

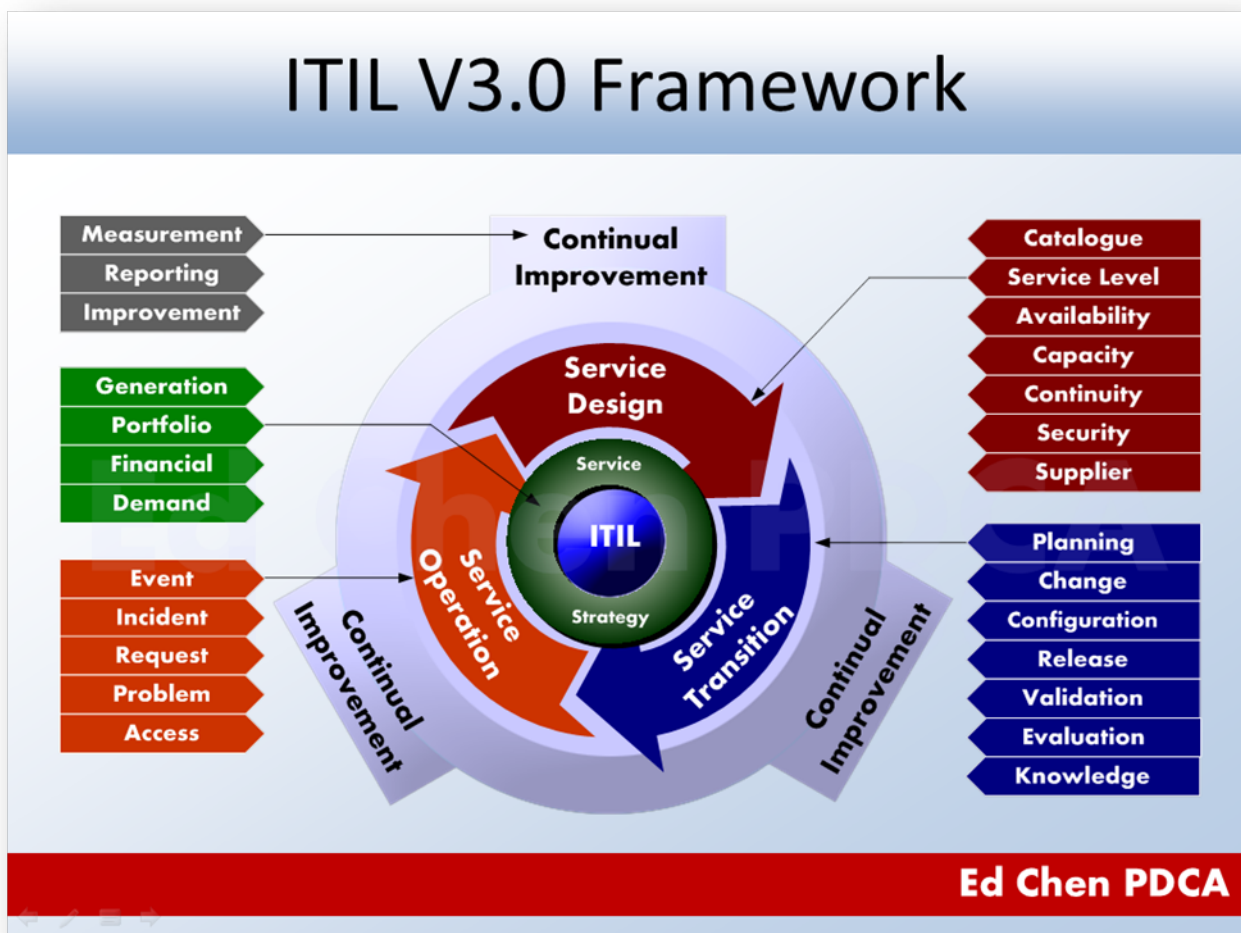
Appendix I – The adoption of ITIL

Introduction

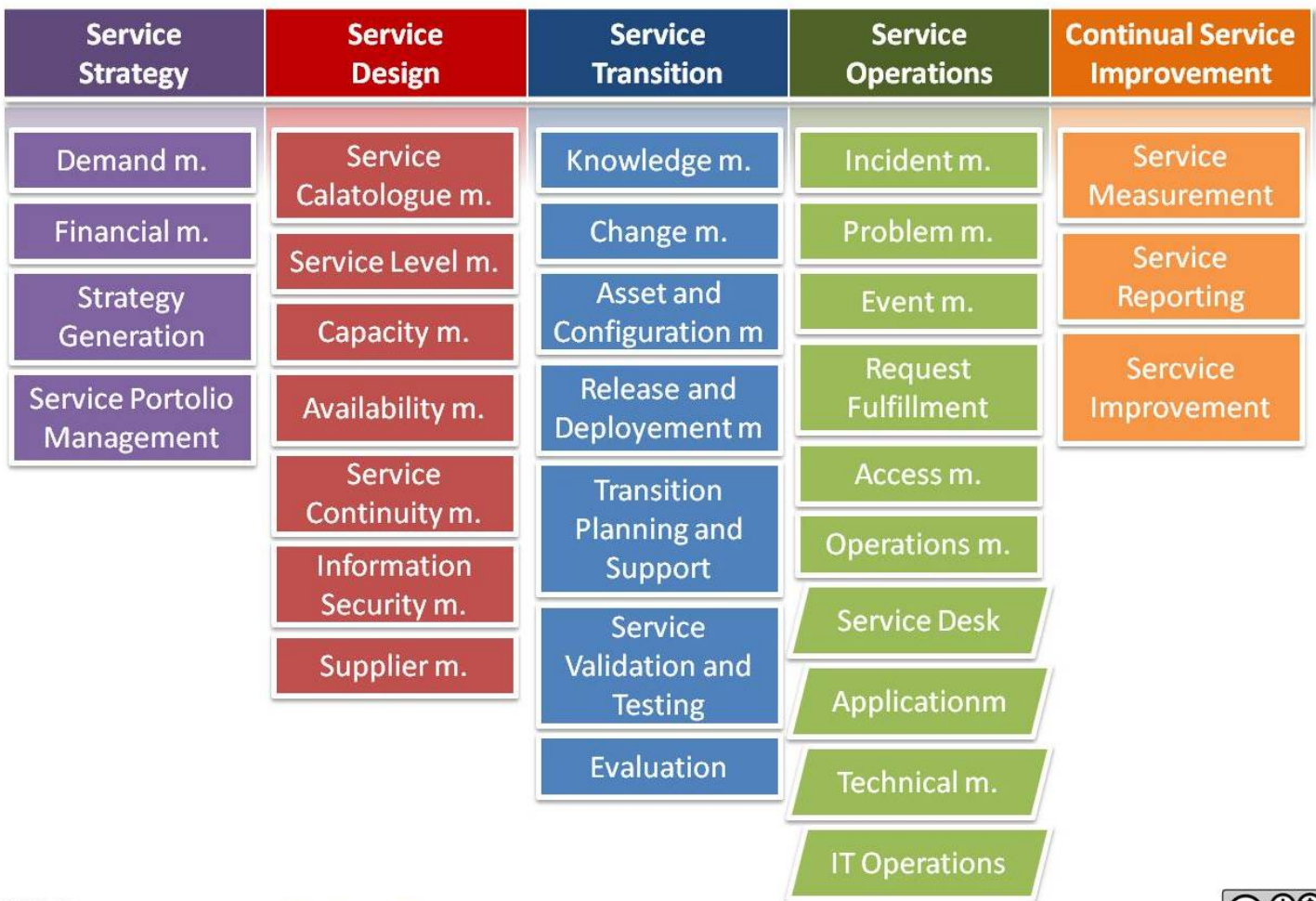
“ITIL, formally an acronym for **I**nformation **T**echnology **I**nfrastructure **L**ibrary, is a set of detailed practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business.

ITIL describes processes, procedures, tasks, and checklists which are not organization-specific, but can be applied by an organization for establishing integration with the organization's strategy, delivering value, and maintaining a minimum level of competency. It allows the organization to establish a baseline from which it can plan, implement, and measure. It is used to demonstrate compliance and to measure improvement.”

<https://en.wikipedia.org/wiki/ITIL>



The IT department is committed to integrating the ITIL framework into everything it does to ensure that its structure, systems and services are perfectly aligned to meet the logistic, strategic and business needs of the council and its service users.



Strategic Service Strands

The diagram on the outlines the various tasks which the IT department needs to deliver in order to provide a successful service which meets the needs of its internal and external customers.

In order to be successful, it is essential that every one of the departmental job descriptions contains at least one of these tasks.

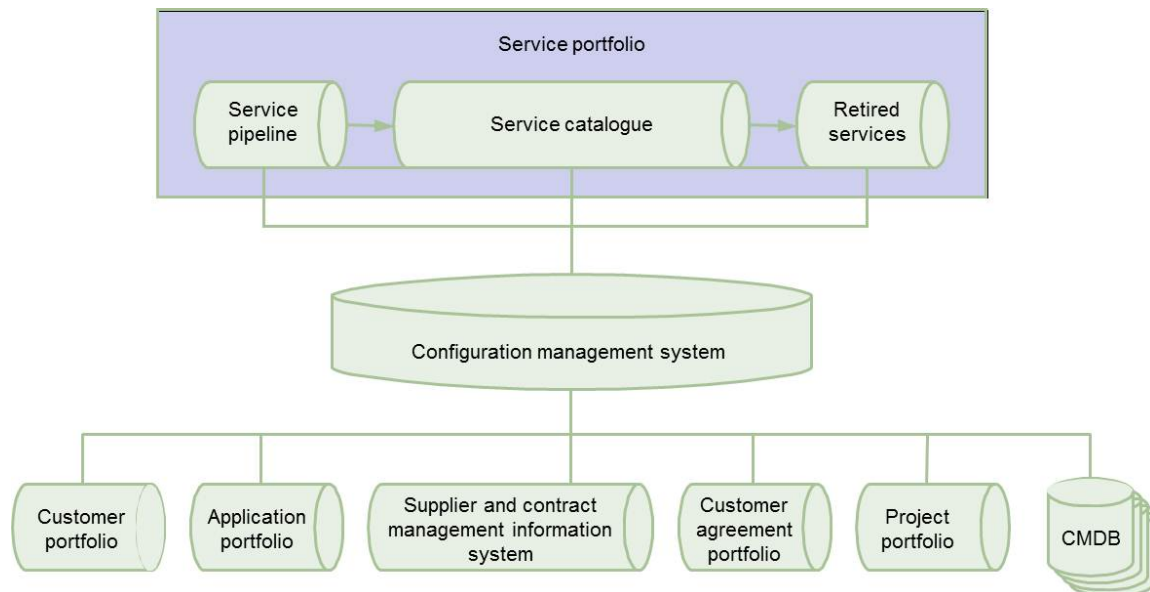
To this end, a **review of the IT department and the Job Roles within it is presently being undertaken** to ensure that this is the case.

Service Portfolio

This is the name given to the “core repository” for all information for all services in an organization.

That is to say, it **outlines where we keep all of the information related to all of our services** that we:

- Have offered in the past
- Offer right now



- Will offer in the future

The Service Portfolio consists of three parts:

1. Service Pipeline

This contains references to services that are not yet live. They may be proposed, or under development

2. Service Catalogue

This contains links to active services through their Service Design Package

3. Retired Services

Services in the process of being discontinued, before they are finally decommissioned

Only the Service Catalogue is visible to the customers and support team.

As part of the review of the IT department, **our Service Portfolio is being constructed**, this will contain all of the information outlined in the diagram above.

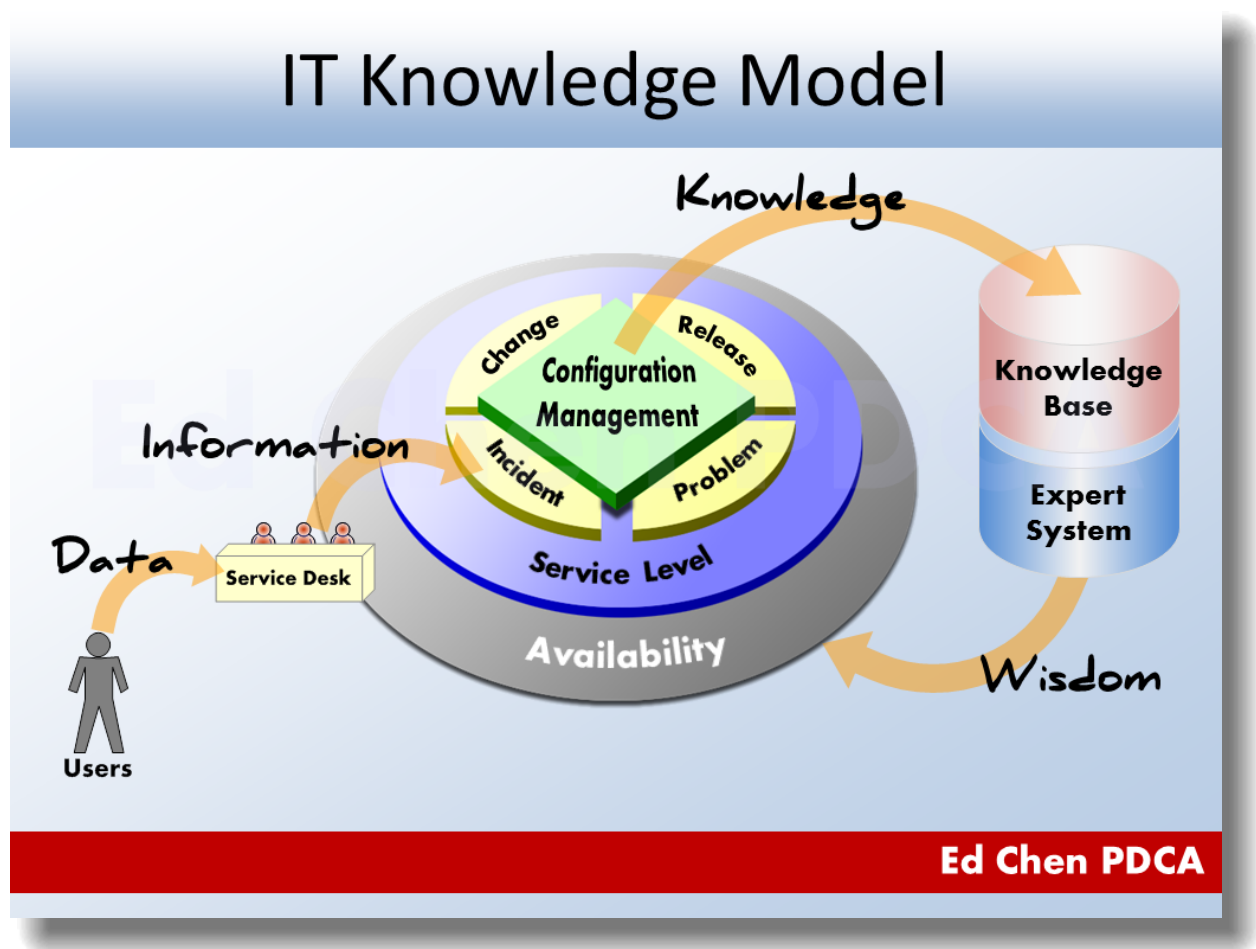
Knowledge Management

“The purpose of Knowledge Management is to gather, analyse, store and share knowledge and information within an organisation.

The primary purpose of this ITIL process is to improve efficiency by reducing the need to rediscover knowledge.”

https://wiki.en.it-processmaps.com/index.php/Knowledge_Management

As part of the review of the IT department, we are constructing an **online knowledge base** for existing and future staff to access to ensure that best practices and lessons learned are

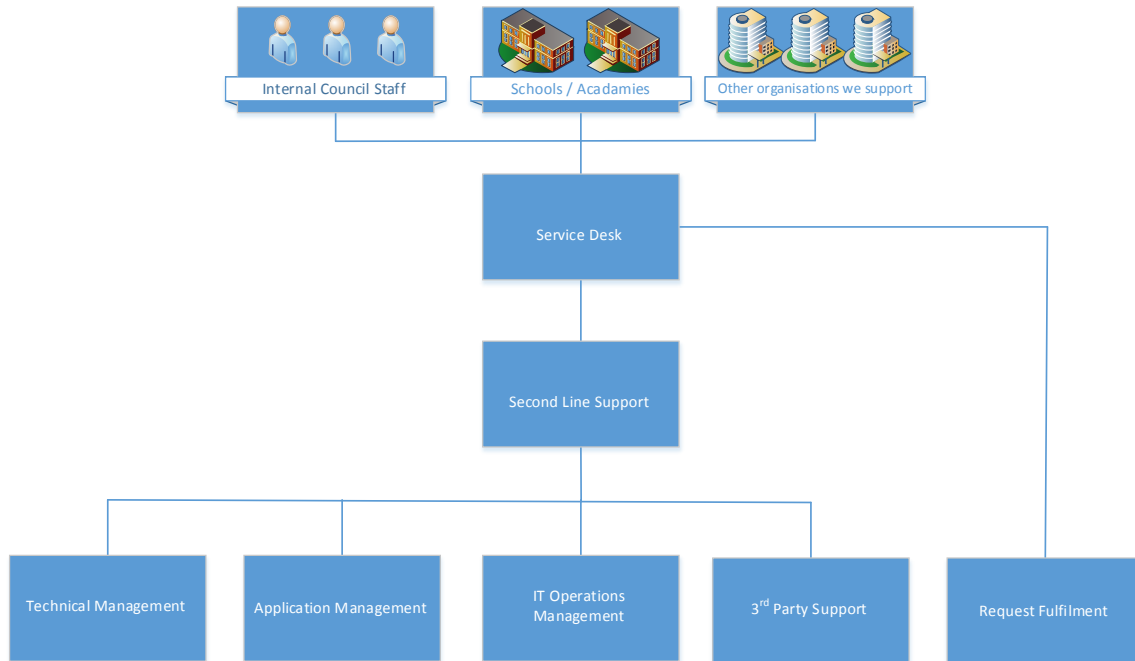


available to all of our staff.

The 'model' IT departmental structure

The diagram on this page illustrates a 'model' layout for the council's IT department which would facilitate the delivery of an ITIL based service.

A key objective of the review of the IT department is to identify **how we can best move to this organisational structure** in the most efficient manner possible.



Post review & Digital Transformation

The diagram on this page illustrates the Continual Service Improvement (CSI) cycle that we will adopt to ensure that our service remains **relevant and valued** by all of our service users in the months and years following the review of the IT department and the implementation of the Digital Transformation Plan.

