Standards and Best Practices

sets of best practices (*parimad praktikad*)

- COBIT (Control Objectives for Information and related Technology)
- ITIL (IT Infrastructure Library)

frameworks (*raamistikud*)

- MOF (Microsoft Operations Framework)
- HP ITSM Reference Model

standards

- ISO/IEC 20000
- ISO/IEC 17799 (27000)
Plan, Do, Check, Act (PDCA)

William Edwards Deming
Plan, Do, Check, Act

Plan
  ➔ set the goals and the steps to achieve them

Do
  ➔ execute the plan

Check (Study)
  ➔ observe the process, measure results

Act
  ➔ analyze the differences between goals set and the actual results, make changes to plan
COBIT - Control Objectives for Information and related Technology

- 1992, ISACA (Information Systems Audit and Control Association)
- aimed to IT executives and auditors
COBIT - coverage

- Plan and Organize
- Acquire and Implement
- Deliver and Support
- Monitor and Evaluate
COBIT package

- Executive Summary
- Governance and Control Framework (34 processes / high level control objectives)
- Control Objectives (210 specific control objectives)
- Management Guidelines
- Implementation Guide
- IT Assurance Guide
ITIL - IT Infrastructure Library

set of best practices
first created at 1980's by UK government agency
  ➔ CCTA - Central Computer and Telecommunications Agency
  ➔ now OGC - Office of Government Commerce
divided into processes
  ➔ procedures
  ➔ roles
ITIL - IT Infrastructure Library

- most popular set of best practices amongst IT service providers today
- current version is v3
- several frameworks are based on ITIL
- set of best practices - does not provide 1:1 processes
  - nor does it have to be followed to the letter
- oht rakendada vormiliselt, mitte sisuliselt
ITIL - IT Infrastructure Library

→ Service Strategy
  → Strategy Generation
  → Financial Management
  → Service Portfolio Management
  → Demand Management
ITIL - IT Infrastructure Library

→ Service Design
  → Service Catalogue Management
  → Service Level Management
  → Capacity Management
  → Availability Management
  → IT Service Continuity Management
  → Information Security Management
  → Supplier Management
ITIL - IT Infrastructure Library

→ Service Transition
  → Change Management
  → Service Asset and Configuration Management
  → Knowledge Management
  → Transition Planning and Support
  → Release and Deployment Management
  → Service Validation and Testing
ITIL - IT infrastructure Library

→ Service Operation
  → Event Management Process
  → Incident Management Process
  → Request Fulfillment Process
  → Access Management Process
  → Problem Management Process
  → Service Desk Function
  → Technical Management Function
  → Application Management Function
  → IT Operations Management Function
ITIL - IT Infrastructure Library

- Continual Service Improvement
  - 7-Step Improvement Process
  - Service Measurement
  - Service Reporting
ITIL - IT Infrastructure Library
Microsoft Operations Framework
HP ITSM Reference model

based on ITIL

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

first standard for IT Service Management

contents:

- 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 27002

→ Information technology - Security techniques - Code of practice for information security management

→ information security standard

→ renamed from ISO/IEC 17799:2005 at 2007