

# ITIL® and BPM



## A Winning IT Infrastructure

**The Challenge:** With increasing dependence on IT departments to provide effective support for business processes, the storage, access, security and maintenance of information must be managed by a sophisticated technical infrastructure. To provide the quality of service expected by customers, controls must be placed in order to design, deploy, and monitor IT services.

**How BPM can help:** Business Process Management (BPM) solutions enable the orchestration required to coordinate all of your IT department's mandates and initiatives, allowing you to improve service delivery as well as end-user productivity and satisfaction. By implementing a standard best-practice system of processes to control IT services, such as the IT Infrastructure Library (ITIL), your company gains the ability to streamline business processes, increase customer satisfaction, and save costs.

**The Interfacing Technologies advantage:** Our Enterprise Process Center® (EPC) is an enterprise-wide business process management suite that includes the best-practice ITIL processes mapped and ready for deployment in your organization's IT. With ITIL and the EPC, your company can achieve new levels of growth and customer satisfaction by aligning business strategies with underlying IT infrastructure.

### IT's role in your organization's success

In today's business world, performance is everything, that's why companies are increasingly dependent on IT in order to satisfy their corporate aims and objectives. Top of the line IT services allow all departments to function in a better, more efficient capacity.

With the ever-increasing need for more sophisticated IT solutions, IT departments require their own set of process standards so as to anticipate and react to potential problems

and ongoing changes. The ideal IT solution must increase data and communications integrity, improve electronic records retention policies and provide for more rigorous and controlled process/workflows.

### What is the IT Infrastructure Library (ITIL)?

ITIL (the IT Infrastructure Library) is the most widely accepted approach to IT service management in the world. Developed by the United Kingdom's OGC (Office of Government Commerce), ITIL provides a cohesive set of best practices, drawn from the public and private sectors internationally. It is supported by a comprehensive qualifications scheme, accredited training organizations, and implementation and assessment tools. ITIL consists of a series of books, giving guidance on the provision of quality IT services and on the accommodation and environmental facilities needed to support IT. ITIL has been developed in recognition of organizations' growing dependency on IT and embodies best practices for IT Service Management.

### The complete ITIL package provides:

- A cohesive set of best practices.
- A comprehensive qualifications scheme.
- Accredited training.

### Interfacing Technologies' ITIL process templates provide value in the following areas:

- Service support
- Change management
- Configuration management
- Incident management
- Problem management
- Release management
- Service delivery
- Service level management
- Financial management
- Capacity management
- IT service continuity
- Availability management
- Security management
- Business perspective

## Implementing the ITIL framework is easy with Interfacing Technologies

The ITIL framework provides a high level of technical detail in what is necessary to increase IT department efficiency; however, the application of its guidelines can be difficult and costly.

With Interfacing as your partner in implementing the ITIL framework, our process expertise can help fill in the gaps and make it easy for you to reap the benefits. We provide the ITIL process templates that tie all ITIL requirements together in one manageable location.

Built into our comprehensive EPC for superior usability, the ITIL framework gives you the power and confidence to meet your IT department's business objectives and improve your bottom line at a corporate level.

### You can rely on the fact that:

- ITIL will continue as a single, consistent standard worldwide.
- ITIL is clearly distinguished from unofficial, unapproved course providers.
- ITIL is in accordance with international best practices, endorsed at the highest level by the G8 Summit at Gleneagles in July 2005.

### ITIL Version 3 - released in May 2007

ITIL v3 promises to help your business operate in concordance with IT more efficiently. Its core volumes deal with the alignment of business strategies with the management of IT systems throughout the entire lifecycle of your supporting applications and services. The ITIL v3 refresh updates the existing volumes to include deeper service management guidelines that will bring greater flexibility and efficiency to any IT framework. As Service Oriented Architectures (SOA) becomes more important, ITIL v3 will show its true value by bringing efficiency and compliance to your workplace.

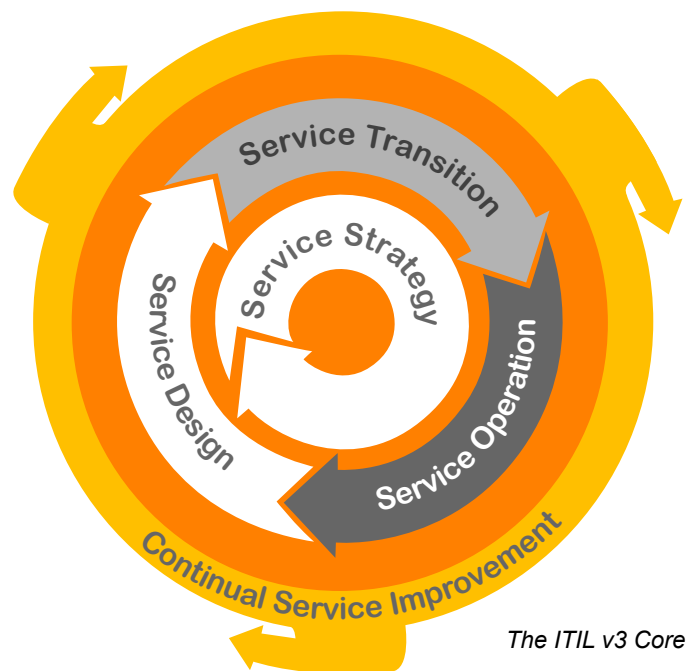
### The ITIL v3 core volumes are:

- Service strategy
- Service design
- Service operation
- Continual service improvement

### The ITIL advantage

*With its systematic, proven approach to the management of IT services, ITIL's guidance can allow you to:*

- Reduce your costs
- Streamline your IT processes
- Improve your IT department's services
- Adapt towards a Service Oriented Architecture (SOA)
- Improve productivity
- Improve customer satisfaction
- Improve knowledge-management



The ITIL v3 Core

### About Interfacing Technologies Corporation

Headquartered in Montreal, Canada, Interfacing Technologies Corporation is a pioneer in process management solutions. Interfacing has provided valuable process-knowledge solutions to hundreds of Global Fortune 1000 enterprises over the last decade. Interfacing's BPM solutions are designed to bring the value of Business Process Management to all levels of company operations, from strategy to execution. Among the most notable benefits are the standardization and alignment of operations (ISO, ITIL), clarification of ownership, and adherence to compliance (SOX, Basel II, C-198). Interfacing provides its

customers with the tools necessary to leverage company knowledge through the integration of sustainable process solutions. Interfacing is bringing BPM and Service Oriented Architecture (SOA) in concert in industries such as finance, healthcare, media, manufacturing, government, transport, retail and many others worldwide.

### Contact

Tel: +1.514.737.7333  
Tel: +1.800.561.5005

sales@interfacing.com  
www.interfacing.com