



Leibniz-Rechenzentrum
der Bayerischen Akademie der Wissenschaften



FitSM

Ein effizienterer Weg zum Service-Management-System für kleine und mittlere Organisationen

Dr. Michael Brenner

Fragen

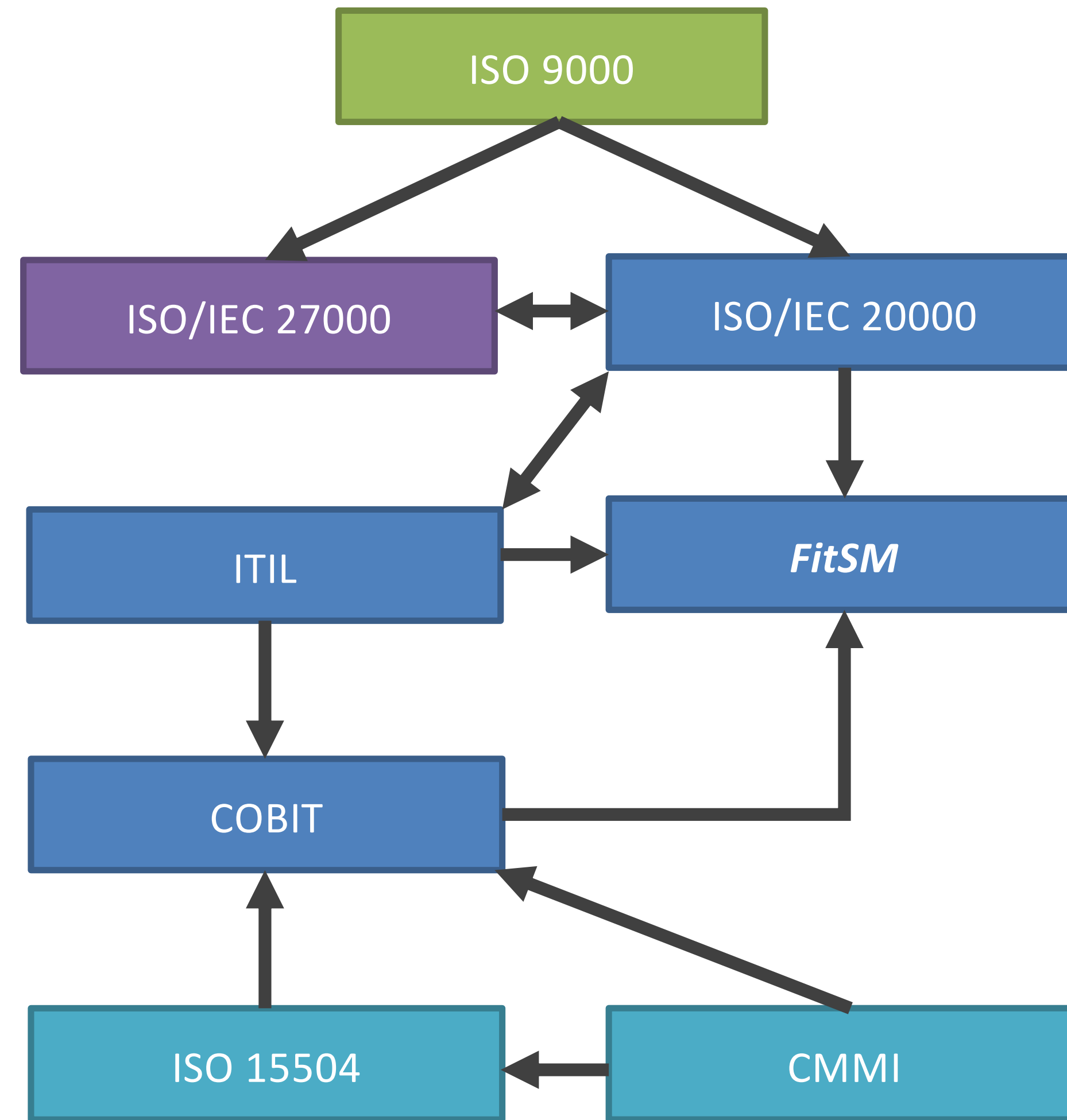
Braucht die Welt wirklich noch ein ITSM-Framework?

FitSM Idee, Struktur, Inhalte

FitSM-Praxis

Aktueller Status und Ausblick

Braucht die Welt wirklich noch ein ITSM-Framework?

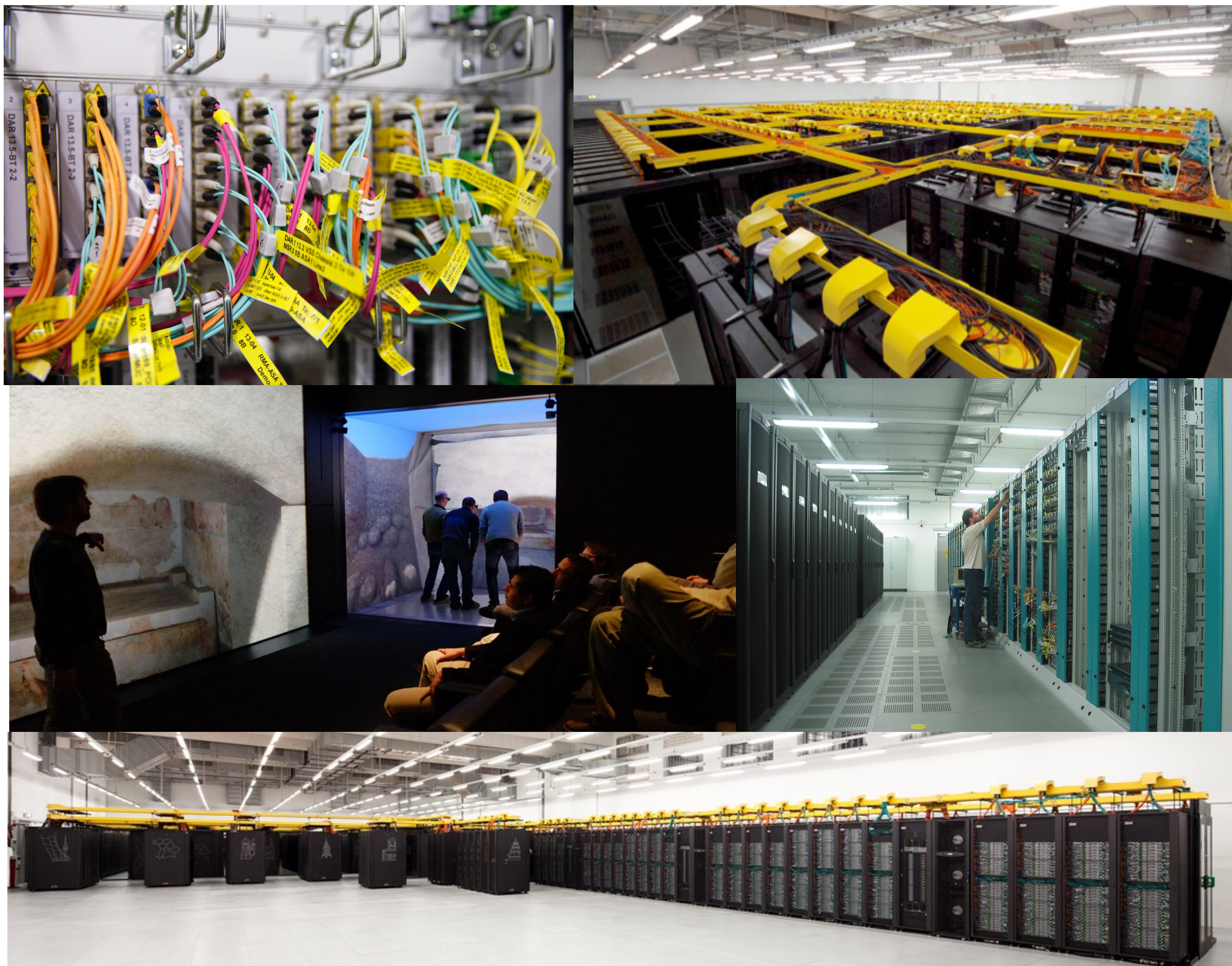




LRZ (Forschungscampus Garching)



Was betreibt das LRZ?



- Zwei Hochleistungsrechner (z. Zt. #23,#24 in der Top500)
- Virtual-Reality-Center
- Münchner Wissenschaftsnetz
- Eine Menge weiterer IT-Dienste für die Münchner Universitäten

Betrieben von ca. 160 IT-Mitarbeitern, viele mit wissenschaftlichem Hintergrund

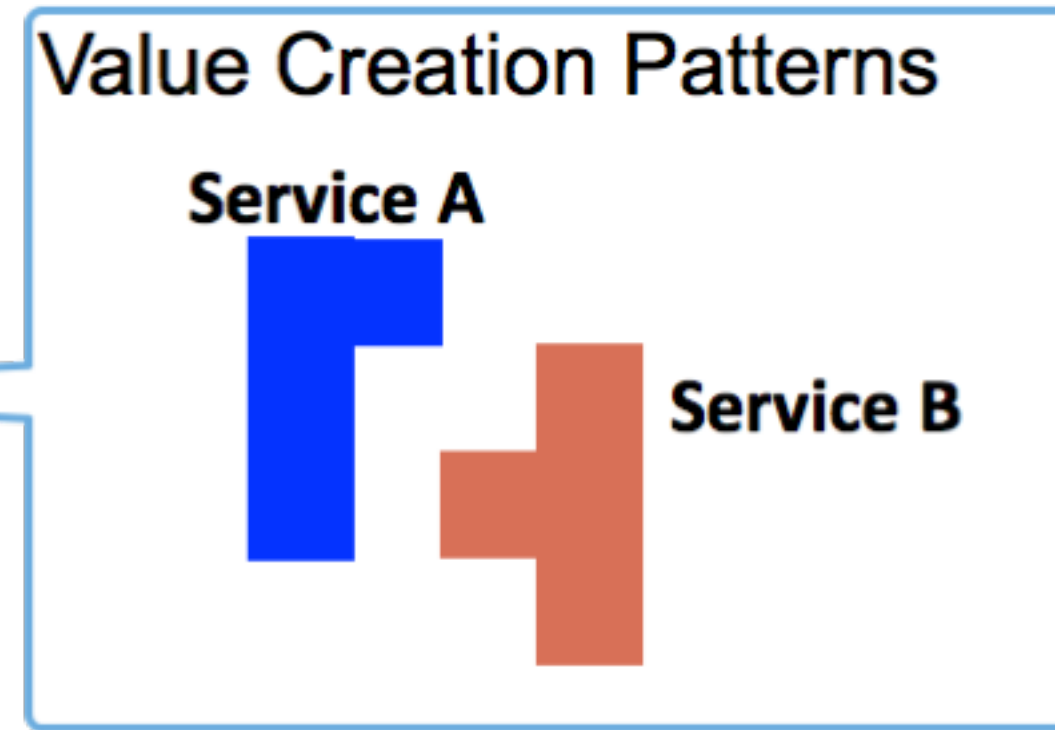


und: Herr B. ...

- ... gibt seine Dissertation zu „Werkzeugunterstützung für ITIL-orientiertes Dienstmanagement“ ab
- ... fängt an viele, viele Zertifikate zu machen
- ... überlegt sich, wie ITSM am LRZ etabliert werden sollt
 - Welche Trainings?
 - Welche Prozesse?



Sprache und Kultur





Aufwand



- Project and quality plans
- Business Continuity strategy
- ITSCM policy and strategy
- ITSCM plans
- Recovery plans
- BCM plans
- Technical plans
- Crisis Management plans
- Disaster Recovery plans
- Emergency Response plans
- Disaster Recovery Invocation Guideline
- Damage Assessment Plan
- Salvage Plan
- Vital Records Plan
- Crisis Management and Public Relations Plan
- Accommodation and Services Plan
- Security Plan
- Personnel Plan
- Communication Plan
- Finance and Administration Plan
- Index of disaster-relevant information
- Business Impact Analysis reports
- Risk Assessment
- Risk Analysis and Management reviews and reports
- ITSCM Review
- ITSCM testing schedule
- ITSCM test scenarios
- ITSC reports
- Testing reports and reviews
- Forecasts and predictive reports
- CIs for plans
- RfCs for plans
- ...



Standard / Framework

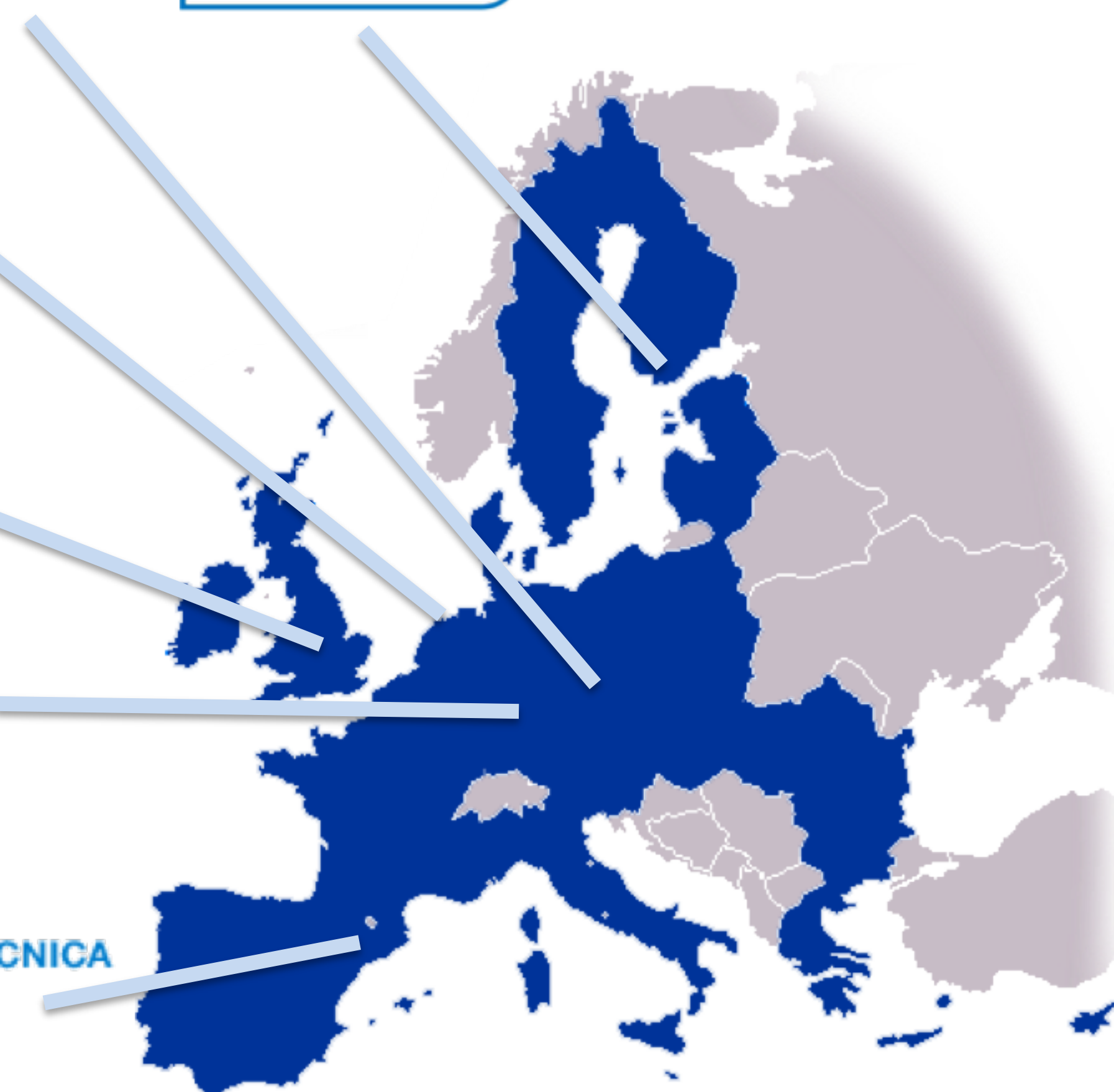
- Konsistenz und Belastbarkeit*
- Trennung des wichtigen (*must have*) vom nicht ganz so wichtigem (*nice to have*)*
- Direktere Umsetzbarkeit, z.B. tatsächlich einsetzbare Vorlagen und Beispiele**
- Realistisch und praxisnah auch für “kleinere” IT-Organisationen

Training / Personenzertifizierung

- Basisnähere Foundation
- Effizientere Fortgeschrittenen-Schulungen



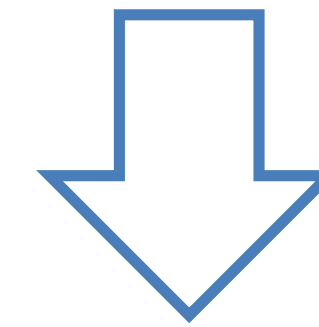
FedSM-Projekt 2012-2015



FitSM Idee, Struktur, Inhalte

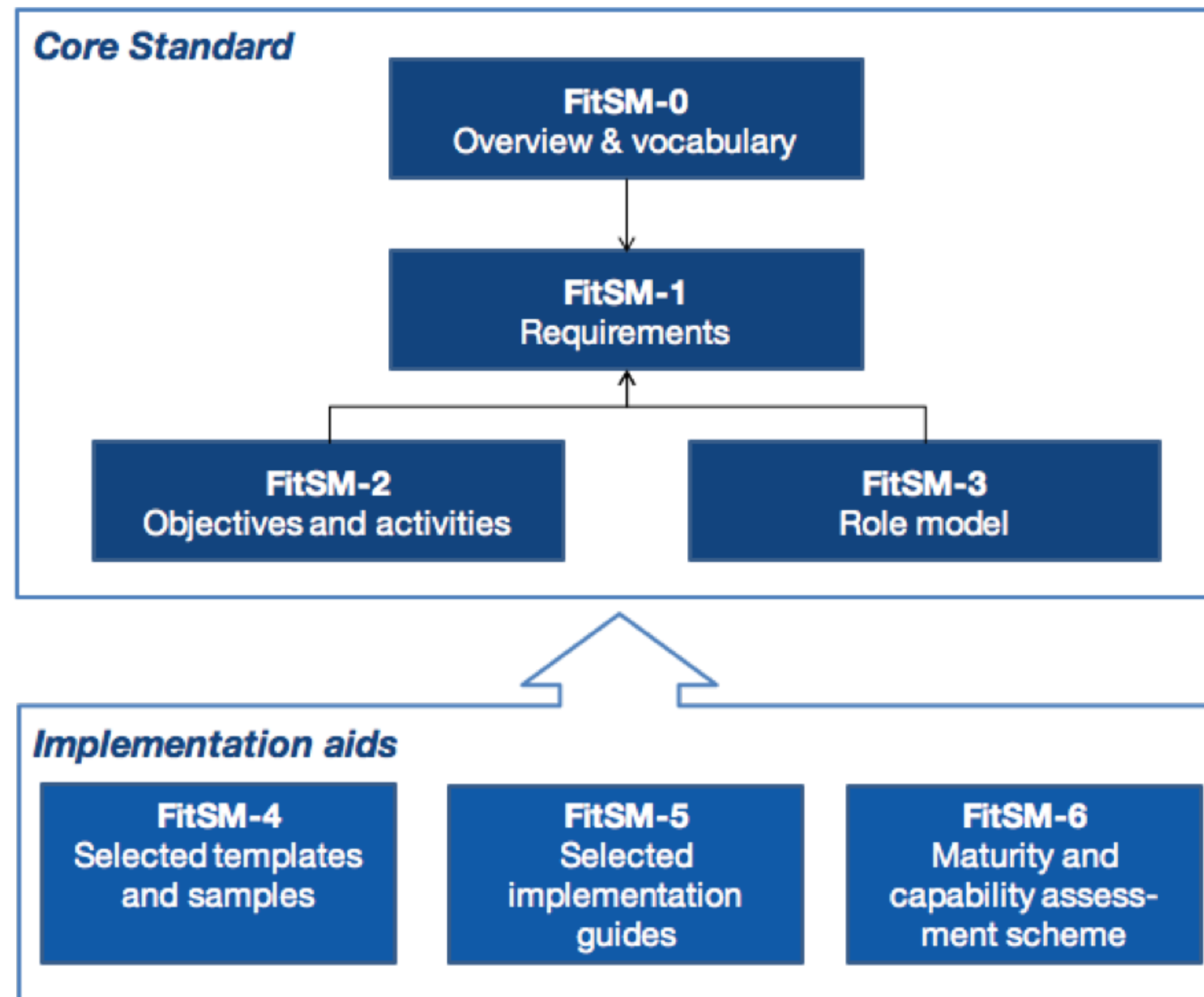


Standards for lightweight
IT service management

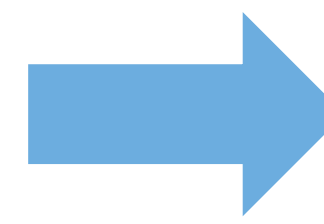


An QM-Prinzipien orientierter, “no nonsense” ITSM-Standard

- Konkret (auditierbar)
- Pragmatisch
- Umsetzbar
- Zugänglich



FitSM-1



FitSM-0, -2, -3, -4, -5

PR2 Service Level Management (SLM)

REQUIREMENTS

- PR2.1 A service catalogue shall be maintained.
- PR2.2 For all services delivered to customers, SLAs shall be in place.
- PR2.3 SLAs shall be reviewed at planned intervals.
- PR2.4 Service performance shall be evaluated against service targets defined in SLAs.
- PR2.5 For supporting services or service components provided by federation members or groups belonging to the same organisation as the service provider or external suppliers, OLAs and UAs shall be agreed.
- PR2.6 OLAs and UAs shall be reviewed at planned intervals.
- PR2.7 Performance of service components shall be evaluated against operational targets defined in OLAs and UAs.

7.2 Context: Service Level Management (SLM) in a lightweight service management system, the following roles should be defined and assigned in the specific context of the SLM process:

- Process owner SLM
- Process manager SLM
- SLA / OLA / UA owner

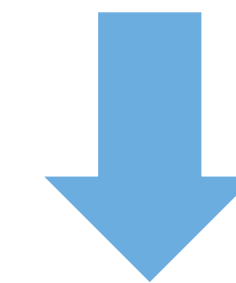
Role	Tasks	CA: number of persons performing this role
Process owner SLM	Generic tasks of a process owner applied in the context of SLM	
Process manager SLM	Generic tasks of a process manager, plus: <ul style="list-style-type: none"> • Maintain the service catalogue • Manage updates to the service catalogue • Ensure the service catalogue is aligned to the service portfolio • Negotiate SLAs with customers • Propose and negotiate OLAs with internal groups or federation members • Propose and negotiate ULAs with external suppliers • Ensure that all SLAs, OLAs and ULAs are documented in a consistent manner • Approve new or changed SLAs, OLAs and ULAs 	
SLA / OLA / UA owner	<ul style="list-style-type: none"> • Maintain the SLA, OLA or UA under its ownership and ensure it is specified as documented according to relevant specifications • Evaluate the fulfillment of the SLA, OLA or UA • Ensure that violations of the targets defined in the SLA, OLA or UA are identified and investigated to prevent future recurrence • Perform regular reviews of the SLA, OLA or UA 	

Template: Service Level Agreement (SLA)

This document is a template for creating a Service Level Agreement (SLA). Version 1.0 (2014-02-20)

Comments & usage guidance

- This template provides a generic structure to be applied for defining and documenting a Service Level Agreement between a service provider and a customer or group of customers.
- For this template and its contents, the terminology (terms and definitions) according to FitSM-0 applies.
- The following template assumes that the SLA will be agreed for a single service, but it may be easily adapted to cover multiple services.

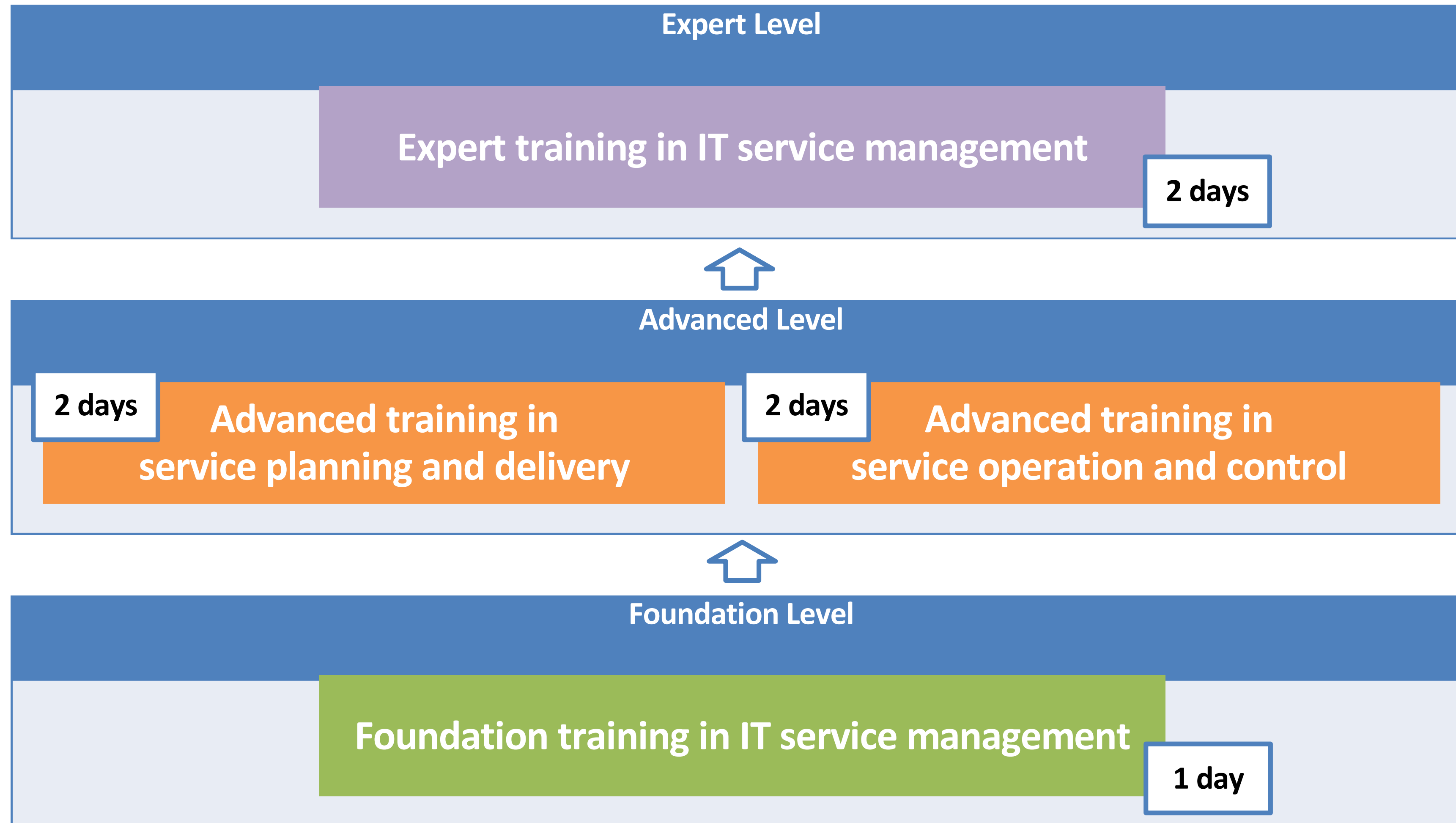


FitSM-6

PR2.3	SLAs shall be reviewed at planned intervals.	1 - Ad-hoc	SLAs, if any exist, are reviewed on demand and on an individual and unsystematic basis.
		2- Repeatable	SLAs are reviewed periodically, but the frequency and procedure of reviews is undefined and inconsistent. Responsibilities for SLA reviews are not documented.
		3 - Defined	SLAs are reviewed periodically and systematically. Reviews assess appropriateness, achievability and necessary support from other agreements. Reviews are based on defined and documented responsibilities and records are kept.

Select...

PR2.1	Passed	Passed	Passed	Not Passed
PR2.2	Passed	Passed	Passed	Not Passed
PR2.3	Passed	Passed	Not Passed	Not Passed
PR2.4	Passed	Passed	Not Passed	Not Passed
PR2.5	Passed	Passed	Not Passed	Not Passed



FitSM in der Praxis



Wie FitSM IT-Service-Management in Prozesse einteilt (*process framework*) ist

- ... fast wie in ISO/IEC 20000
- ... weniger detailliert und umfangreich als in ITIL, aber "kompatibel"

vgl. <http://fitsm.itemo.org/fitsm-process-model-compared>

FitSM kann Einstieg, Hilfe oder Ergänzung für ein ITSM nach ISO/IEC 20000 oder ITIL sein.

Service Portfolio

Service Level

Service Reporting

Service Availability and Continuity

Capacity

Information Security

Customer Relationship

Supplier Relationship

Incident and Service Request

Problem

Configuration

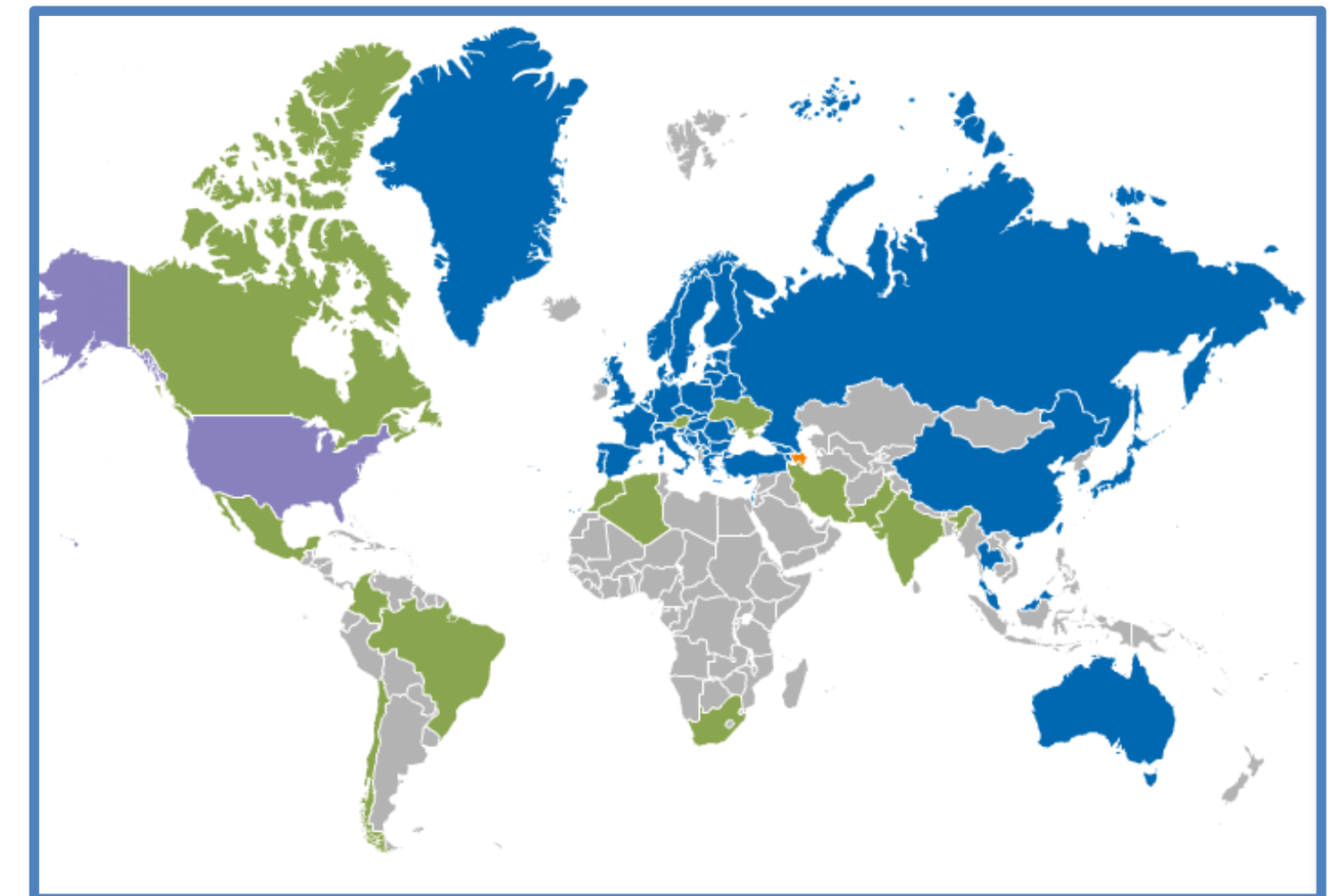
Change

Release and Deployment

Continual Service Improvement

Beispiel Service-Management-System von EGI.eu

- Projektstart 2013
- FitSM: Prozessstruktur, Anforderungen, Vorlagen, Self-Assessment, Trainings
- ITIL als “Nachschlagewerk”
- Zukunftsplan: ISO/IEC 20000 Zertifizierung



[EGI.eu](http://www.esgi.eu):

Stiftung mit Sitz Amsteram
 Ca. 20 Mitarbeiter
 “Federator” für die EGI-Grid-
 Infrastrukturen:
 LCPUs: 593,424
 Disk: 286PB
 1.5M Jobs / Tag
 4.5M Wallclock h / Tag
 350 Resource Centers
 in über 50 Ländern



Zusammenfassung Ausblick

Aktueller Status und Ausblick

- FitSM findet langsam Verbreitung, zur Zeit vorwiegend in wissenschaftlichen und akademischen Organisationen
- Pflege und Weiterentwicklung des FitSM-Standards
 - FitSM-Arbeitsgruppe im Verein ITEMO (ca. 15 Mitglieder)
 - Unterarbeitsgruppen für Teilthemen wie Übersetzungen, Community Contributions etc.
- Pflege und Weiterentwicklung des FitSM-Qualifikationsschemas
 - Eigentümer: Verein ITEMO
 - Examination Institute: TÜV Süd
- Schwerpunkte für 2016
 - Übersetzungen des Kernstandards und der Schulungen
 - Weiterentwicklung FitSM-4: Neue Templates und Sample Documents



Universität
Zürich^{UZH}

EMBL-EBI



Rollen in der Personenzertifizierung



Vergleich

	ITIL 2011	ISO/IEC 20000	FitSM
Prozesse im Framework	26 (+4 "Functions")	13	14
Schulungstage (nach Levels)	3/15	2/5/3 *	1/4/2
Frei verfügbar / frei weiterverwendbar	/	/	/
Ready-to-use Vorlagen	□		()
Umfang Kerndokumente*	Ca. 1500 S. **	130 S. ***	40 S.
Gewicht	5,65 KG	0,34 KG	0,11 KG

* TÜV SÜD Programm / ** ITIL Lifecycle Suite / 20000-1 und 20000-2 / FitSM-0 bis FitSM-3 / *** ISO/IEC 20000-1 und 20000-2 (ohne 20000-3)



Q&A

