

CA Advisor

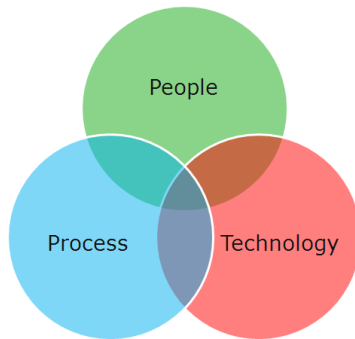
IT MANAGEMENT NEWSLETTER

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Enterprise Integration: The Secret to ITIL Success

By Maurice (Moe) Donegan

In the face of unprecedented financial challenges and increasing business-value concerns, many IT organizations have adopted best-practice methodologies to align their capabilities and investments with critical aspects of the business mission. One of the most widely adopted methodologies has been the Information Technology Infrastructure Library (ITIL®) v3, a customizable framework of service-management best practices used to promote continual services improvement. A basic concept of ITIL is that IT functions can be decomposed into core capabilities, then realigned and integrated as composite services that correlate to a business process model. The ITIL framework helps to accomplish this by uniting People, Process and Technology through a set of best practices to manage the five stages of the service lifecycle (Strategy, Planning, Transition, Operation and Continual Improvement).



The ability of an IT organization to succeed through ITIL adoption is highly dependent on IT organization's readiness, more specifically the readiness of its People, Process and Technology. Using established quantifiable measurements people readiness can be determined through domain certification; process readiness can be validated to the business model; however assessing technology readiness is a more complex proposition.

Product Integration Driven By Process Good Practices

As it turns out, ITIL also depends on technology that is fit-for-purpose and **integrated** across the enterprise. Many solution providers position their technology as fit-for-purpose, however few deliver good product integration and fewer still deliver acceptable third-party process integration. Often integration occurs in implementation, resulting in a higher service-cost burden with an inflexible end result. The failure to deliver good product integration driven by process good practices escalates implementation costs, delays delivery and severely limits the future flexibility of an ITIL environment.

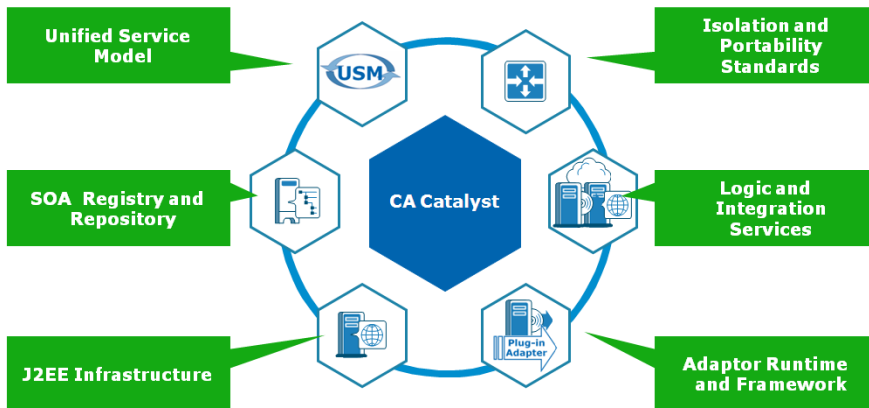
For example, a core technology of the ITIL framework, the Configuration Management Database (CMDB) maps IT infrastructure to business services spanning the five stages of the service lifecycle. In an ITIL environment, the CMDB is the single source of record for the authorized IT configuration. To achieve the required level of map granularity, the CMDB must be integrated with IT technology to leverage configuration items (CIs) from all domains (e.g. Systems and Network Management, Portfolio Management, Service Catalog, Identity and Access Management). Deficient CI relationship dependency mapping will impact the effectiveness of an ITIL environment as it limits CMDB scope (to silo versus enterprise-configuration view). In addition, ITIL states that as the single source of record, other infrastructure technology must reference the CMDB for the authorized IT configuration; this requires integration with the CMDB.

The ITIL framework of best practices is dependent on technology integration, just as it depends on people certification and processes validation. An integration gap with CMDB greatly reduces its utility, lowering its fit-for-purpose and ultimately limiting IT success.

Realizing the importance of integration, CA's Enterprise IT Management (EITM) strategy uses a publish-and-subscribe protocol for technology integration. That protocol, the CA Catalyst integration and application platform, enables technology to offer services by "publishing" and to consume services by "subscribing." CA Catalyst autonomously manages the data and process coordination between technologies, to enable flexible composite enterprise IT solutions across distributed, mainframe, Web and mobile environments. CA Catalyst isolates any technology dialects behind a public Web-service interface; this minimizes change impact to integrated technologies for more reliable delivery of business services. As a comprehensive platform within the EITM strategy to integrate People, Process and Technology, CA Catalyst can help accelerate ITIL adoption and enable business agility.

Clearly IT must respond rapidly to the changing demands of business, however, in the face of a volatile financial environment, IT must have flexible enterprise integration for success in ITIL best practices, delivering comprehensive IT alignment that enables an agile business mission.

Maurice (Moe) Donegan is a Senior Advisor for CA's Integration Strategy and an evangelist for Enterprise IT Management. In spite of his youthful demeanor, Moe has been in the IT industry for over 29 years and is a 19-year veteran of CA. While at CA, Moe has lead product management, product development and technical support teams, across a wide array of IT technologies. Prior to CA, Moe had a rich background in IT consulting specializing in business application development and implementation. Moe earned a bachelor's degree in Business Management from Bentley College.



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