ISO 20000

What You Should Know About Successful Process Building

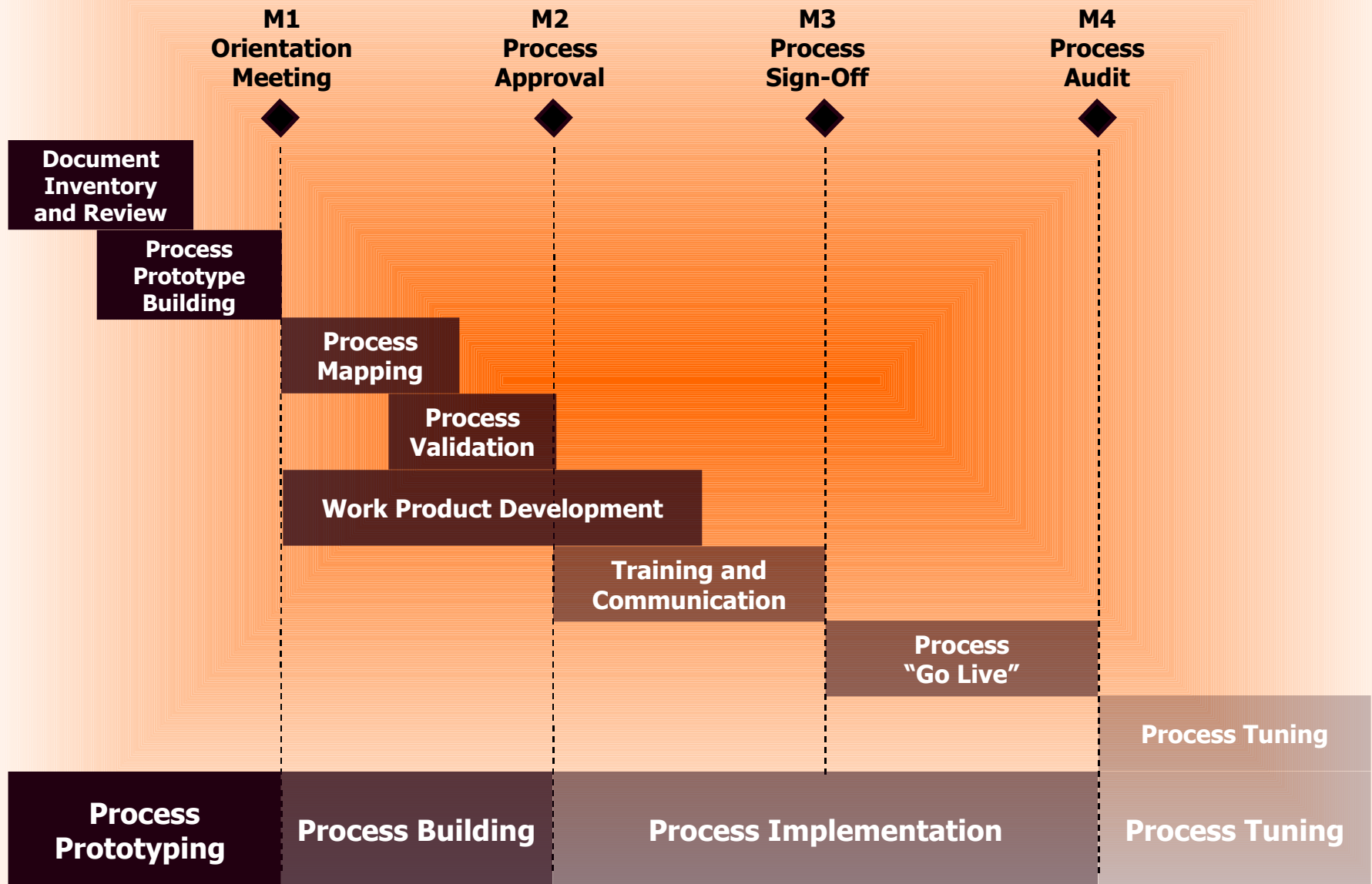Are you ready to start the Process Building phase of your implementation project?

Our ground-breaking approach, the Process Prototyping Implementation Methodology, will allow you to achieve ISO 20000 certification in just 18 months.

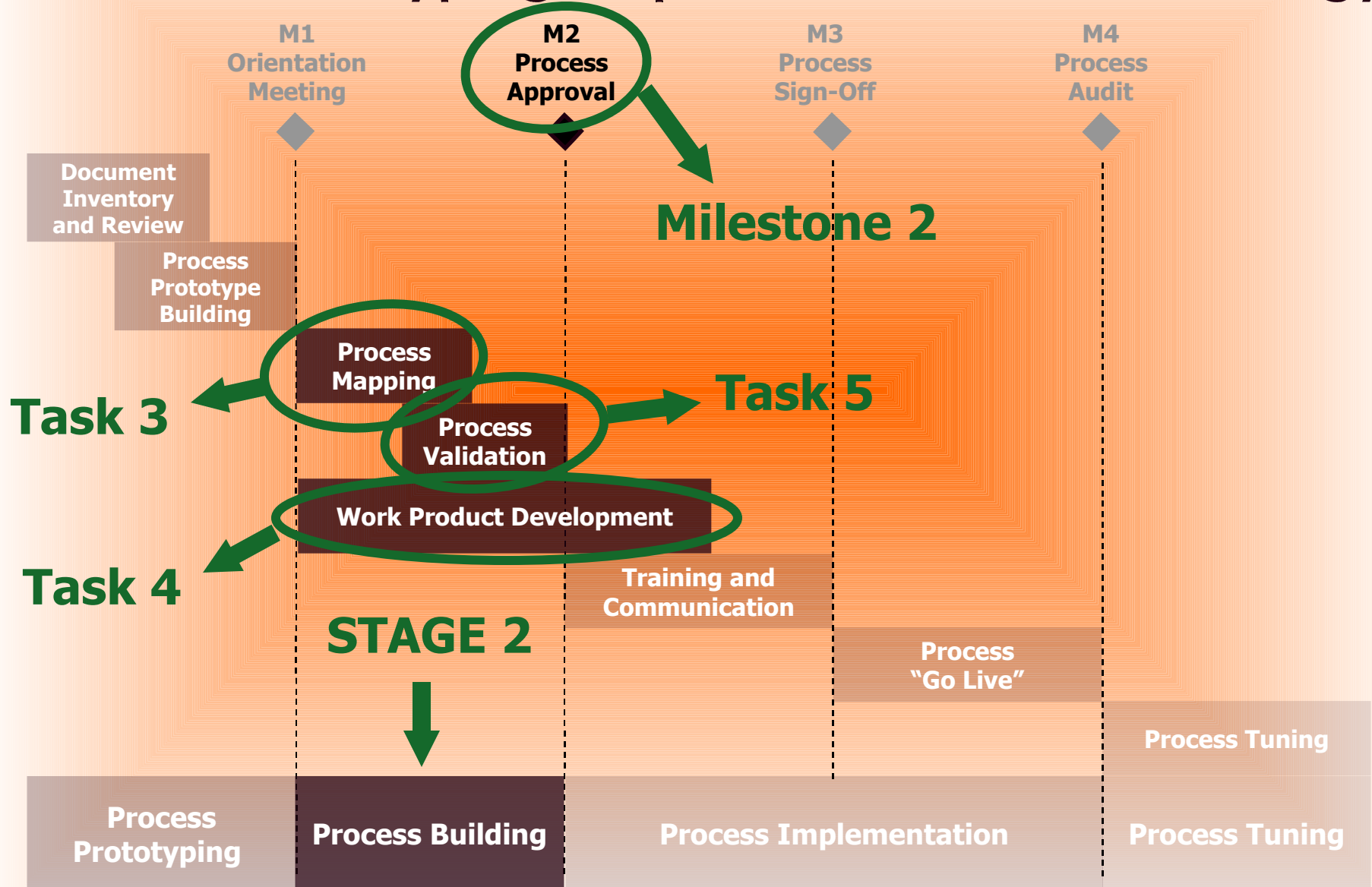# ISO 20000
Process Prototyping Implementation Methodology

M1	M2	M3	M4
Orientation Meeting	Process Approval	Process Sign-Off	Process Audit

Document Inventory and Review

Process Prototype Building

Process Mapping

Process Validation

Work Product Development

Training and Communication

Process "Go Live"

Process Tuning

Process Prototyping	Process Building	Process Implementation	Process Tuning

Let's take a closer look at the second stage: Process Building

This stage has 3 tasks and 1 milestone:
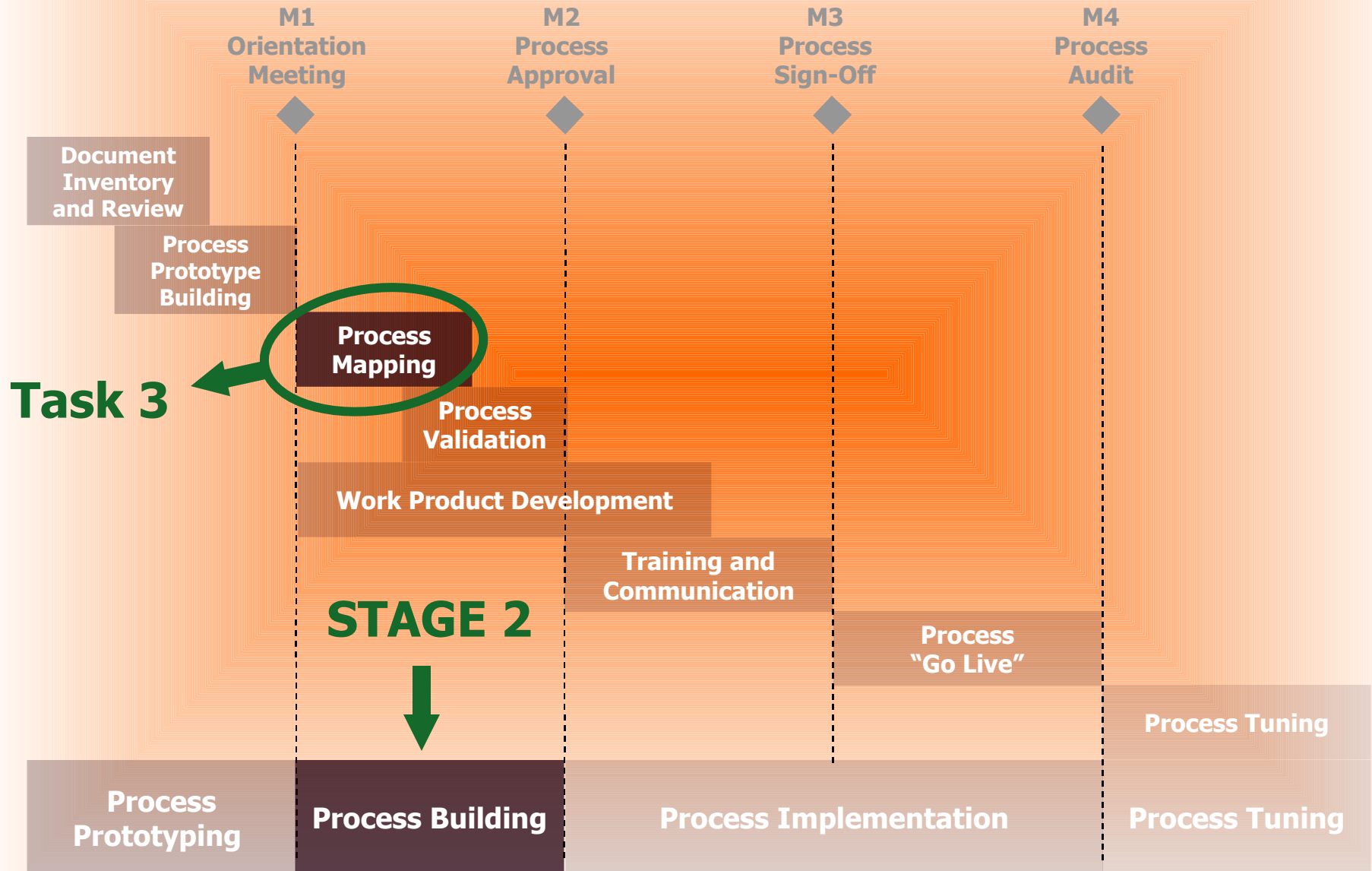
- Task 3: Process Mapping
- Task 4: Work Product Development
- Task 5: Process Validation
- Milestone 2: Process Approval

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Process Prototyping Implementation Methodology

M1
Orientation Meeting

M2
Process Approval

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Process Sign-Off

M4
Process Audit

Milestone 2

Document Inventory and Review

Process Prototype Building

Process Mapping

Task 3

Process Validation

Task 5

Work Product Development

Task 4

Training and Communication

STAGE 2

Process "Go Live"

Process Tuning

Process Prototyping

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ISO 20000
Process Prototyping Implementation Methodology

| M1 Orientation Meeting | M2 Process Approval | M3 Process Sign-Off | M4 Process Audit |

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Task 3: **Process Mapping**

- Lay the ground work for your process:
  - Figure out terminology
  - Set objectives
  - Define scope
  - Establish requirements
  - Determine basic theory and concepts, etc.

Task 3: **Process Mapping**

- This first step is important because you should make sure everyone shares the **same vision**.

- Once this is done, you can have **working sessions** to map out all the activities that make up the process.

Task 3: **Process Mapping**

- To be efficient, be prepared

- Use the process prototype you produced in Stage 1 as your starting point

- Mapping sessions should not exceed 4 working sessions, and each session should last no longer than 3 hours

Task 3: **Process Mapping**

- <u>Don't be afraid to put things down</u>, even if they're not perfect on the first draft

- Use an iterative approach (successive approximation)

Task 3: <u>Process Mapping Guidelines</u>
What you should do:

- Map out the flowchart
- Use a unique title for each activity
- Use a unique sequential number for each activity
- Use action verbs
- Do not over-detail

Task 3: <u>Process Mapping Guidelines</u>
What you should do:

- Refer to forms and work instructions
- Define resource who performs activity, inputs, actions, outputs
- Establish links to other processes
- Maximum of 1 page per activity

Task 3: **Process Mapping**

- During your first mapping session:
  - Define deliverables needed to complete the process
  - Assign tasks and precise dates
  - This is your process to-do list

Task 3: **Process Mapping**

- Mapping sessions help identify what's missing to achieve compliance of the process

- Your to-do list is used to keep track of all the details relevant to process implementation

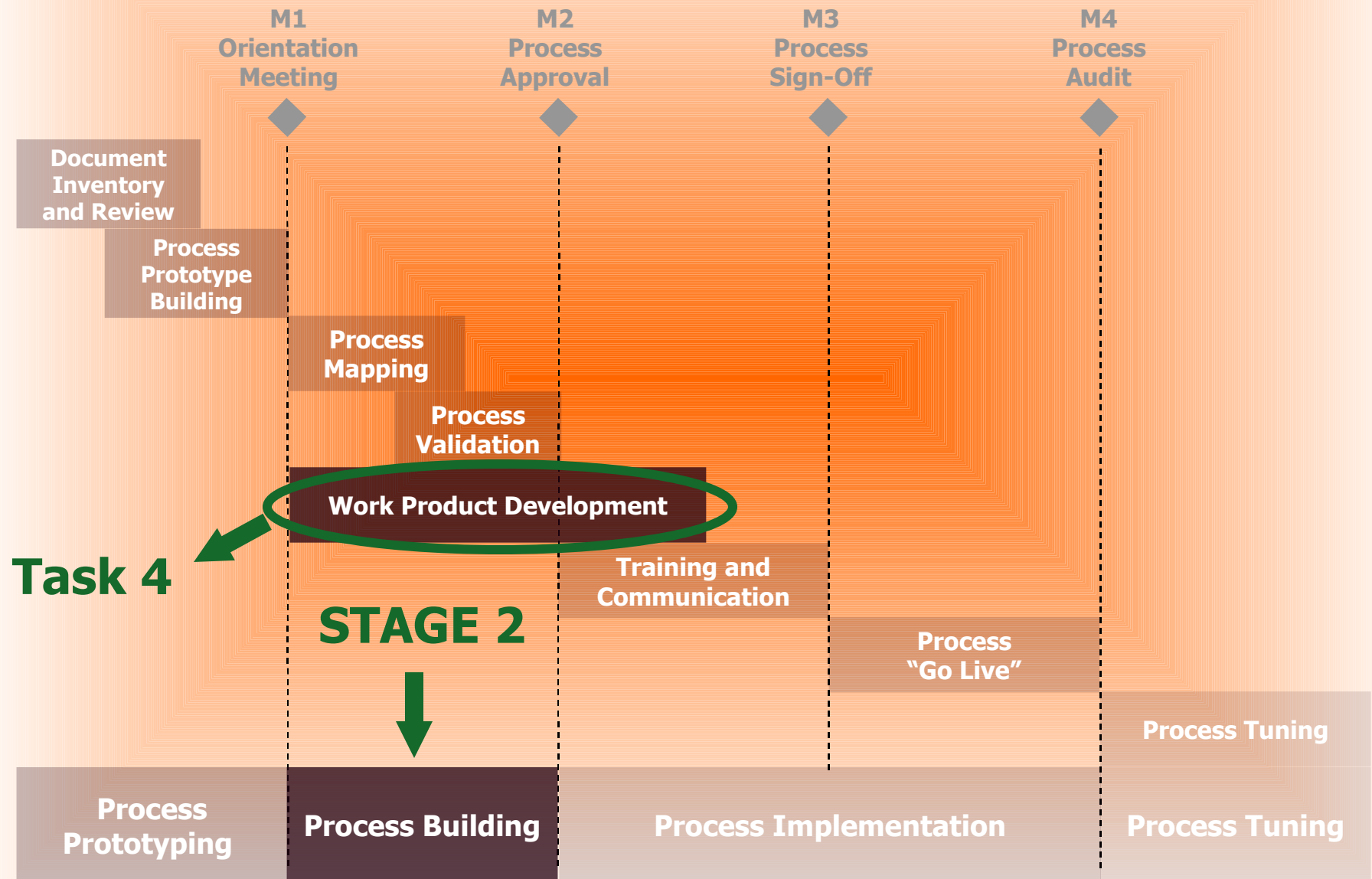- It should also include status and process milestones

TASK 3

is

DONE!

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Task 4: **Work Product Development**

- The objective is to build or adjust documents and work products related to the process

- These deliverables might be instructions, contact lists, escalation procedures, etc.

Task 4: **Work Product Development**

- Use your <u>to-do list</u> for your work products management
- The key is <u>recycling</u>
- <u>Do not</u> start from scratch
- Use what's already there and <u>update it</u>

Task 4: **Work Product Development**

- It <u>won't</u> be perfect
- Perfection is <u>not</u> the objective
- Keep things moving as <u>fast</u> as possible
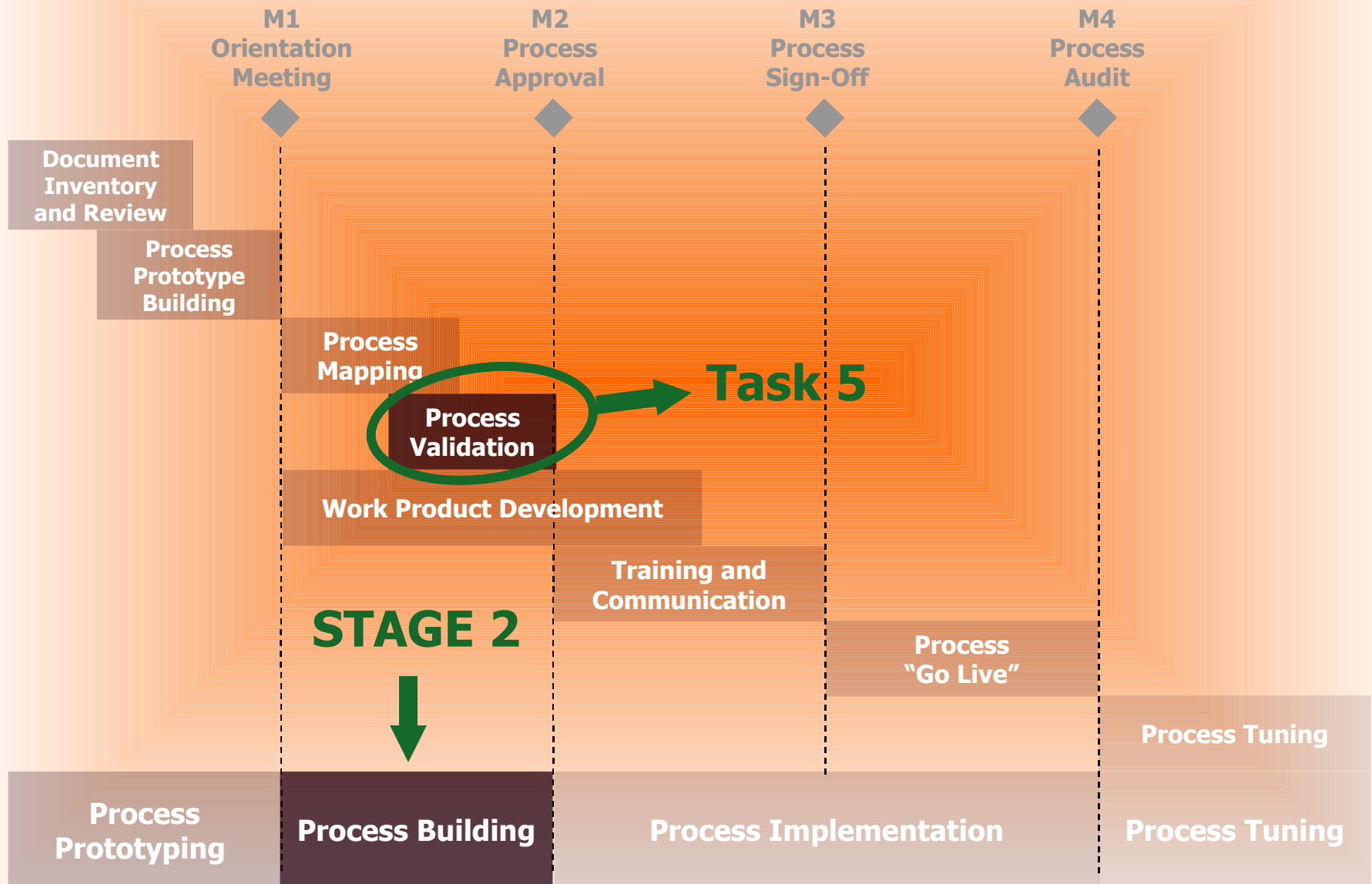- The objective is <u>continuous improvement</u>

TASK 4

is

DONE!

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Task 5: **Process Validation**

- Process validation is where your work gets transformed into a bona fide process ready to be implemented

- The right people validate the process content, you discuss the training approach, determine a go-live date for the process and update your to-do list

Task 5: **Process Validation**

- Typical validation session:
  - All the key people involved in the process together in one room, reviewing the process, activity by activity

- This is usually where things go <u>wrong</u>

Task 5: **Process Validation**

- Avoid the usual <u>pitfalls</u> of this task

- If you don't want the sessions to turn into never-ending group therapy, **communicate the decision-making approach at the very start**

Task 5: **Process Validation**

- Differences of opinion are the norm, not the exception

- The difference between getting this right and getting this wrong is the difference between taking *months* or taking *years* to achieve certification

Task 5: **Process Validation**

- The objective is to make sure that the process <u>prototype</u> has been transformed into a process that reflects the organisation's <u>reality</u> as well as everybody's that's involved

Task 5: **Process Validation**

- Your biggest challenge will be to bring everyone back to the <u>main goal</u>:
  - Have a functional process that not only <u>improves</u> on the actual state of things, but also can be implemented in a <u>short period of time</u>

Task 5: **Process Validation**

- <u>Don't</u> aim for perfection

- That's what the <u>Process Tuning</u> stage is for

TASK 5

is

DONE!

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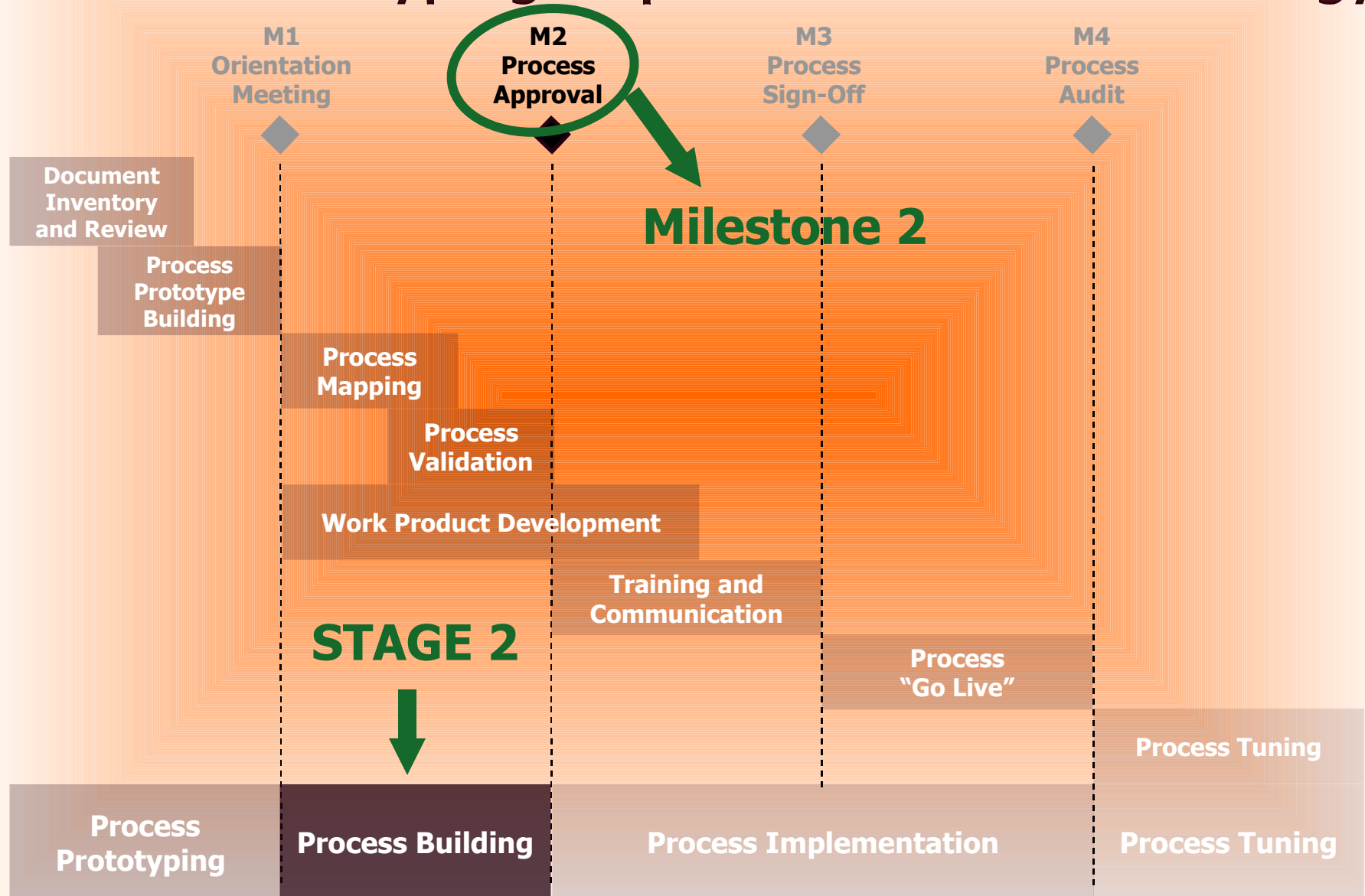
Milestone 2: **Process Approval**

- <u>Document life cycle process</u> is triggered

- You need to comply with requirement 3.2 of the ISO 20000-1 standard, <u>Documentation Requirements</u>.

Milestone 2: **Process Approval**

- Document life cycle management process:
  - Explains in what manner documents such as policies, processes, guidelines and work instructions are to be managed

- Managing document life cycle means:
  - Developing new documents
  - Reviewing existing documents
  - Approving documents
  - Publishing the documents so that they can be available for the concerned users

Milestone 2: **Process Approval**

- Process owners are usually responsible for process approval
- Make the approval formal
- Publish the approved process
- Communicate it to the users

Milestone 2: **Process Approval**

- At the end of Process Approval, you should have management's approval on:
  - Process scope
  - Process objective
  - Performance indicators
  - Flowchart
  - Activities
  - Interfaces to other processes

MILESTONE 2

is

ACHIEVED!

STAGE 2

is

COMPLETED!

- Having completed the <u>Process Building</u> stage, you will now move on to the implementation stage of your process.

- Every process goes through every stage to complete the <u>ISO 20000 implementation project</u>.

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About the author:

Isabelle Perron is a full-time consultant dedicated to helping companies implement process-based management systems.

www.implementiso20000.com

About the author:

She has been involved in over 25 Process Implementation Projects, in various functions such as Project Manager, IT/business process expert, coach, trainer and auditor.

To find out everything you need to know to get started and to implement your IT Service Management System (ITSM) in fast track mode, please visit

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