

WSD WG06 ITIL/ITSM procesy a nástroje 2010

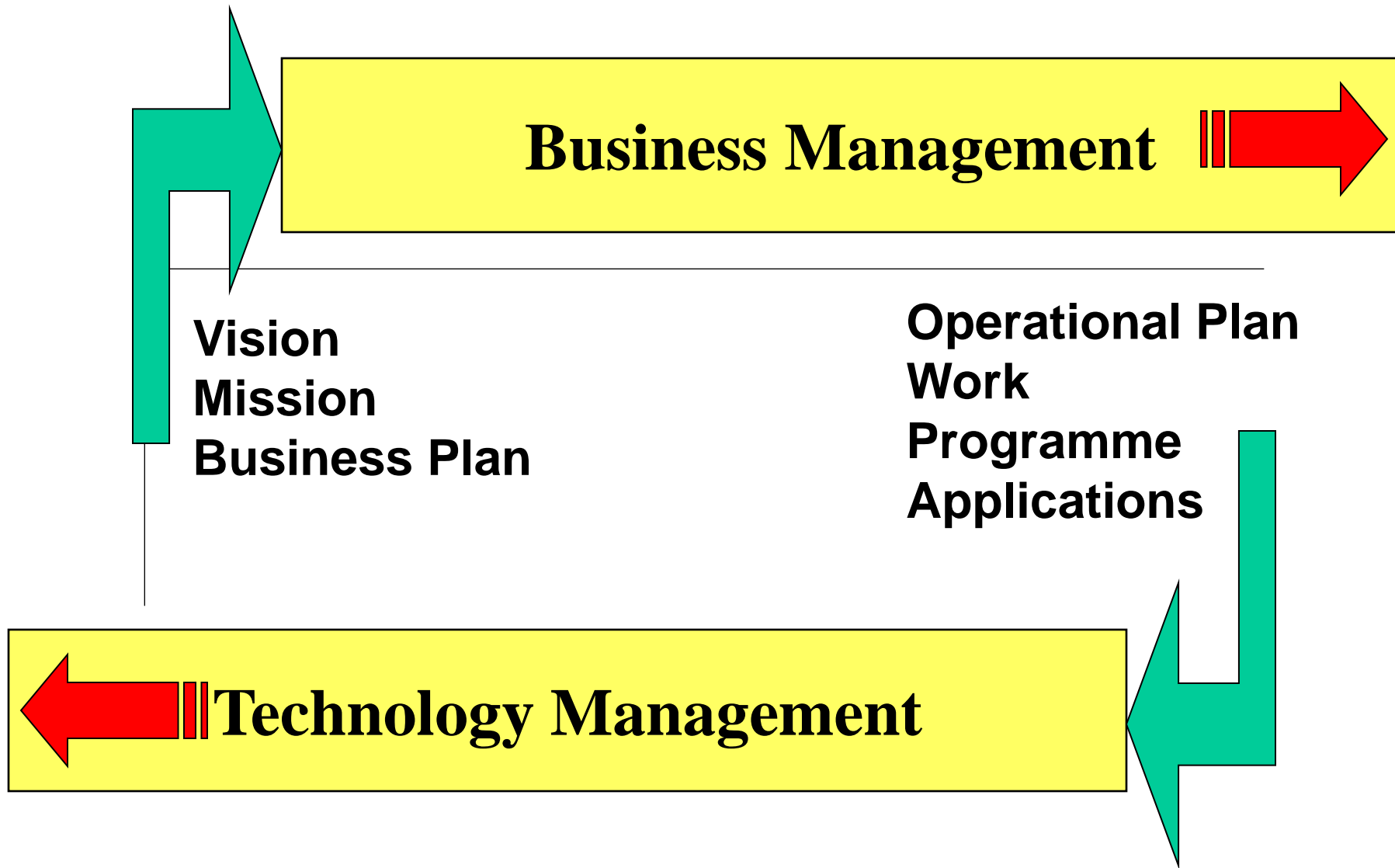
Orchestrácia a automatizácia ITIL/ITSM procesov

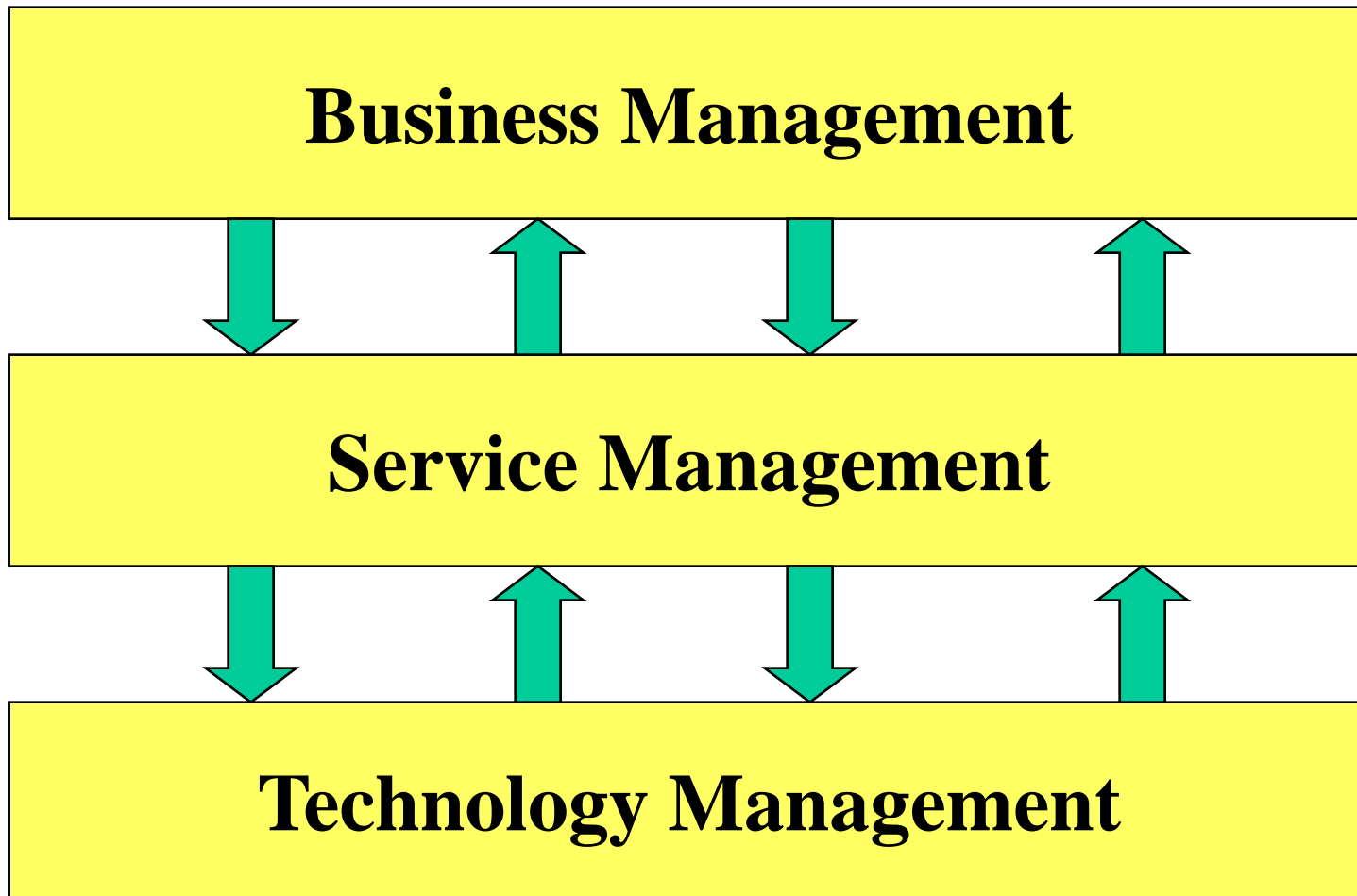


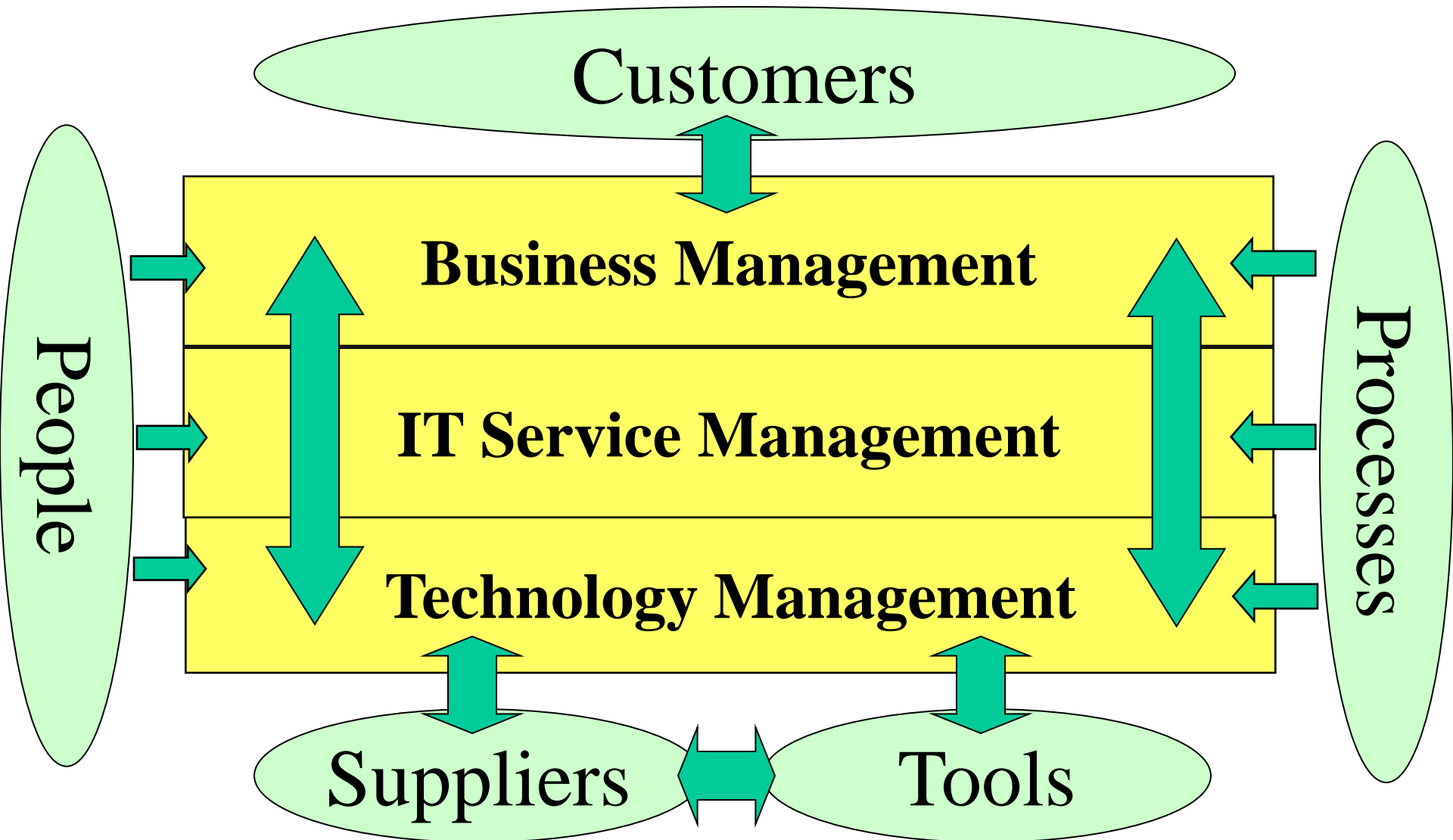
14.10.2010 Hotel Matyšák, Bratislava

Where do we start and how do we know we have finished?

Vernon Lloyd
Fox IT







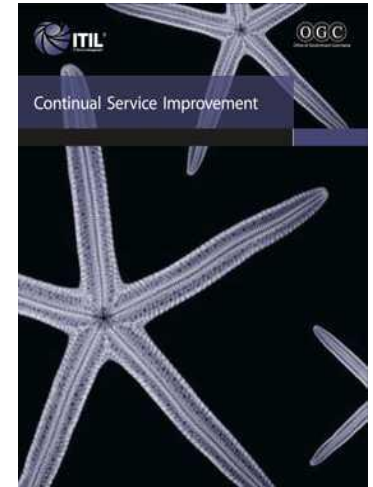


*HERE is Pooh Bear,
coming downstairs now,
bump, bump, bump, on the
back of his head, behind
Christopher Robin.*

*It is, as far as he knows,
the only way of coming
downstairs, but sometimes
he feels that there really is
another way, if only he
could stop bumping for a
moment and think of it.*

AA Milne

Where do we start?



Well it all depends.....





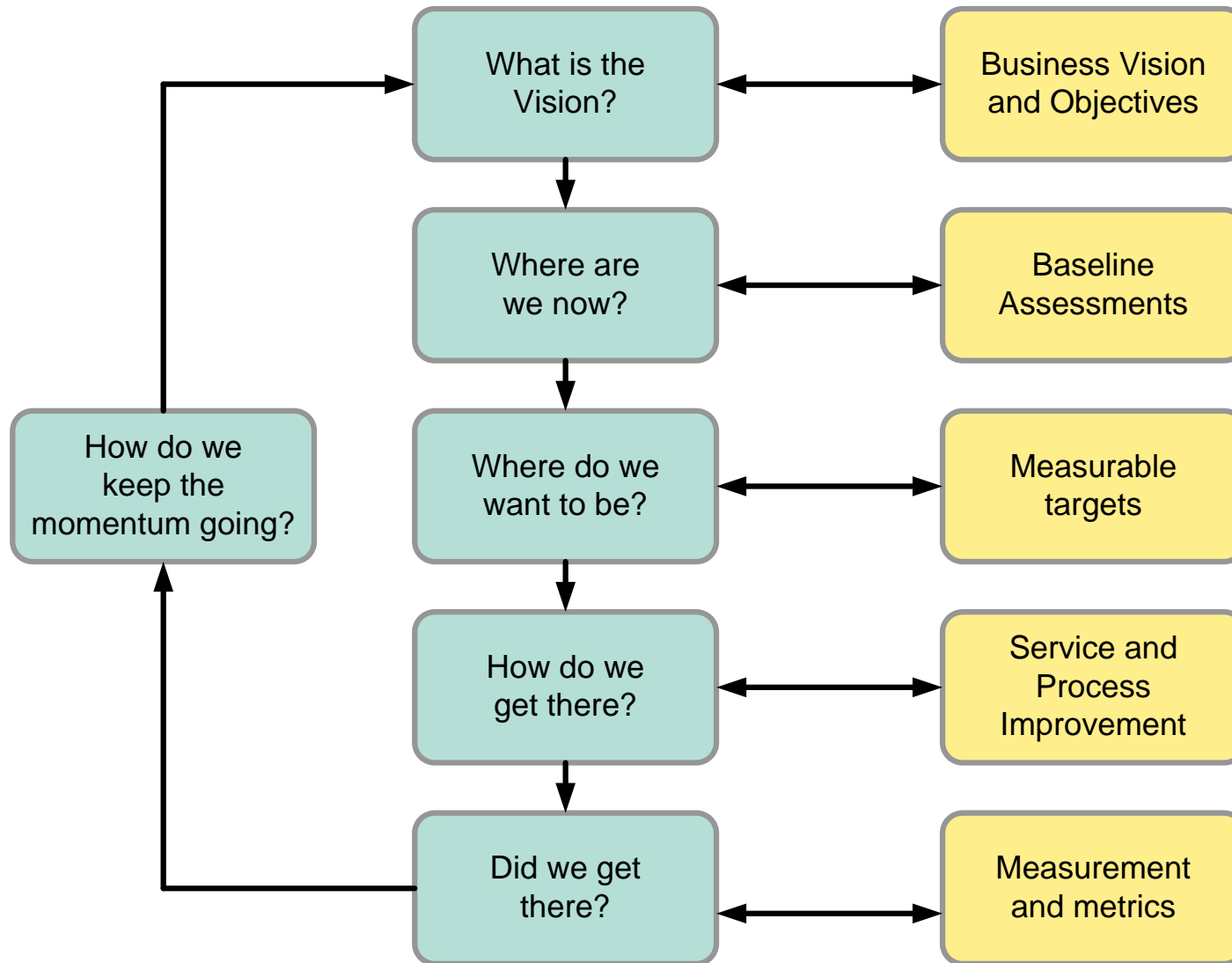
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- ❖ Important that the IT strategy adopted is aligned to the overall business needs and will enable the overall business to be successful
- ❖ See first that the design is wise and just: that ascertained, pursue it resolutely; do not for one repulse forego the purpose that you resolved to effect

William Shakespeare

- ❖ You will need a plan
- ❖ You will need to prioritise
- ❖ You will need processes
- ❖ You will need organised & skilled people
- ❖ You will need the right suppliers

and you need to continue planning....but also doing



Infrastructure
drives
services



Services
drive
infrastructure

Best Effort



Agreed
targets/
certainty

- ❖ Assessments are formal mechanisms for comparing the operational environment to the performance standards
- ❖ Assessments can:
 - Measure improvements that have already been made
 - Identify potential shortcomings that could be addressed
- ❖ By conducting a formal assessment, an organization is showing a significant commitment to improvement
- ❖ Talk to all relevant stakeholders
- ❖ You can assess yourself or use others

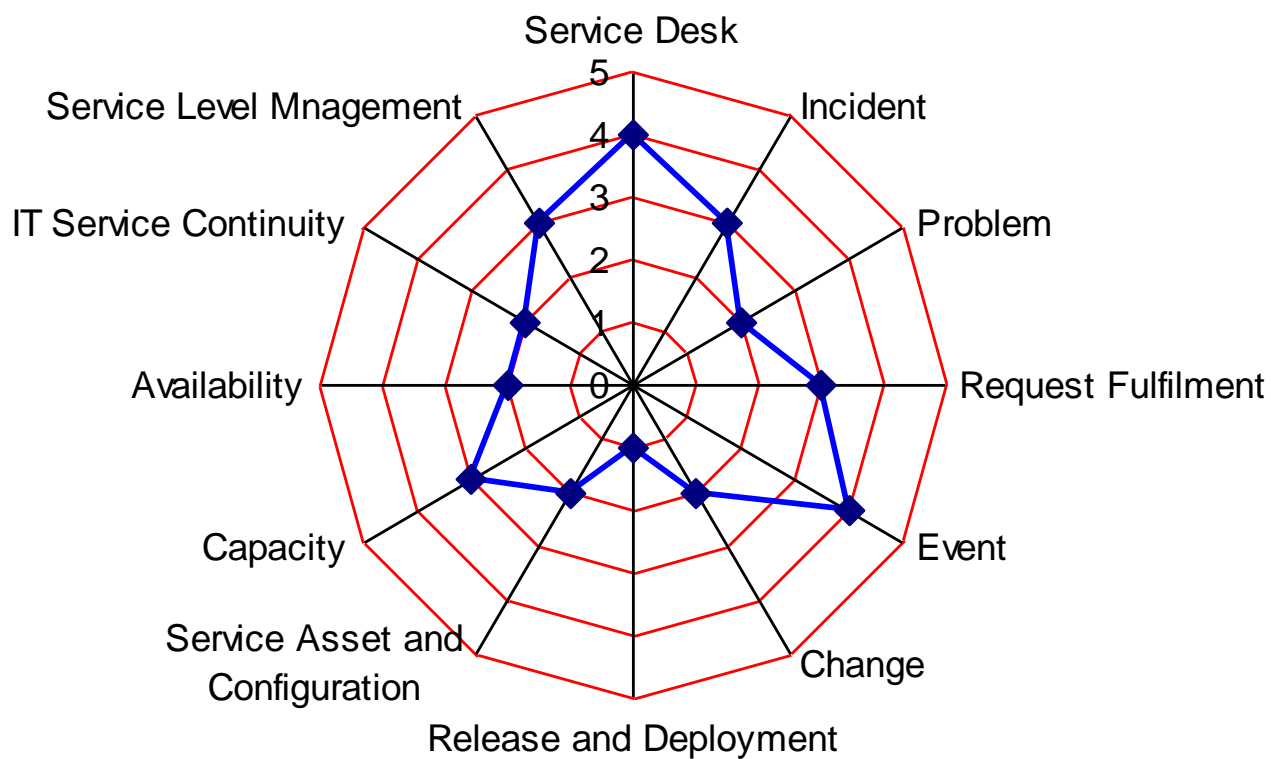
You need to ask the right people the right question in any survey or assessment

	yes	no
Have you, or are you involved in espionage or sabotage; or in terrorist activities or genocide?	<input type="checkbox"/>	<input type="checkbox"/>
Have you ever been, or are you a trafficker of controlled substances	<input type="checkbox"/>	<input type="checkbox"/>

IMPORTANT: If you answered "yes" to any of the above, please contact the American embassy BEFORE you travel to the U.S.

....how many people do you think have answered yes?

Maturity Results



Not just processes – technology, people, suppliers



**People Make the Difference
Between Success and Failure!**

How can I improve the quality of services delivered and get a better profit margin through my use of IT services?



The customer

How can I improve my performance by exploiting IT?



The user

How can we improve our performance in the delivery of IT services which meet the requirements of our customers and which are cost-effective and timely?



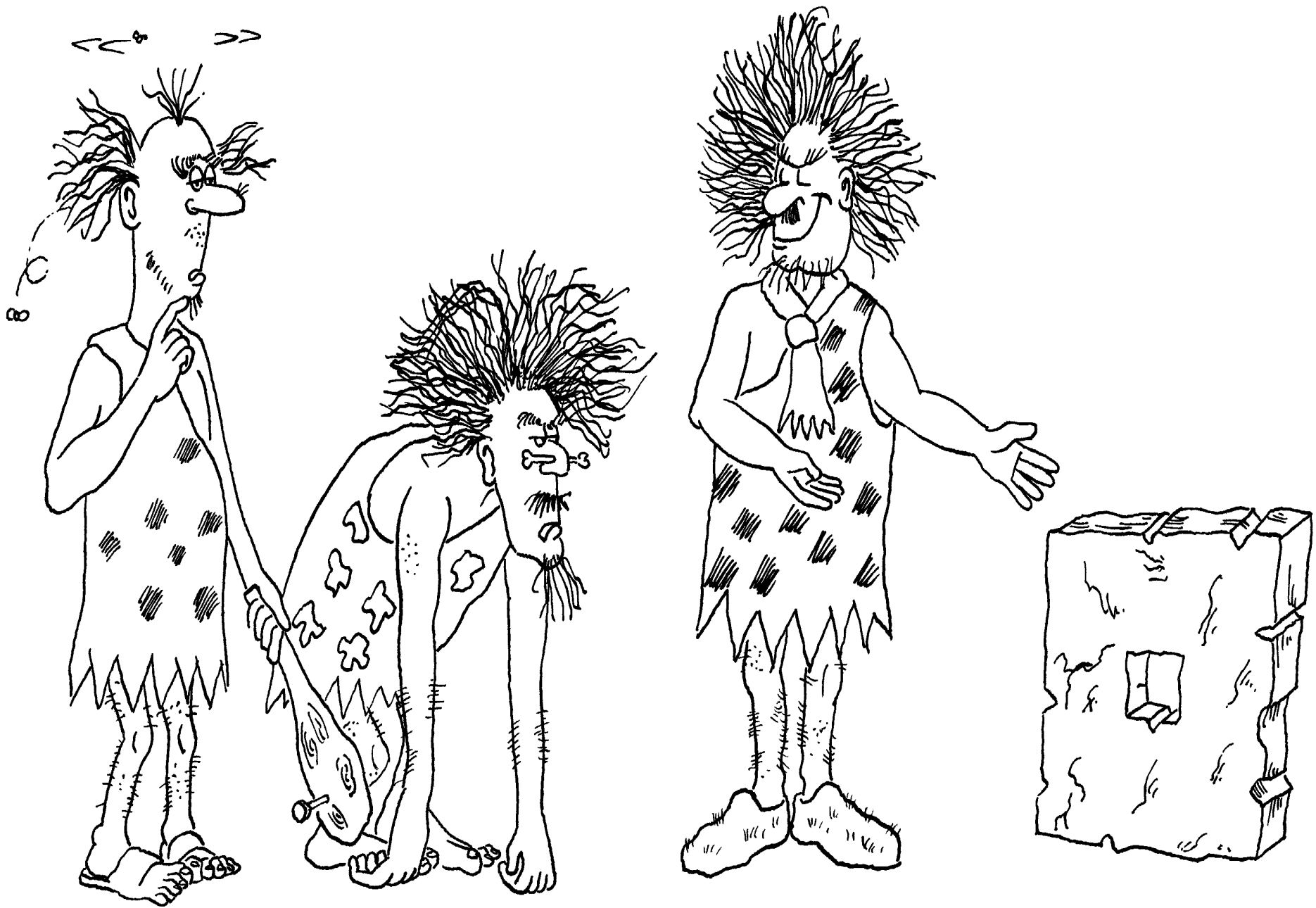
The internal service provider

- ❖ Organisational structure
 - Right people in the right roles – use RACI
 - Resources and capabilities generally
- ❖ Involve others in the decision making
 - IT Steering group or focus groups
- ❖ An appropriate strategy
- ❖ A perfect design – to meet the requirements
- ❖ An implementation plan
- ❖ Good communications
- ❖ Monitoring and measuring

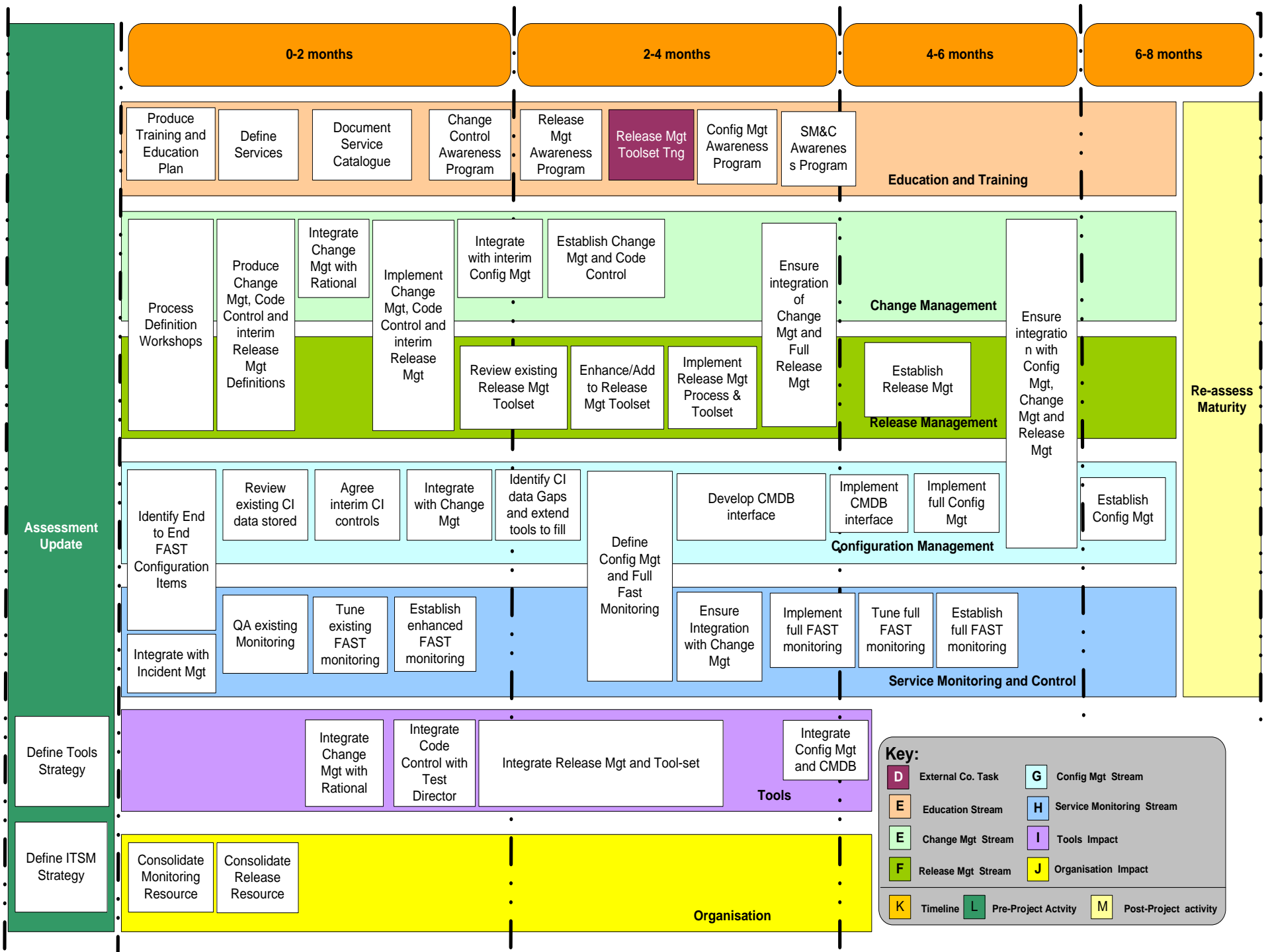
- ❖ Improving service management means embarking on an organizational change programme
- ❖ This must involve people and the way they work
- ❖ It is generally accepted that people do not like change
- ❖ For implementation to be successful in an organization then those managing and steering changes must consider these 'softer' issues or the programme may fail to achieve the desired results



1. Gaining commitment (and keeping it)
2. Resistance to Change
3. Budget issues or showing the ROI
4. Too much dependency on 1 or 2 people
5. Accountability
6. Lack of or poor communications
7. Lack of “Service Culture”
8. Where to Start ?
9. No vision
10. Failing to define the “end state”
11. Lack of urgency
12. Impatience – plan for and create short term gains



- ❖ Journey, not a destination
- ❖ Give the project a title
 - Everything that improves is as a result of “the project”
 - “it would have been even worse without the “the project””
- ❖ Produce a road map for improvement
 - With short, medium and longer term gains

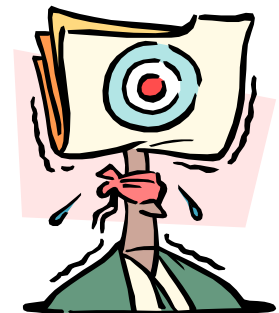


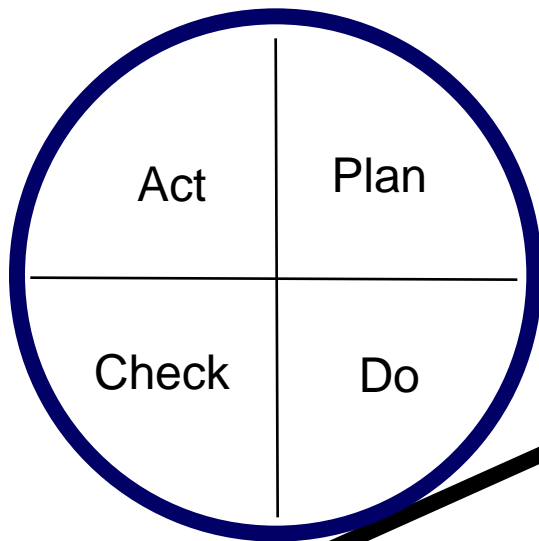
- ❖ At all times but especially when implementing changes
 - What
 - Who
 - When
 - How

You can't stay in your corner of the Forest waiting for others to come to you. You have to go to them sometimes”

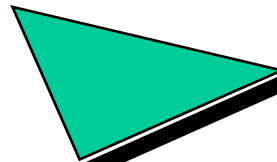
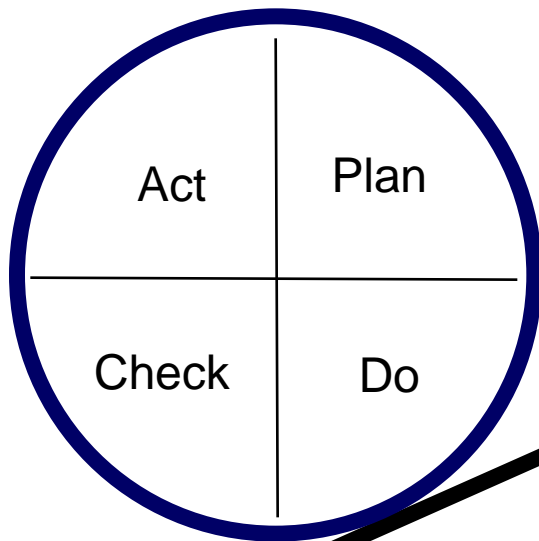
AA Milne

- ❖ In a study less than 50% of IT directors, who had strategic IT plans aligned to business strategic direction, said they measure results
- ❖ Need to understand the Critical Success Factors (CSF) and set and measure Key Performance Indicators (KPI)
- ❖ Focus on a small sub-set of CSFs and KPIs at any one instant. The required CSFs and KPIs should be set at the beginning of the improvement initiative
 - Include Customer Satisfaction





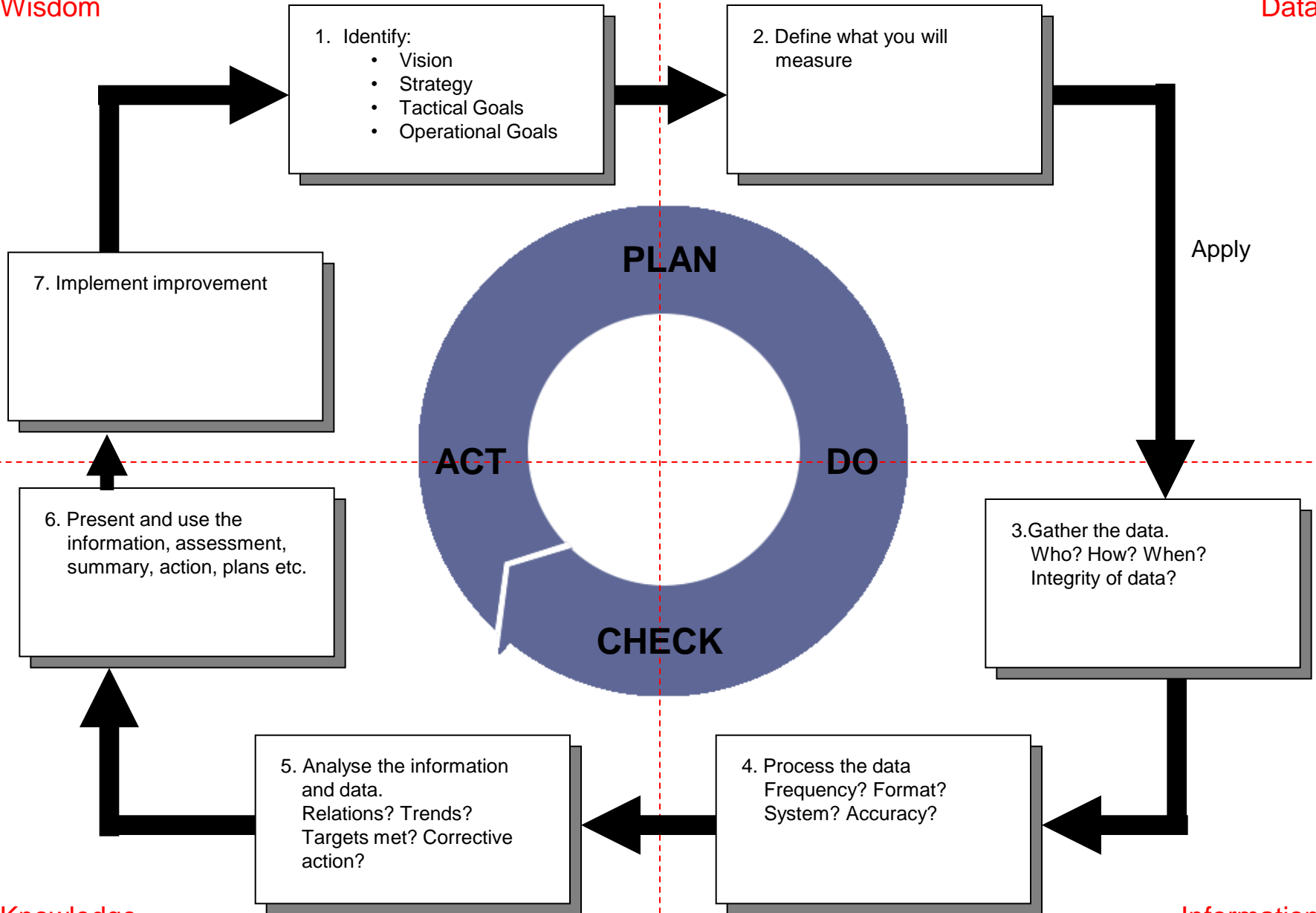
Improvement Activities
... without quality control



Improvement Cycle
... with Quality management

Wisdom

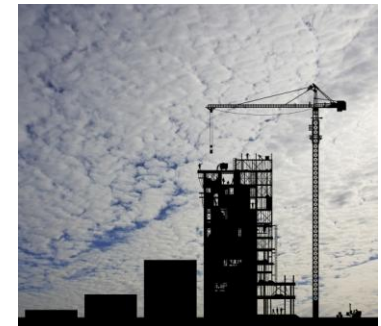
Data



Knowledge

Information

- ❖ Start small – do not expect to improve everything at once
- ❖ Spend time analysing data – this is where real value can be found and improvement opportunities identified
- ❖ Report the findings - reporting is a good marketing opportunity
- ❖ Look for improvement opportunities throughout the whole of the service lifecycle - it is not the correct approach to wait until a service or process is operational and issues come to the surface



- ❖ Organisations must address the management of IT Services not just the Management of technology
- ❖ Think about People, Process, Technology and Suppliers
- ❖ Ensure IT is enabling the business as a whole to succeed
- ❖ “I cannot say whether things will get better if we change; what I can say is they must change if they are to get better”

Any Questions

