IT teenuste haldamise standardid ja praktikad

• parimad praktikad (set of best practices)
  – ITIL (IT Infrastructure Library)
  – COBIT (Control Objectives for Information and related Technology)

• raamistikud (framework)
  – MOF (Microsoft Operations Framework)
  – HP ITSM Reference Model

• standardid
  – ISO/IEC 20000
  – ISO/IEC 17799
ITIL - IT Infrastructure Library

- sai alguse 1980'ndatel UK valitsusasutustest:
  - CCTA – Central Computer and Telecommunications Agency
  - nüüd OGC – Office of Government Commerce
  - parimate praktikate kogum
  - jaotatud protsessideks
    - protsduurid
    - rollid
ITIL – IT Infrastructure Library

- Service Delivery
  - Service Level Management
  - Financial Management for IT Services
  - Capacity Management
  - Availability Management
  - IT Service Continuity Management
ITIL – IT Infrastructure Library

• Service Support
  – Service Desk
  – Incident Management
  – Problem Management
  – Configuration Management
  – Change Management
ITIL – IT Infrastructure Library

- Security Management
- ICT Infrastructure Management
- Application Management*
- Business Perspective*
- Planning to Implement Service Management
ITIL – IT Infrastructure Library

- praegu üks populaarsemaid aluseid IT teenuste pakkumisel
- viimane versioon: v3
- mitmete frameworkide aluseks
- ITIL'it ei pea ilmtingimata 1:1 ja täies mahus rakendama
- oht rakendada vormiliselt, mitte sisuliselt
  - tegelikult minnakse protsessidest mööda
  - peetakse tarbetuks bürokratiaaks
COBIT - Control Objectives for Information and related Technology

- Issued 1992, ISACA (Information Systems Audit and Control Association)
- Guidance for IT managers and auditors
- Published works
- IT criteria, resources
COBIT – väljaanded:

- Executive Summary
- Framework (34 IT protsessi)
- Control Objectives
- Audit Guidelines
- Implementation Tool Set
- Management Guidelines
COBIT – kaetud alad:

- Plan and Organize
- Acquire and Implement
- Deliver and Support
- Monitor and Evaluate
MOF – Microsoft Operations Framework

- baseerub ITIL'il, täiendades seda
- Process Model, Team Mode, Risk Management Model
MOF – Process Model

- nn. kvadrandid:
HP ITSM Reference model

- baseerub ITIL'il
- Business-IT Alignment
- Service Design and Management
- Service Development and Deployment
- Service Operations
- Service Delivery Assurance
ISO/IEC 20000

- koostatud ITIL baasil
- koosneb:
  - Scope
  - Terms & Definitions
  - Planning and Implementing Service Management
  - Requirements for a Management System
  - Planning & Implementing New or Changed Services
  - Service Delivery Process
  - Relationship Processes
  - Control Processes
  - Resolution Processes
  - Release Process
ISO/IEC 17799:2005

- Information technology - Security techniques - Code of practice for information security management
- pigem andmeturbestandard
  - turbehaldus, riskihaldus
  - abiks turbeauditil
- nimetatakse ümber: ISO/IEC 27002