General and Services Management Practices

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Review

Agenda

ITIL Management Practices – General Management Practices

- Portfolio Management
- Project Management
- Relationship Management

Service Management Practices

- Service Catalogue Management
- Service Continuity Management

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Portfolio Management

- The purpose of portfolio management practice is to ensure that the organization has the right mix of programmes, projects, and services to execute the organization's strategy within its funding and resource constraints

- It is a collection of strategic decisions that together enable the most effective balance of organizational change and business as usual

Service Portfolio Management

- Service Portfolio – Service portfolio includes all the services that are in planning, development, transition, operation and retired stages

- Service portfolio strives to maximize return on investment while keeping the risk at minimum level

- Service portfolio process is responsible for allocation of resources and capabilities to draw the maximum benefit for the organization

Return on Investment

Risk

- It is also responsible to manage the risk and keep it to a minimum acceptable level

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Service Portfolio Management

- Three components
  - Consists of all the services that are being considered. These may or may not be developed to be offered to end customers

  - Consists of all the services that are operation right now. It also includes the services provided by third parties. More or less it represents a menu from a restaurant

  - These are the services that are no longer offered. These are stored for archiving and historical purposes

Service Portfolio Management - Activities

Service Portfolio Management practice consist of the following major activities

1. Developing and applying a systematic framework to define and deliver a portfolio of products, services, programmes, and projects in support of specific strategies and objectives

2. Defining products and services and linking them to the achievement of agreed outcomes

3. Ensuring all activities in service value chain are aligned with value definition and the related critical success factors

4. Evaluating and prioritizing incoming product, service, or project proposals and other change initiatives, based on resource constraints, existing commitments, and the organization's strategy and objectives

Service Portfolio Management – Activities Contd...

Service Portfolio Management practice consist of the following major activities

1. Implementing a strategic investment appraisal and decision-making process based on an understanding of the value, cost, risks, resources etc.

2. Analyzing and tracking investments based on the value of products, services, programmes, and projects to the organization and its customers

3. Monitoring the performance of the overall portfolio and proposing adjustments in response to any changes in organizational priorities

4. Reviewing the portfolios in terms of progress, outcomes, cost, risk, benefits, and strategic contributions

Different Portfolios

- **Product/Service Portfolio**: The product service portfolio is the complete set of products and services that are managed by the organization, and it represents the organization's commitments and investments across all it's customers and market spaces

- **Project Portfolio**: The project portfolio is used to mange and coordinate projects that have been authorized, ensuring objectives are met with time and cost constraints and to the specification

- **Customer Portfolio**: The customer portfolio is maintained by the organization's relationship management practice. The customer portfolio is used to record all the organization's customers and is the relationship manager's view of the internal and external customers who receive products and/or services from the organization

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Agile Portfolio Management

- Visualize strategic themes and reprioritize the portfolio swiftly, increase workflow, reduce batch sizes of work, and control the length of longer-term development queues

- Top down planning with work laid over longer time periods vs build-measure-learn cycles

Project Management

The purpose of project management practice is to ensure that all projects in the organization are successfully delivered. This is achieved by planning, delegating, monitoring, and maintaining control of all aspects of a project, and keeping the motivation of the people involved

PMI Project Management
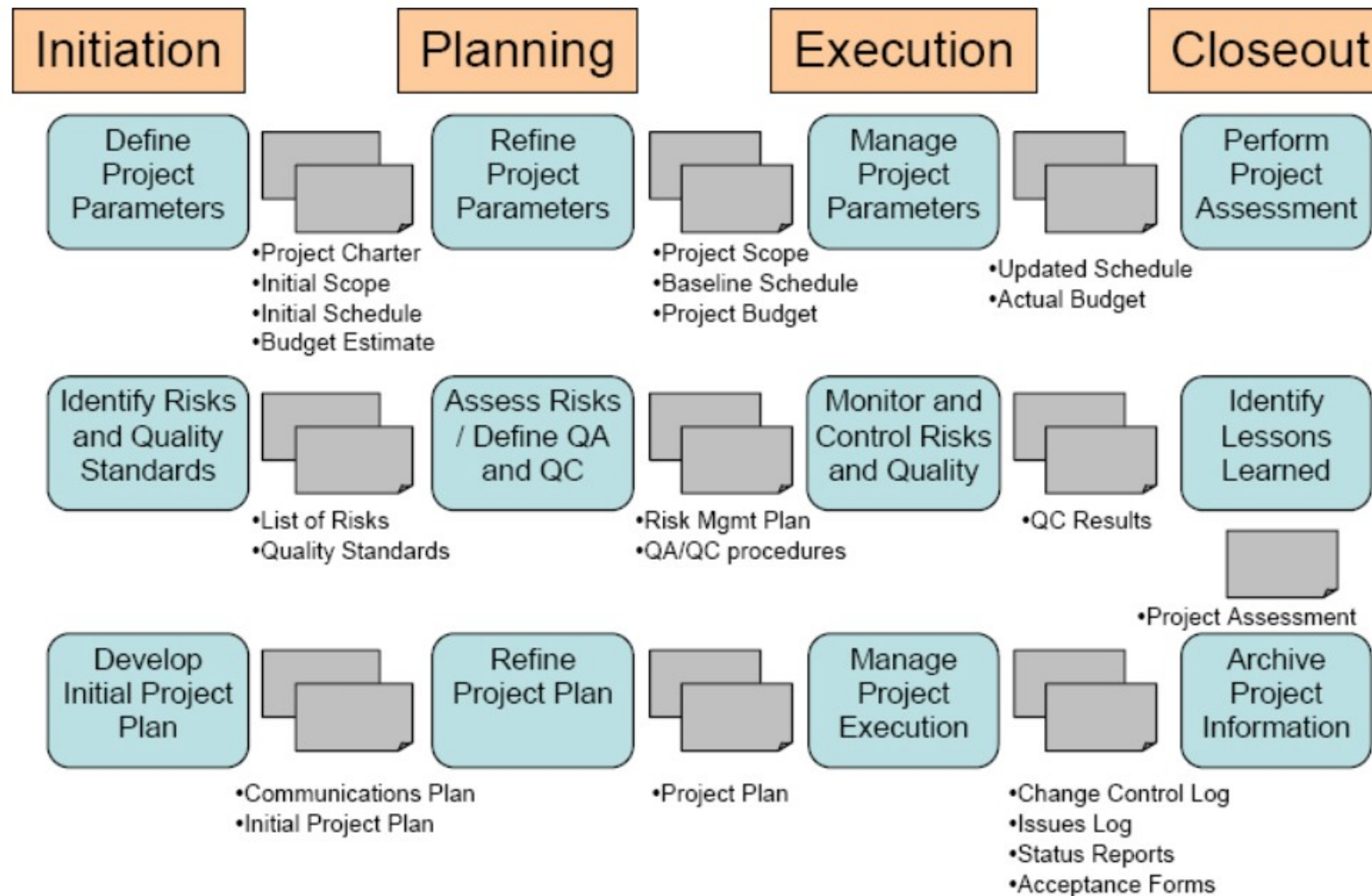
WWW.PMI.ORG

Different Approaches To Project Management

- **Waterfall** works well in environments where the requirements are known upfront and where definition of the work is more important than the speed of delivery

- **Agile** method works best where requirements are uncertain and likely to evolve rapidly over time and where speed of delivery is often prioritized over the definition of precise requirements

Relationship Management

- The purpose of the relationship management practice is to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels. It includes the identification, analysis, monitoring, and continual improvement of relationships with and between stakeholders

- Relationship Management plays a critical role between a service provider and business

- Relationship management establishes and maintains a business relationship between the service provider and the customer based on understanding the customers and their business needs

- It identifies customer needs and ensures that the service provider is able to meet the needs as business needs change over time and circumstances

Relationship Management (Contd..)

- The primary goal is to maintain constructive relationship with business and provide a channel for open and constructive flow of communication

- It ensures that service provider understands the needs of the customers and maintain high level of customer satisfaction

- It also makes sure that proper mechanisms are put in place for conflict escalation and resolution

- It strives to understand the strategic direction of business and pass on the information to service provider so that service provider can proactively work on it

Service Catalog Management

- The purpose of Service Catalog Management is to provide a single source of consistent information of all services and service offerings, and to ensure that it is available to the relevant audience

- Service Catalog Management process manages the information contained within the service catalog and keeps it updated in all aspects

- It acts as a single source of truth i.e. any changes to service catalog has to go through this process

- It ensures that service catalog is made available to all those who are authorized to access it

Service Catalogue Management Activities

- Publish, edit and maintain service and product descriptions and their related offerings

- Provides a view on the scope of what services are available and on what terms

- Responsible for managing, editing, and keeping up to date the list of available services as they are introduced, changed, or retired

Different Views of Service Catalogue

User View – Provide information on service offerings that can be requested, and on provisioning details

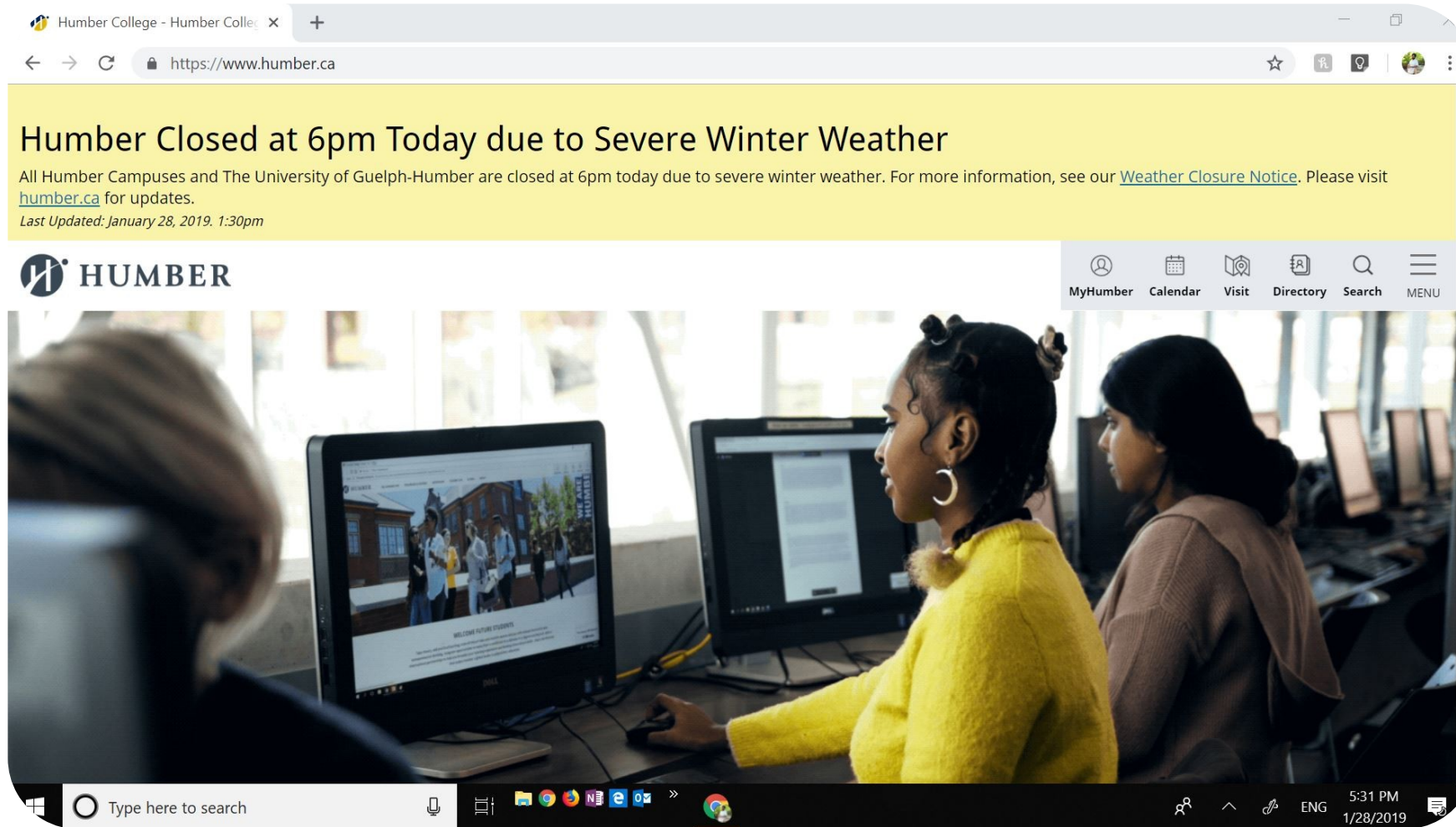**Customer View** – Provide service level, financial, and service performance data

IT to IT Customer View – Provide technical, security, and process information for use in service delivery
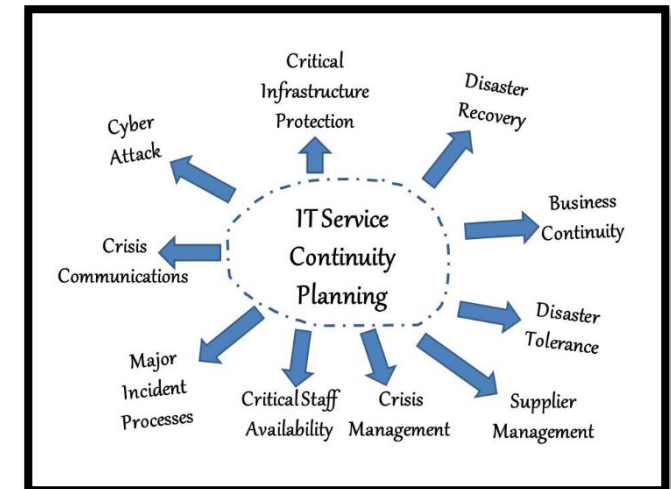
IT Service Continuity

*Picture source unknown

IT Service Continuity Management

IT Service Continuity Management

- The purpose of IT Service Continuity Management is to "Support the overall business continuity management process by ensuring that, by managing the risks that could seriously affect IT Services, the IT service provider can always provide minimum agreed business continuity-related service levels"

- IT Service Continuity Management makes sure that IT Service Continuity plans and efforts are aligned with business continuity plans (BCP)

- It conducts regular risk assessment to make sure that the business is comfortable with the level of risk

- It also mock up and conducts disaster recovery exercises to test the efficacy of service continuity plans

- IT Service Continuity has a vital role to play in the service lifecycle. It works with availability management and service level management to make sure that continuity plans are put in place to meet the agreed upon SLAs

IT Service Continuity Management

Mail - Gagandeep Singh - Outlook

North Campus and University of Guelph-Humber weekend closure

Human Resources

Fri 2/1/2019 6:39 PM

To: All Members <all-members@humber.ca>

Due to the water main break at North Campus that occurred this afternoon, we will be closing North Campus and The University of Guelph-Humber this weekend. Activity at 110 Carrier Drive will continue as planned.

All classes and events scheduled at North Campus on Saturday, February 2 and Sunday, February 3 are cancelled. We expect to resume regular operations as of Monday at 6am.

Students will be notified by email and on MyHumber. Updates will be provided on humber.ca and on our social media channels.

Students in residence that are unable to relocate for the weekend will be moved this evening to hotel accommodation by bus.

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