# L2 Introduction to Processes and Functions

Service Strategy

⬇

Service Design

⬇

Service Transition

⬇

Service Operation

⬇

Continual Service Improvement
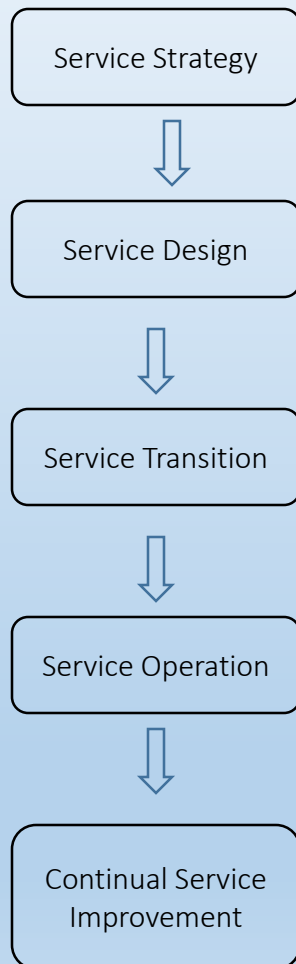
- Introduction to :
  - Processes
  - Functions
  - Service Portfolio

- Information flow & Process Management
  - Processes within departments
  - Communications in IT services companies

- Process management
  - Why this is important  ?

# Learning outcome:

Student will be able to :
- ➢ Define what a process is
- ➢ Describe the operation & control tasks within a process
- ➢ Describe what a function is in ITIL
- ➢ Describe the information flow within a process
- ➢ Describe the importance of process management
- ➢ Name some examples of key processes in ITIL
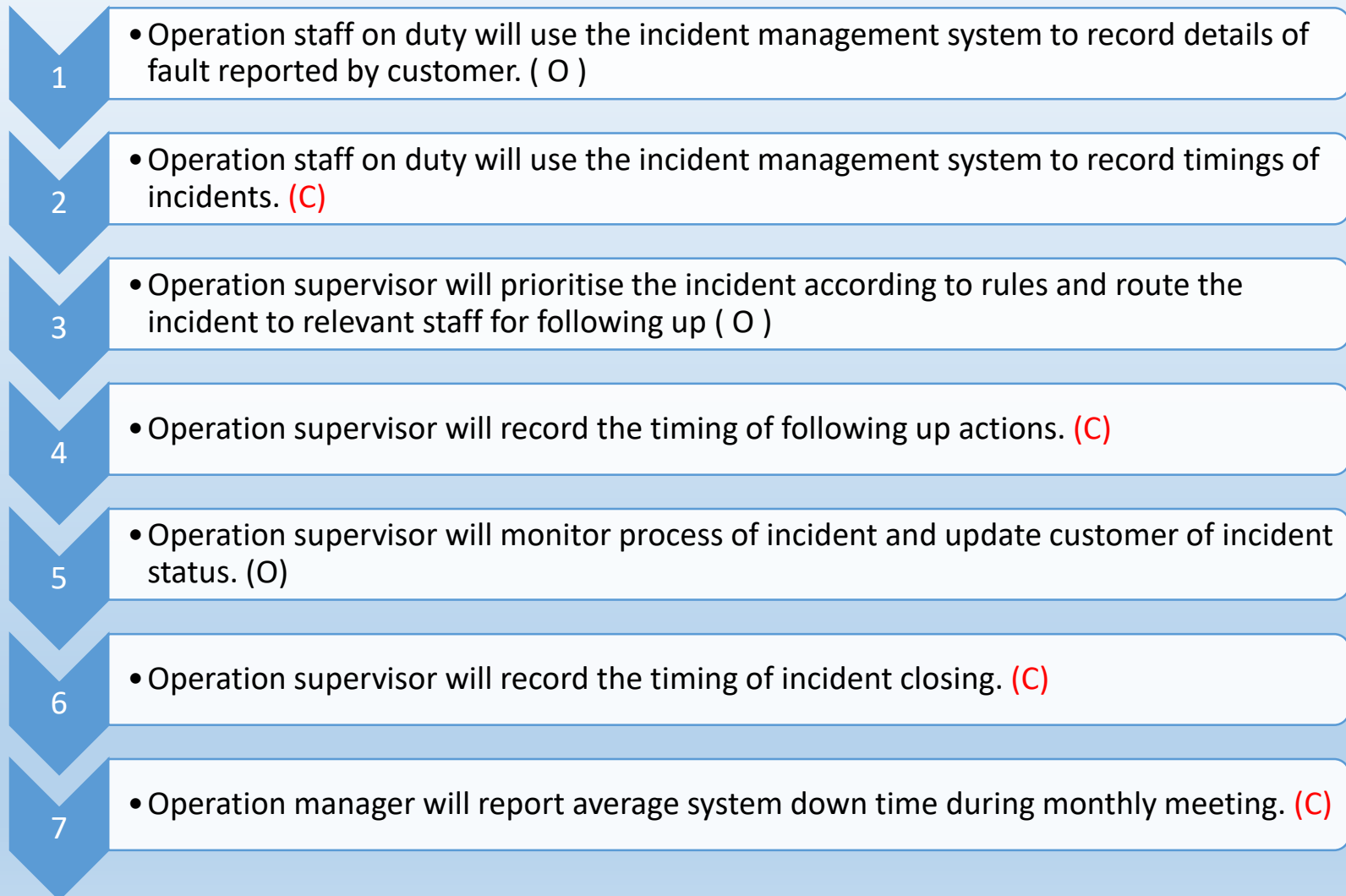
# *Introduction to Processes

- A process is defined as a logically **related** <u>series of activities</u> executed to meet the goals of a <u>defined objective</u>.

- Consists of two kinds of activities:
  1. The activities to realize the goal (<u>operational activities</u> concerned with the throughput).
  2. The activities to manage these (<u>control activities</u>).

- The control activities make sure the operational activities (the workflow) are performed in time, in the right order. ( <u>To meet service standards</u> )
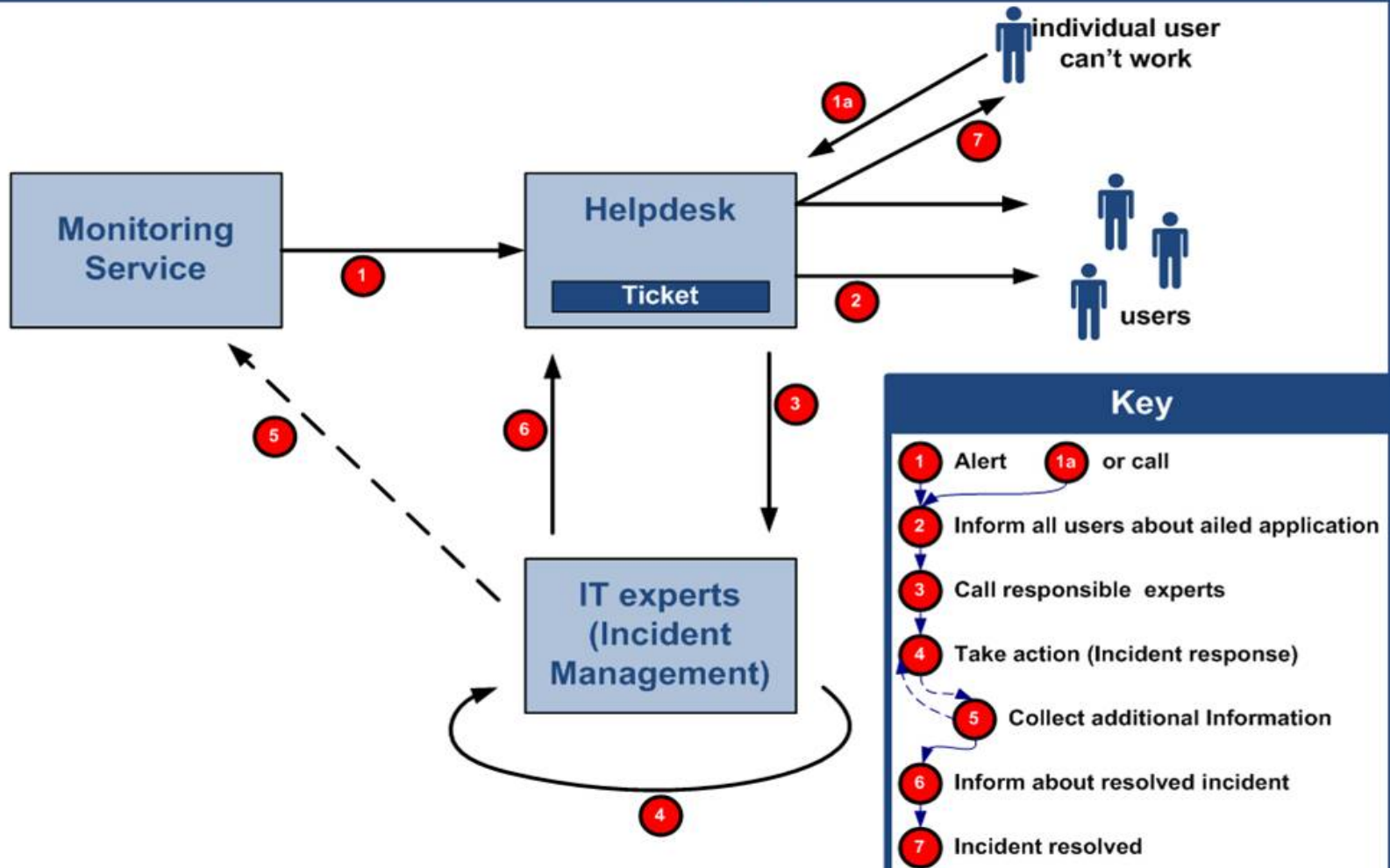
# eg. Process to Handle reported incident.

Consists of O – operational activities & C –control activities

**1**
- Operation staff on duty will use the incident management system to record details of fault reported by customer. ( O )

**2**
- Operation staff on duty will use the incident management system to record timings of incidents. (C)

**3**
- Operation supervisor will prioritise the incident according to rules and route the incident to relevant staff for following up ( O )

**4**
- Operation supervisor will record the timing of following up actions. (C)

**5**
- Operation supervisor will monitor process of incident and update customer of incident status. (O)

**6**
- Operation supervisor will record the timing of incident closing. (C)

**7**
- Operation manager will report average system down time during monthly meeting. (C)

# Introduction to Processes

Why Control activities are needed ?

- To ensure objectives of the process are monitored
- To ensure quality of process are controlled

**Objectives for the process may be :**

To minimize the mean response time to reported incidents to below 30 min.

Without the control activities, the reported incident may be handled with long delays and those delays will never be improved.

# *Function

- Function: a subdivision of an organization specialized in fulfilling a specified type of work with responsibility for specified end results.

- A concept commonly used in ITSM such that processes can be carried out by the subdivision staff.

Eg. IT service unit

function : to ensure service standards of defined IT services are met given the resources, agreed practices and own body of knowledge.
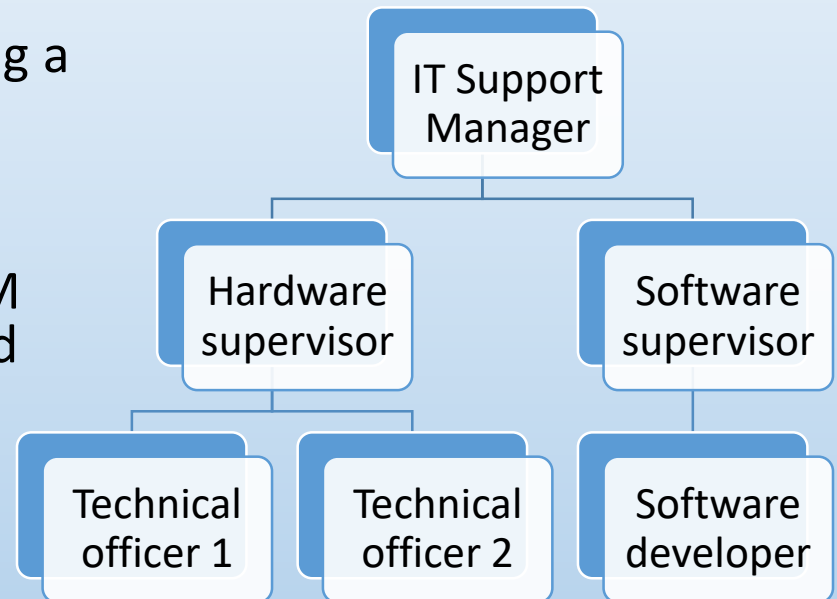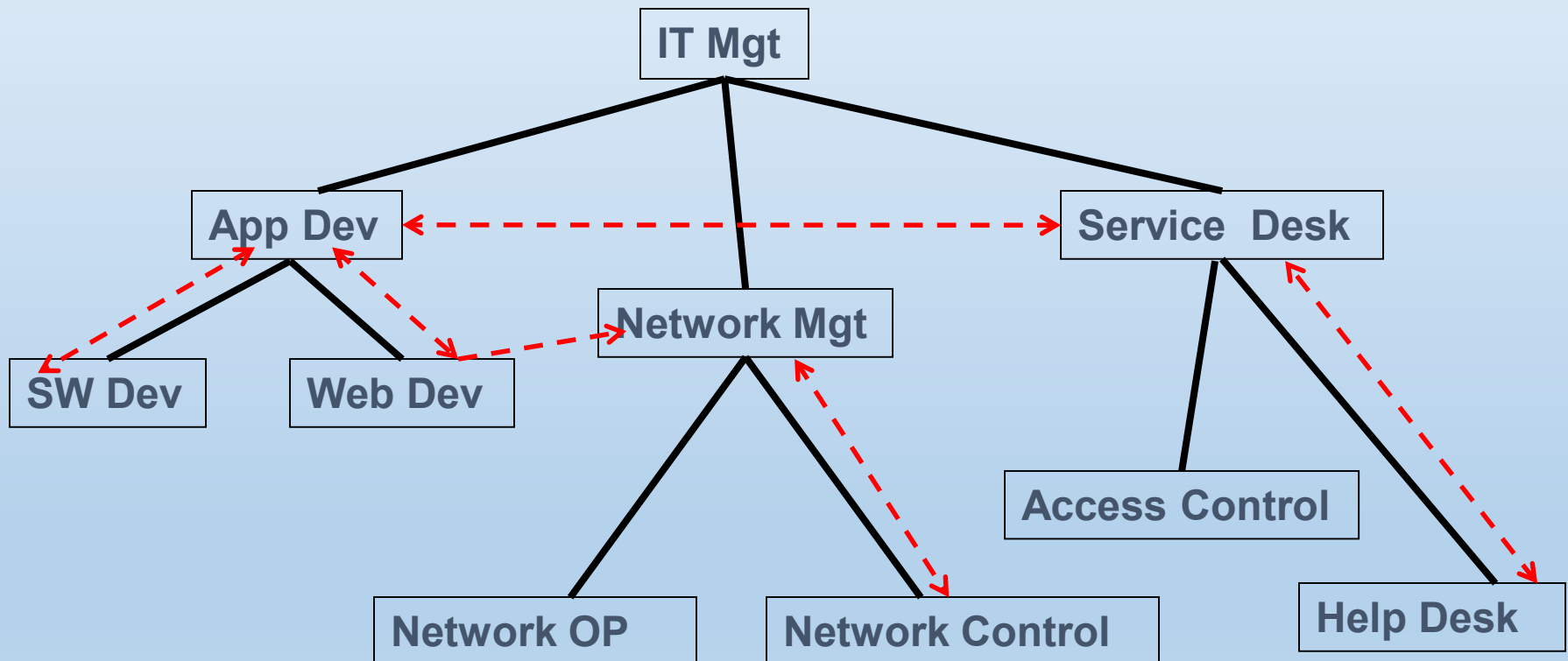
# Process elements in IT services management

- In ITIL, a **service portfolio** is a set of services managed by a service provider

  To support the offered services to meet agreed service standards, the service provider will need to create a set of processes such that these processes when worked together will create values that the customer want.

  Good coordinated communications between processes and staff from functional units will be vital.

# Eg. Information flow

**Process activities ( eg to add a new app to user ) may involve different departments**
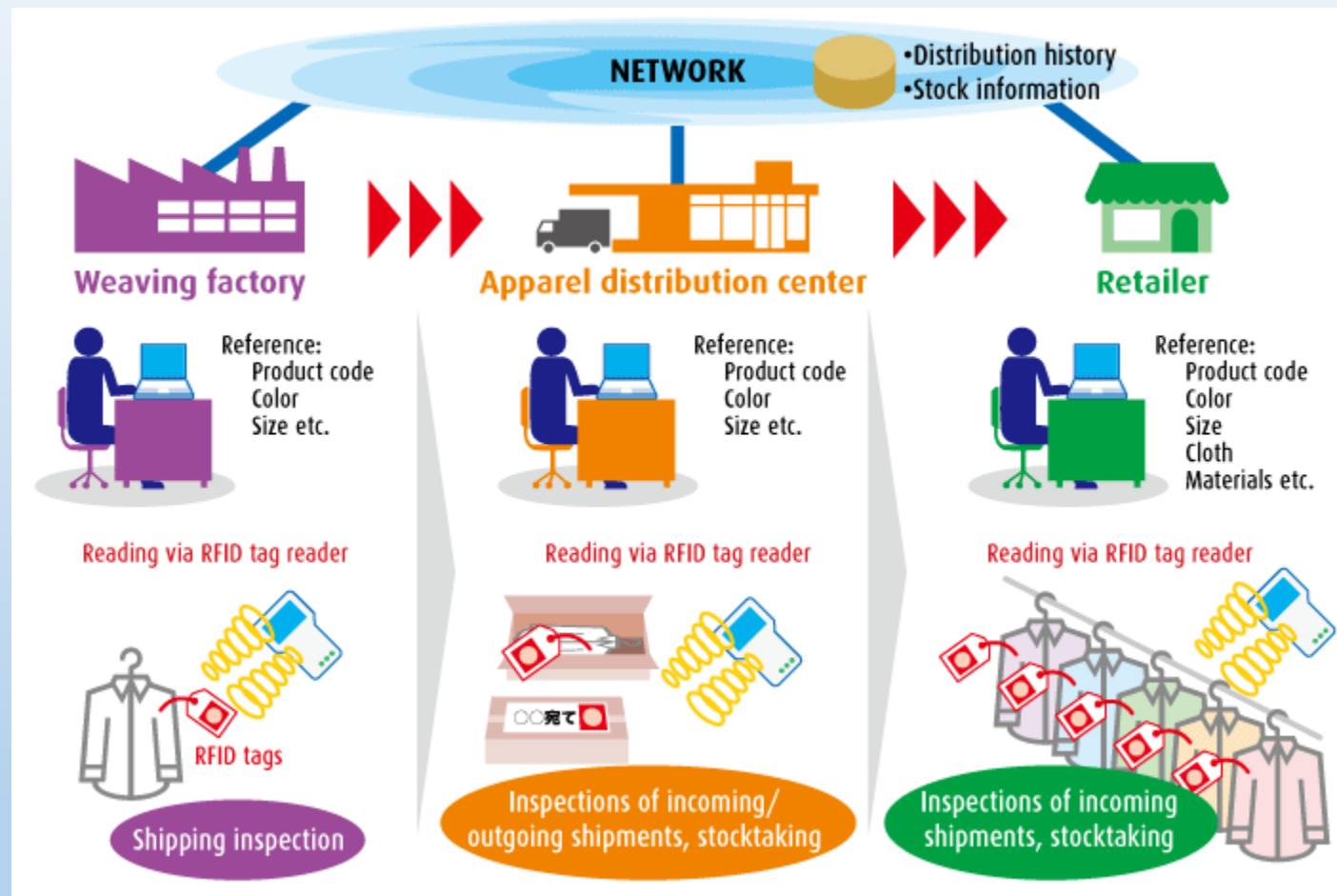
# Process Management

- Provision of IT services generally depend on several departments or disciplines.

- Eg There is a need to give a user the access to an application, this will involve several disciplines. The IT service manager has to make the application accessible, the network manager has to make the network accessible to user, and the PC support engineer has to provide user with an interface to access the application.

- To ensure user able to use the app, all 3 staff members need to complete their processes and inform others such that the last process is completed within 2 days. Hence service target for granting access to app can be specified as " user can obtain access to app within 2 days"
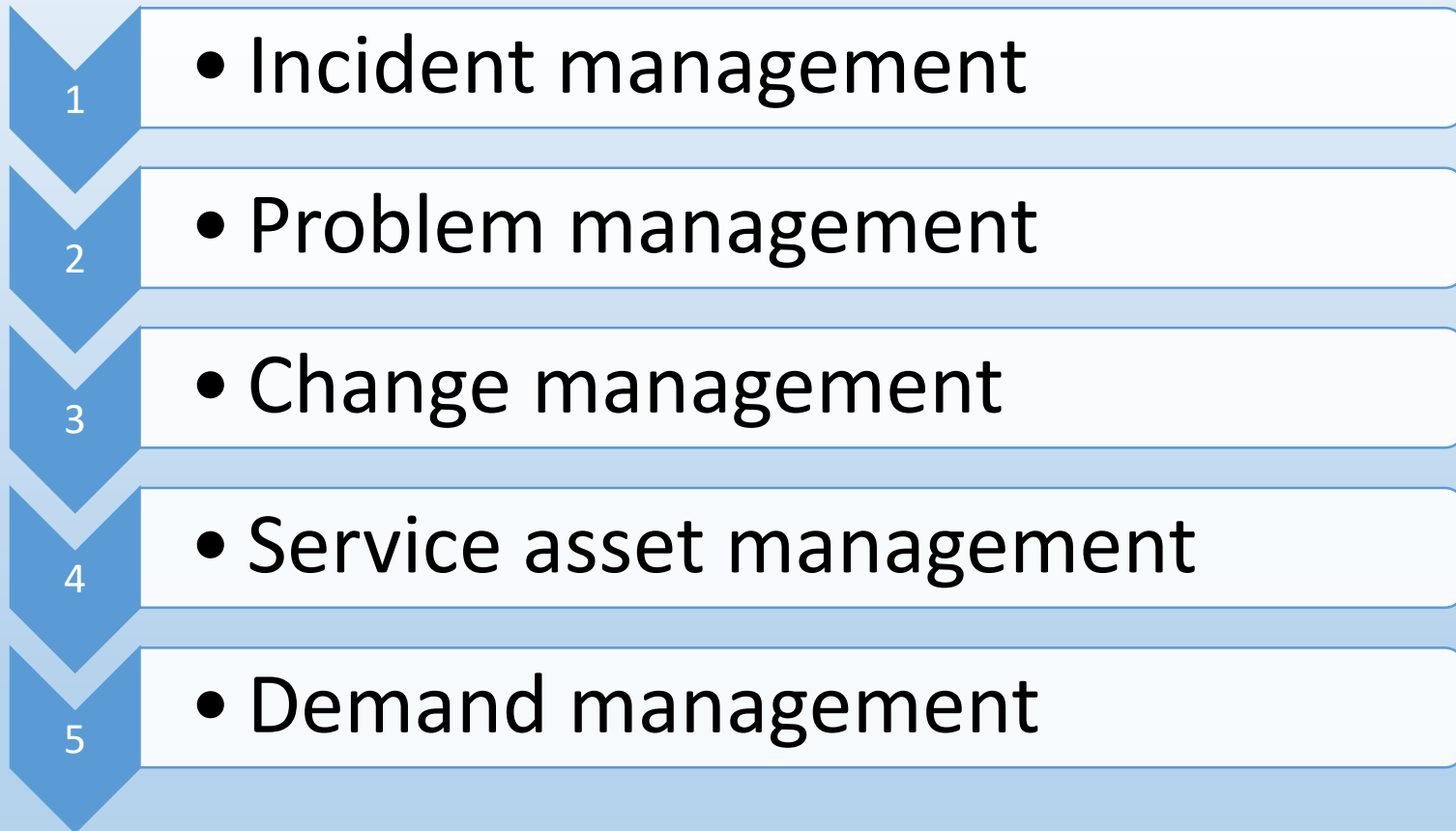
# *Process Management

- The objective is to contribute to the quality of the IT services.

- Using a process approach, best practices for ITSM describe how services can be delivered, using the most effective and efficient series of activities.

- Eg. Customer return a faulty part to helpdesk. Op staff will note details of fault. Repair staff will check and request to purchase spare to be approved by manager. What would happen if the processes are not follow or there is no process to follow at all?

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ICT
Information and Communications Technology

- Vehicle tracking
- Routing
- Delivery scheduling
- Radio frequency
- Bar coding
- Inventory management
- Address systems
- Freight auditing
- Supplier management
- EDI

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# Example of Management processes

1. • Incident management
2. • Problem management
3. • Change management
4. • Service asset management
5. • Demand management

# Importance of Process Management

- Help to maintain the quality of IT services with changing service providers and partners.
- Makes service providers far less sensitive to organizational changes.

## Introduction to Processes & Functions ( Review Questions )

Q1     What is a Process? Develop a process to handle service requests with 5 key activities for helpdesk staff.

Q2     Why processes play an important part in the delivery of service value? List 3 key factors when developing processes.

Q3     Name 2 type of activities within a process. Give an example for each.

Q4     Why Control activities are needed ?

Q5     List 5 key management processes found within ITIL V3.

Q6     Why management processes are important?

# Revision MCQ

1 Which of the following statement about process is INCORRECT?

- A. Processes are units of organizations
- B. Processes targets are measurable
- C. Processes deliver specific results
- D. Processes respond to specific events

2 Which of the following process is frequently used by IT support units to maintain service standards ?

- A. Event Management
- B. Problem management
- C. Incident management
- D. Service portfolio management.

3 "Function" within ITIL V3 is best described as _____.

- A. the responsibility of an IT service manager
- B. the purpose of an IT service
- C. the tasks to be done by IT support staff
- D. an organizational unit with a set of well defined objectives

# Revision MCQ

- 4 Which of the following statement is INCORRECT?
- A. Service portfolio is a group of staff managed by a service provider
- B. Control activities are needed to ensure quality targets are managed
- C. Process management help to maintain the quality of IT services
- D. Effective service targets should be useful to customer and measurable

- 5 Process management is important in ITSM because _____.
- A. IT support staff can focus better in meeting the service targets for end users
- B. IT support staff can have procedures to follow
- C. End users can know what to expect from service provider
- D. it can ensure all tasks are completed in the shortest possible time.

- 6 Which would be the most suitable service target statement?
- A. IT support staff must call end user at least 2 times.
- B. The mobile phone service must be considered as reliable by at least 100 end users.
- C. The IT support staff must be on site within 30 minutes after the report of an incident.
- D. The average service downtime must be less than 10 minutes per day