Cybernetic Loops and ITIL

- Cybernetic loops
- ITIL Operational processes – as loops
- Missing operational processes

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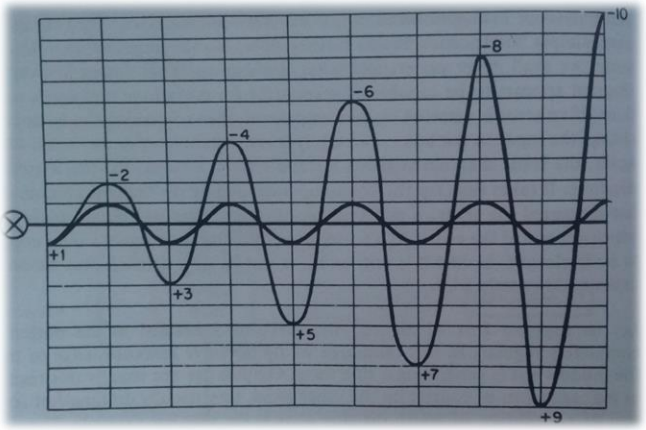
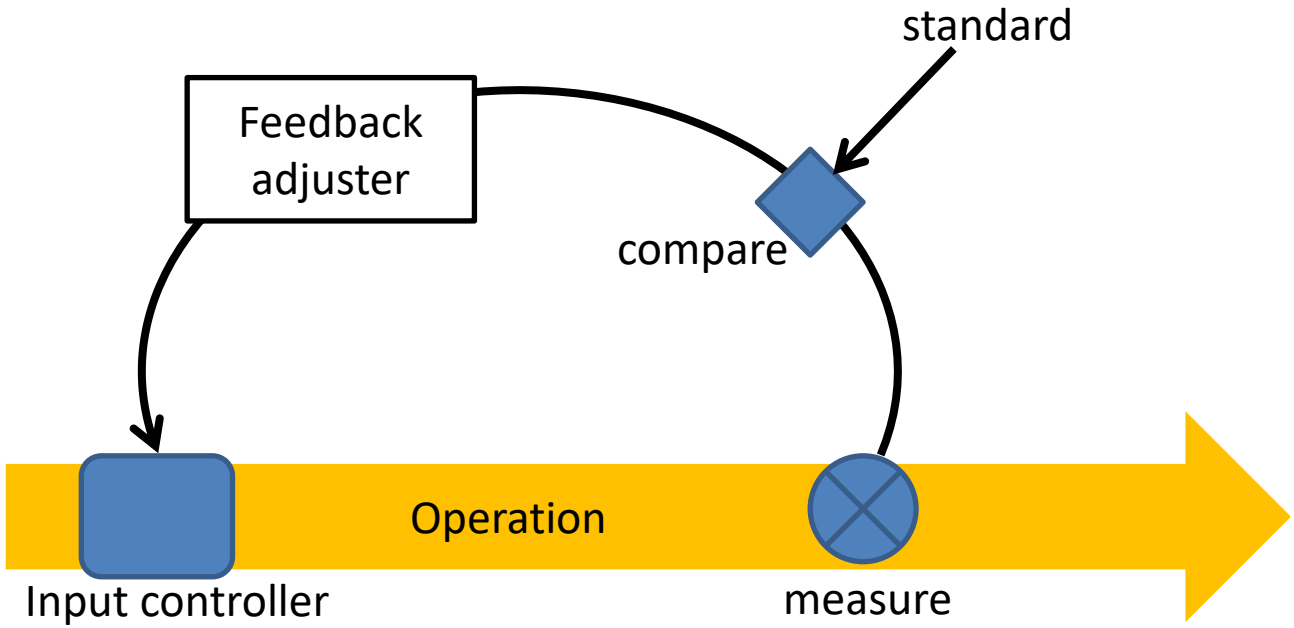
The stability loop

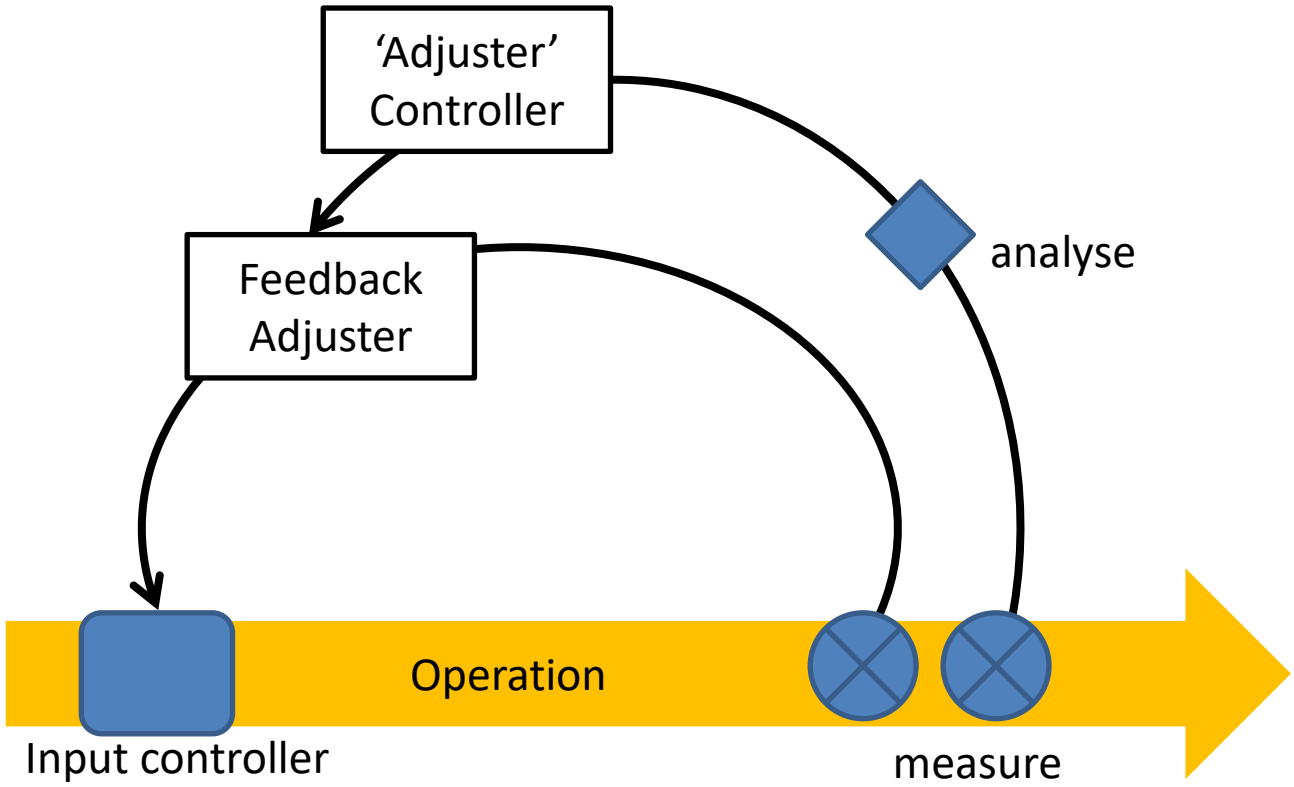
e.g.
a house thermostat
regulating
temperature





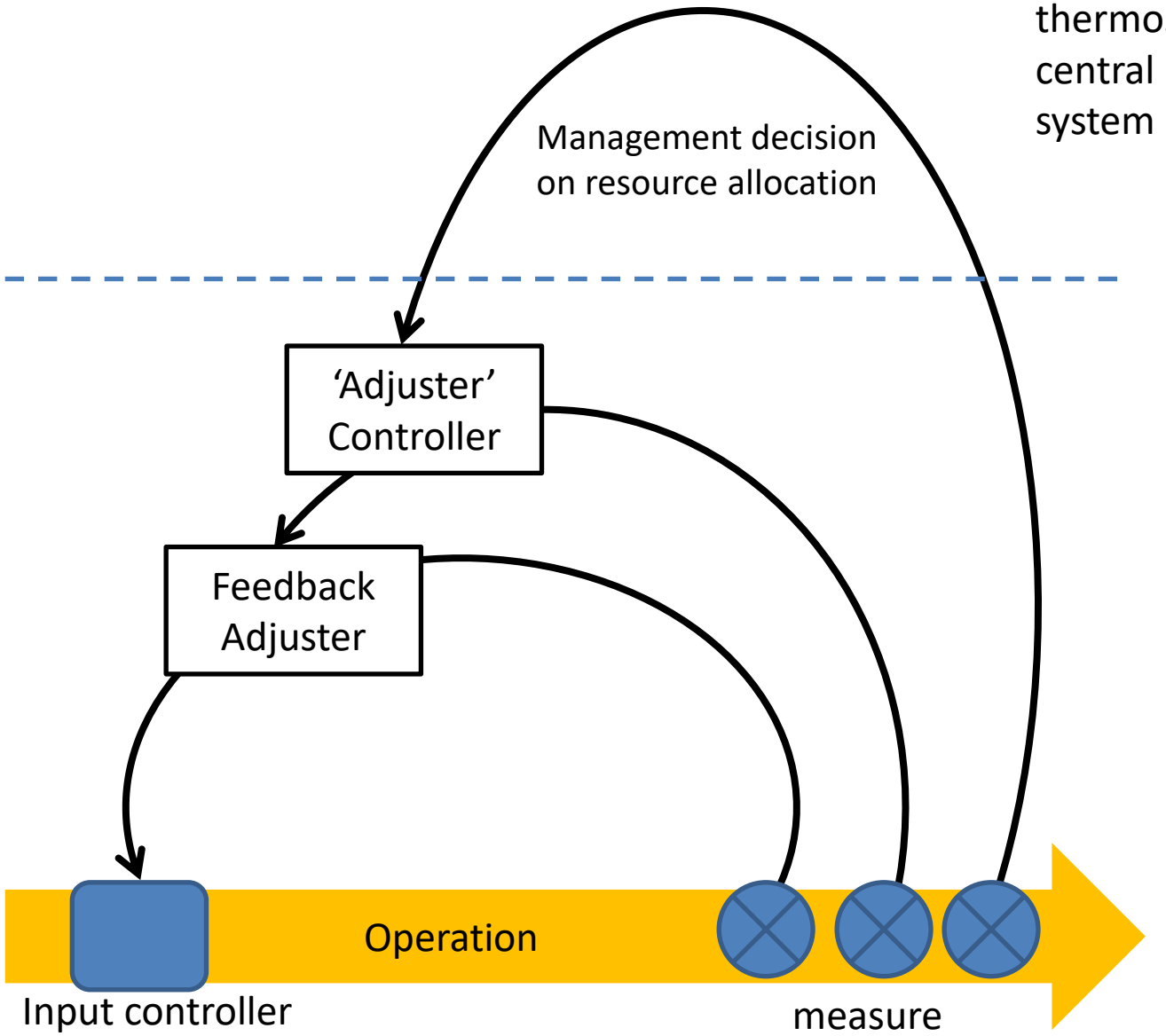
The adaptability loop

e.g.
Resetting the desired temperature on a house thermostat



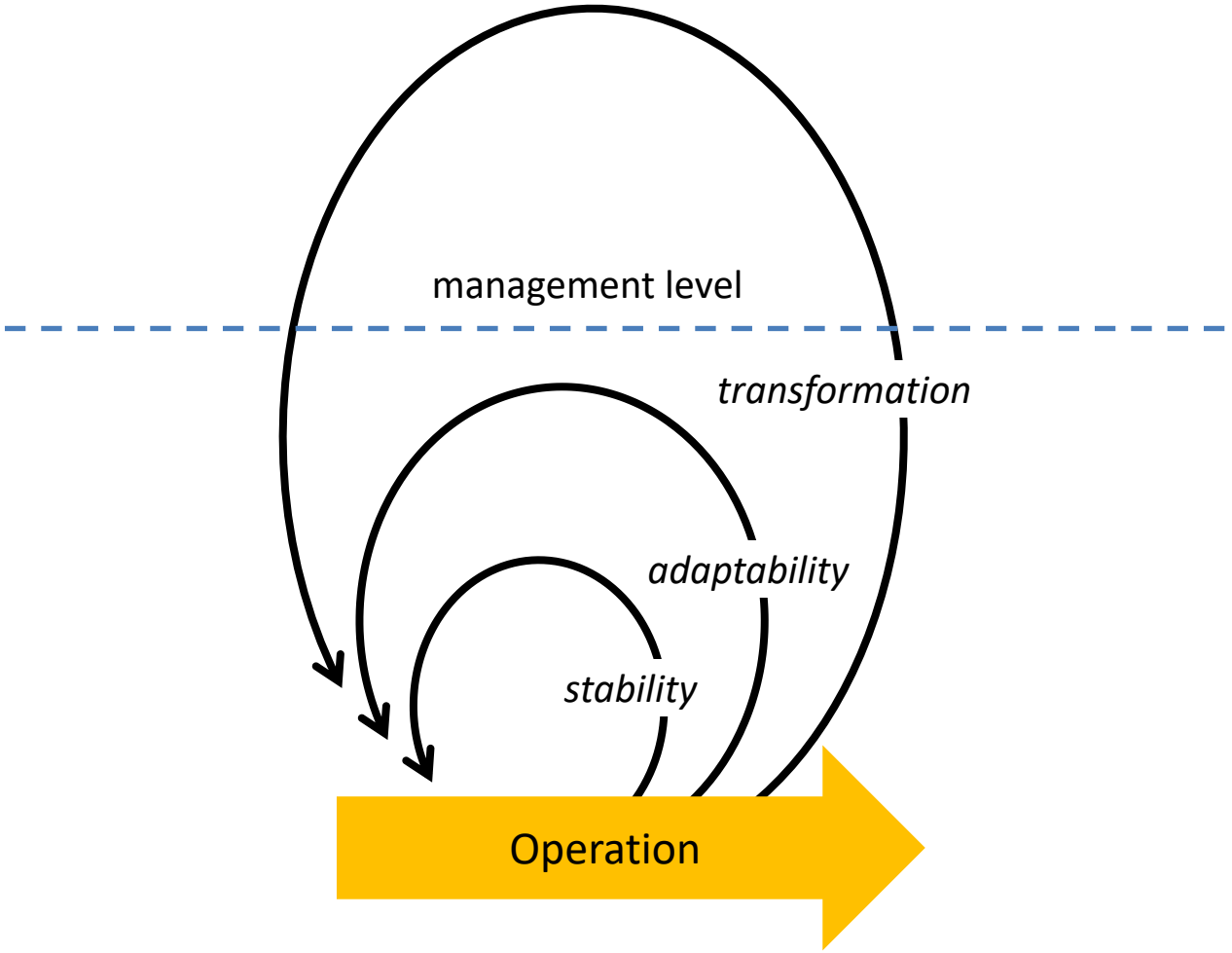
The transformation loop

e.g.
Replacing the thermostat or central heating system

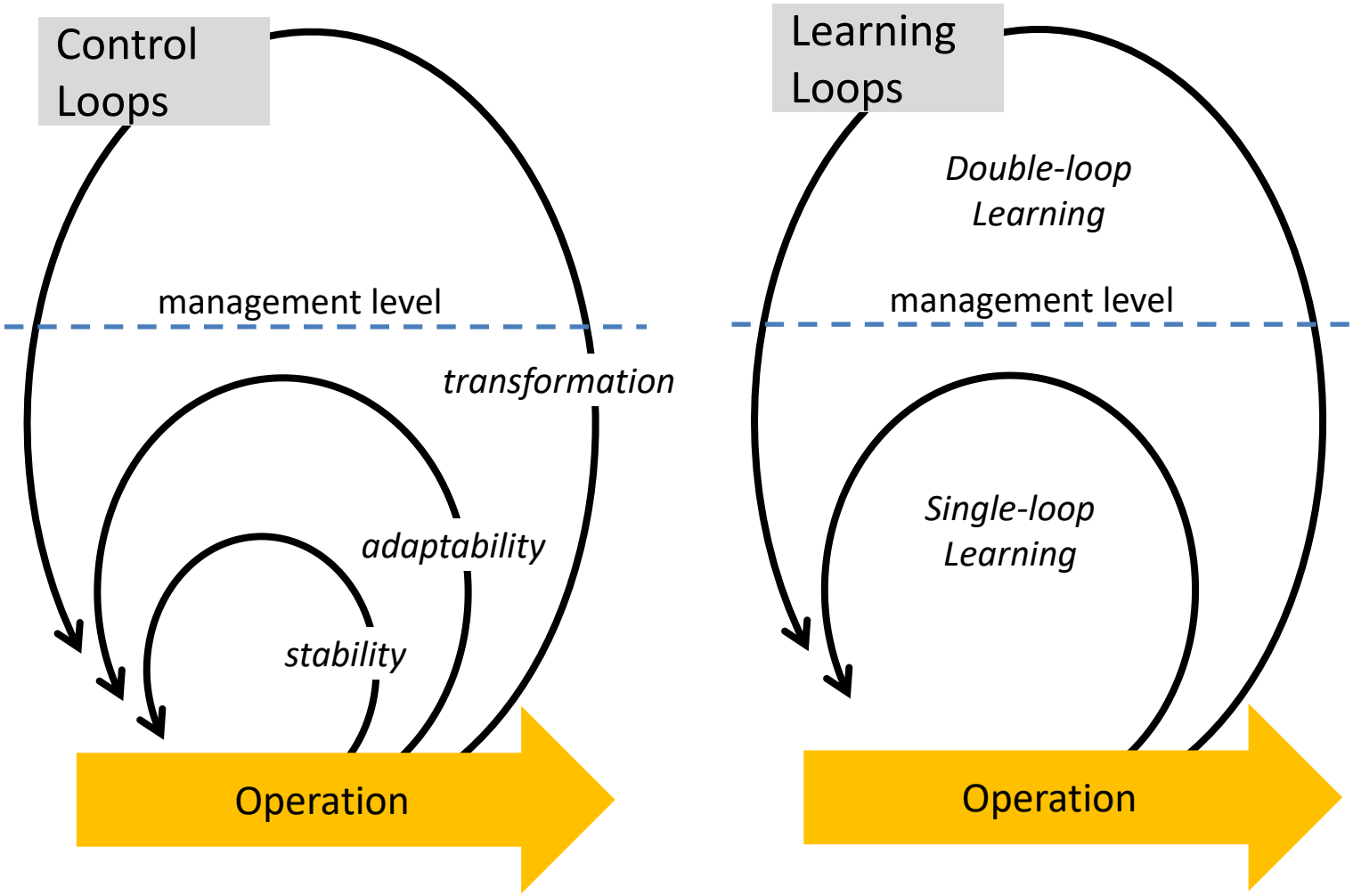


The three control loops

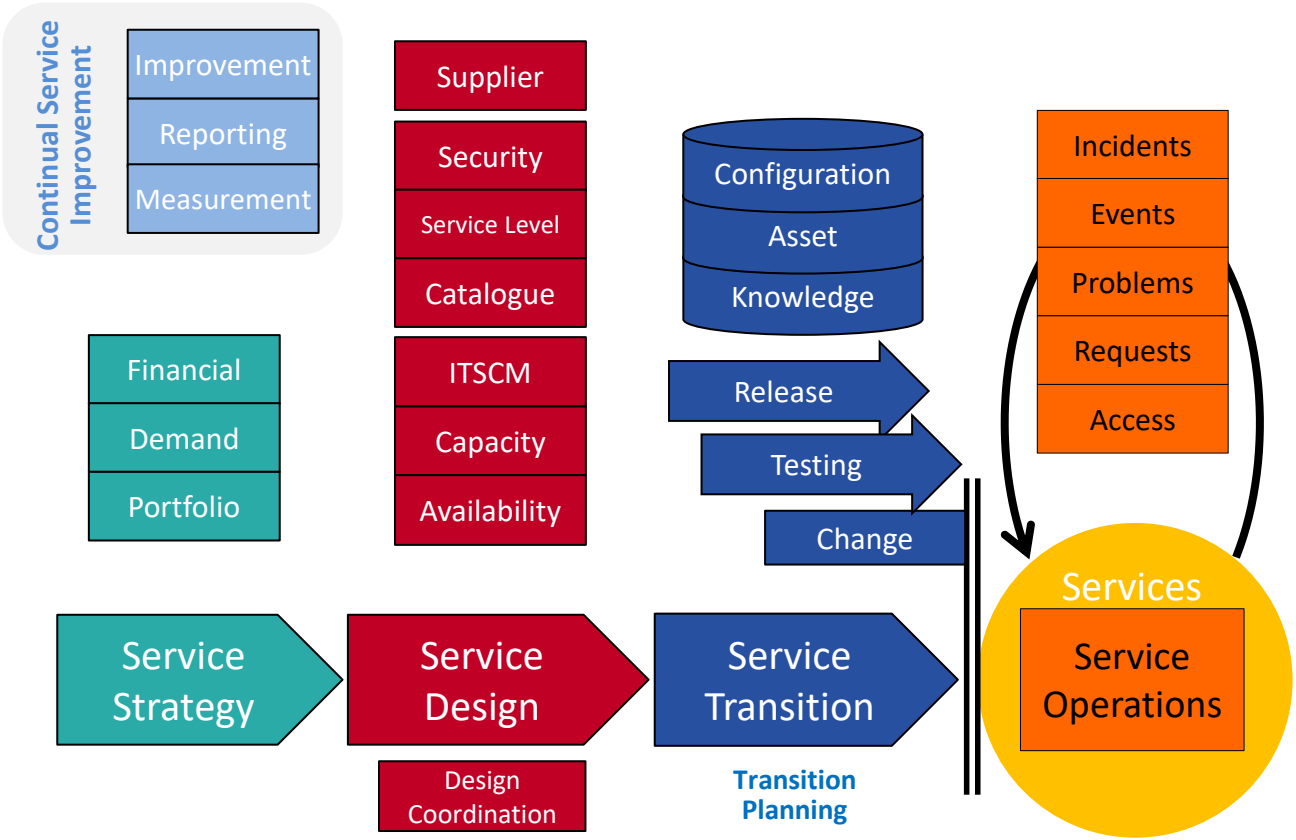
– *a simplified view*



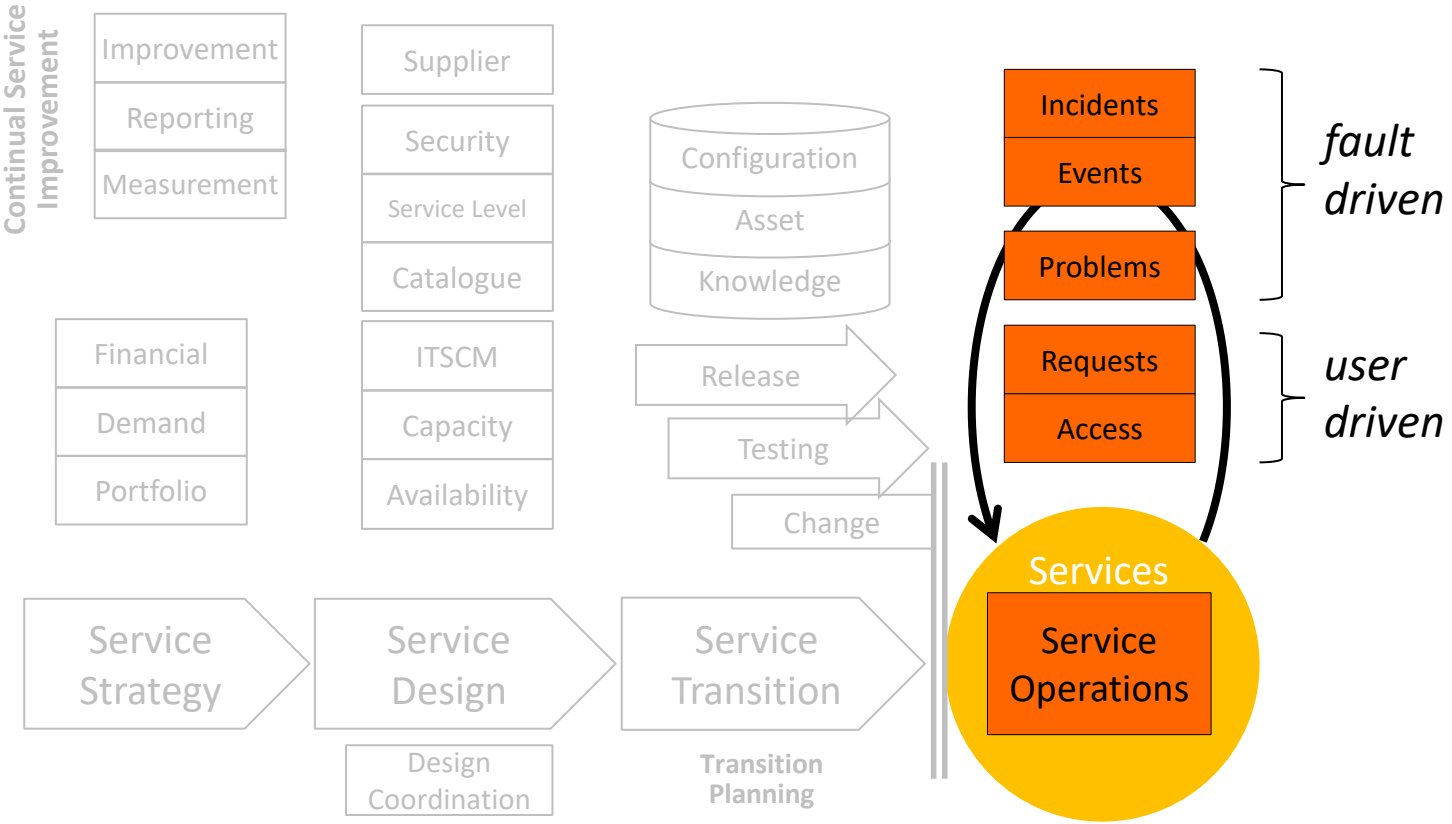
aside: learning loops



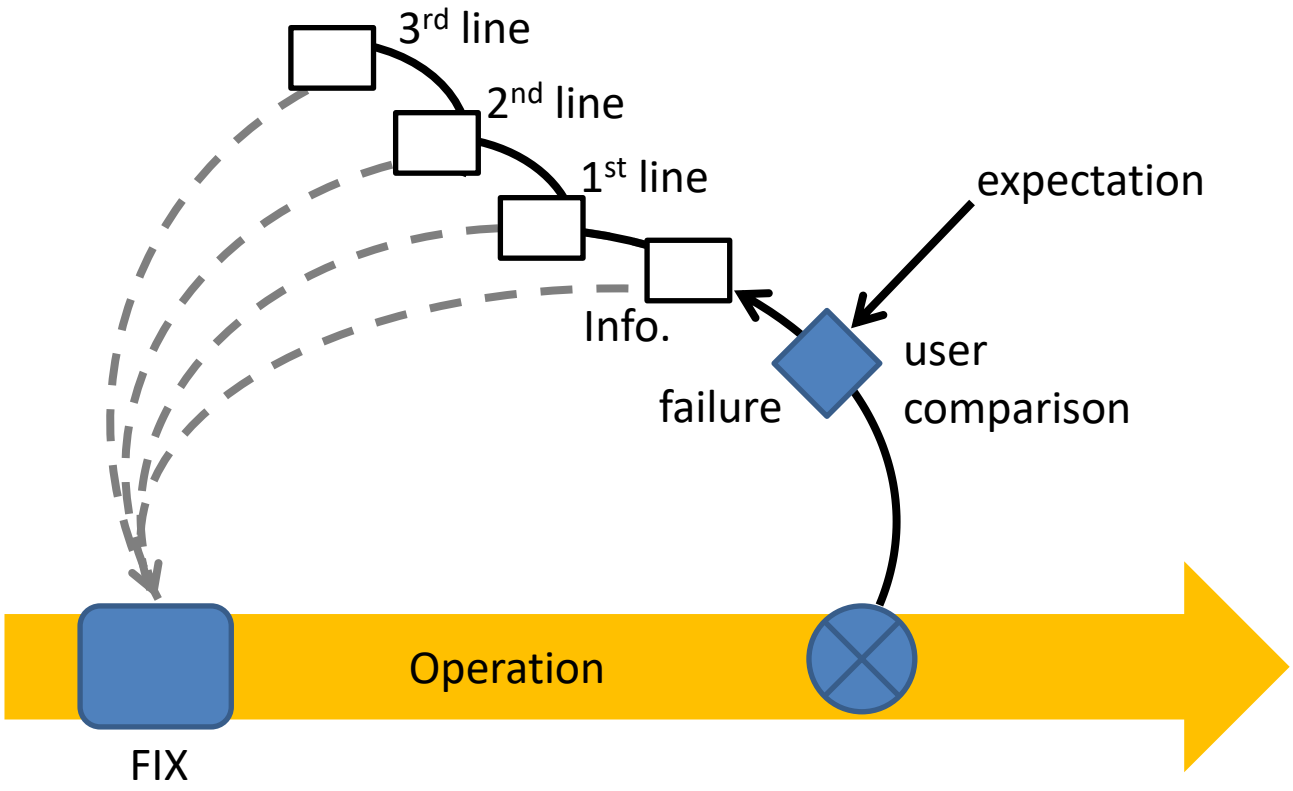
ITIL 3 processes

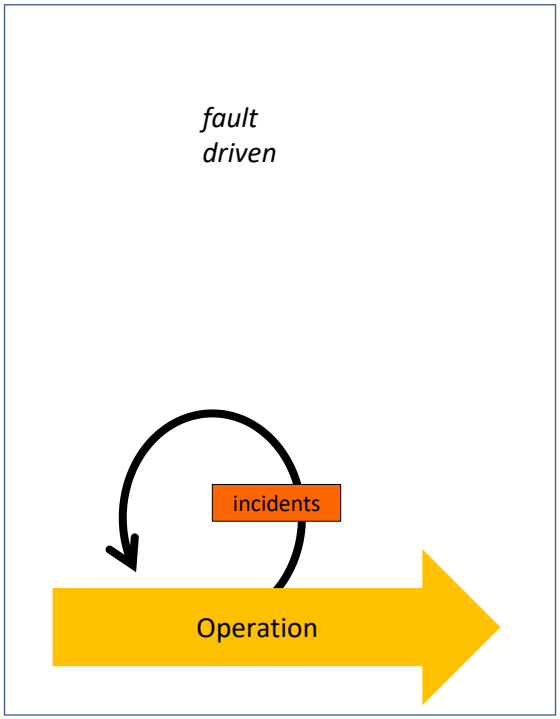


ITIL 3 operational processes - *focus*

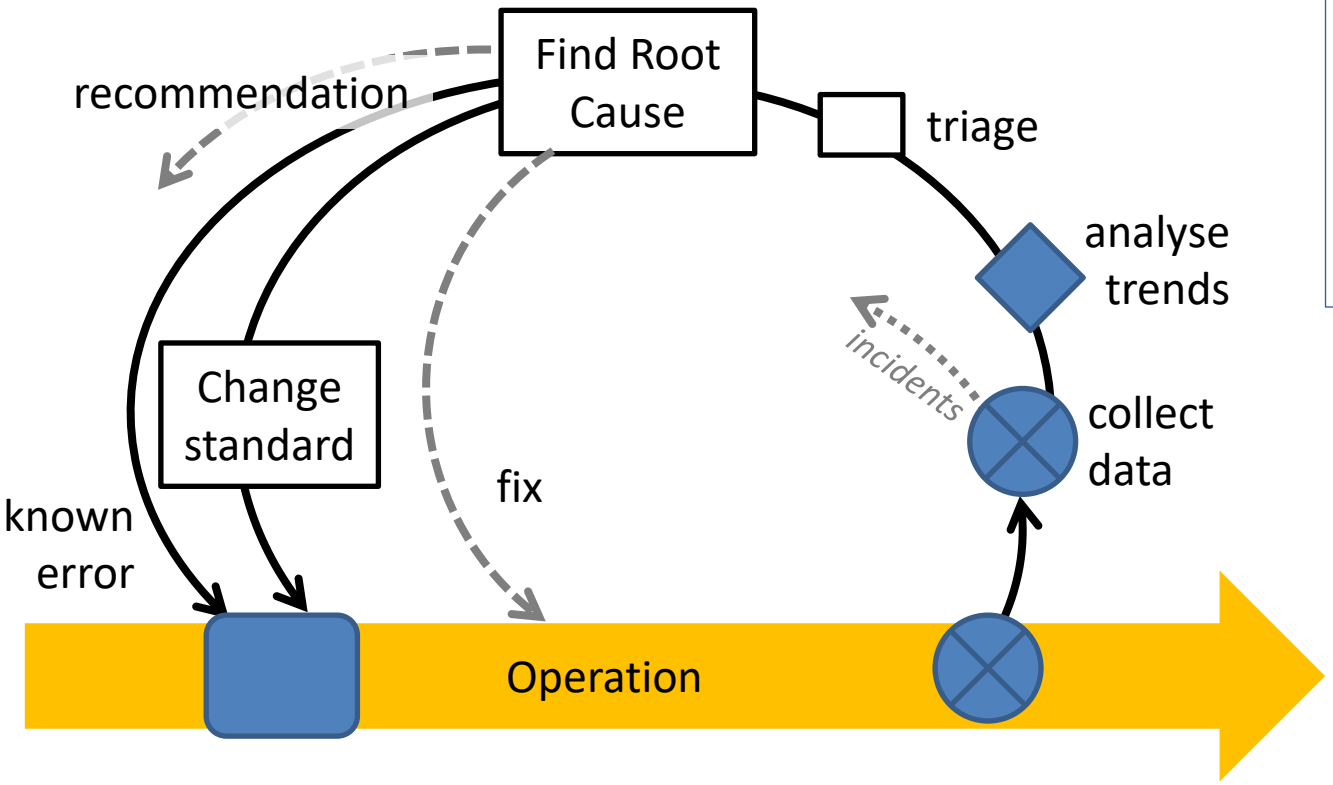


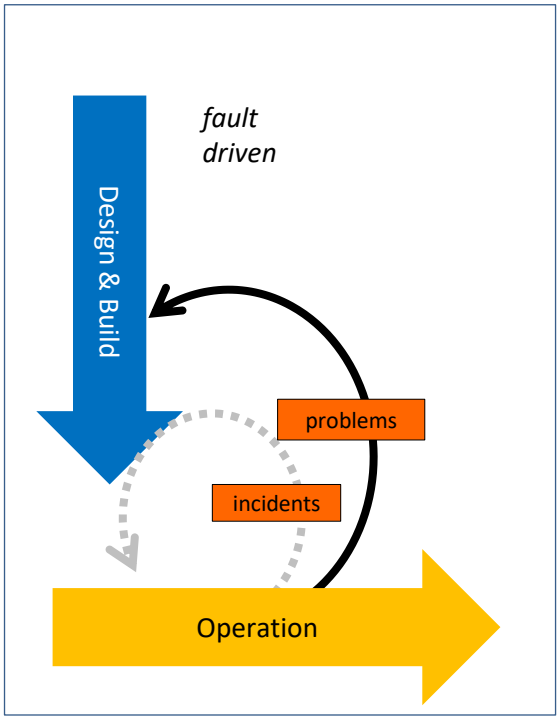
Incident (& Event) Mngt





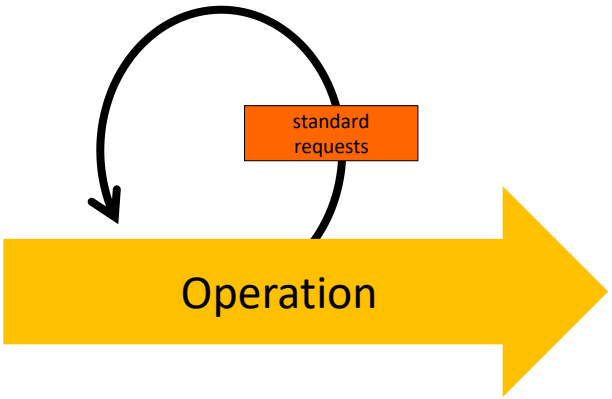
Problem Management





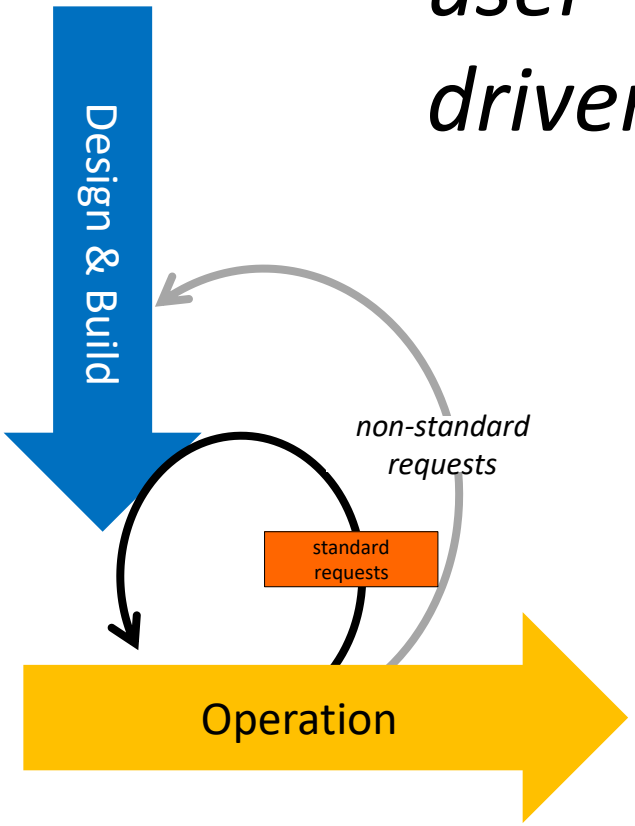
Standard Requests (& Access) Mngt

user
driven

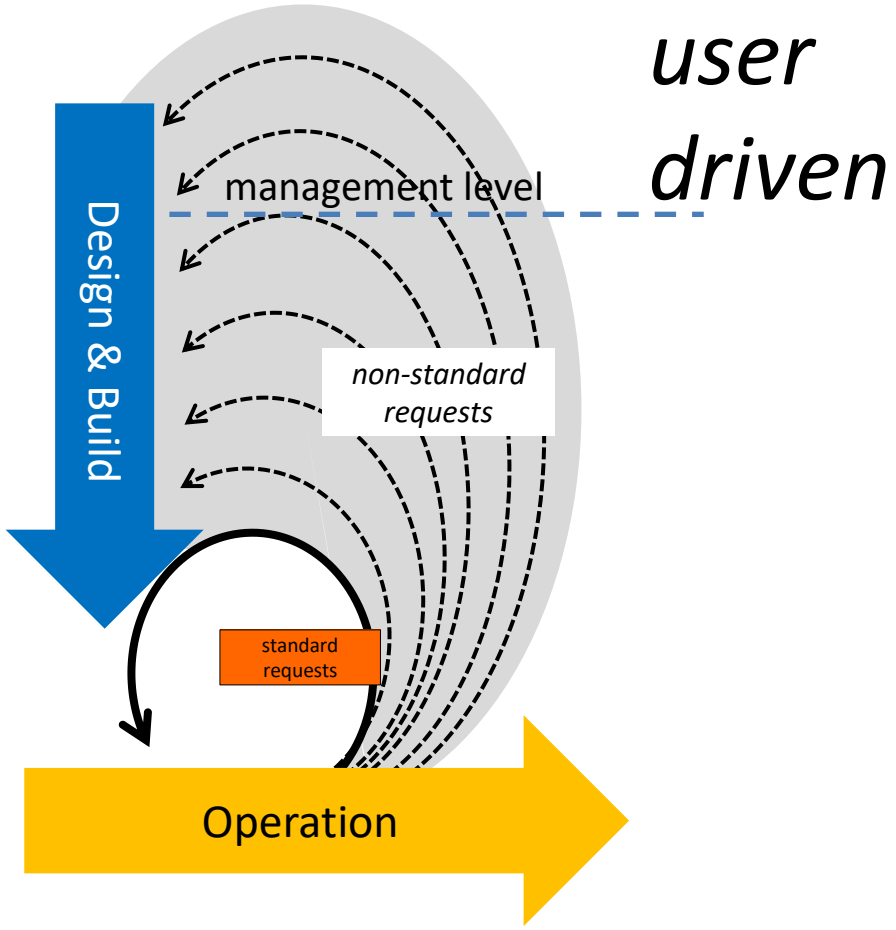


Non-Standard Requests?

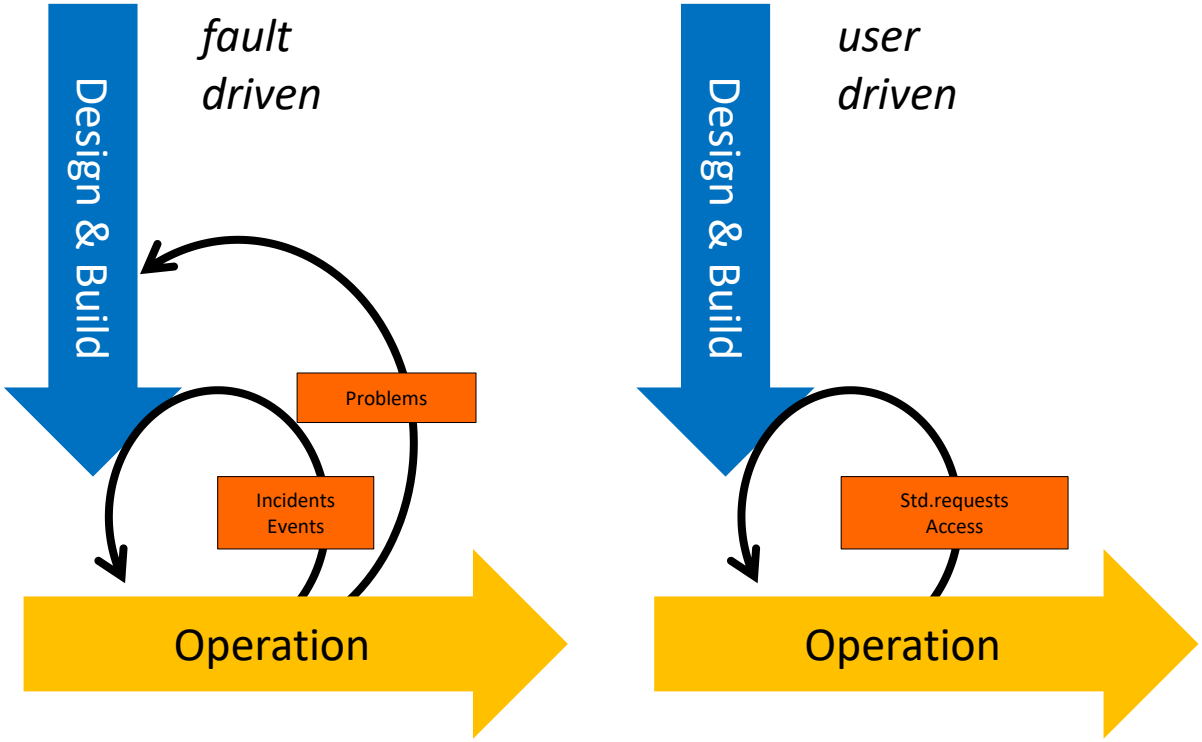
user driven

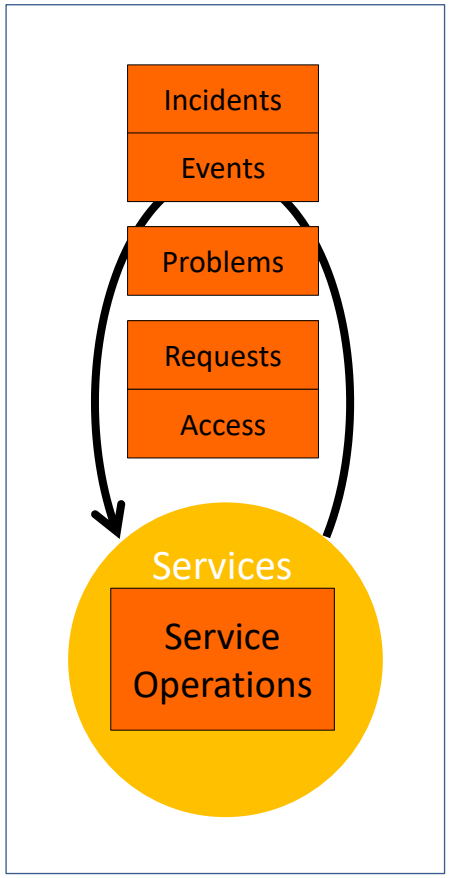


Non-Standard Requests in reality

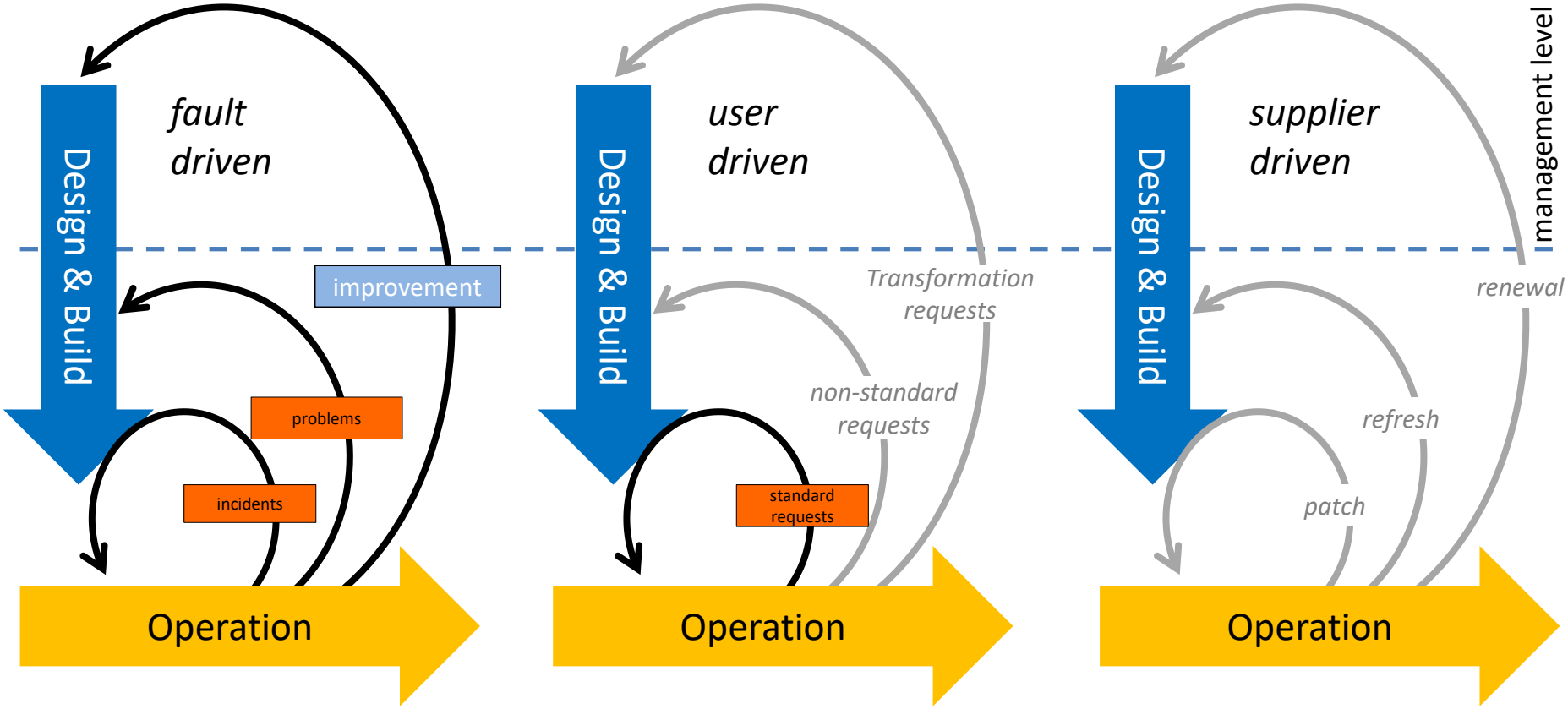


Operational Control loops described by ITIL





Control loops – predicting the set



Control loops – the full set

There are small medium and large loop processes for each of

1. Troubleshooting
2. Request fulfilment
3. Proactive lifecycles

Loop Type	Characteristics	Troubleshoot/ Operational Control	Request Fulfilment	Service Lifecycle Management
		Fault Driven	**User Driven**	**Supplier Driven**
Stability	high volume, low value, quick	Incidents/ Event Mngt	Standard Requests/ Access Mngt	Patching & Stock Mngt
Adaptability	medium volume, medium value, medium timescale	Problems	Non-Standard Requests	End-of-life, Refresh
Transformation	low volume, high value, long timescale	Continual Service Improvement	Transformation Requests	Renewal Programmes

Control loops described by ITIL

Only four control loops are described in ITIL - by five of the ITIL operational processes & one transformation capability

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Conclusion

- ITIL describes a subset of the (cybernetic) control loops operating in ICT delivery and support organisations
- An understanding of control loops allows us to predict the other loops that operate without formal ITIL acknowledgement
- Knowing the other loops exist allows us to manage them and prevent expensive omissions and mismanagement