



May 2006

## PMO Local Interest Group Meeting - Summary

**Topic: IT Infrastructure Library (ITIL)**

**Chaired by Gus Sanchez, Notes taken by Rich Wojtyna**

### **Summary**

1. Background
  - a. Gus Sanchez shared what he learned regarding change management at a recent IT Infrastructure Library (ITIL) seminar. The remainder of the agenda on Change Management will be covered in the June meeting.
  - b. ITIL® is the acronym for the "IT Infrastructure Library" and is a set of best practices in a series of books. It was developed in England and is the standard in the area of service management.
  - c. Many Help/Service Desk tools are racing to achieve "ITIL compliance. A leader in this area includes REMEDY from BMC Software.
2. Presentation
  - a. Change management is only one piece of the overall ITIL structure. Gus shared a presentation covering the "foundations" of ITIL and certification options. The foundation areas include:
    - i. Service Support
      - Incident Management
      - Problem Management
      - Release Management
      - Change Management
      - Configuration Management
      - IT Service Desk - not a process area, but a function
    - ii. Service Delivery
      - Service Level Management
      - Capacity Management
      - Availability Management
      - IT Services Financial Management
      - IT Continuity Management
  - b. In terms of certification, ITIL accreditation demonstrates that an individual has met the standards in Service Management as set by an examination certification board comprising representatives from OGC, itSMF and the Examination Institutes. Levels of certification include:
    - i. ITIL Foundation Certificate: Demonstrates familiarity with best practices for IT Service Management, as defined in ITIL, and understanding of the terminology used within ITIL.
    - ii. ITIL Practitioner Certificate: Aimed at people designing processes and performing activities within the IT Service Management discipline and focuses in depth of subjects as a specialization.
    - iii. ITIL Service Manager Certificate: Aimed at those who need to demonstrate a capability for managing ITIL-based solutions across the breadth of the Service Management subjects.

### **Other Topics**

1. For resources, tools and past meeting summaries, please see our new page on the [PMIW Site](#).
2. The topic planned for June is the completion of "Change Management" and the topic for September is "Engaging and Disengaging Upper Management"
3. Please send additional topics to [DaveMorgen@aol.com](mailto:DaveMorgen@aol.com)

### **Resources**

- [ITIL Website](#)
- [ITIL User Group \(itSMF\)](#)
- [ITIL White Papers and REMEDY](#)
- "[ITIL Change Management](#)" by Steve Walsh

May 11, 2006  
7:40 - 8:50 PM

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