

# The story of the first BS15000 certification in Hungary: ING Service Centre Budapest



Autor: Gábor Patay  
Kontakt: [gabor.patay@gpit.eu](mailto:gabor.patay@gpit.eu)  
Spoločnosť: GPIT Services  
Dátum: 06 February 2008


**Odborná konferencia *it*SMF Slovensko  
Riadenie IT služieb na Slovensku**

***it*SMF Slovensko**

## Agenda

- Introduction
- Why BS15000
- Implementation
- Results
- Conclusions
- Experiences after the certification

## GPIT Services

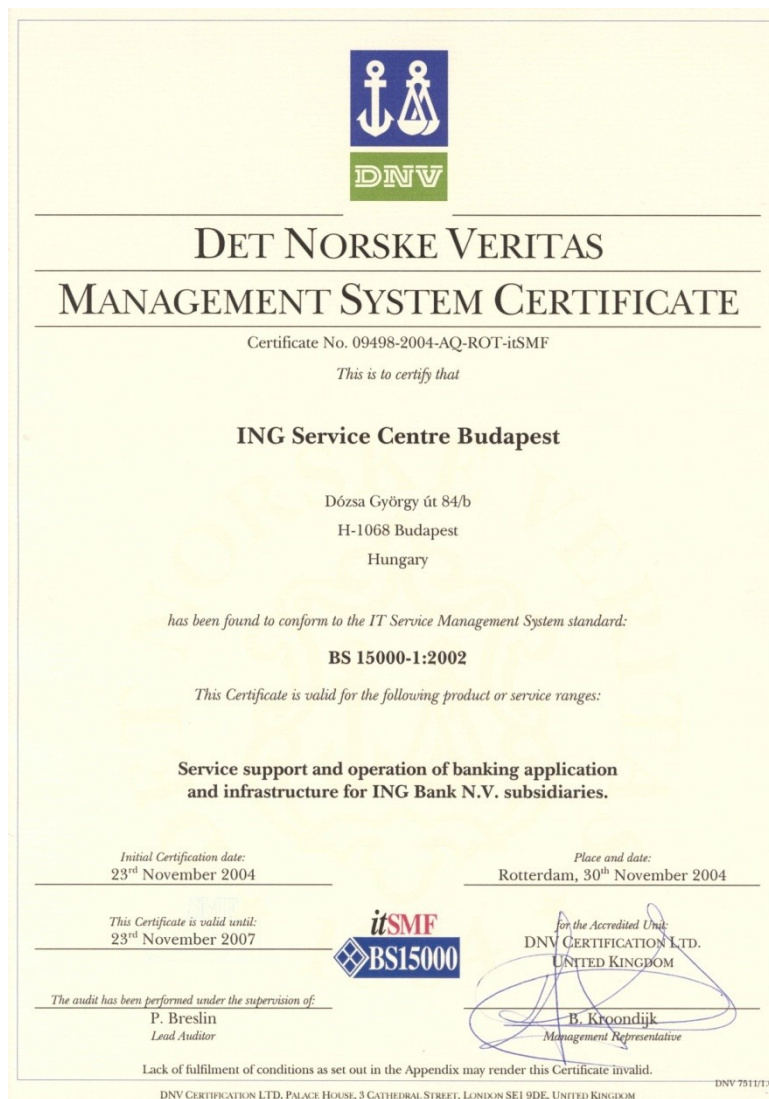
- Independent IT service provider
- Business lines:
  - Profile-Anyware IT Operation-Support and development (ING Group)
  - ITIL/ITSM, shared service centre, outsourcing related consultancy
- itSMF Hungary Gold partner. 
- Founder of GPIT Services was formerly CEO/CIO of ING Service Centre Budapest



## SERVICE CENTRE BUDAPEST

- Shared Service Centre of ING Group N.V.
- Established in 2000
- Employees ~ 40
- Capital EUR 4.4M
- ASP for Retail Banking
  - ING Romania
  - ING Hungary
  - ING Czech Republic
  - ING Slovakia
  - ING Ukraine





## Why BS15000?

- Processing of large transaction volumes at high quality and low cost level
- Ensure high availability of on-line real time transaction processing
- Create better company reputation

## **BS15000 implementation project**

- 10 month duration
- EUR 350.000 budget
- Staffing 10 internals (part time) 3 externals
- Generic Project Lifecycle (GPL) methodology

## Topics

- Training
- Process design and implementation
- CMDB setup
- SLA and Service Catalogue
- KPO/KPI
- Service Level Reporting
- Communication
- Tooling

## Training

- ITIL Foundation training for all staff
- ITIL Foundation exam for process owners
- ITIL Manager certificate (3 persons)

## Process development and implementation

- Grouping of existing IT procedures by BS15000 processes
- Gap analysis/non-conformities
- Design BS15000 compliant standard processes
- Add company specific process parts
- Check process interconnections
- Fine tuning
- Implementation

## **CMDB setup**

- Defining of lowest level changeable components
- 4 levels structure, interrelationships
- 99.9% SW CI
- $\approx$  1.2M CIs

## SLA (re-)design

- SLA
- General Terms and Conditions
- Service Catalogue
  - Instructions how to buy services
  - Service Desk information
  - Standard service description

## KPO/KPI

- Define target KPOs
- Derive KPIs
- KPI monitoring

## Service Level Reporting

- Availability
  - Availability per service / Transaction response time
  - End-user downtime impact / Planned maintenance
- Operations statistics
  - Transaction volume / Transaction processing errors
  - Number of Users / End of period batch run events
- Service Desk statistics
  - Calls / Incidents
  - Problems/ Changes

## Communication

- To Customers/Users
  - Newsletters
  - Intranet site
  - Meetings
- To staff
  - Regular meetings
  - Feedback/experiences

## **Process Management tooling: B Wise**

- Process diagram
- Instructions
- Easy to use
- Version control
- ISO 9001:2000 compliant

## **Service Management Tooling: HP OV SD**

- Design according to ITIL processes
- Full workflow automation
- Automated CMDB update
- Screen/data field customisation feature
- WEB client
- Alert system

## **Monitoring Tooling: HP OV SDPI**

- Real time interface to Profile-Anyware
- Availability and response time monitoring
- Service Management process monitoring
- Easy understandable visualisation
- Visible for all staff

## Results

- Single point of contact, guaranteed registration of calls
- Standard processes, predictable results
- Clear service definition, transparency
- Service level monitoring and reporting
- Structured communication to Customers and Users
- Increasing Customer satisfaction and trust
- High level of organisational knowledge
- Mitigated continuity risk
- Cost saving (automation, better resource usage)

## Conclusions

- It is a PROJECT!
- Management commitment is crucial!
- Start with ITIL training! But DO NOT implement the whole ITIL books!
- Tooling (3) is a MUST! and automate, what you can!
- ISO 9001:2000 QMS is useful!
- Focus on communication!
- Customer awareness campaign is recommended!
- Differentiate Customers and Users!

## Experiences after the certification

It starts when you think it is ready!

- Culture change is a long process
- Continuous process tuning
- SIP
- Real time process monitoring
- Monitoring is a quality improving tool
- ISO 27001:2005

BS15000/ISO20000 embeds the need for continuous improvement,

which results more and more effective, efficient and controlled IT environment

in order to support the business and satisfy the Customers!