



VISIT CLINIC

The Pulse of Medical Management



Information Technology Infrastructure Library



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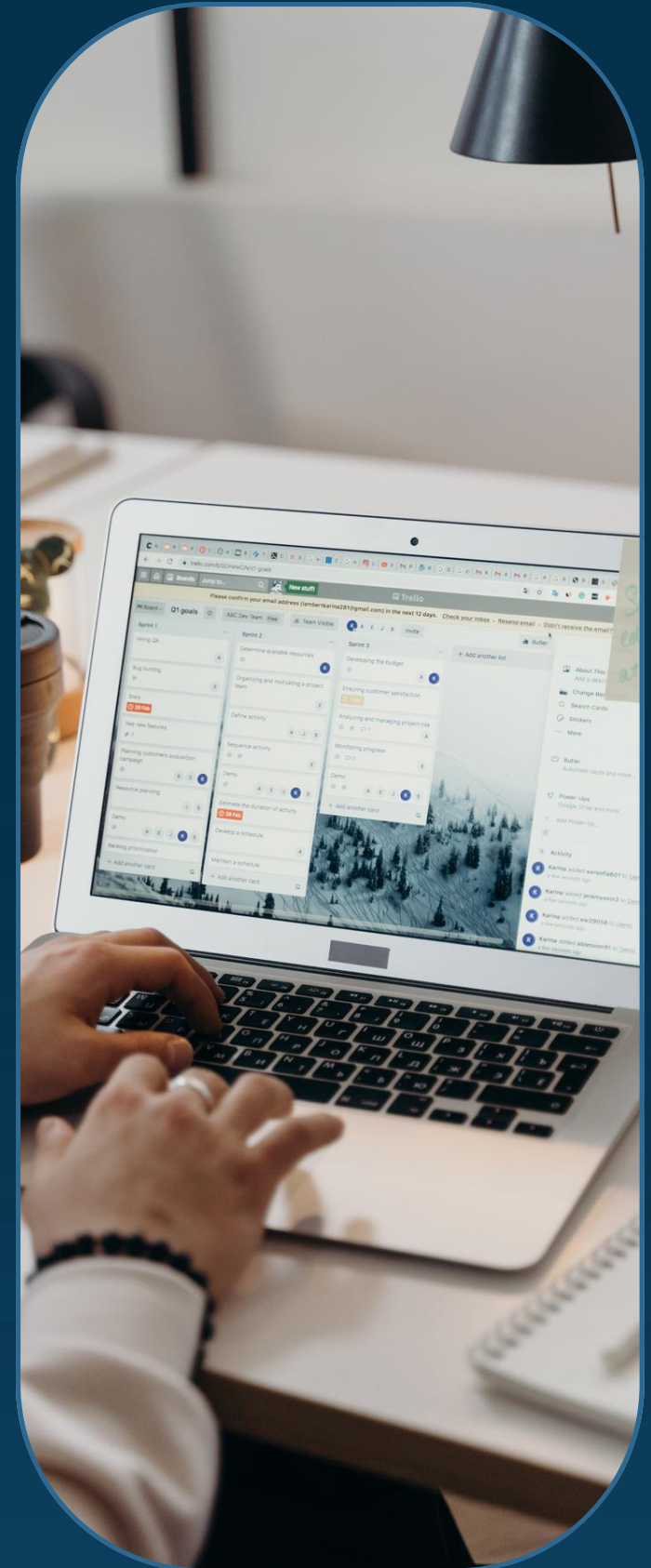
About Our Company

Modern Systems for software development is a specialized establishment in IT industry will offer optimized business process and enhance the organization visibility for internal employees and external customers based on the organization strategies. Continuous process improvements is one from our expertise to help the organizations to grow.



Project Management VS Operation Management

- Project Management is the process of planning, executing, and closing projects, which are temporary endeavors with a specific goal and timeframe.
- Operation Management is the ongoing administration of business practices to achieve the highest efficiency in producing goods and services, focusing on continuous and repetitive tasks.



Differentiating Operations Management from Operation Management

Project Management

- Project Manager
- Role ends with project
- Temporary team
- Many different skills
- Work not done before
- Time, cost and scope constraints
- Difficult to estimate time and budget

Operations Management

- Operational Manager
- Routine
- Stable organization
- Specialist skills
- Work repeatable
- Annual planning cycle
- Budgets set and fixed events



Essential Project Management Certifications for Professionals

Leading Project Management Certifications



Project management professional PMP



Certified associate in project management CAPM

CompTIA Project+



Master Project Manager MPM

Certified Project Manager CPM

Project Management in IT Security PMITS

Associate in Project Management APM

Professional in Project Management PPM

Certified Project Director

What is ITIL?

“Provides guidance to service providers on the provision of quality IT services, and on the processes, functions and other capabilities needed to support them”

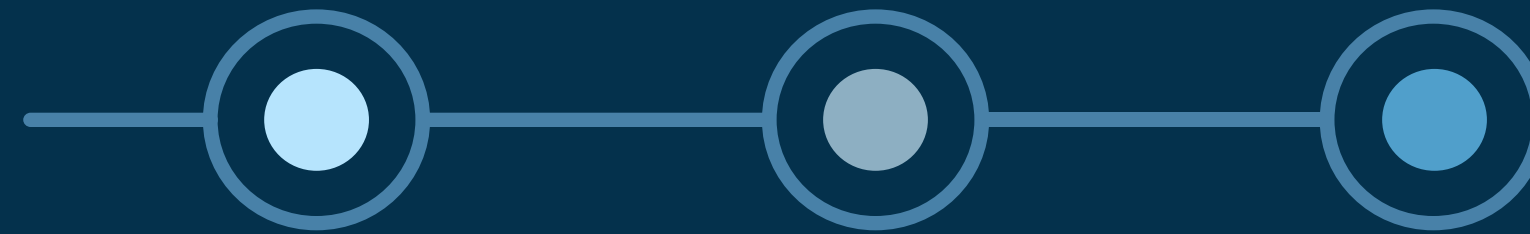


A Journey Through the History of ITIL

UK government

OGC

APMG



ITIL was developed by the UK government in the 1980s



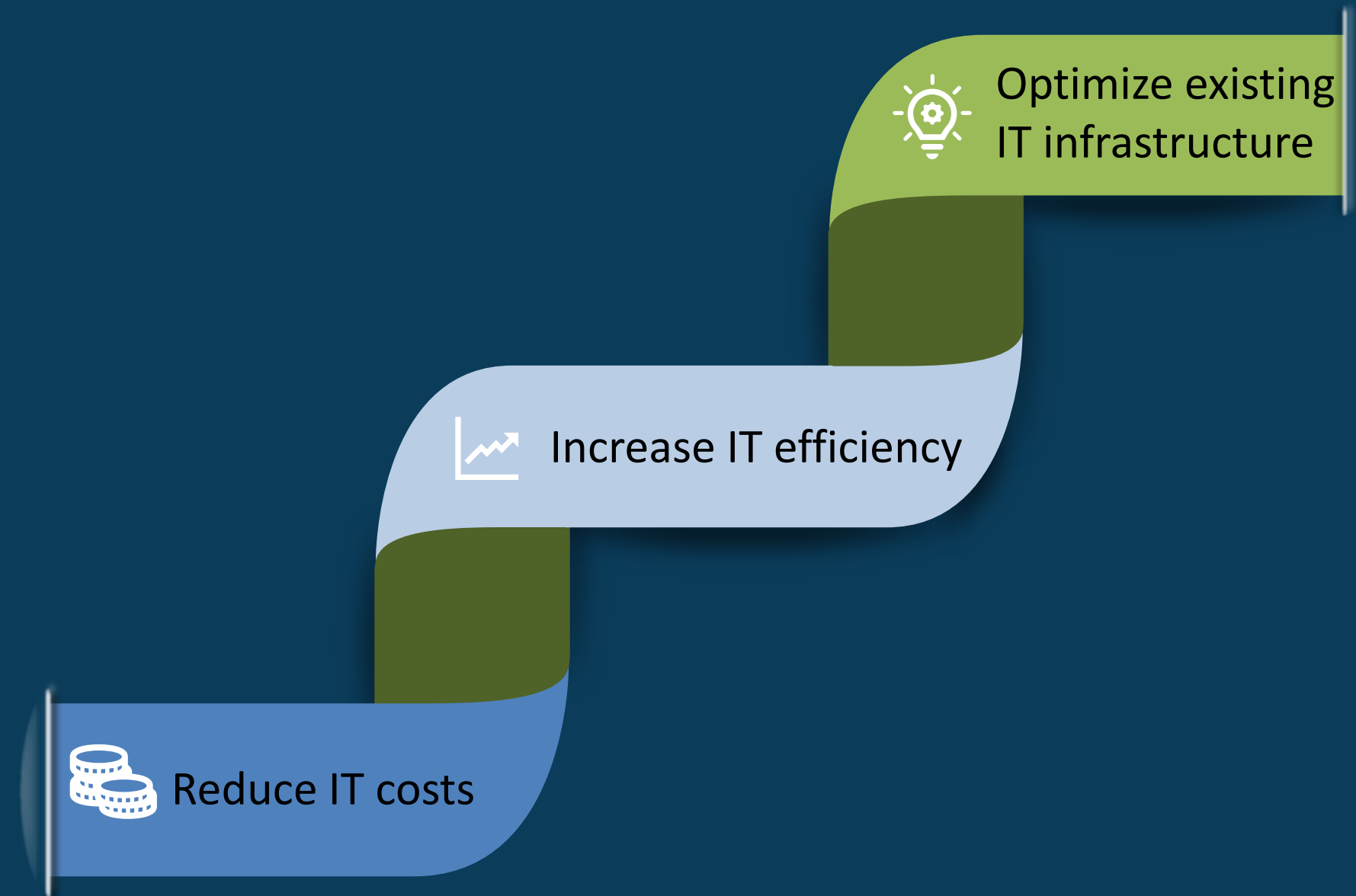
The Office of Government Commerce



The UK Government Cabinet Office now owns the ITIL framework.



Understanding the Core Goals of ITIL



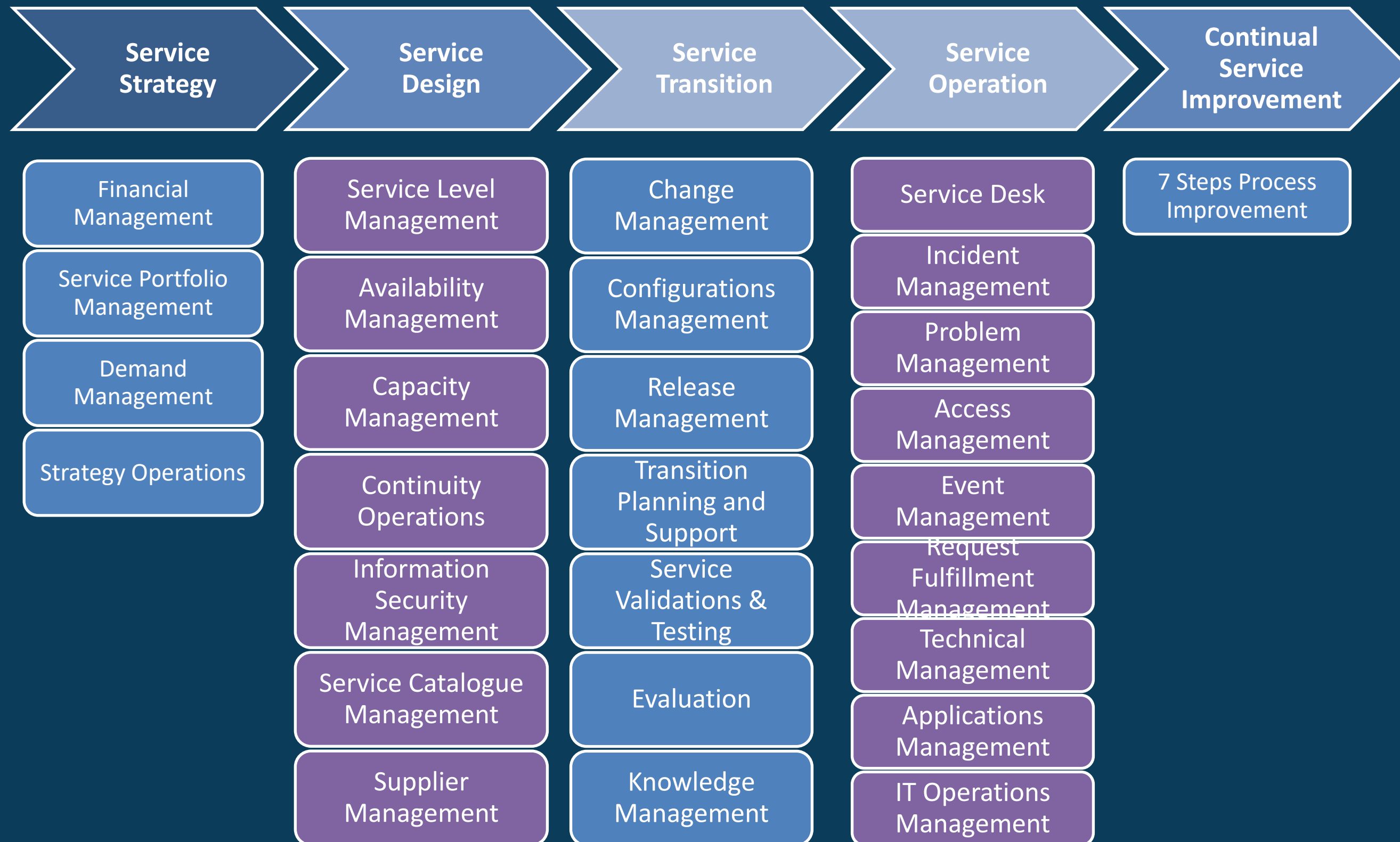
ITIL's Lifecycle

ITIL is organized into five books based around a service lifecycle. The books are:-

- Service Strategy (SS)
- Service Design (SD)
- Service Transition (ST)
- Service Operation (SO)
- Continual Service Improvement (CSI)



Navigating ITIL Lifecycles & Processes



Unlocking the Advantages of ITIL

Companies that have effectively integrated ITIL best practices have reaped numerous benefits, such as:

Increased availability of
services to
customers

Improved return on
investment for
IT services

Simplified support
environments

Reduced incidents and
less fire-fighting

Better utilization of IT
assets

More time for senior
staff to innovate and
automate new
business
processes

Reduced staff turnover
due to increased
morale

Understanding the Difference Between Utility and Warranty

Utility

- UTILITY is a measure of the desirability of consuming a good or service
- UTILITY is in the eye of the beholder
- Both the rotary phone and the cell phone are “Fit for Purpose,” but the cell phone has additional functionality that many users consider beneficial to their needs

Warranty

- WARRANTY is a promise that a product or service is “Fit for Use.”
- A site which fails regularly would probably not meet the expected availability
- Warranty generally deals with availability, capacity, security and / or continuity, these values are defined in terms of customer expectations.

Maximizing the Use of Resources and Capabilities

Resource

- A generic term that includes IT Infrastructure, people, money or anything else that might help to deliver an IT Service. Resources are considered to be Assets of an Organization.

Capability

- Capability: The ability of an organization, person, Process, Application, Configuration Item or IT Service to carry out an Activity. Capabilities are intangible Assets of an Organization.

Service Strategy (SS)

Establish the perspective of service strategy, location, and the necessary plans and patterns to be followed by the service provider to meet work requirements. Determine the service's value and identify customer and market requirements and needs. The service strategy should include the following operations:



Service Transition (ST)

The Service Transition phase ensures that new, modified, or automated services align with expectations as documented in the Service Strategy phase and the Service Design stage within the service lifecycle:

Planning and support
the transition

Change Management

Asset management

Release Management

Test and validation of
Service

Evaluation of change

Knowledge
Management

Service Operations (SO)

Coordinating and executing daily operational tasks to ensure services meet business needs and provide necessary technical support. The service operation stage includes the following activities:

Service Desk

Incident
Management

Problem
Management

Access
Management

Event
Management

Request
Fulfillment
Management

Technical
Management

Applications
Management

IT Operations
Management

Continual Service Improvements (CSI)

Ensure continuous improvement of the service in line with changing business needs by identifying and implementing enhancements to support the work:

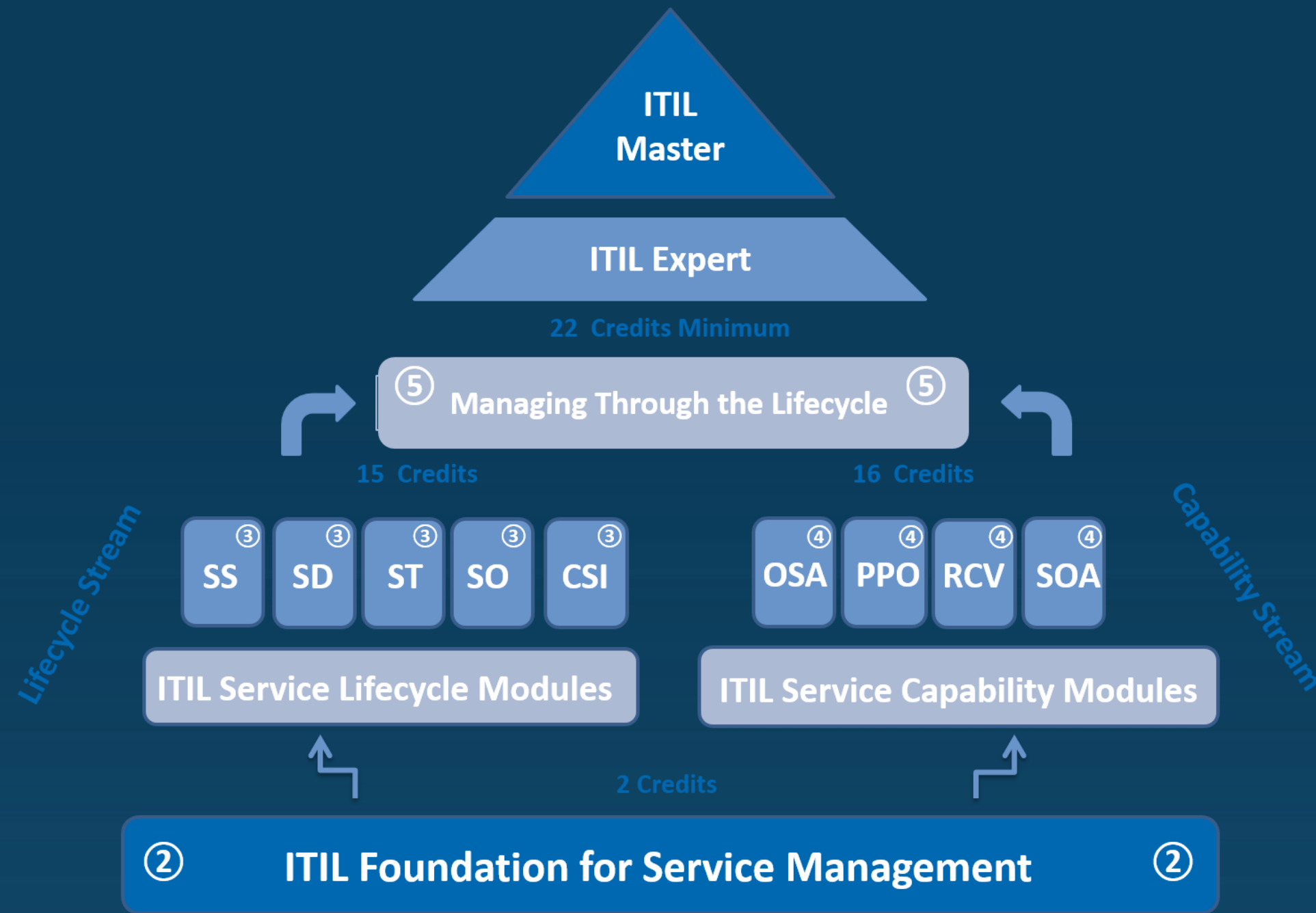
It encompasses continuous improvement and optimization of measurement for:

- Provider of information technology services
- Operations Procedures
- Information technology and services
- infrastructure

This phase includes process

- Seven-step improvement

Unlocking Your IT Career with ITIL Certification



Visit Clinic Offered Services

Visit Clinic offers a variety of online and on-premise services to assist medical professionals and organizations in receiving high-quality support.



Medical Practice
and Clinic
Administration



Pharmacy
Management



Laboratory
Management



Pharmaceutical
Resource Center



Nursing
Management
Office



Medical Health
Equipment
Management



Human Resources
Management



IT Service
Management



Project
Management



Computer Store



Event and
Conference
Management



Factory Products
Catalogue
Management



Visit Connect



Campaign
Management

Visit Clinic Offered Processes

The Visit Clinic portal offers four ITIL processes that adhere to international standards and are tailored to meet medical needs, covering a wide range of areas for various private organizations.

Service Catalogue
Management

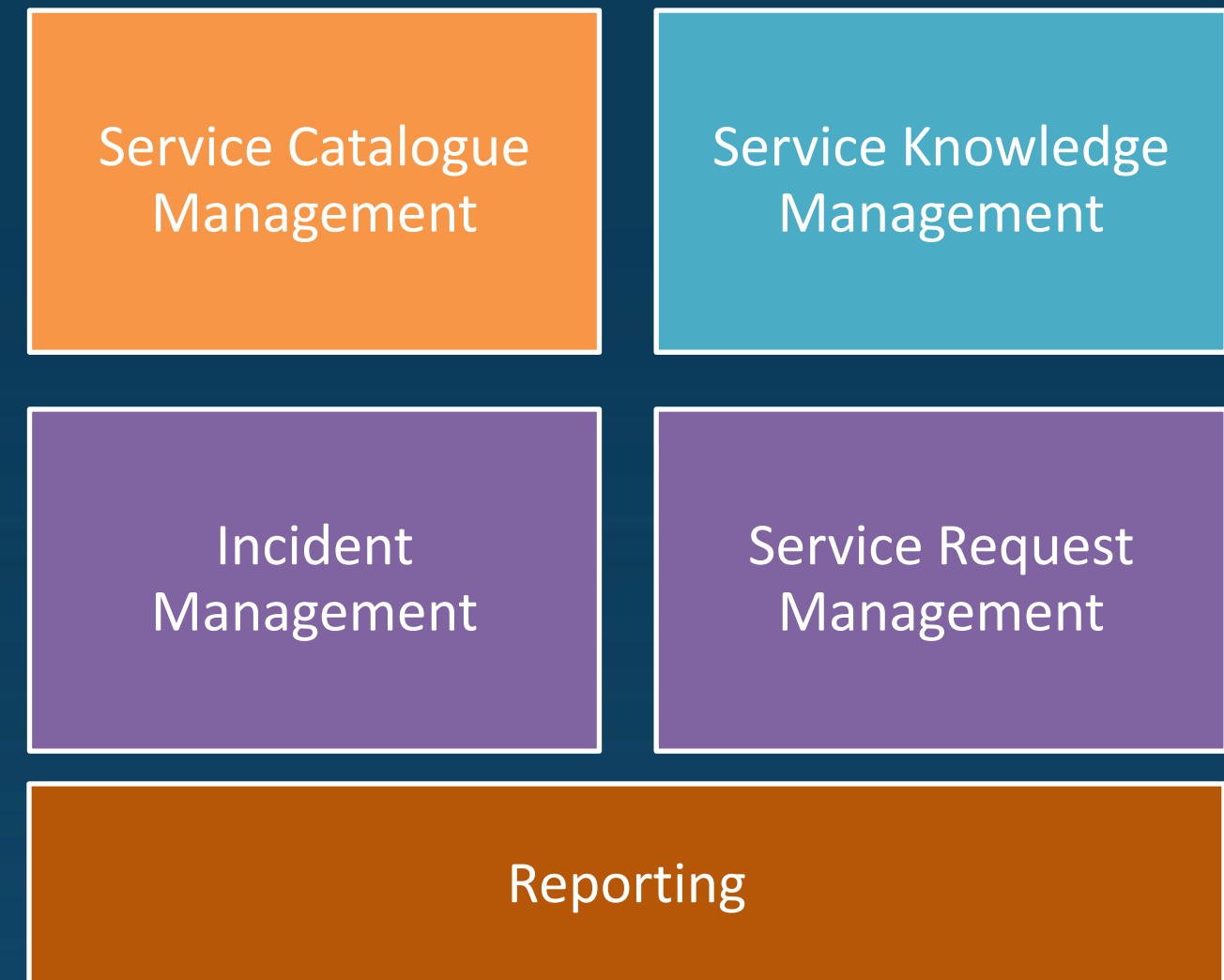
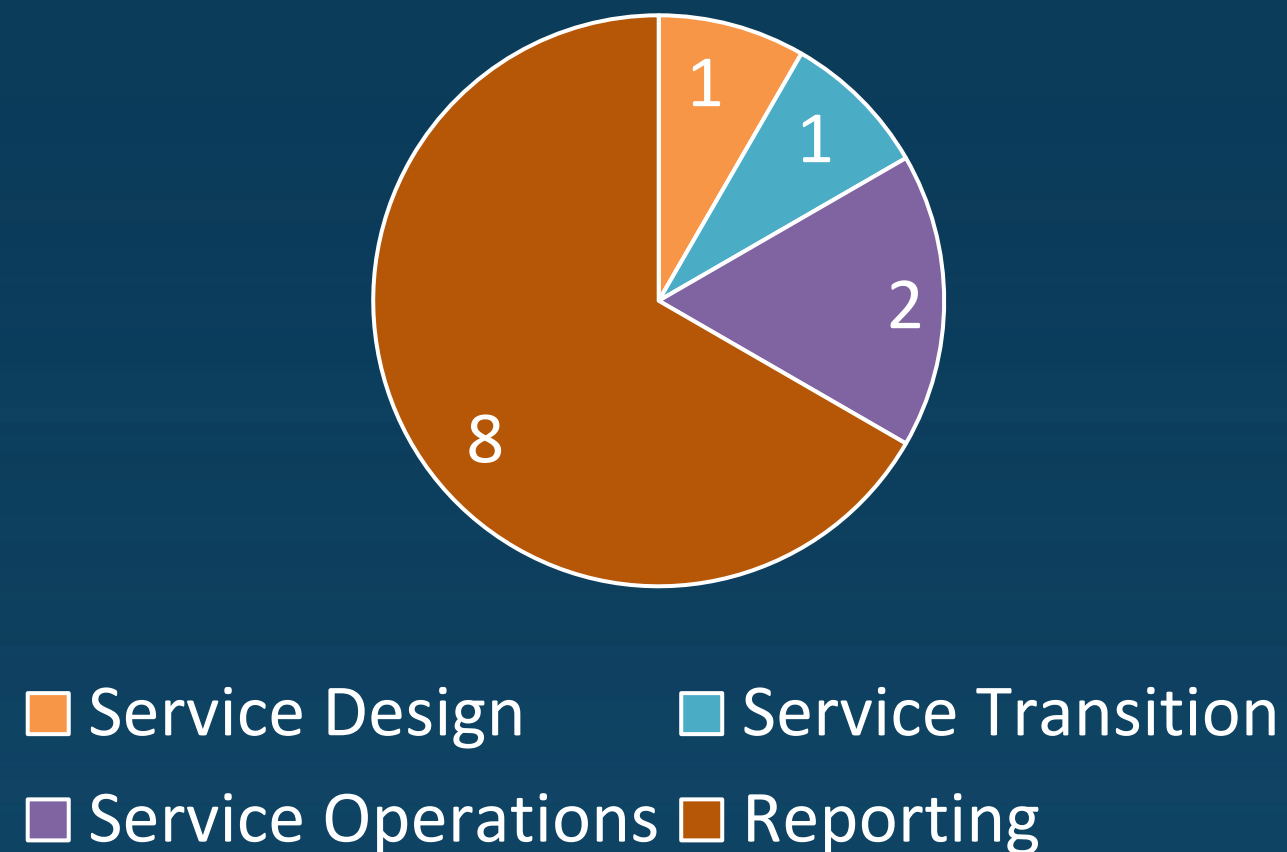
Knowledge
Management

Incident
Management

Request
fulfilment
Management

Visit Clinic Offered Processes Statistics

Visit Clinic offers comprehensive ITIL business process customization. The following figure displays the number of processes offered in each ITIL category. The report is a standard output from the portal



Visit Clinic Offered Processes

Managing and performing daily operational tasks to ensure services align with business needs and deliver essential technical support. The service transition and design stage encompasses the following activities:

Service Design - Service Catalogue Management

- This process involves creating and managing a central repository of all IT services available to customers. It ensures that accurate and consistent information about services and their status is available.

Service Transition - Knowledge Management

- This process aims to gather, analyze, store, and share knowledge and information within an organization. It ensures that valuable information is available to improve decision-making and efficiency.

Visit Clinic Offered Processes

Managing and performing daily operational tasks to ensure services align with business requirements and deliver essential technical support. The service operation stage encompasses the following activities:

Service Operations - Incident Management

- This process focuses on restoring normal service operations as quickly as possible after an interruption. It aims to minimize the impact of incidents on business operations and ensure service quality.

Service Operations - Request Fulfillment Management

- This process handles user requests for services, information, or changes. It ensures that user requests are managed efficiently and within agreed service levels.



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Thank You

We would be delighted to hear from you. Please feel free to contact us without hesitation.



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