

# **COSA**

## **The Ease of ITIL**

**White Paper**

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## Table of Contents

<b>1</b>	<b>PURPOSE OF THIS DOCUMENT .....</b>	<b>1</b>
<b>2</b>	<b>ITIL V3 OVERVIEW.....</b>	<b>2</b>
<b>3</b>	<b>ITIL MEETS BPM .....</b>	<b>4</b>
<b>4</b>	<b>THE COSA ITIL APPROACH .....</b>	<b>5</b>
<b>5</b>	<b>DELIVERY OF COSA ITIL .....</b>	<b>8</b>



# 1 Purpose of this document

The Information Technology Infrastructure Library (ITIL)<sup>1</sup> offers a concept for service management in IT department. This concept is a set of best practices for service management processes, including monitoring of processes by responsible managers. The goal of ITIL is to improve the quality and efficiency, and to reduce the cost of IT services through standardization. In fact, ITIL has become a worldwide-accepted industry standard.

A market has been created for delivering consultant-intensive services to implement tailored ITIL solutions from scratch - all in all time consuming and expensive.

Utilizing a complete service-oriented Business Process Management Suite (BPMS) as an ITIL backbone is an innovative approach. Such a BPM-driven solution covers all relevant ITIL aspects. And if this solution comes along with a complete ITIL framework, it even takes away any implementation burden. Having a BPM Suite with a corresponding framework makes ITIL smooth and easy to use.

The purpose of this document is to share ideas and concepts for a ready-to-use ITIL solution based on the COSA BPM Suite.

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<sup>1</sup> The names ITIL and IT Infrastructure Library are registered trademarks of the United Kingdom's Office of Government Commerce (OGC)

## 2 ITIL V3 overview

ITIL describes a set of concepts and policies for managing IT infrastructure, development and operations. Currently it is available in a third version called ITIL V3.

ITIL itself is published in a series of books, each of which describing a specific phases in the lifecycle of services.

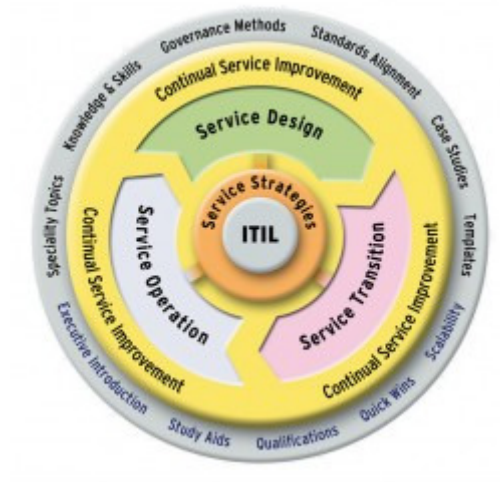


Figure 2-1 ITIL core framework<sup>2</sup>

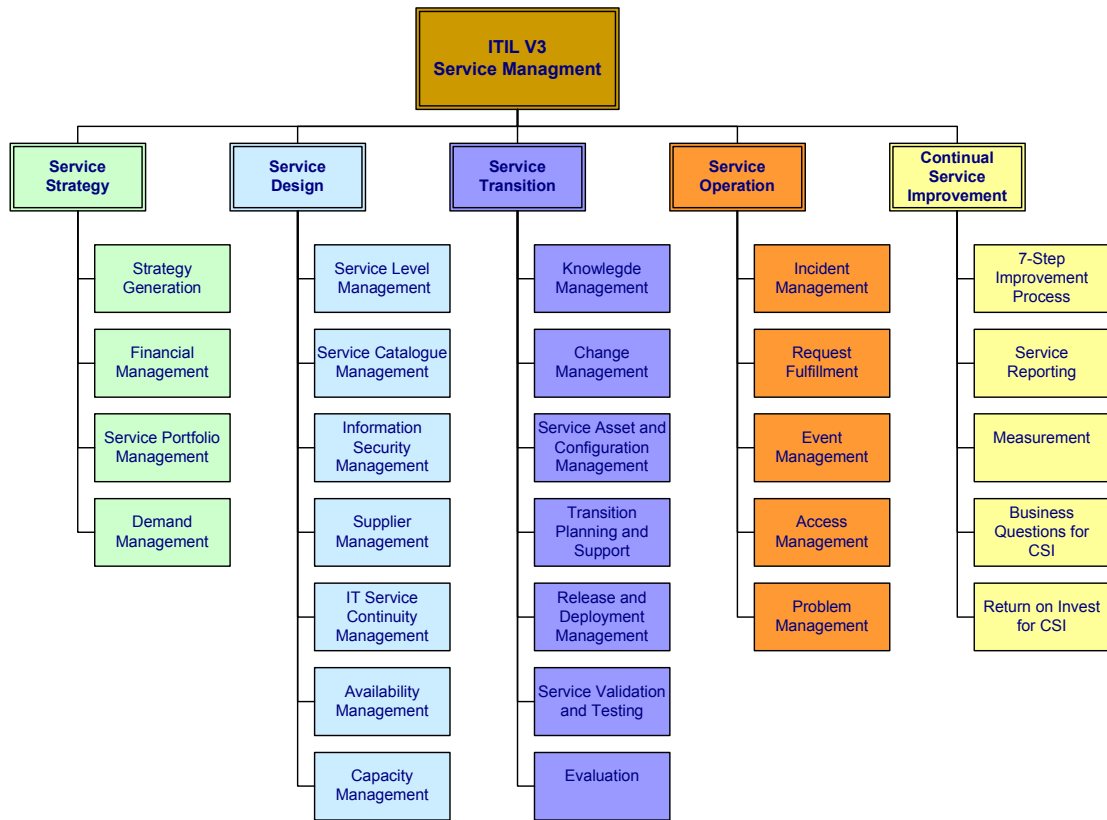
These phases are:

- Service Strategy (SS): This is the core of ITIL V3. It describes how to develop a long term strategy for service management.
- Service Design (SD): The design of IT services includes design of architecture, processes, policies, and documentation.
- Service Transition (ST): Service transition relates to the delivery of services required by the business. It also contains the "project" side of IT rather than "business as usual".
- Service Operation (SO): Service operation is more the "business as usual" side of IT services. It is where the services and values are directly delivered to customers respectively end-users.
- Continual Service Improvement (CSI): The goal of Continual Service Improvement is to align and realign IT Services to changing business needs by identifying and implementing improvements to the IT services that support the Business Processes.

The five phases are split into several processes.

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<sup>2</sup> Source: [www.itil.org](http://www.itil.org)



**Figure 2-2 ITIL V3 Process Overview**

ITIL is not only about roles and processes but also about the “products” that are treated in the processes. These products have different attributes like vendor, category, service level agreement (SLA), etc. All products and all linked information should be available in a central repository called “configuration management database” (CMDB).

As a result of this comprehensive standard, IT managers evaluate ITIL to figure out how their organization can benefit from it by improving service quality and reducing costs. And ITIL can do even more: it helps to establish the IT department as an asset within their organization.

### 3 ITIL meets BPM

Business Process Management (BPM) deals with the whole lifecycle of processes. It starts with the aspect of process analysis, including the design of business processes. Next step is the execution of processes (i.e. the workflow aspect). This execution is monitored/audited by responsible managers. And the results of these audit lead to process optimization.



**Figure 3-1 BPM lifecycle with the COSA BPM Suite**

This lifecycle also describes what ITIL V3 is about. So ITIL and BPM build an obvious combination – at least, they should build one.

However, in the past ITIL was covered by the suppliers of trouble ticket systems or helpdesk solutions, whereas BPM vendors focused on core processes rather than on secondary IT processes. With the COSA solution the self-evident alliance between ITIL and BPM comes true. Additionally the COSA BPM Suite is enriched with an integrated full-blown Document Management System (DMS) and solid Record Management System. In this sense COSA BPMS will become the backbone of IT service management.

### 4 The COSA ITIL approach

The BPS-Solutions approach is not to focus just on certain processes, on certain functional aspects (as vendors various help desk systems do) or on data management (as vendors of Configuration Management Databases do). Our approach covers all aspects of ITIL-compliant service management as described below.

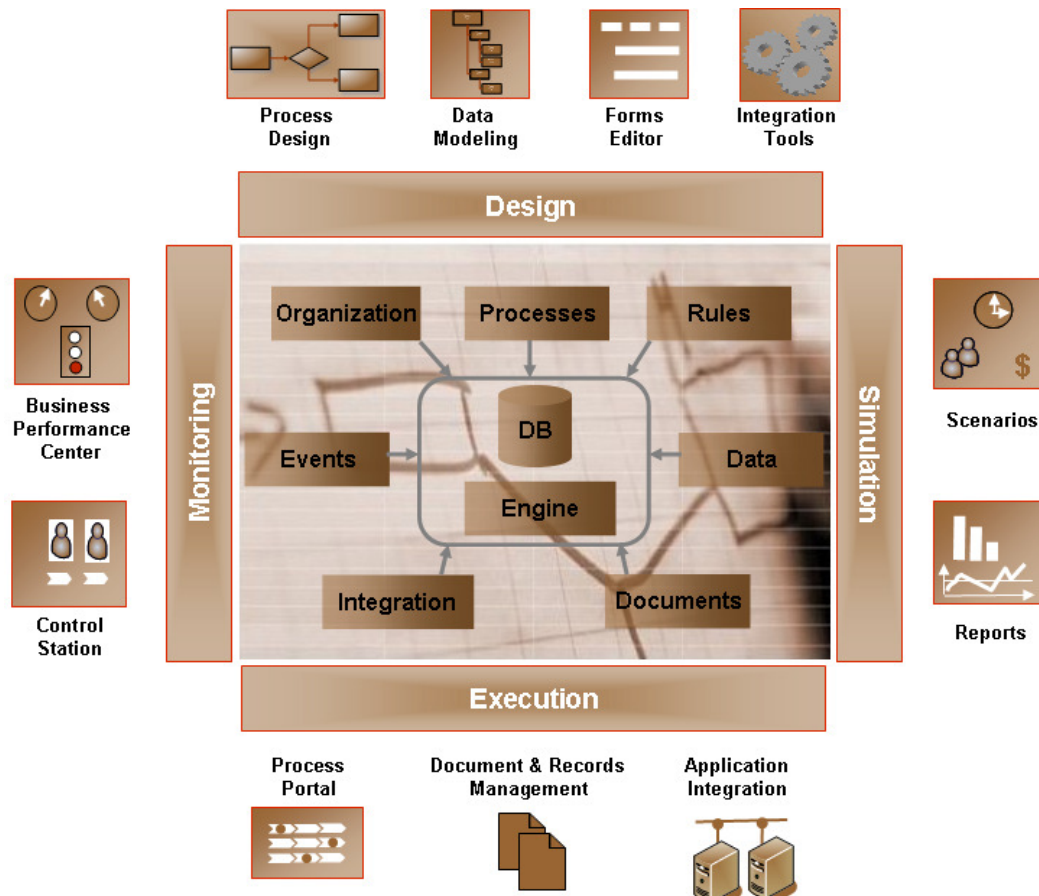


Figure 4-1 COSA ITIL covering all aspects in IT service management

The COSA ITIL solution starts with an ITIL framework that is pre-defined in the COSA Designer:

- **Process maps:** the pre-defined process maps describe the five different phases in the lifecycle of IT services with their specific processes
- **Organizational structure:** all roles are defined, not focusing on certain processes but across all ITIL processes
- **Process models:** processes are described in detail using state-of-the-art Business Process Modeling Notation (BPMN), including lanes for different roles, sub-processes, tasks, deadlines for service level agreements (SLA), etc.
- **Data objects:** the CMDB aspect (Configuration Management Database) is covered by pre-defined data objects and pre-defined relations between certain items.

# The Ease of ITIL

- Integration:** possible external applications like third-party helpdesk solutions or any other software component can easily be plugged-in using the COSA Tool Agents, a set of adaptors for seamless component integration
- “What...if” scenarios:** the COSA Simulator screens the relation of the process models (regarding the quantity structure of processes) and the organization to reveal the impact of possible process adaptations on the IT service department

All parts of the framework are based on best practices. However, they can easily be adapted to specific customer situations – including integration of third-party components. And as they are available as building blocks, customers can decide themselves what to use. The framework adapted or not, is directly ready to be deployed to the runtime system.

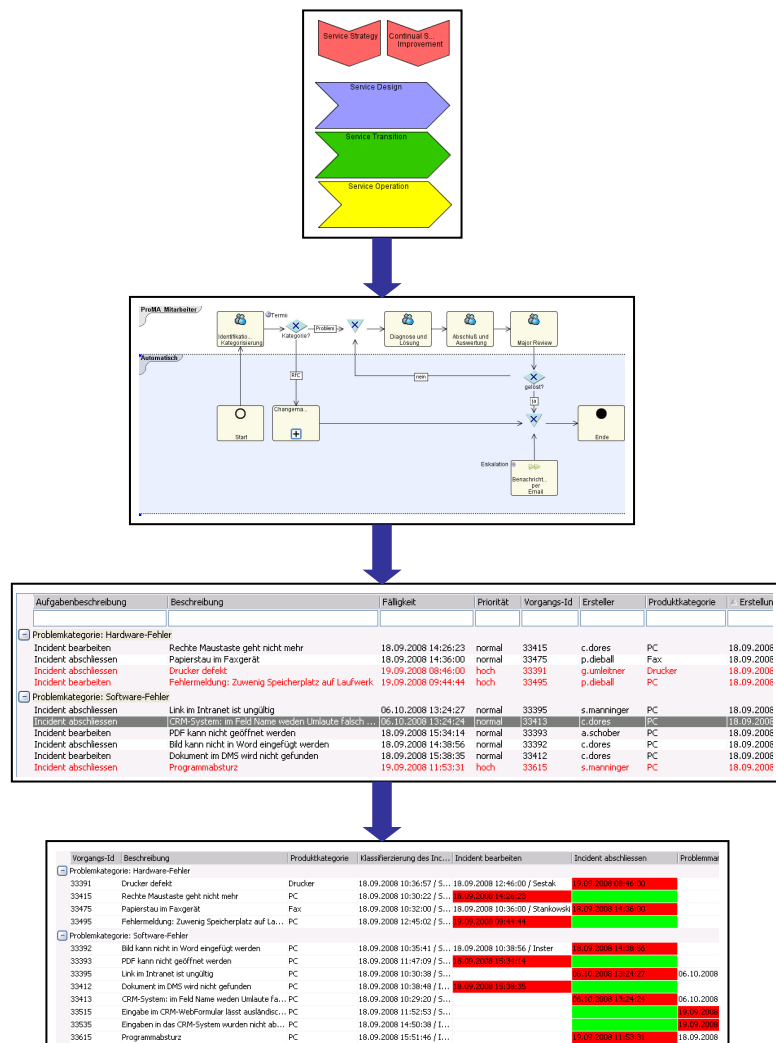


Figure 4-2 Seamless transition from process models to execution and monitoring

The real benefit of the COSA solution is derived from the runtime system:

- Data control / access rights:** as processes, correlating data, documents, roles, reports, audit trails, etc. are stored in one system, all information can easily be protected – despite from having information spread over multiple systems.

- **Workflow management:** COSA BPMS makes sure that every work item is distributed to right people in the right time, according to the specific process definitions – nothing gets lost, every item is handled ITIL-compliant; the COSA Context Handler makes sure that all work items are presented in their right process and data context
- **Expediting of SLAs and escalation:** management of deadlines / service level agreements with multi-level escalation procedures is mature within the COSA BPM Suite
- **Process controlling and improvement:** trusting in a system is good, controlling is better – managers can monitor and analyze what is going on in the system and – even more – they can interfere by using the COSA Control Station to improve / optimize the service delivery
- **Audits:** for every item (processes, products, incidents, problems, etc.) audits are possible, i.e. for all objects COSA BPMS provides a revision history
- **Reports and statistics:** as COSA BPMS collects various data, it is understood that Business Intelligence (BI) components for the appropriate reports and statistics are provided, too

**COSA ITIL** enables companies to manage IT services seamless and holistic. **COSA ITIL** contains best practices as well as the opportunity to adapt the solution to any company specific requirement.

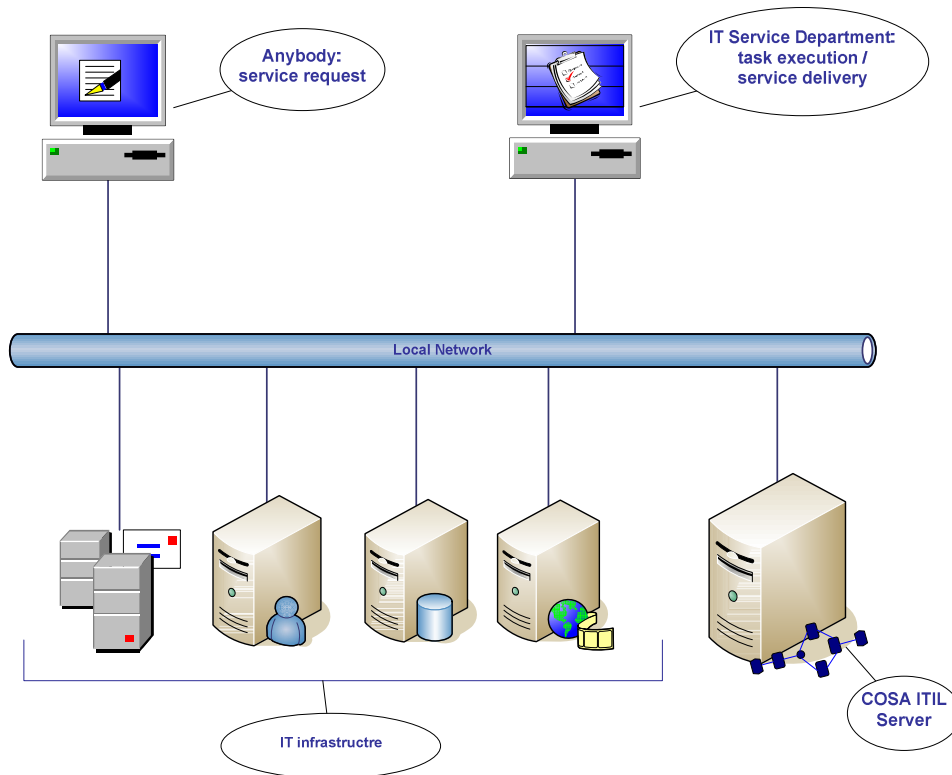
# 5 Delivery of COSA ITIL

**COSA ITIL** is available in two different ways: as a local software installation or as an internet service. For both offerings customers may choose whether to use the complete product or just certain building blocks, i.e. certain ITIL process modules.

## Local software installation

The COSA BPM Suite will be installed in a traditional way, i.e. it requires a server and a database. The COSA BPM Suite has to be deployed to the application server and configured. Then, it is ready to use.

All user interfaces are available in a browser. The IT service department itself will use the COSA Context Handler. Other employees can use HTML forms to generate incidents, change requests, etc. These records initiate new corresponding processes.

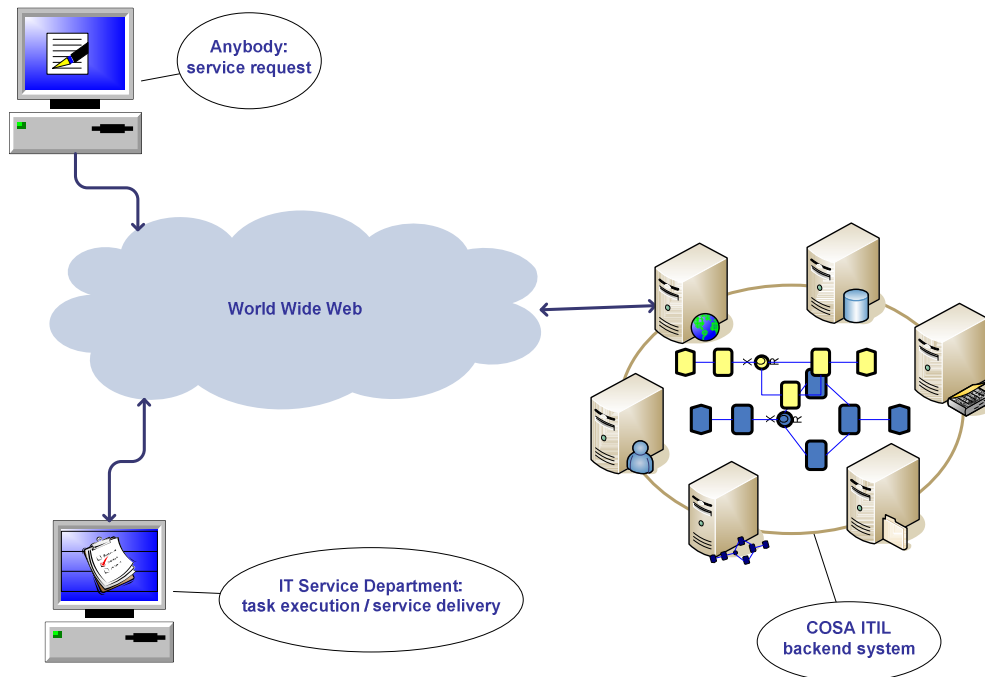


**Figure 5-1 Traditional installation of COSA ITIL**

As the **COSA ITIL** server is connected to the local network, customers can benefit from COSA BPMS' integration capabilities by connecting to any other system (CRM, ERP, legacy applications or any database).

### Software as a Service

“Software as a Service” (SaaS) or “cloud computing” are more than buzzwords. The underlying concepts allow the usage of certain software solution via web technologies without the burden of installing and operating the software. This idea has led to an “ITIL as a Service” approach.



**Figure 5-2 COSA ITIL as a Service**

The **COSA ITIL** solution is not installed within the company but is available as a service in the World Wide Web. There is no restriction in the functionality of the solution. The IT service department gets the same work lists with tasks as they get it from a local installation. Even the user interfaces are identical – for both employees within the IT service department and all other users.

The **COSA ITIL** solution will be operated by BPS-Solutions GmbH or any other application service provider (ASP). Customers do not need to take care of neither installation nor customization nor maintenance of the system. In this scenario **COSA ITIL** is ready to use even without installation.



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