

By Invitation



Dr. Jassim Haji

ITIL: A Framework for IT Excellency

Many wonder about the best way to run an organisation, deliver a service or build a product, this is an endless question that has puzzled many entrepreneurs, founders and executives as they pursued a market-lasting product or service while substantial amounts of money were given to consultants and professionals to aid in their pursuit. As technology plays a vital role in most, if not all, businesses and organizations today to deliver complex and unique products and services, it became clear that the delivery of reliable, stable and high-quality services solely depends on how technology is deployed and used, which has put great pressure on IT executives. The role of technology has shaped up in the previous decades and now it has become the most critical in any organization, it aids in optimizing all aspects of operations, reducing costs from all angles, and enabling the wide reach to all customers physically and virtually.

In a world where software solutions and automation are key factors of success, but yet they are in abundance and wide spread, significant expenses are associated with IT investments, which made IT executives look for guidance and direction on ways to maintain the quality of the services and efficiency of operations while reducing the costs and increasing value. The answer lied with learning how other similar successful organisations have done it and implementing the same practices – the industry's best practices – which led to the formation of the Information Technology Infrastructure Library (ITIL) framework.

ITIL is a framework of compiled set of best practices, collected and put together by the United Kingdom's government in an effort to reduce IT-related costs and standardize practices for the selection, planning, delivery and support of IT services to a business. ITIL provides a complete methodology for organizations on how to manage and administer all IT services and how they fit within the bigger picture of the entire business. It incorporates practices that fulfil any business's whole lifecycle, from setting its strategy and defining its market and target consumers, to designing services, managing and delivering them to customers while continuously looking for improvements. The focus of the ITIL, which is globally most accepted framework, is to maximize value while continuously aligning the IT practices with the ever-changing business needs.

ITIL emphasises on the alignment between business and IT, and shows how it can be the key aspect of success and aid effectively in meeting all the strategic objectives of the organization. The proper implementation of ITIL can lead to an improved Return of Investment (ROI) from IT, not only on IT projects and investments but also on all projects of the entire organization. Executives will have a clearer view of IT costs and assets, improved relationships with the business due to the continuous adoption and understanding of their requirements, and elimination of redundant work which will aid in improved resource utilisation and efficiency. A critical aspect of ITIL is how to ensure critical IT services are provided with utmost quality, reliability and stability, and how to protect the entire IT environment when changes are applied and how to ensure fulfilment of requests to all users on a way to meet users' and business' expectations.

ITIL does not exactly tell which, how or how much organisations should implement its practices, providing organisations with the flexibility to utilise and customise the ones which are needed to address their specific issues and requirements.

Today, ITIL has become so popular that many organisations plan and form their IT Departments based on roles and processes defined in the ITIL framework while investing in certifying their IT staff against ITIL certifications. It has become the 'standard' to follow in order to provide reliable, economical (low-cost) and high-quality services no matter the industry of the organisation, nature, size or complexity.

(The views and opinions expressed in this article are those of the author and do not necessarily reflect the policy or position of this newspaper.)

Military courts to get more powers



Military judiciary personnel attending the parliament session held yesterday

Muhannad Mansour/DTNN
Muhannad@dt.bh

Manama

Bahrain parliamentarians yesterday approved an urgent proposal to amend the constitution, allowing military courts to prosecute civilians involved in certain cases.

31 legislators out of the 36 attending the session voted for the amendment, which was initially referred to the Cabinet by a Royal Decree (7/2017) and then to the council.

It was urgently passed yesterday to the second branch of the legislative authority, Shura Council, for further

approval.

The amendment stipulates the replacement of item B of Article 105 in the constitution.

It instructs that "the jurisdiction of military courts shall be confined to military offences committed by members of the Defence Force, the National Guard, and the Security Forces.

It does not extend to other persons except when martial law is declared and within the bounds prescribed by law".

The amendment, replaces the existing text with, "The law regulates the military judiciary and shows its competence in each of the Defence Force, the National Guard and the Public Security."

The voting came after prolonged discussion among the MPs, who postponed all of the other subjected scheduled for discussion during yesterday's session.

The discussion was attended by Military Judiciary Director and Military Court of Cassation President Brigadier-General Yousif Flaifel and Assistant Undersecretary of Legal Affairs in Interior Ministry Major General Mohammed Buhamood.

They both stressed the importance of the long-awaited amendment to protect military personnel and facilities during the discussion held in the parliament yesterday.

Iran clerics' call for armed resistance condemned

Muhannad Mansour/DTNN
muhannad@dt.bh

Manama

Calls for initiating "armed resistance" against the Bahraini government made by some Iran-based clerics were condemned by a scholar here.

MP Dr. Majeed Al Asfoor yesterday blamed the Iranian government for such malicious calls being made from Iran.

Addressing the weekly session of the House of Representatives, Dr. Al Asfoor, who is also religious adviser and psychotherapist, called upon senior religious scholars of the Shiite sect to silence and condemn these calls.

"I am concerned about young Bahraini boys who respond to similar calls being shared in the media and glorify terrorism. It lures and misleads children to get involved in matters bigger than them. Our youth are effected by these calls and respond to them, thinking it's heroic to fight against the government. This must be stopped," Dr. Al Asfoor said. The MP's speech came in response to the recent Fatwa (a ruling on a point of Islamic law given by a recognised authority) of Iran-based clerics, who called upon Bahrainis to "grab their weapons and fight the government" here.



Dr. Majeed Al Asfoor

They announced during a public activity held in the Iranian city of Qum that "the movement against the Bahraini government should be escalated to armed resistance".

Dr. Al Asfoor affirmed that "there are no instructions in the Shiite sect that allow utilising military acts to serve political purposes". He called upon the Iranian government to hold the people behind issuing the fatwa accountable.

"When we say Iranians are interfering in our internal affairs, they deny that. Now these calls for violence are coming from their soil," Dr. Al Asfoor added.

Fugitive's fall case investigated

DT News Network
Manama

Chief Prosecutor Ahmed Al-Buainain said that the Public Prosecution had received a report by the Sitra Police Station indicating that an individual had sheltered, in his home, a fugitive serving a life term and other sentences in terrorist cases, including premeditated murder, attempted murder, and making explosives. During a raid in Nuweidrat to arrest the convict and the person sheltering him, the two wanted men tried to escape by going up to the roof and jumping onto the roof of the adjacent house. However, the convicted fugitive fell off the roof and was injured. He was taken to hospital where he succumbed to injuries. The individual who was accused of sheltering him was arrested.

The chief prosecutor said the prosecution had examined the scene and visited the morgue along with a forensic expert who examined the body. The forensic report concluded that the death was caused by the injuries to the head and chest, the fractures in the skull, chest ribs and the right wrist resulting from the fall.