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# Tutorial: Towards better managed Grids. IT Service Management best practices based on ITIL V3

*Thursday, 22 September 2011 11:00 (1h 30m)*

The IT Infrastructure Library (ITIL) is a today widely-used collection of best practices in IT Service Management that has, of all standardization efforts, gained the most popularity. Since it combines the principles of service- and process-orientation in IT management and is easily accessible, it has become increasingly attractive for IT organizations of almost any size, branch or organizational setup. But is ITIL also applicable in Grid environments? What would be the impact, and why should we care about it?

The scope of ITIL is not limited to technical issues, but also covers the organizational, human and economic dimensions of managing distributed services. In this tutorial, we give an overview of the ITIL framework, covering its most important concepts and contents, including an outline of those management practices and processes that might be most interesting for site managers, NGI managers or Grid operations/technology experts.

The processes selected for presentation within the tutorial include Incident Management, Problem Management, Change Management, Configuration Management, Capacity Management, Availability Management, Security Management, Service Level Management, and Demand Management. Participants will learn more about how ITIL helps to deal with unexpected situations, to manage changes and the configuration in a distributed environment, to define and manage quality of service, and how it supports the continual improvement and alignment to customer and user needs.

The goal of this training/tutorial is to deliver insight into the topics of IT Service Management and ITIL, and in addition: provide some ideas on how ITIL may be relevant and useful in the Grid context. The session is run by members of the gSLM project ([www.gslm.eu](http://www.gslm.eu)), which is funded by the EC to bring commercial ITSM approaches such as ITIL to the Grid community and more broadly improve grid Service Level Management. This tutorial is targeted to people who have no or few previous knowledge on ITIL.

## Required Facilities

Video beamer

## Duration (90min sessions)

90 minutes

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