



In this document, we'll review how OBASHI and ITIL can work together. OBASHI can help support the implementation of ITIL processes right across the service lifecycle.

The modern business is a complex organisation. People, technology and processes work together to generate revenue and deliver business outcomes.

Many businesses do not have a full picture of how all their component parts fit together. This creates risk, and can lead to real problems.

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About OBASHI

The OBASHI methodology allows organisations to clearly understand what is involved in supporting their business processes.

Simple, powerful information can be used to support business decisions, financial decisions and strategic planning.

OBASHI creates visual maps of businesses and parts of businesses. The maps are simple, visual references that can be understood by staff at all levels.

The maps help businesses to understand:

- How the business works
- What assets and components make the business work and support its business processes
- What inter-dependencies exist between assets
- How data flows around the business

OBASHI and Service Strategy

Service Strategy and the ITIL processes it includes help an organisation to create and manage a service portfolio that will meet long term business goals.

The business and IT diagrams that OBASHI creates can help the organisation to prioritise investments, plan based on accurate information, and make sure IT services align with business processes.

If we don't have a clear strategy, we're going nowhere.

OBASHI is particularly relevant for these strategic processes:

Service Strategy Processes	
Financial Management	What investment needs to be made and when?
Demand Management	How do IT services support business processes?
Business Relationship Management	Who should IT engage with in the business?
Service Portfolio Management	What services need to be in place to support business goals?



For Example

An organisation wants to invest in new invoice printers, and it needs to create a business case. Without good information, it's hard to create a convincing argument. OBASHI could show the value of the invoice printing process to the business, how it would change if better printers were introduced, and how the cost would compare with the benefits.

OBASHI and Service Design

In the Service Design lifecycle stage, new and changed services are designed. These services must meet business requirements for quality and cost, and mustn't have any unexpected negative impact on existing services.

OBASHI can help to identify cost savings where existing services and components can be re-used, where appropriate.

OBASHI has clear interfaces with a number of Service Design processes, including:

Service Design Processes	
Service Level Management	OBASHI can help to identify stakeholders
Availability and Capacity Management	OBASHI shows how IT infrastructure supports business services
ITSCM and Information Security Management	Critical components can be identified and risk assessments completed
Service Catalogue Management	OBASHI can provide inputs to the service catalogue
Supplier Management	Supplier responsibilities can be easily identified



For Example

Imagine an organisation that wants to outsource its hardware maintenance. Using OBASHI diagrams, they can quickly and easily identify what components need to be part of the new contract, and show the supplier the limit of their responsibility.

Without clear information, the contract might be drawn up incorrectly, and extra charges might be added later when more hardware is discovered.

OBASHI and Service Transition


Service Transition is the lifecycle phase that moves new or changed services into the live environment.

OBASHI can help organisations to map their current state and also their desired future state.

Change impact assessments can be carried out quickly and easily using the diagrams that OBASHI creates.

The main processes that OBASHI supports during Service Transition are:

Service Transition Processes	
Knowledge Management	OBASHI maps the organisation and provides supporting information
Configuration Management	OBASHI shows the relationships between IT and business elements
Change and Release Management	OBASHI supports impact assessment and maps the current, future and historical view

	<p>For Example</p> <p>Most organisations have implemented a change that worked perfectly, but broke something else.</p> <p>With OBASHI diagrams we can see the impact of a change, to a business process and to any related business processes.</p>
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OBASHI and Service Operation

In Service Operation, live services are operated and maintained and support is offered to the business when incidents occur.

OBASHI models can show the impact of downtime, who needs to be contacted in the event of downtime, and the cost to the business of a loss of availability. If our customers can see we are working effectively to get them back online, we can maintain customer satisfaction – even during an incident.

The operational processes OBASHI will benefit are:

Service Operation Processes	
Incident, Problem and Event Management	OBASHI shows what will happen if downtime occurs
Access Management	OBASHI shows what is needed for a role or business process



For Example

When an incident occurs, the business expects IT to respond efficiently. OBASHI diagrams allow the organisation to see the impact of a failure by looking at an element in the context of the business process it supports.

We can easily see who we need to talk to, who is affected, and how quickly things need to be fixed.

OBASHI and Continual Service Improvement

The continual service improvement stage of the ITIL service lifecycle looks for improvement opportunities related to services, people, processes, structure and all other elements of the IT organisation.

It's well accepted that we need to understand something before we can improve it, and OBASHI helps to provide that understanding of the organisation.

OBASHI helps IT to work with the business and identify improvements. The diagrams it produces are easy to understand and don't need any technical knowledge, so people from different teams can work together and improve business processes and the IT that supports them.



For More Information....

OBASHI gives businesses the clarity and vision they need to develop and improve.

Learn more:

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