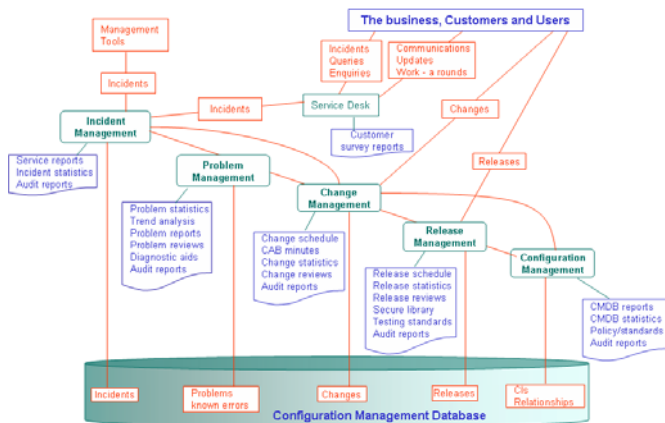
**There are also benefits to the customer of the IT services, such as:**

- Reassurance that IT services are provided in accordance with documented procedures (clear audit trail).
- Ability to rely upon IT services, enabling the customer to meet business objectives.
- Provision of clearly defined contact points (Single Point of Contact) within IT services for enquiries or discussions.
- Cost-effective stewardship of the IT assets and resources used in providing IT Services.

## Service Support

Describes the processes associated with the day-to-day support and maintenance activities associated with the provision of IT services.

### Service Support Activities



**Service Desk:** It is a single point of contact between the customer and The IT Department. Provides advice and guidance to customers & quick restoration of normal service operations

**Incident Management:** Make sure that quick fixes are offered to ensure the business doesn't stop because of simple incidents

**Problem Management:** Incidents are checked and analyzed to find the root causes and hence introduce a permanent turnaround

**Change Management:** It is a formal process for accepting, recording, authorizing, planning, testing, implementing & reviewing Requests for Change (RFCs)

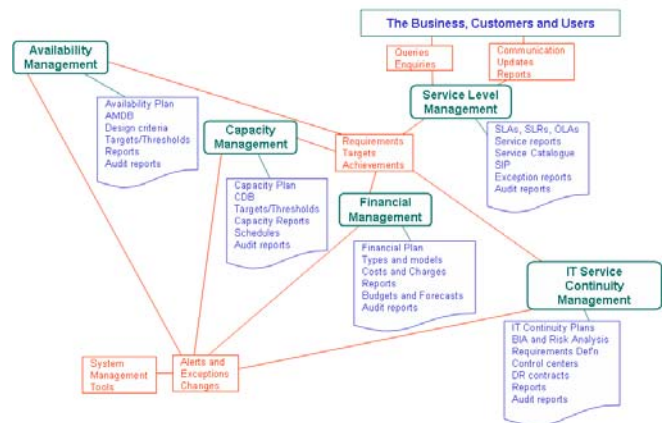
**Release Management:** Considering updating software or hardware? This activity aligns with the change management to make sure that the new released software will be installed correctly at the right time without affecting the business and will not result in any problems.

**Configuration Management:** This is where you keep all the information about the IT assets (hardware, software, manuals, and IT staff). It helps most of the ITIL activities do their tasks effectively and efficiently by providing exact data regarding the IT infrastructure whenever a decision needs to be taken.

## Service Support

Covers the processes required for the planning and delivery of quality IT services and looks at the longer term processes associated with improving the quality of IT services delivered.

### Service Delivery Activities



**Availability Management:** Guarantees the services are available and running as expected. It will include the monitoring of service availability and actions taken to improve the availability of the service.

**Capacity Management:** Responsible for ensuring that the IT infrastructure has the required capacity to serve the business requirements in a cost justifiable manner. It also forecasts the capacity of the IT

**Financial Management:** know how the cost of the organization's IT is handled, the cost of the H/W and S/W items, people working in your organization and every other aspect that has to do with the organization's expenditures and financial position

**Service Level Management:** Know what to expect from the IT department or organization that provides you with the IT services. No need to get into conflicts about expected services and performance, it's all documented there and everyone knows their rights and responsibilities.

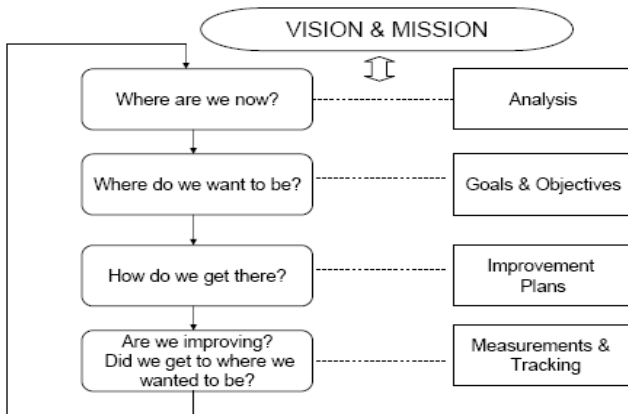
**Continuity Management:** worried about fire? Theft? Earthquakes? Make sure your business is not affected by any disastrous incidents. And case this occurs, this activity guarantees to have the business up and running as soon as possible.

# Horizons Services

## Consultancy

### Continuous Service Improvement Program (CSIP)

To implement ITIL in your organization you should adapt CSIP program. The CSIP steps are shown in the following figure.



#### Where are we now? (Assessment)

We will analyze and assess your company's current IT services management maturity level using CMMI maturity levels. In each process we measure six criteria:

- Awareness and communication,
- policies, processes and procedures,
- Tools and Automation
- Skills and expertise
- Responsibility and accountability
- Goal Setting and measurement

#### Where do we want to be? (Planning)

Based on the assessment findings and your vision and business requirements, a detailed transition plan will be set to move the company to the required maturity level in a specified period of time.

#### How do we get there? (Implementation)

Here, the processes and their work flows will be designed. The tools and applications to be used will be selected to what aligns with your business requirements.

#### Did we get to where we wanted to be?

This is where we review and audit the implemented plan and re-correct any deviations if needed

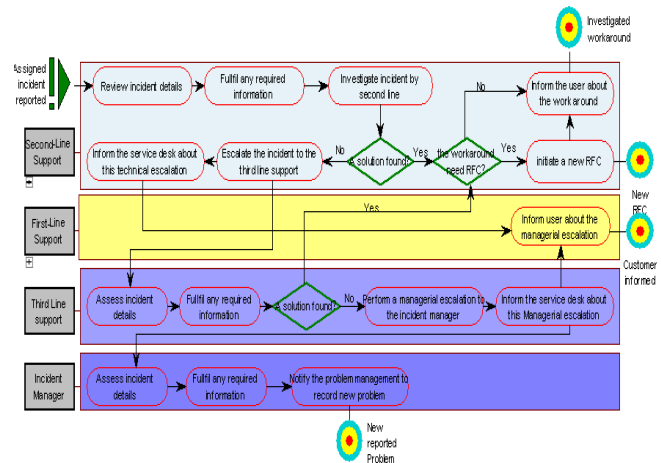
## Training

**ITIL foundation course:** This course is specifically designed for anyone working in IT that wants to gain knowledge in IT Service Management best practice. Our ITIL training teaches essentials of ITIL and helps you understand how your organization can benefit significantly by applying the ITIL principles to your work environment. This course prepares your team to take the ITIL foundation certificate immediately after the course

## ITIL Portal

### Horizons portal is a web portal contains:

- A modeling of all ITIL service support and service delivery processes from the value chain drill down to the process step
- Roles and responsibilities
- Critical Success Factor (CSF) and Key Performance Indicator (KPI) for each process
- Templates for important forms and documents



### ITIL portal benefits:

- Can be used as a training material that describes the processes and process flows
- Contains professional experience that is hard to find in books.
- Contains valuable templates for the used forms and reports