MacEwan UNIVERSITY | OFFICE OF THE CHIEF INFORMATION OFFICER

IT Service Management Framework
Standard
Effective Date: February 26, 2015

Authority & Alignment

Authority: **D1200 Code of Conduct, D3300 Internal Controls, D8000 ITM Governance and Management**
Alignment: International standards – Cobit, ITIL v3, ISO/IEC 20000

Overview

Information technology service management (ITSM) is defined as the implementation and management of quality information technology (IT) services that meet the needs of the University[1]. ITSM is achieved through an appropriate mix of people, process, infrastructure and information by engaging specialized organizational capabilities for managing services over their lifecycle.

The objectives of ITSM are to:

- Identify and ensure the effective and efficient provision of IT services

- Ensure that Information and Technology Services (ITS) and its customers agree upon the levels of service to be delivered

- Ensure that specific and measurable targets are developed for all IT services

- Provide and maintain excellent communication with customers

- Continuously improve the quality of services delivered

The ITSM Framework:

- Is an organized subset of the controls (policies, structures, procedures, standards & guidelines) which comprise the MacEwan ITM Control Framework

- Focuses on the key elements of ITSM which need to be in place to ensure delivery of quality services in support of IT goals

- Maintains continuous alignment between service delivery and customer requirements

Scope and Definitions

The ITSM Framework Standard applies to information and technology services for which MacEwan University's CIO is responsible.

Definitions

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[1] Section 2.1.3, ITIL Service Strategy, Office of Government Commerce, 2011

- **Service Transition** moves services from the 'how', as developed by **Service Design**, into 'what', as supported by **Service Operation** with an appropriate balance of speed, cost and safety.
- **ITIL.** The **I**nformation **T**echnology **I**nfrastructure **L**ibrary is a globally recognized set of best practices for IT service management (ITSM) that focuses on aligning IT services with customer requirements.

Compliance & Exceptions

Responsibility for compliance with MacEwan policies and standards extends to all members of the MacEwan community as defined in D1200 Code of Conduct – Employees. Non-compliance may create risk for MacEwan and will be addressed accordingly (see clause 4.5.1 "Respect for the law and University governance" of the University's policy D1200 Code of Conduct – Employees for additional guidance).

Standard Requirements

1. MacEwan University's CIO will be responsible for the development, implementation and monitoring of the ITSM Framework, and for ensuring that all related standards, procedures and guidelines support MacEwan University's objectives.

2. The ITM Committee will review sufficient evidence to be satisfied that the key elements of service delivery, described below, are aligned with and support the achievement of the University's Strategic ITM Plan.

3. The ITSM Framework will include standards, guidelines and procedures addressing the following areas of service management as identified in the Information Technology Infrastructure Library (ITIL 2011 v3):[2]

   a. **Service Strategy**
      i. Ensure that ITS has the appropriate set of services in its service portfolio, that all of its services have a clear purpose, meet customer needs and are aligned with achieving the University's objectives.
      ii. Articulate ITS' objectives, describe how it will meet those objectives and how it will know it has met them.
      iii. Communicate the IT Service Strategy across the University including a clear assignment of accountability for delivery.

   b. **Service Design**
      i. Build and maintain a Service Catalog.
      ii. Analyze academic and administrative requirements and the way in which IT-enabled services and service levels support business processes.
      iii. Services will be designed to be effective, efficient and reliable.
      iv. Services will be designed to meet the University's information security requirements.
      v. Consider service provider differentiators and options and the financial impact and potential costs and benefits of using external services.
      vi. Negotiate Service Level Agreements with our academic and administrative customers and design services in accordance with the agreed service level targets.
      vii. Ensure that the capacity of IT services and the IT infrastructure is able to deliver the agreed service level targets in a cost effective and timely manner.
      viii. Define, analyze, plan, measure and improve all aspects of the availability of IT services.

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[2] Much of the content of this section is adapted from http://wiki.en.it-processmaps.com/index.php

c. **Service Transition**
   i. Control the lifecycle of all Changes.
   ii. Utilize Project Management to plan and coordinate the resources to deploy infrastructure, applications and services within the predicted cost, time and quality estimates.
   iii. Make available applications and systems which provide the required functionality for IT services.
   iv. Maintain information about Configuration Items (CIs) required to deliver an IT service, including their relationships.
   v. Plan, schedule and control the movement of releases to test and live environments.
   vi. Gather, analyze, store and share knowledge and information within an organization.

d. **Service Operation**
   i. Provide end user training.
   ii. Ensure Configuration Items (CIs) and services are constantly monitored.
   iii. Manage the lifecycle of all Incidents and Problems.
   iv. Fulfill Service Requests, which in most cases are minor (standard) changes (e.g. requests to change a password) or requests for information.
   v. Grant authorized users the right to use a service, while preventing access to non-authorized users.
   vi. Monitor and control the IT services and their underlying infrastructure.
   vii. Manage the physical environment where core IT infrastructure is located.

e. **Continual Service Improvement**
   i. Align IT services with the University's approach to business continuity, disaster recovery and crisis management.
   ii. Monitor service levels, report on achievements and identify trends.
   iii. Review business services and infrastructure services on a regular basis to improve service quality where necessary, and to identify more economical ways of providing a service where possible.
   iv. Evaluate processes on a regular basis identifying areas where the targeted process metrics are not reached.
   v. Define specific initiatives aimed at improving services and processes, based on the results of service reviews and process evaluations.
   vi. Monitor initiatives to verify if improvement initiatives are proceeding according to plan, and to introduce corrective measures where necessary.

Related Content

Type	Title
Standard	Strategic ITM Plan Framework Standard

Key Words

IT service management, assessment, service definitions, service catalogue, service portfolio framework, service level agreements, operating level agreements

Measurement

✓ A regular current-state assessment of MacEwan University's ITSM Framework has been completed, gaps identified and development priorities identified

✓ IT Senior Management reviews of the effectiveness of the ITSM Framework

Contact

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