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A Survey on ITIL Framework

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ABSTRACT

Over the last few years, the number of organizations that deliver information technology (IT) services is increased. There are some frameworks such as Information Technology Infrastructure Library (ITIL) for IT Service Management that consists of a set of guidelines that specify what an IT organization should do. However, they don"t explain how to do it. For example, they specify that IT should allocate a priority for each incident that comes into the service desk, but they do not specify how to allocate those priorities. Here we implement the incident management process, problem management process, for understanding the how to works going the ITIL process. This methodology solve the all issues created by the unknown user.

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I. INTRODUCTION

The ITIL skills base has produced good management practices for IT departments that have contributed to improving the services provided by the computing entities to their clients. Based on our experience in implementing these processes in industry, and our experience implementing enterprise resource planning (ERP) and project management, it has proved that there is a chance that these processes can bring added value, if applied to the enterprise value chain. Indeed, the definition of 'value chain' is; a set of functions dealing with input materials, transforming them into products or services to sell on to customers. Thus we were challenged to make analogies with the proposed ITIL phases. This project proposes an original approach by adopting the proposed ITIL methodology to manage enterprise value chain.

II. LITERATURE SURVEY

ITIL synthesized CSFs were identified from a comprehensive literature review and were applied to a case study of a company that suffered from implementing ITIL. It took the company five years to implement few selected processes of ITIL. According to the CIO of the firm, one of the reasons was the poor way the ITIL implementation was handled as the company does not have any project management strategies nor follows any project management methodologies [1].

During the research of Configuration Management implementation in the Culture, Tourism and Transport Regional Department was recorded some flexibility and receptivity towards new methods of Information Technologies that help improve the quality of IT services provided. But sometimes this acceptance seems to take too long to be transformed into practical processes and therefore take advantage of its benefits. We also noted the need to demonstrate a greater interest in the changes that would occur as well as find out the practical results of a successful implementation process. Undoubtedly, this work would be enriched if complemented with more tips and information from all staff of the organization. We related this disinterest with a resistance to change, that

seems conserve work habits and the organizational culture already installed [2].

Manufacturing is a corner stone of the world economy; its share of global GDP is 16%. The health of the manufacturing sector matters as one of the main drivers of the economy which generates well-paid jobs and wealth throughout the whole value chain in manufacturing and services. Sustainable manufacturing is becoming a must. Over the past several years, this vital economic sector has faced significant challenges due to globalization, shortage of professional and skilled labor, concern about the environment and need for maximizing customer value through high quality customized products at a competitive cost. Change, in products and systems, has become a constant in manufacturing. This sector continues to witness major market shifts, introduction of new materials and production technologies as well as great changes in consumer preferences and products variety. These present significant challenges to industrialists and researchers alike in developed and developing economies. Competition based on low wages alone is not sufficient; innovation in products and manufacturing processes and systems is a must to stay ahead [3].

The continuous improvement infrastructure makes two broad conceptual contributions to the study of continuous improvement. First, it provides clear definitions for process improvement and continuous improvement initiatives that will be helpful for further studies in the area of CI. Second, the research reveals how organizational learning theory informs a theory of continuous improvement, and enables us to view continuous improvement as a potential dynamic capability. For managers, our research provides two broad lessons. First, it points out the fallacy of implementing CI simply by training people in new process improvement methods without putting in place mechanisms for managing and maintaining CI initiatives. Second, our analysis emphasizes the interdependencies among the elements of CI infrastructure, implying that attempts to manage CI through selected aspects of its infrastructure may be ineffective. Most importantly, our research juxtaposes academic and practitioner viewpoints of continuous improvement, and presents questions that can best be explored by combining both perspective [4].

Implemented the SeDas system. Application client connect through metadata server. In metadata user management, server management, session management, key management. In this system creates multiple nodes for performing the sedas application. Users can perform operation like uploading, downloading or any activity in cloud server then privacy is must for transferring the data. So this system implementing Shamir's Algorithm for performing encryption and decryption operation [5].

III. IITL BACKGROUND

ITIL Background To define ITIL, one must position oneself in a context of continuous improvement of its services and referral requirements regarding both internal & external clients. ITs' concentration of efforts on customer value will contribute to a strategic alignment of IT services with the business enterprise. ITIL is defined as a set of best practices structured as multiple processes communicating with each other. Each of these processes fulfills its role in order to meet the criterion of continuous improvement and customer satisfaction. Best practice organizations provide a structure approved by years of experience in large companies, globally recognized for their professionalism, to formalize their processes and optimize IT service management.

IV. ITIL'S BUSINESS APPLICATION

Since ITIL acquires more and more ground in the market for information systems through its effectiveness and efficiency in service management, the IT policy makers have the evidence to justify their investment in its implementation. Indeed, it brings a pragmatic approach to address situations which CIOs are faced with, including, inter alia:

- Information technology is receiving more and more investment budget. It constitutes a significant burden for companies, especially those whose core business is not information systems.

- Information systems are increasingly complex. As long as computers have been trying to meet the requirements and demands of their individual customers, they have found themselves facing an infrastructure and a large arsenal of applications that must be managed and maintained.

- With the advent of new information technologies and communications (social networks, etc.), users have become more knowledgeable and aware of the potential of new computers. Especially since software publishers have made applications more available (The advent of open source) and increasingly complex telecommunications infrastructure (mobile phone).

- As long as companies are spending enormous sums of money on infrastructure hardware and software, leaders expect a return on their investment and are beginning to optimize their spending. It is a context that has put CIOs in a difficult situation.

V. FUTURE SCOPE

Further work to this research can focus on designing and creating various really simple syndication (RSS) feeds for data collection towards business process data analysers that could identify the need for IT service support process reengineering, and a data decision support system (DSS) for real time intelligent business decisions.

VI. CONCLUSION

The ITIL skills have been designed to meet a need for structuring the IT service management process. Its philosophy has brought good results in terms of IT management and service improvement. The design of this repository also meets business functional needs as they are structured by the value chain as defined by the authors of management.

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