

description levels (I):

level concept and process orientated approach (I)

- Structuring in Levels:
 - Process orientated Approach:
 - Business Process?
 - Process?
 - Sub-Process?
 - Process Step?
 - Framework:
 - Element
 - Relationship
 - High Level Abstraction
 - Individual Way of Structuring



description levels (2):

level concept and process orientated approach (2)

- Business Process and Process:
 - Business Processes are:
 - Typically the Top Level of a Process Hierarchy
 - Important Topics within a Process Environment
 - ⇒ *The* Problem Area of the Particular Management System
 - Processes:
 - Normally Cross-Department,
 - Named as Main Processes, too
 - More Details in Sub-Levels



description levels (3):

level concept and process orientated approach (3)

- Structuring of Processes:
 - Process
 - Sub-Process (n'th Order)
 - Workplace-based Transaction



description levels (4):

derivation of management handbooks (I)

- (Management) System Documentation:
 - All Required Specifications
 - In Written Form
 - For a Particular Management System
 - Appearance of System Documentation:
Management Handbook



description levels (5):

derivation of management handbooks (2)

- Method “Management Handbook”:
 - Compilation of Best practices
 - Continuous Up Dates
- ⇒ In Ideal Case the Representation of the specific Knowledge of a Management System
- ⇒ Easy Access to Up-to-Date and Consistent Best Practices – One of the Substantial Requirements of Management Information Systems



description levels (6):

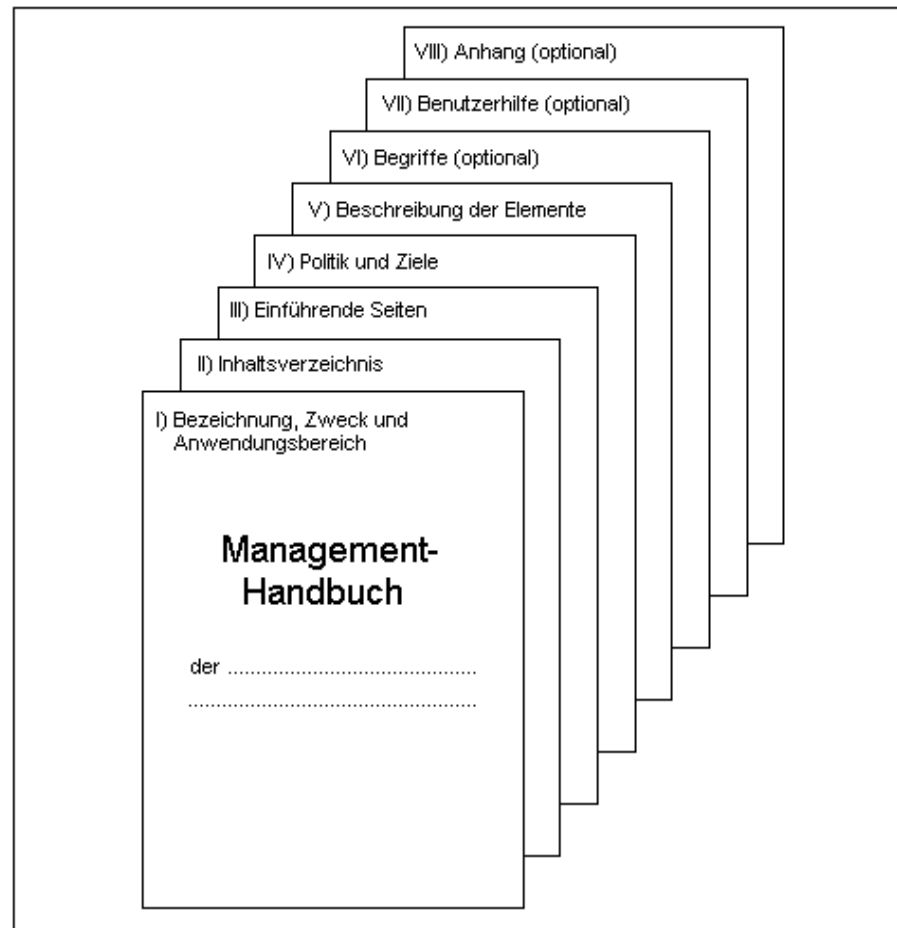
derivation of management handbooks (3)

- Distinction of Term “Management Handbook” in:
 - Management Handbook in the Broader Sense
 - Management Handbook in the Narrow Sense



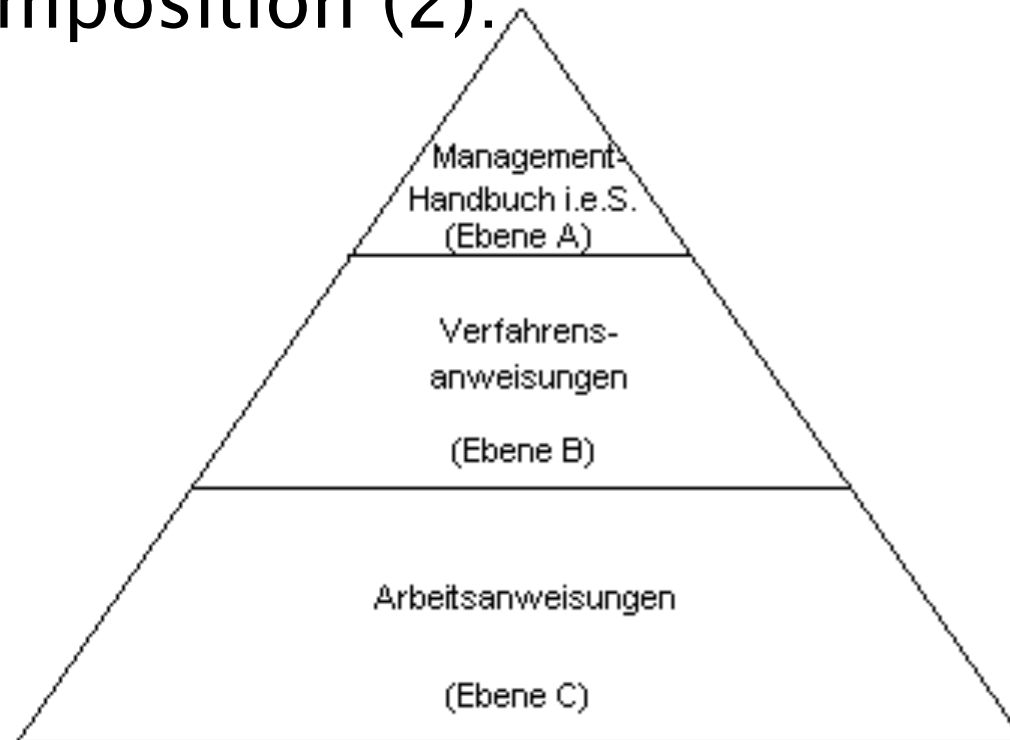
description levels (7): derivation of management handbooks (4)

- Composition (1):



description levels (8): derivation of management handbooks (5)

■ Composition (2):



Inhalt der Dokumente

beschreibt das Managementsystem in Übereinstimmung mit der festgelegten Politik, den festgelegten Zielen und der zutreffenden Norm

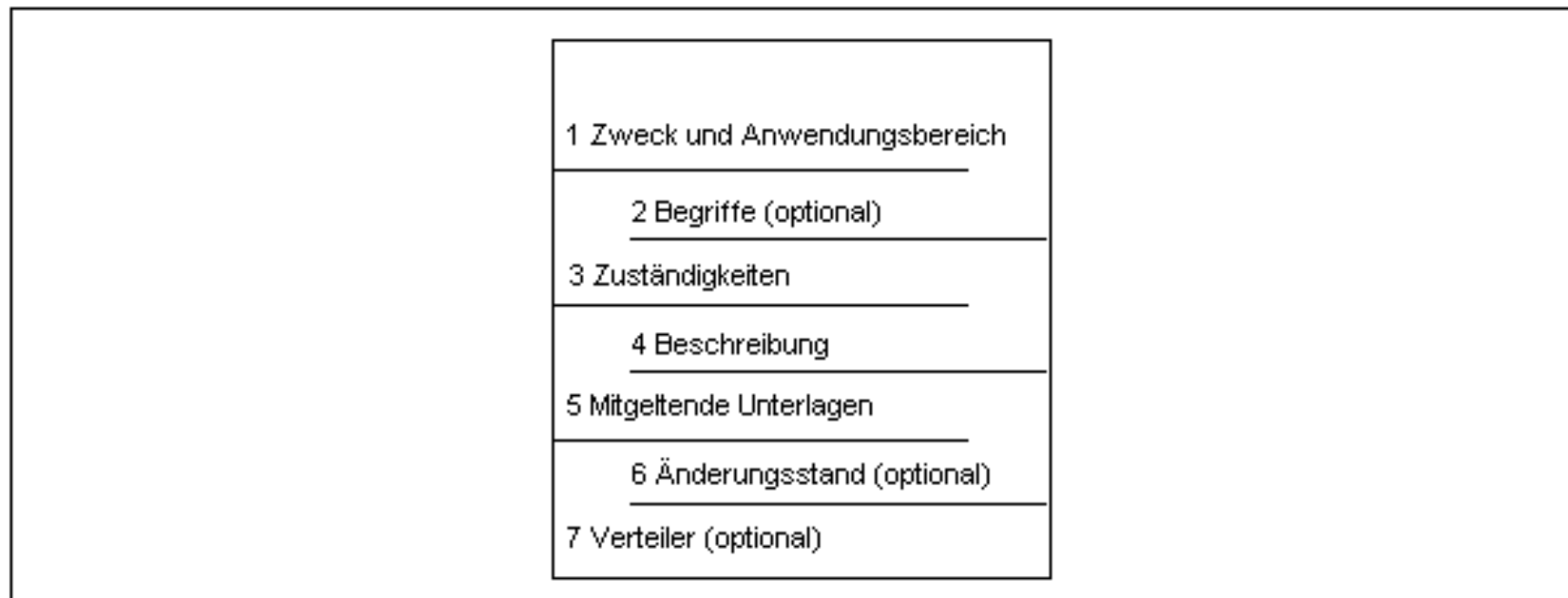
beschreiben die Tätigkeiten der einzelnen Funktionen/Stellen für die Umsetzung der Elemente des Managementsystems

beschreiben Tätigkeiten detailliert für den Arbeitsplatz



description levels (9): derivation of management handbooks (6)

■ Composition (3):



description levels (IO): mis-technical concept (I)

- Development of a Framework of Management Information Systems (Technical Concept):
 - Basis: Analysis and Segmentation of the Long Time Approved, Quasi-Standardized Structure of Management Handbooks
 - Description of the Structure from a:
 - Vertical Perspective
 - Horizontal Perspective



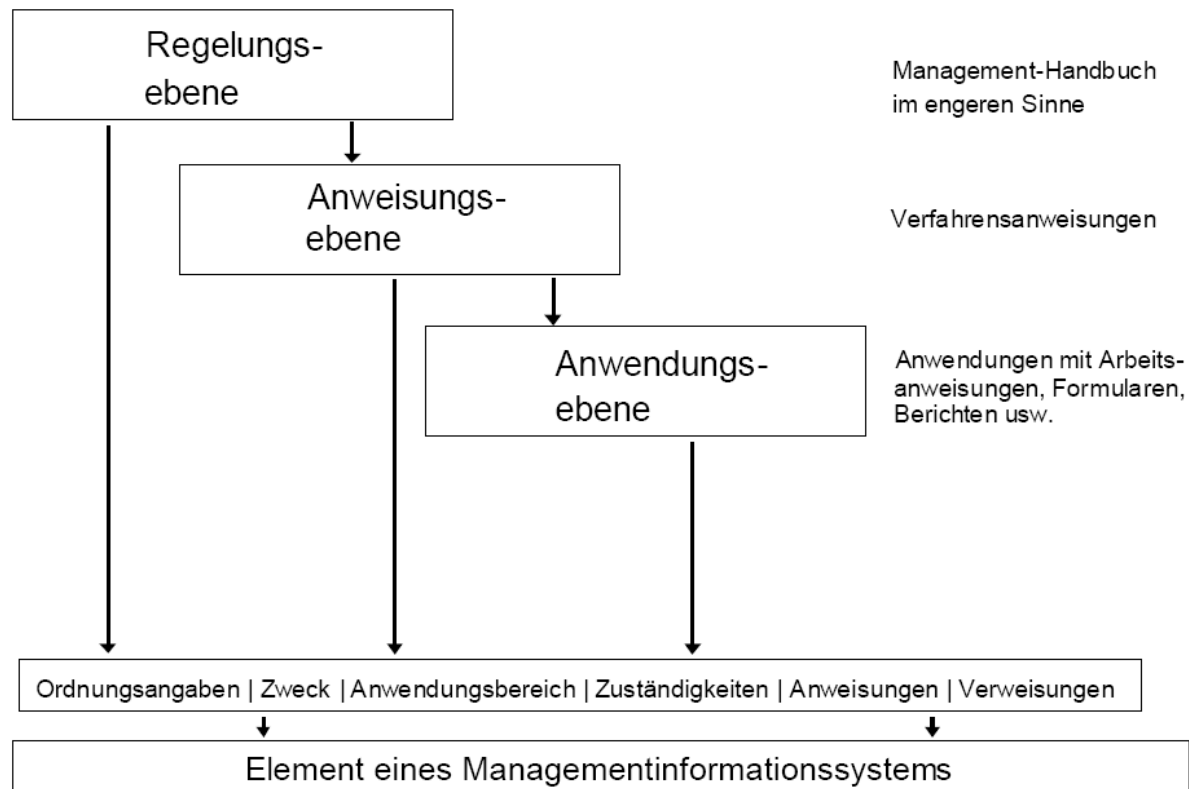
description levels (II): mis-technical concept (2)

- Management System Objects:
 - Term “Management System Object”
 - Operationalized by the Profile of:
 - Content
 - Context (Meta Data)
 - Depicting Chain



description levels (12): mis-technical concept (3)

- Structuring of Management System Objects:



description levels (13): mis-technical concept (4)

- Distinction of Processes of Management Information Systems in:
 - Frame Processes (= *irrespective* of the Specific Scope of Management Information Systems)
 - System Processes (= *dependent on* the Specific Scope of Management Information Systems)



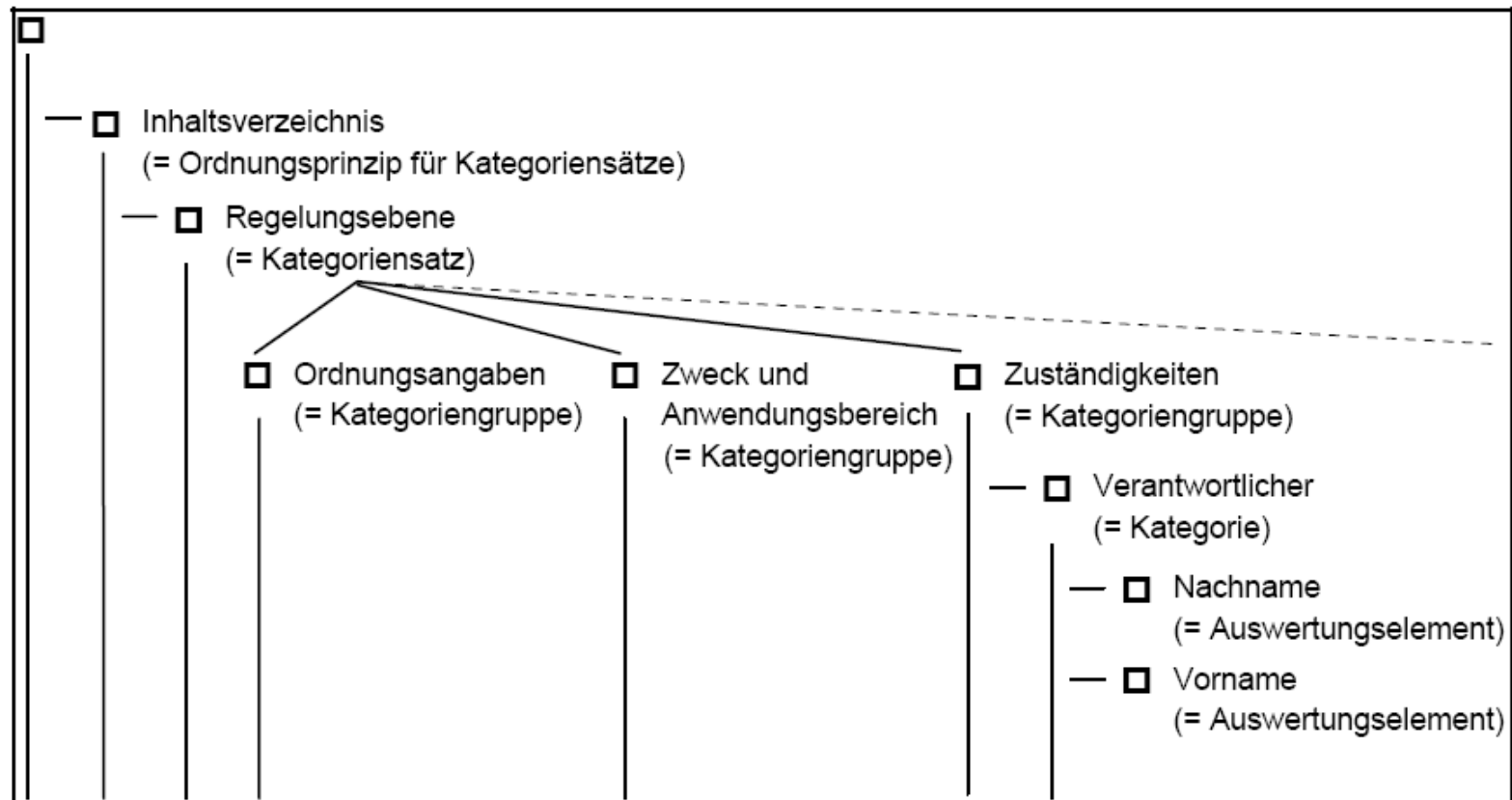
description levels (14): mis-technical concept (5)

- Groups of Description Information for each Description Level:
 - Identification Information
 - Purpose
 - Scope
 - Responsibility
 - Procedure
 - Reference



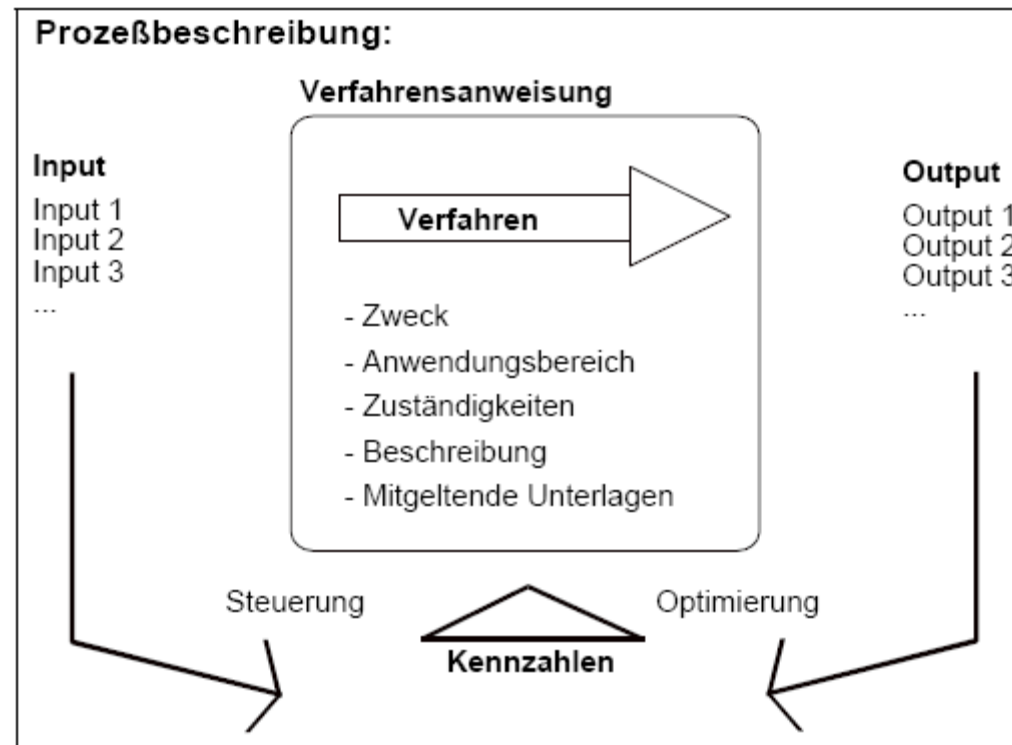
description levels (15): mis-technical concept (6)

■ Basic Schema of Composition



description levels (16): mis-technical concept (7)

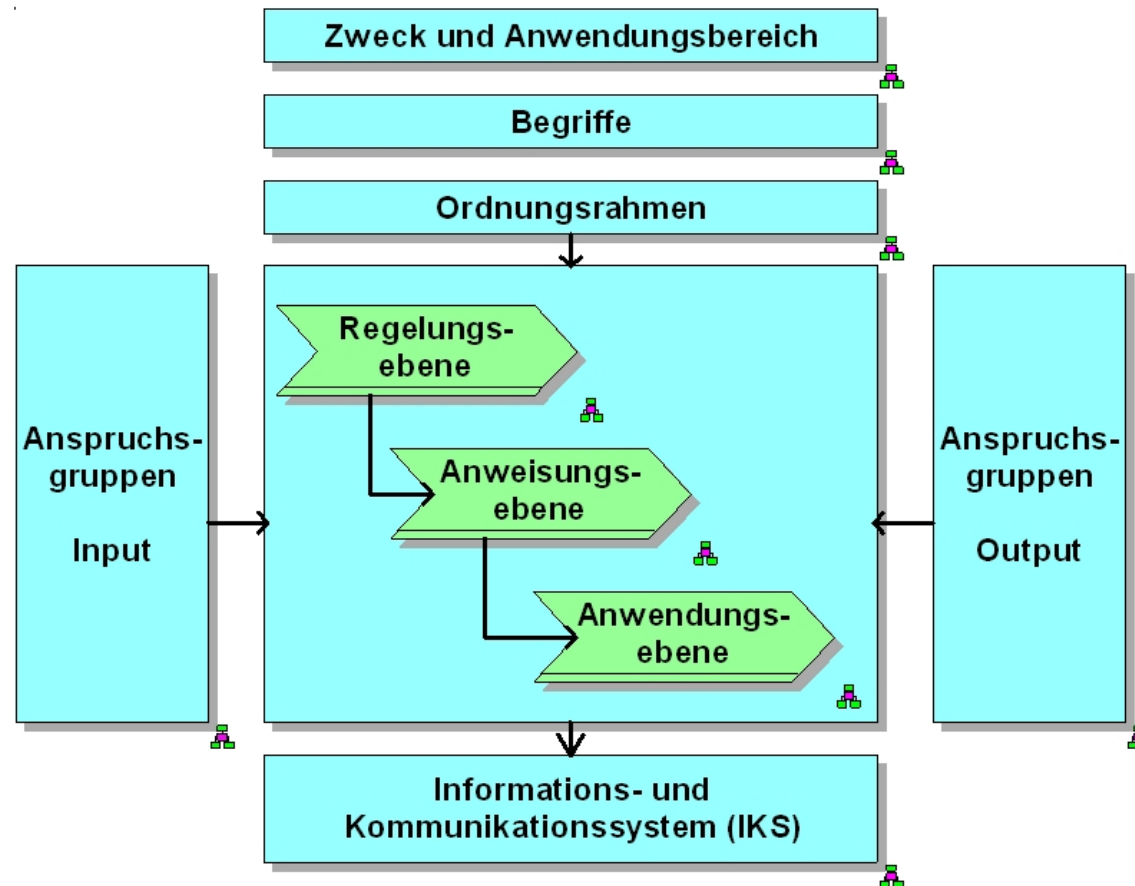
■ Level B of Management Handbooks:



Quelle: DGQ

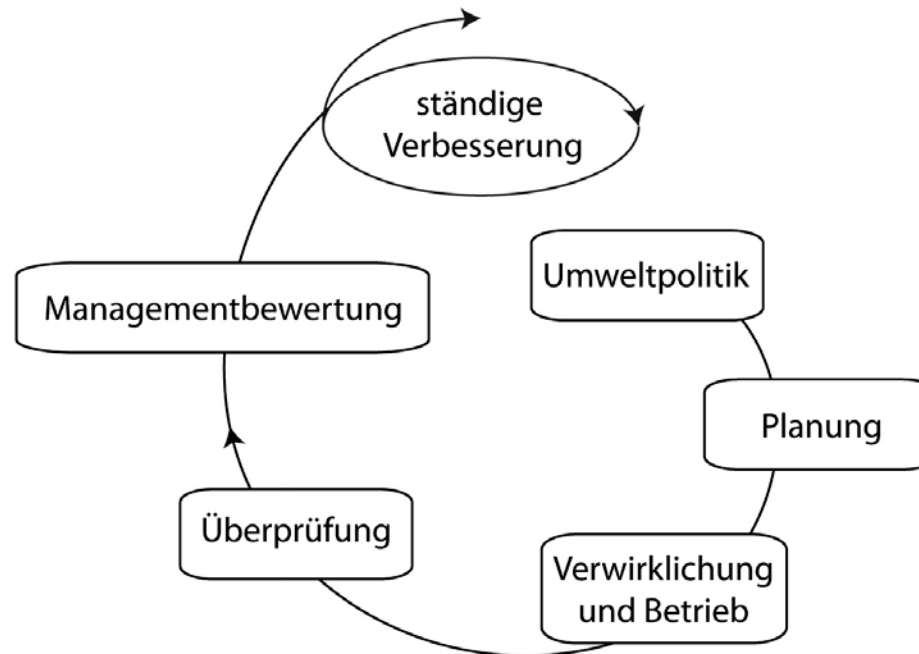


description levels (I7): framework



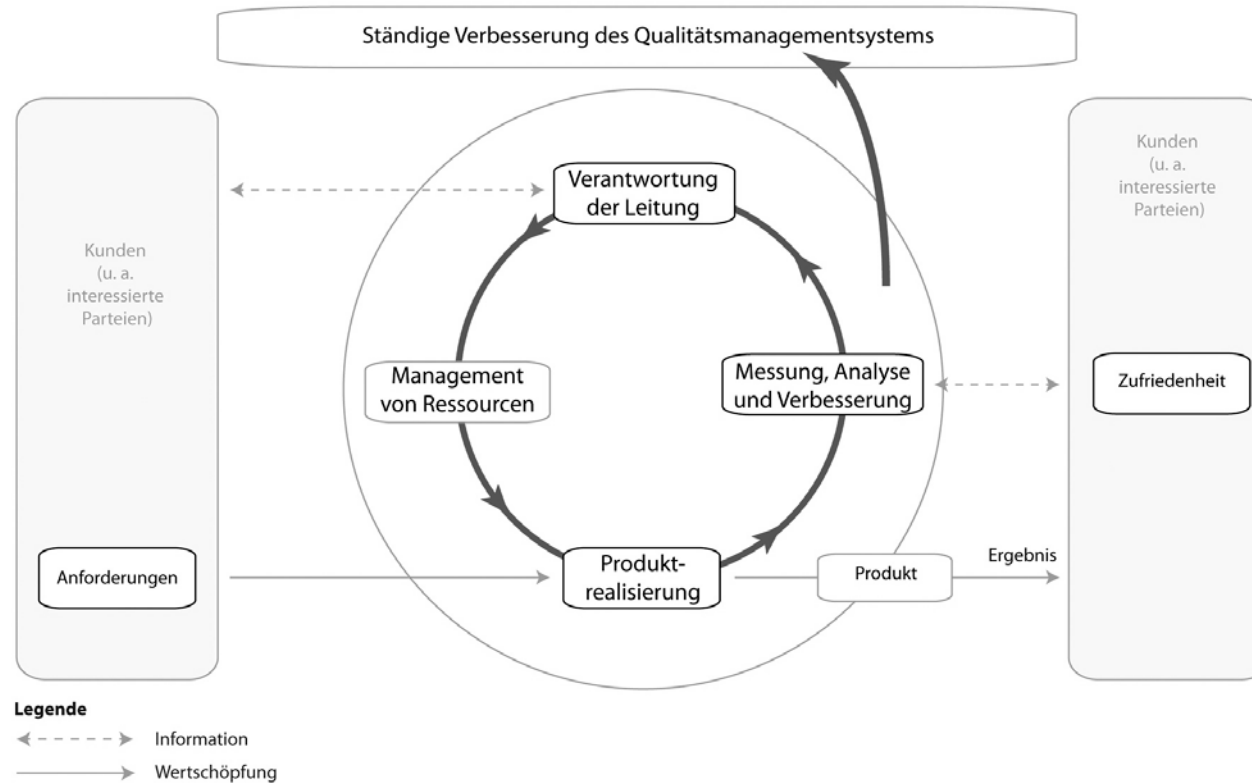
description levels (18): din en iso 14001

1996



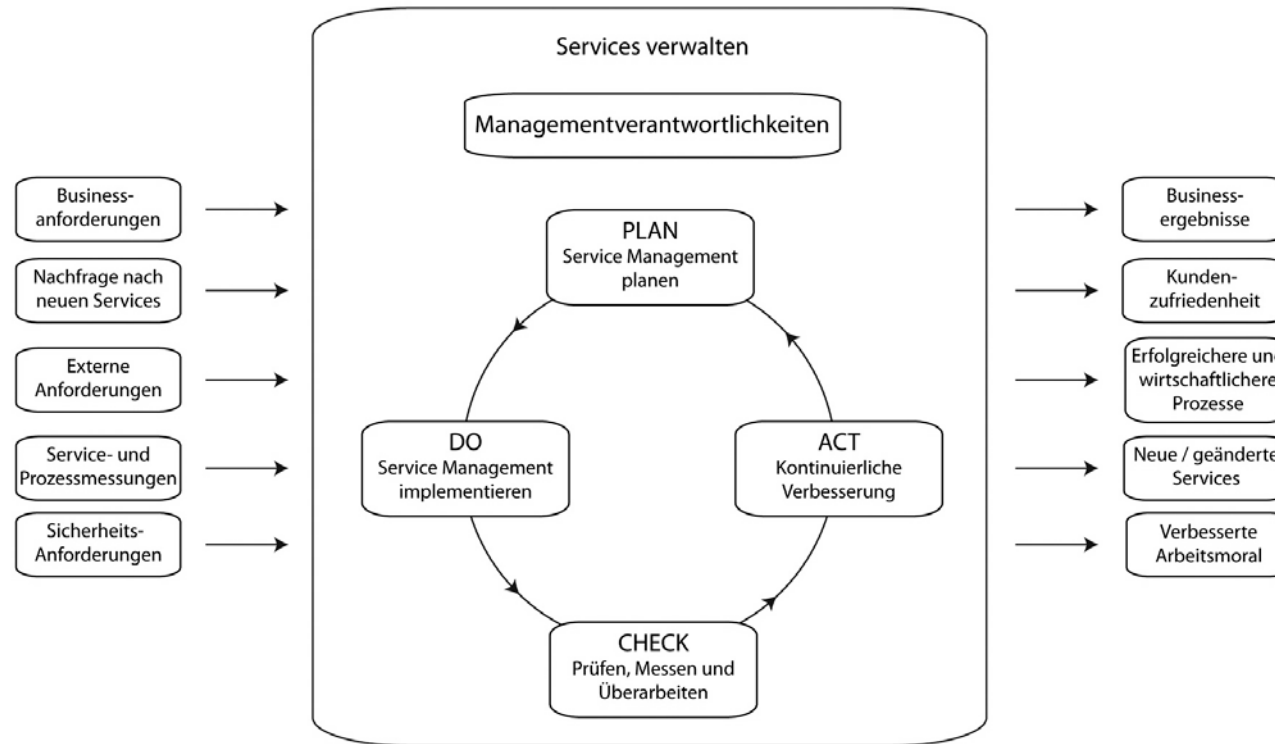
description levels (19): din en iso 9001

2000

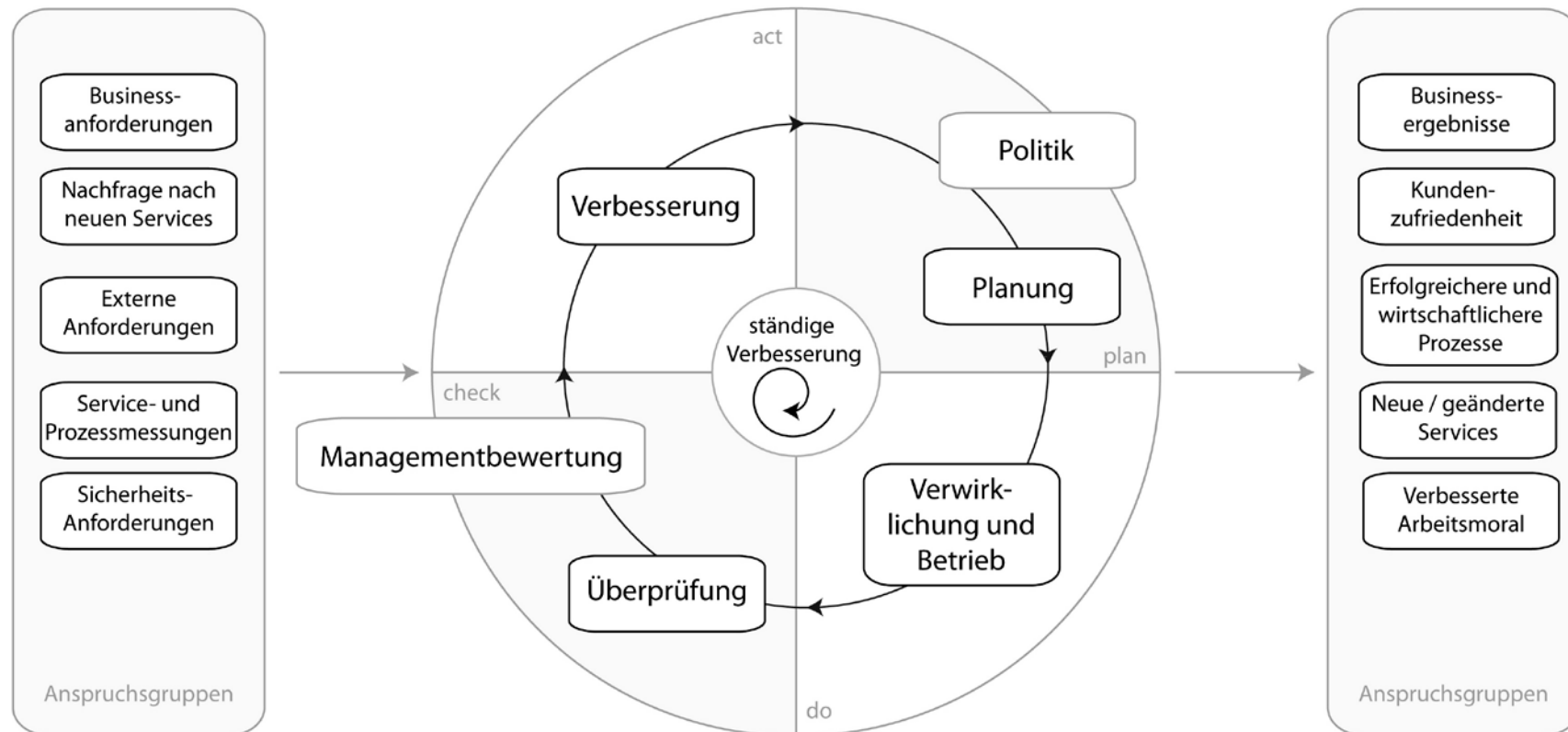


description levels (20): iso/iec 20000

2005



description levels (2I): generic representation of management systems



description levels (22):

iso/iec 20000 and it infrastructure library

ISO IEC 20000 and Information Technology
Infrastructure Library (ITIL):

- Specific Scope:
IT-Service Management System
 - Standardization via:
ISO/IEC 20000
 - What's about ITIL?
- ⇒ Compilation of Best Practices for the
Implementation of ISO/IEC 20000



description levels (23): it infrastructure library (itil) - purpose

Scope of Information Technology Infrastructure Library (ITIL):

- “Best Practice” Compilation
- Implementation of IT-Service Management Systems
- IT-Industrialization
- Origin/Supporter of this Library is the Office of Government Commerce (OGC), former Central Computer and Telecommunications Agency (CCTA) in Great Britain
- Current Version is 3.0 of 1st June 2007



description levels (24): it infrastructure library (itil) - scope

Scope of ITIL:

- Operation of IT-Infrastructure:
 - Supply of IT-Services
 - IT Service Provider
 - Business Processes of Customers
 - Service Level Agreement (SLA)
- IT-Service:
 - Persons
 - Processes
 - Technology



description levels (25): it infrastructure library (itil) - description

ITIL in V3 consist of an Introduction and five Core Publications (Books):

- The Official Introduction to ITIL Service Management)
- Service Strategy - SS
- Service Design - SD
- Service Transition - ST
- Service Operation - SO
- Continual Service Improvement - CSI



description levels (26): it infrastructure library (itil) - service strategy

Service Strategy:

- Goal: Providing Guidance on Clarification and Prioritization of Service-Provider Investments in IT-Services
- Under Consideration of:
 - Business Goals of the Customers
 - Accordance of Risks and Costs with Business-Economic Expectations
 - Hosted by the IT-Top-Management



description levels (27): it infrastructure library (itil) - service design

Service Design:

- Goal: Definition of Organizational Processes of an IT-Service Management
- Under Consideration of:
 - IT-Service Management Principles
 - Financial Management for IT Services
 - IT-Service-Portfolio
 - IT-Service Catalogue
 - Capacity Management
 - Availability Management
 - Incident Management
 - Information Security Management System



description levels (28): it infrastructure library (itil) - service transition

Service Transition:

- Goal: Delivery of Processes and Infrastructures required by a business into live/operational use
- Seven Primary Processes:
 - Change Management
 - Configuration Management
 - Knowledge Management
 - Service Asset and Configuration Management
 - Release and Deployment Management
 - Service Validation and Testing
 - Evaluation



description levels (29): it infrastructure library (itil) - service operation

Service Operation:

- Goal: Best Practices for Achieving the Delivery of Agreed Levels of Services both to End-Users and the Customers
- Processes and Functions:
 - Event Management (Process)
 - Incident Management (Process)
 - Request Fulfillment (Process)
 - Problem Management (Process)
 - Access Management (Process)
 - Service Desk (Function)
 - Technical Management (Function)
 - Application Management (Function)
 - IT Operations Management (Function)



description levels (30): it infrastructure library (itil) - continual service improvement

Continual Service Improvement:

- Goal: Sustainable Improvement of IT-Service-Management
- Seven Steps of Continual Service Improvement:
 - Identify the strategy for improvement
 - Define what you will measure
 - Gather the data
 - Process the data
 - Analyze the information and data
 - Present and use the information
 - Implement improvement

