IT Service Management Group 3 Presentation

- In this presentation we will be discussing the IT Service Management that we have created for Euro Car Parts.

Team

Philip
Project/Web manager

Ibraheem
Financial manager

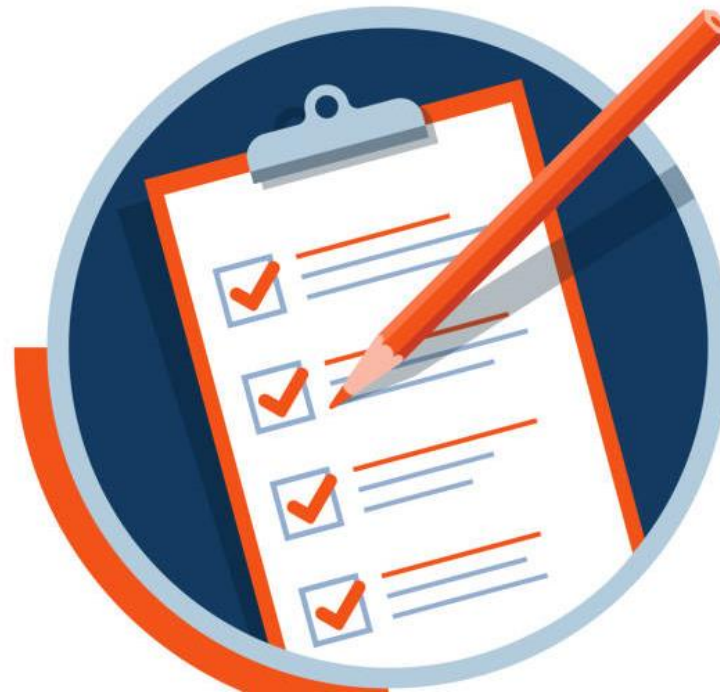**Saleh**
Marketing manager

Valentine
Customer support/Service manager

Kingsley
Sales specialist

Agenda

- The Organisation
- The PACT Analysis
- The consideration needed for your organisation
- The Service management required for creating ITSM
- The employee needed and the RACI analysis

- The 4 dimensions of ITIL
- The overall ITSM design
- Any additional ITSM to increase value of the organisation
- Recommendations

Introduction to IT Service Management at Euro Car Parts LTD

LKQ Euro Car Parts

LKQ Euro Car Parts is the leading distributor of car and LCV parts and specialises in three key markets – trade, retail and collision. LKQ Euro Car Parts has more than 250+ branches across the UK and the Republic of Ireland stocking over 160,000 different parts. Having opened T2, a national distribution centre near Tamworth in 2018, Euro Car Parts has expanded rapidly across the UK, Republic of Ireland and Europe.

Source: LKQ Euro Car Parts

PACT Analysis
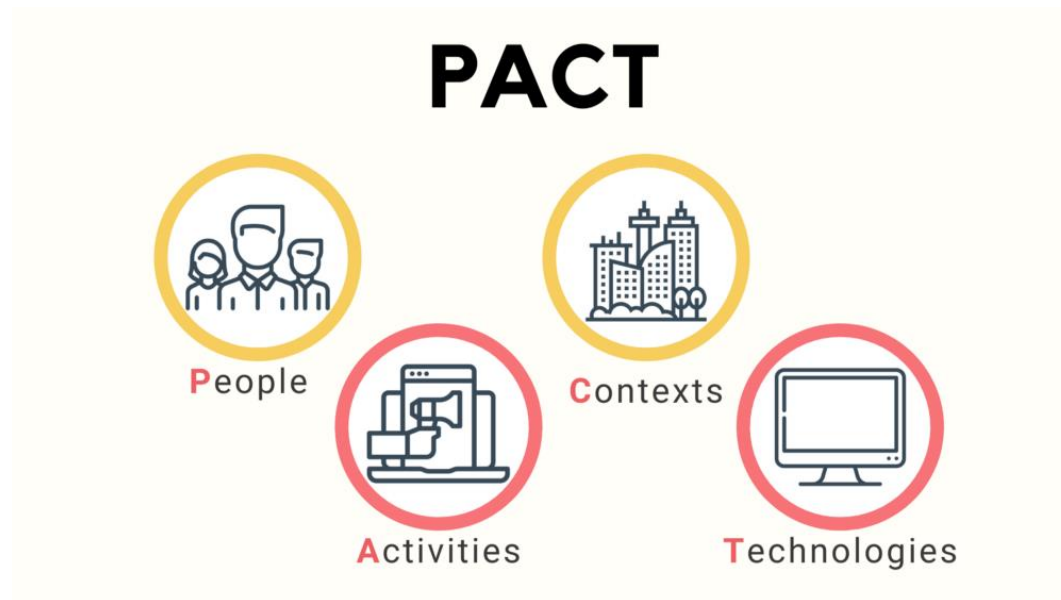
PACT Table

Category	Consideration
People	• **Roles and Responsibilities** • **Staff Training** • **Customer Engagement**
Activities	• **Incident Management** • **Service Catalog Management** • **Change Management** • **Supply Chain Integration**
Context	• **Industry Regulations** • **Customer Expectations** • **Competitive Landscape**
Technology	• **ITSM Tools** • **E-commerce Integration** • **Inventory Management Systems**

Considerations for our organisation
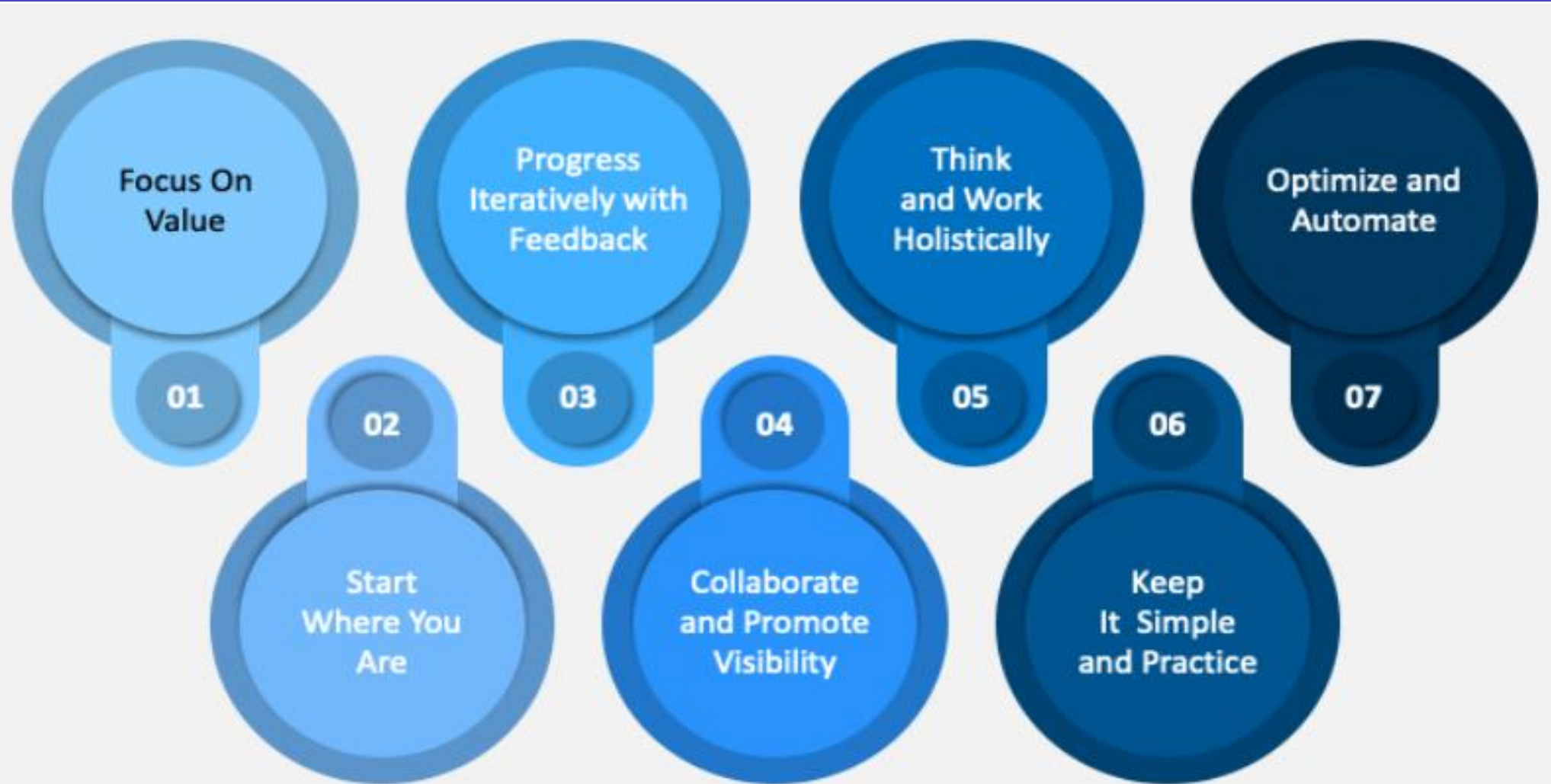
FOCUS ON VALUE

- Customer support and relationship management :

    A) Understanding consumer needs

    B) Consumer-centric service design

    C) Feedback mechanism

    D) Consumer time and guarantee

- Service management

START WHERE YOU ARE

- Current State Assessment (Service management)

- Resource utilization (project management)

- Training and skill evaluation (Project management)

- IT infrastructure and technology stack (service management)

- Risk analysis (risk management)

- Customer Feedback(customer support and relationships)

Progress iteratively with feedback

- Feedback loops (C.S.R.M)

- Key Performance Indicators(KPI's) (sales management)

- Service Improvement Plans(SIP's) (service management)

- Feedback analysis (C.S.R.M)

- Benchmarking (Project management)

- Service validation and testing (Service managenment)

Collaborate and promote visibility

1. Collaborative problem solving (Problem management)

2. Service review meetings (Project management)

3. Feedback mechanisms (C.S.R.M)

4. Collaborative system design (web management)

5. Service promotion(Service management)

THINK AND WORK HOLISTICALLY

- End – to- end service view (Service management)

- Service Design and Integration (Service management)

- Process integration (Project management)

- Service ownership (Service Management)

- Feedback Incorporation (Customer support and relationships)

Keep it simple and practical

1. Service documentation (Project management)

2. Service Design and Integration (Service management)

3. Process integration (Project management)

4. Service ownership (Service management)

5. Feedback Incorporation (C.S.R.M)

Optimize and automate.

- Incident response automation (Incident management)

- Capacity management

- Analytics and reporting (web management)/(C.S.R.M)

- Self -service portals (Web management)

- Workflow optimization (Project management)

RACI Table

	Project Manager	Marketing Manager	Sales Specialist	Financial Management	Web Management	Customer Support and relationship	Service Management
Setting project goals	R	A	I	C			
Marketing strategy development.	C	R	A	I			
Partnership negotiation	I	C	R	A			
Budget Management.	A	I	C	R	A		
Website Maintenance					R		C
Provide customer support.					I	R	A
Incident Management							R

What is IT Service Management ITSM

Define what ITSM is

ITSM

IT service management -- often referred to as ITSM -- is simply how IT teams manage the end-to-end delivery of IT services to customers. This includes all the processes and activities to design, create, deliver, and support IT services.

Define what ITIL is

What is Information Technology Infrastructure Library ITIL
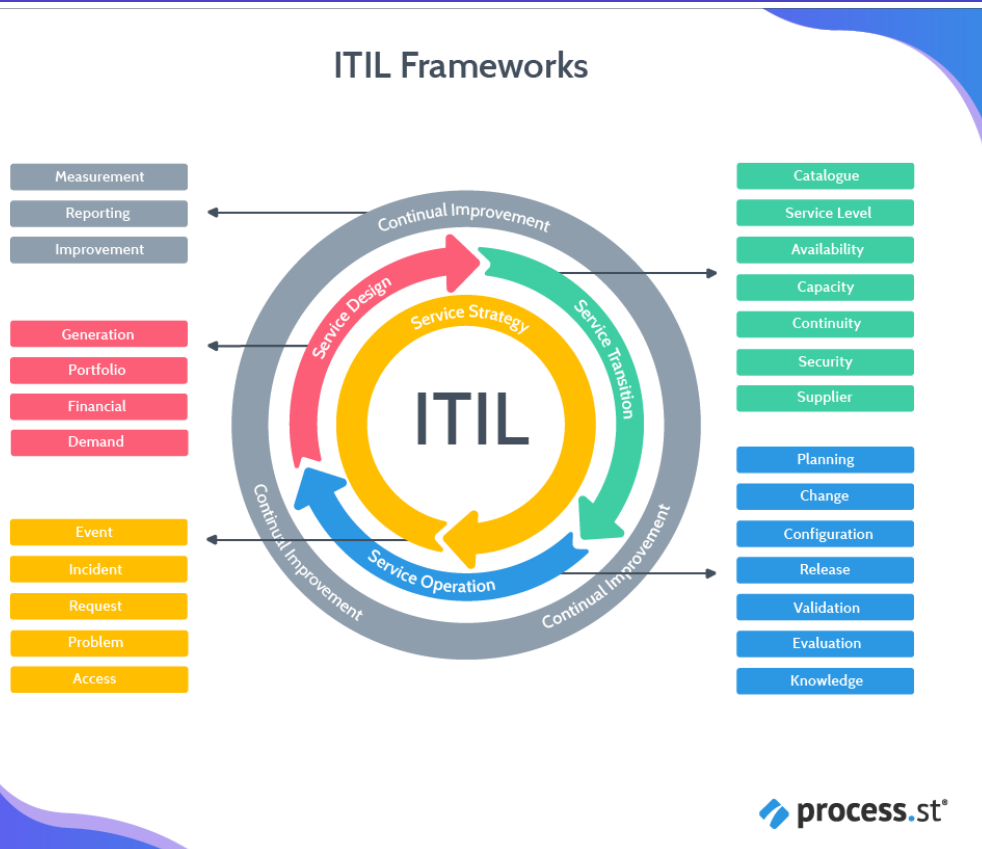
ITIL

What Is ITIL® Service Management?
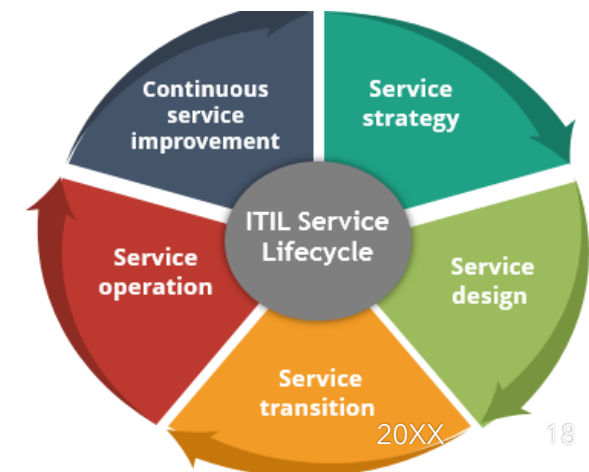
IT Infrastructure Library (ITIL) refers to a group of documents that provide a framework and best practices for building an IT Service Management (ITSM) solution. Organizations supporting an IT infrastructure can increase efficiency while reducing service management costs if they follow recommended ITIL processes.

Some ITSM Tools and Technologies

- **Customers Relation management software**

- **Service Desk Software**

- **Service Catalogue Management Systems**

- **IT Asset Management Tools**

- **Performance Monitoring Systems**

ITIL Guidelines

ITIL Frameworks

ITIL provides a framework for IT Service Management. At Euro Car Parts Limited, we propose implementing ITIL guidelines across four key stages:
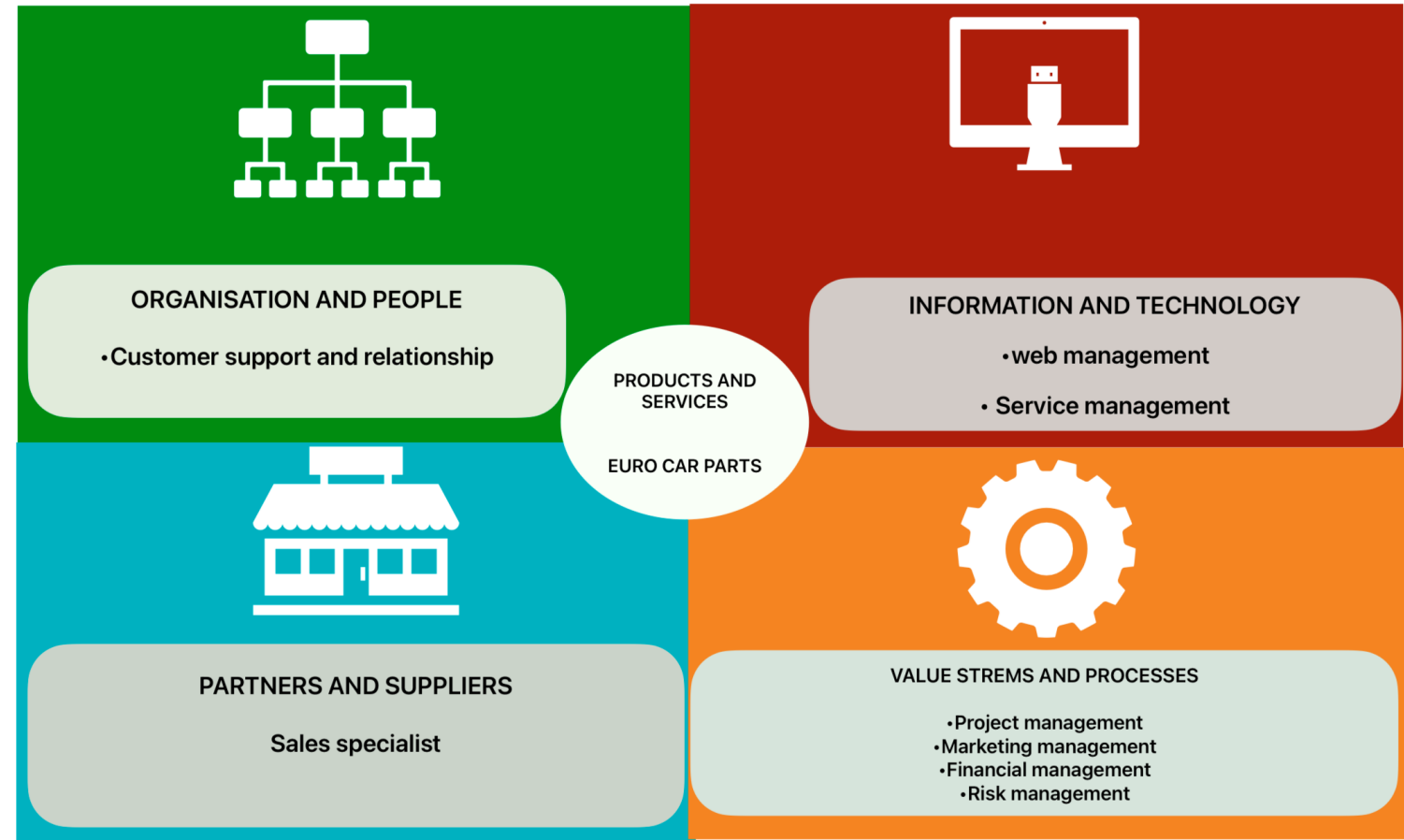
🕐**Service Design:** Enhancing online user experience and website functionality.

🕐**Service Transition:** Efficiently managing inventory and order processing.

🕐**Service Operation:** Providing seamless customer support.

🕐**Continual Service Improvement:** Using data analytics to optimize services and customer satisfaction.

The 4 Dimensions of ITIL

ORGANISATION AND PEOPLE

•Customer support and relationship

INFORMATION AND TECHNOLOGY

•web management

• Service management

PRODUCTS AND SERVICES

EURO CAR PARTS

PARTNERS AND SUPPLIERS

Sales specialist

VALUE STREMS AND PROCESSES

•Project management
•Marketing management
•Financial management
•Risk management

ADDITIONAL ITSM TO INCREASE ORGANIZATIONAL VALUE

- Business continuity and data recovery

- Cybersecurity Frameworks

- IT Asset Management (ITAM)

- Lean IT

SIAM Model

- Hybrid Service integrator – This service integrator model is combining both the internal and external service integrators together by having an internal team managing the smaller vendor relationships and the more experienced external team managing the more critical and technical vendor relationships.

- As mentioned this model will combine both internal and external service integrators meaning that it won't be as costly as the external one but in time will be cost effective as you will migrate to a fully internal service integrator once your internal team have gained the knowledge and experience from working the experienced team and within the SIAM area.

Recommendations

Service-level management

Release management

Security management

Help disk management

Change management

Thank You For Your Attention

End of Presentation