



SERVICE MANAGEMENT.....??

WHAT THE HACK IS THAT???

Performance Improvement

Return on Investment

A consistent and stable Service

Less emphasis on TECHNOLOGY
Service Provision

Less emphasis on TECHNOLOGY

Net Cash Flow

More efficiency!!

No disrupted changes

More NET INCOME



**SENSE OF
URGENCY

FLEXIBILITY**

In other words.....

We have to CONTROL

**We have to become
P R O A C T I V E**

In other words.....

**We have to deliver
HIGH QUALITY**

SERVICES

The Key Issues: (repeat)

- ***IT/business alignment***
- ***Value Management***
- ***Leadership***
- ***Operations excellence***

-
- ***Human capital management***
 - ***Process management***
 - ***Cutting/stabilizing costs***

source: META Group; June 2002

That means that we have to.....

Define clear organizational responsibilities

Improve service- and relationship management

Think about quality and cost

Become a professional partner in IT

Implement IT Service Management

❑ Professional

❑ Focus on benefits to the business (our customer)

❑ QM strategy - focus on continuous improvement

❑ Cost reduction - based on the standardization, business behavior, control of cost, reduction of incidents, controlled changes, change from reactive to pro-active

❑ Efficiency improvement

- ❑ ***Business-like relationship between customer (Business) and IT supplier***
- ❑ ***Improved understanding of service requirements (BITA)***
- ❑ ***Greater flexibility and responsiveness in service provision (Operational Excellence)***
- ❑ ***Balance customer demands and cost of services provision (Value Management)***
- ❑ ***Measurable service levels (Quality Improvement).***
- ❑ ***Work Flow Management (Human Capital)***
- ❑ ***Cost reducing***

Why IT Service Management

- *Reduce Incidents with 30%*
- *Reduce MTTR with 80%*
- *Reduce solving time with 50%*
- *Improve cycle-time for changes with 25%*
- *Improve implementation of quality changes with 25%*
- *Reduces expensive high-priority and emergency changes with 50%*
- *Reduce overcapacity with 15%*
- *Reduce TCO with an extra 10%*
- *Increase availability with 10%*
- *Increase Quality of delivering E2E Service with 25%*
- *Increase Time to Market*



**SERVICE
MANAGEMENT**

IS BASED ON

ITIL is....

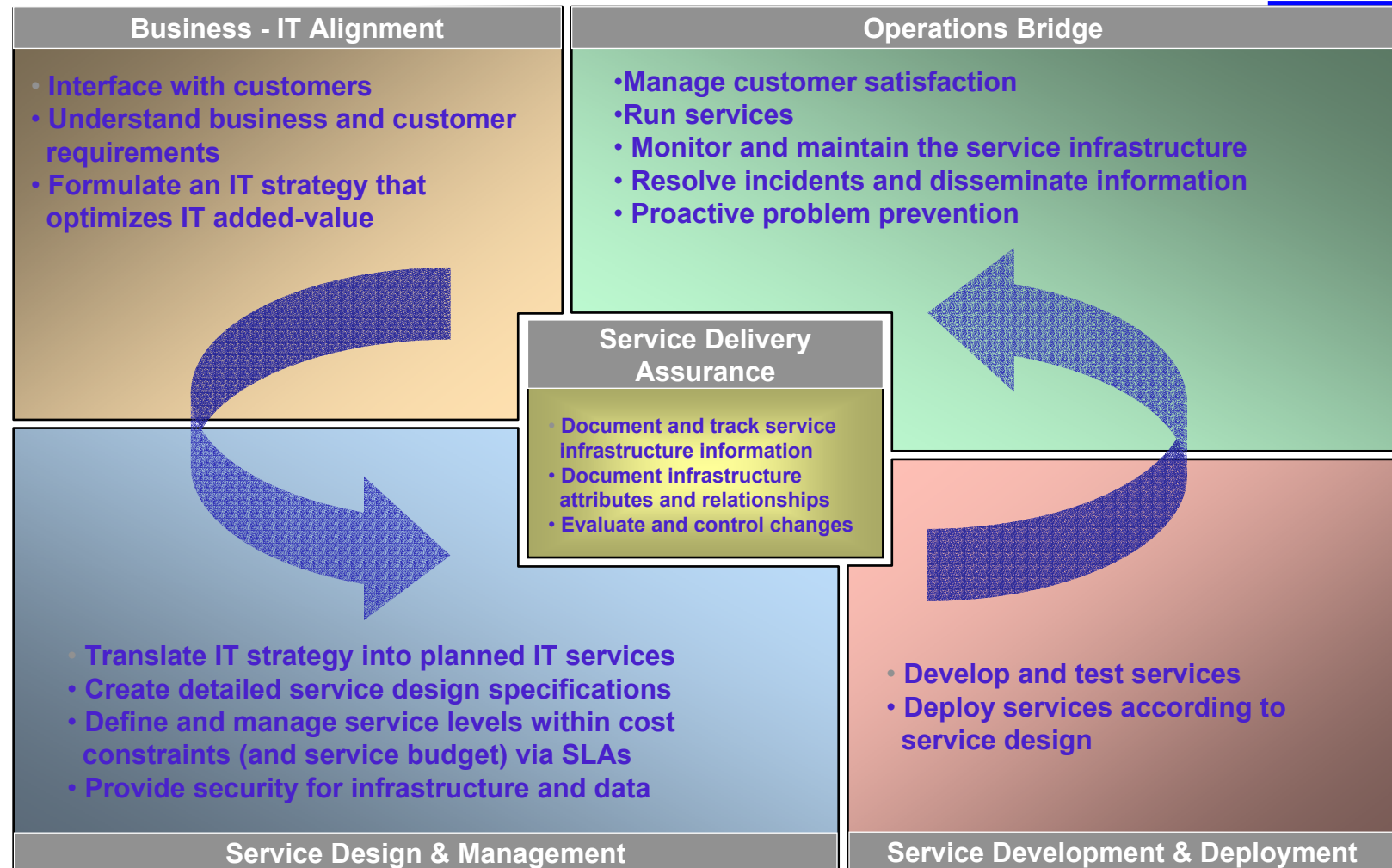
Information Technology Infrastructure Library.

(Developed by CCTA)

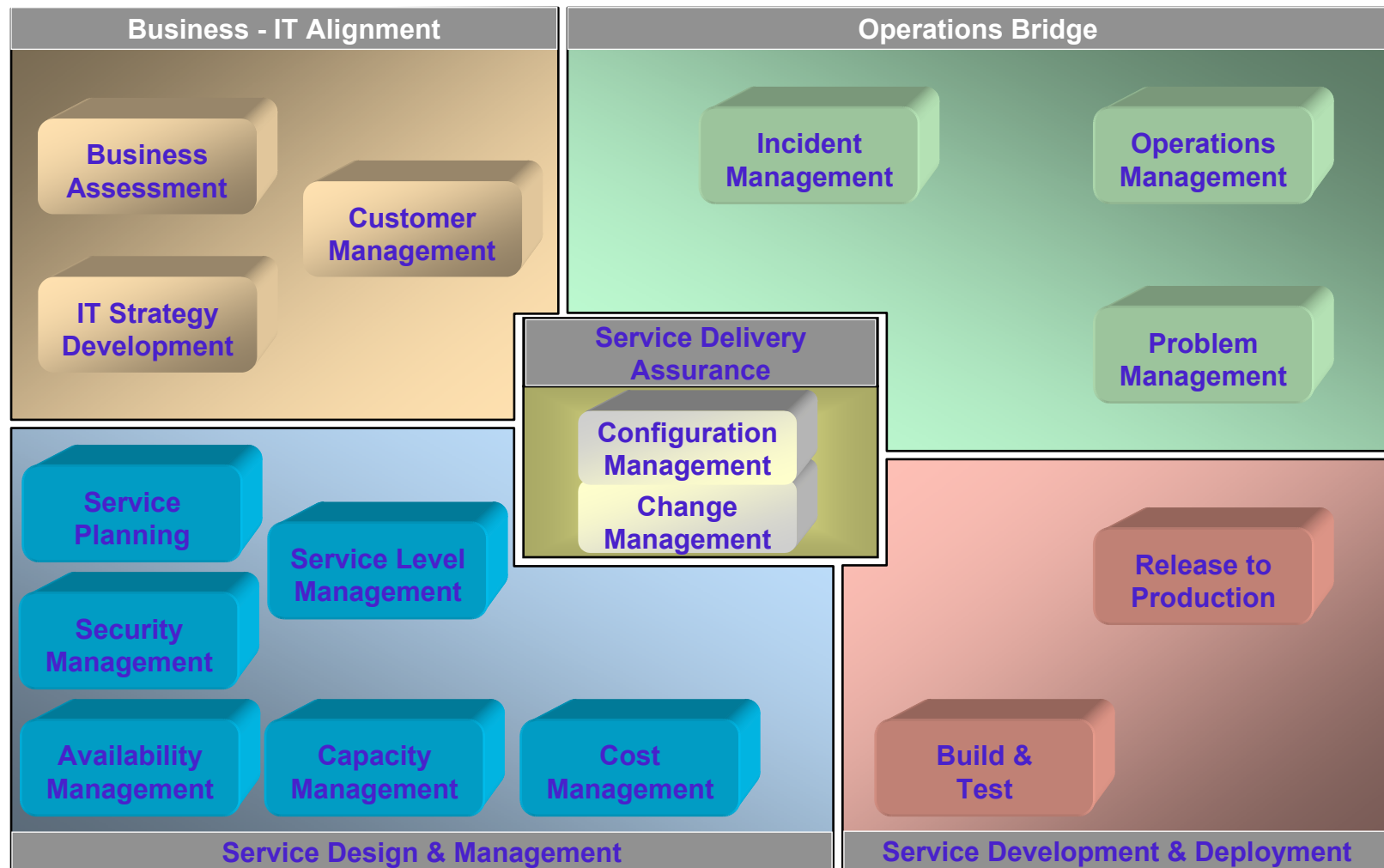
***A series of books and
modules that serve as
'best practices' manuals
for IT service provision***



HP Reference Model



The Processes



SO!!!

Service Management is.....

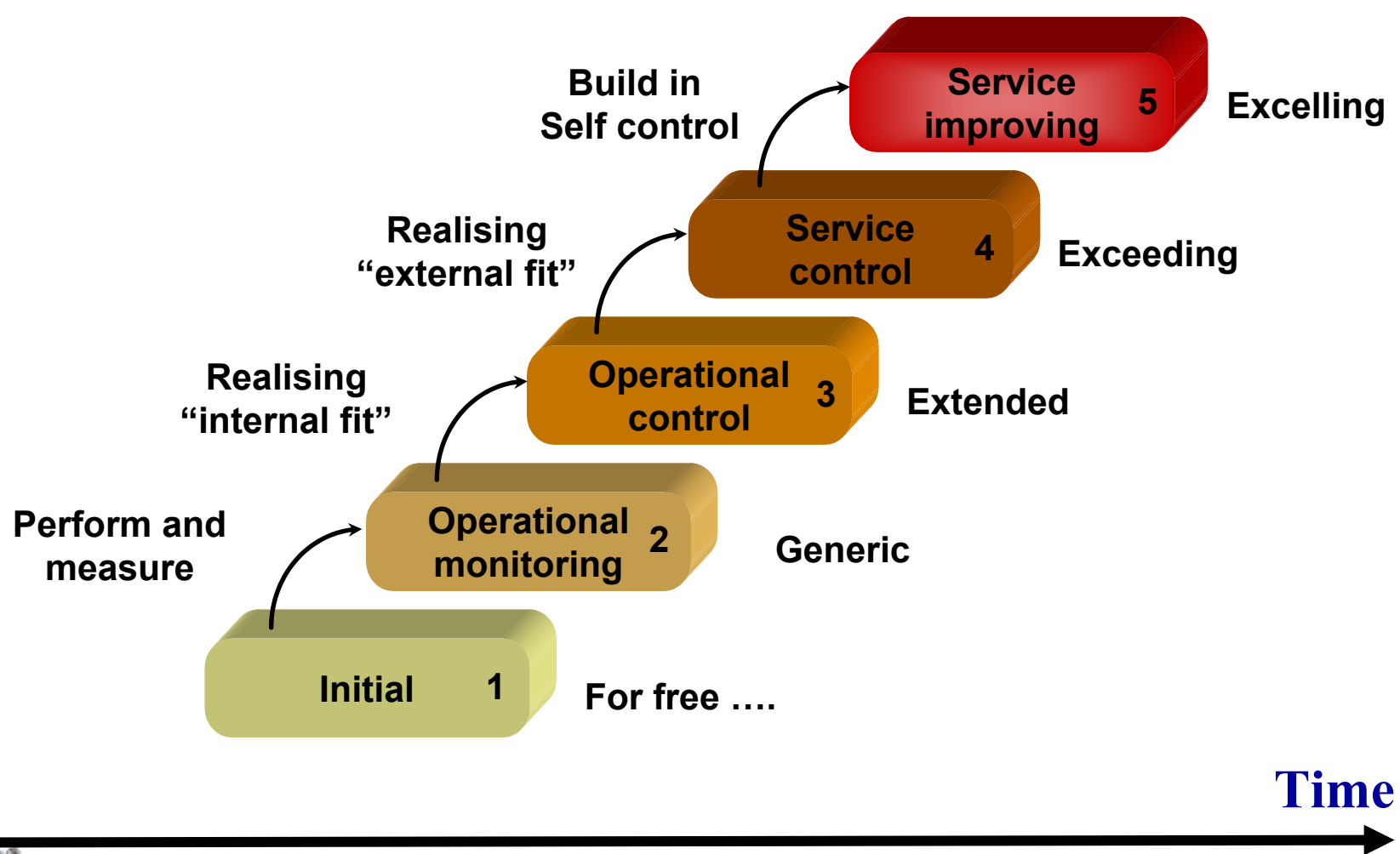
**A methodology
to (re-)organize your IT
to get IT under CONTROL
to become PROACTIVE
and to deliver
HIGH QUALITY SERVICES
against
ACCEPTABLE COSTS**

**Implementation is (more than)
worthwhile
but not easy**

**trained and motivated staff
is the most important
ingredient
to achieve the best result**

To become more mature

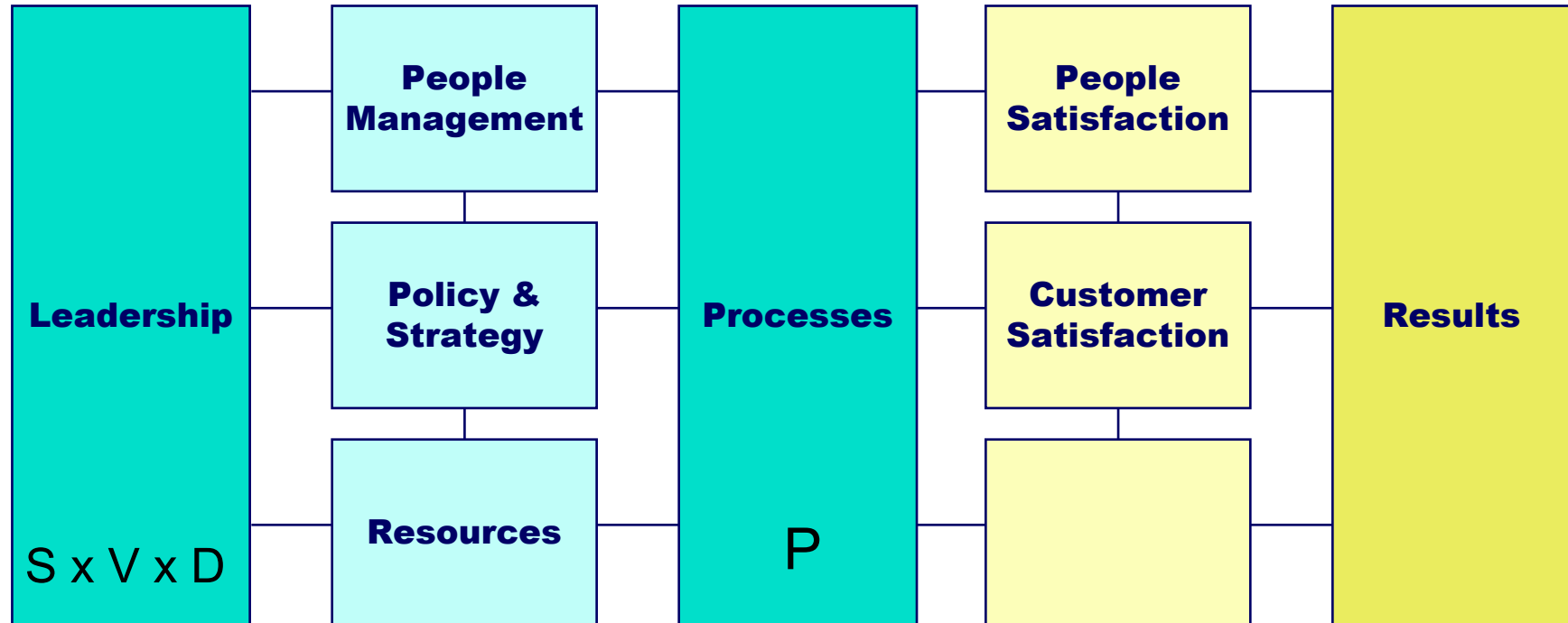
Organisation CMM Level 5



GENERAL

- **Management Commitment**
- **Expect resistance to Change**
- **We do it for the business!!**
- **Hierarchal Management versus Process Management**
- **A lack of Integration of Processes**
- **If we don't know what to do, we don't do it**
- **Champions**
- **Communication**
- **Acceptance & Discipline**
- **You can only control what you measure**
- **Processes, procedures, Roles & Responsibilities**
- **Have agreements**
- **Implement Change Management**

What do we need to be successful



$$S \times V \times D \times P > B$$

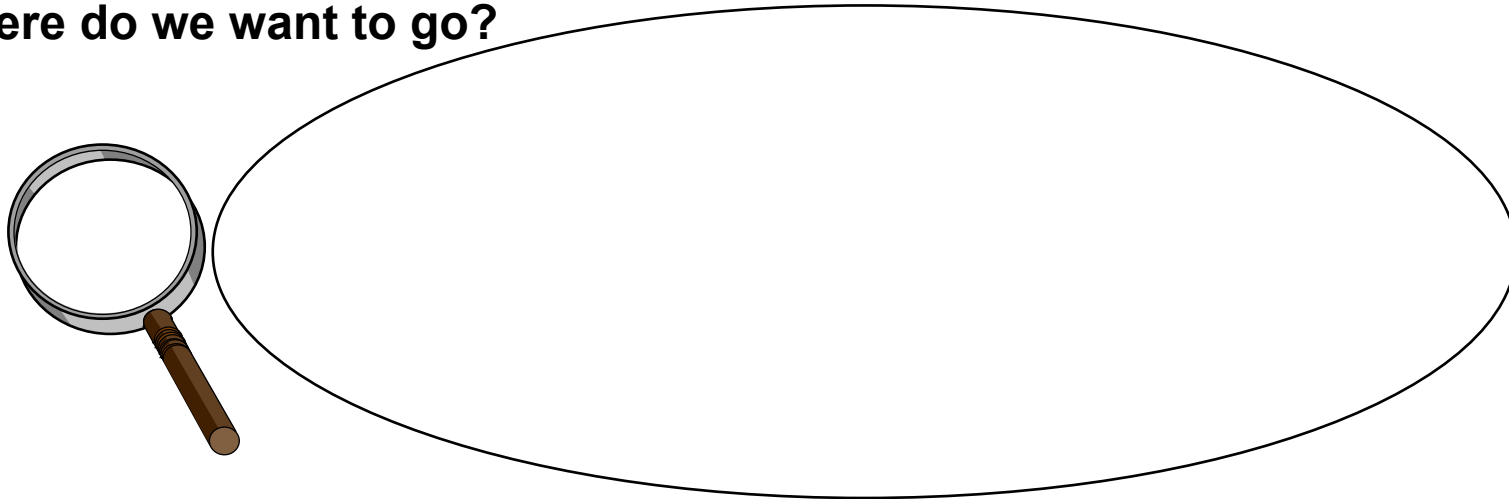
DO

INPROVE

LEARN

Analyse:

**Where are we and
where do we want to go?**

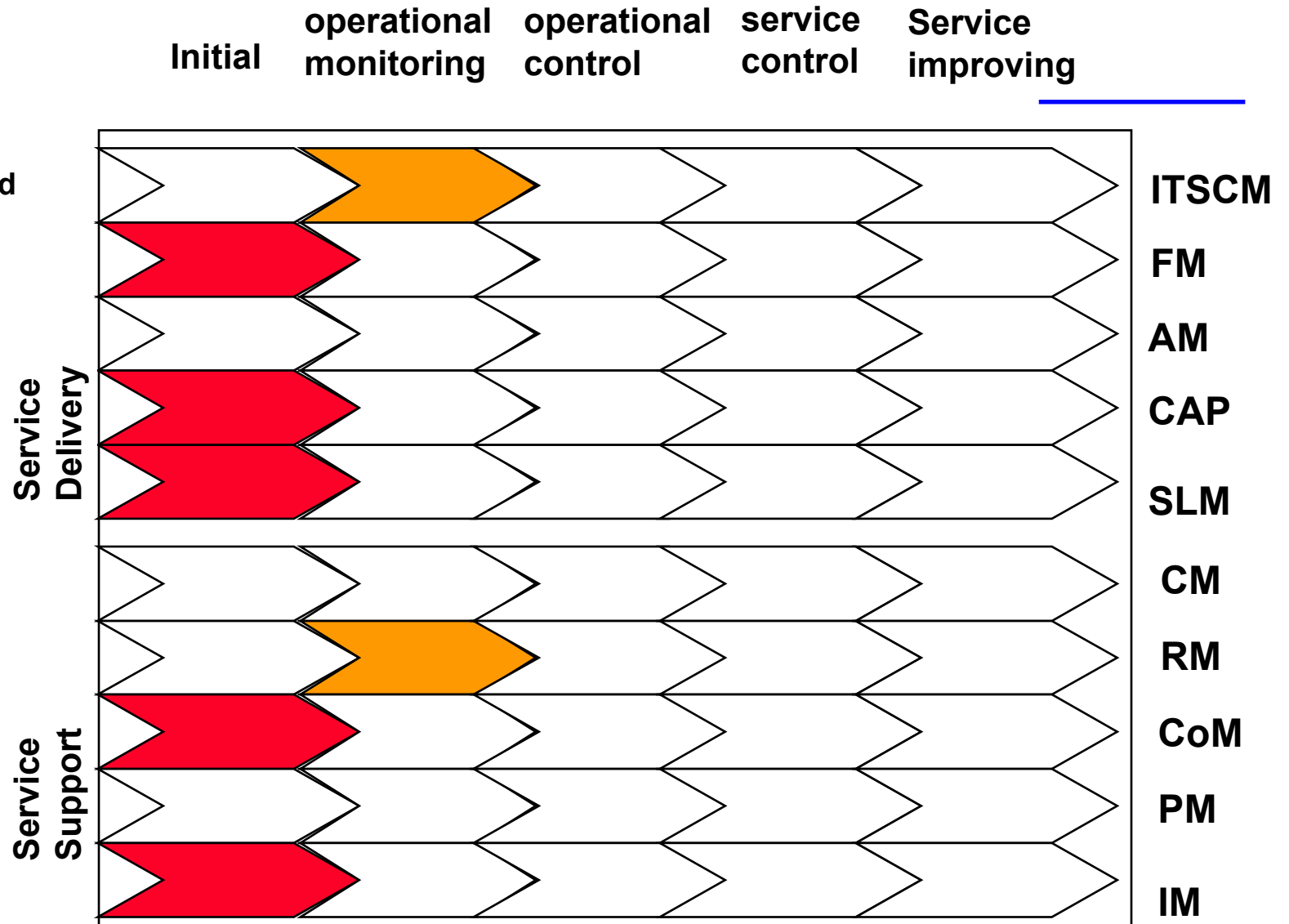
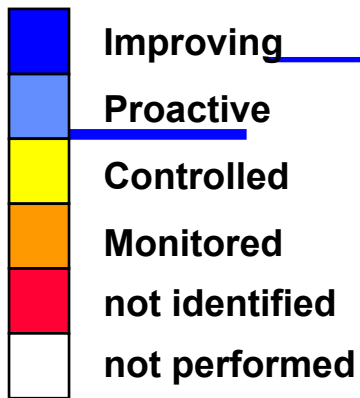


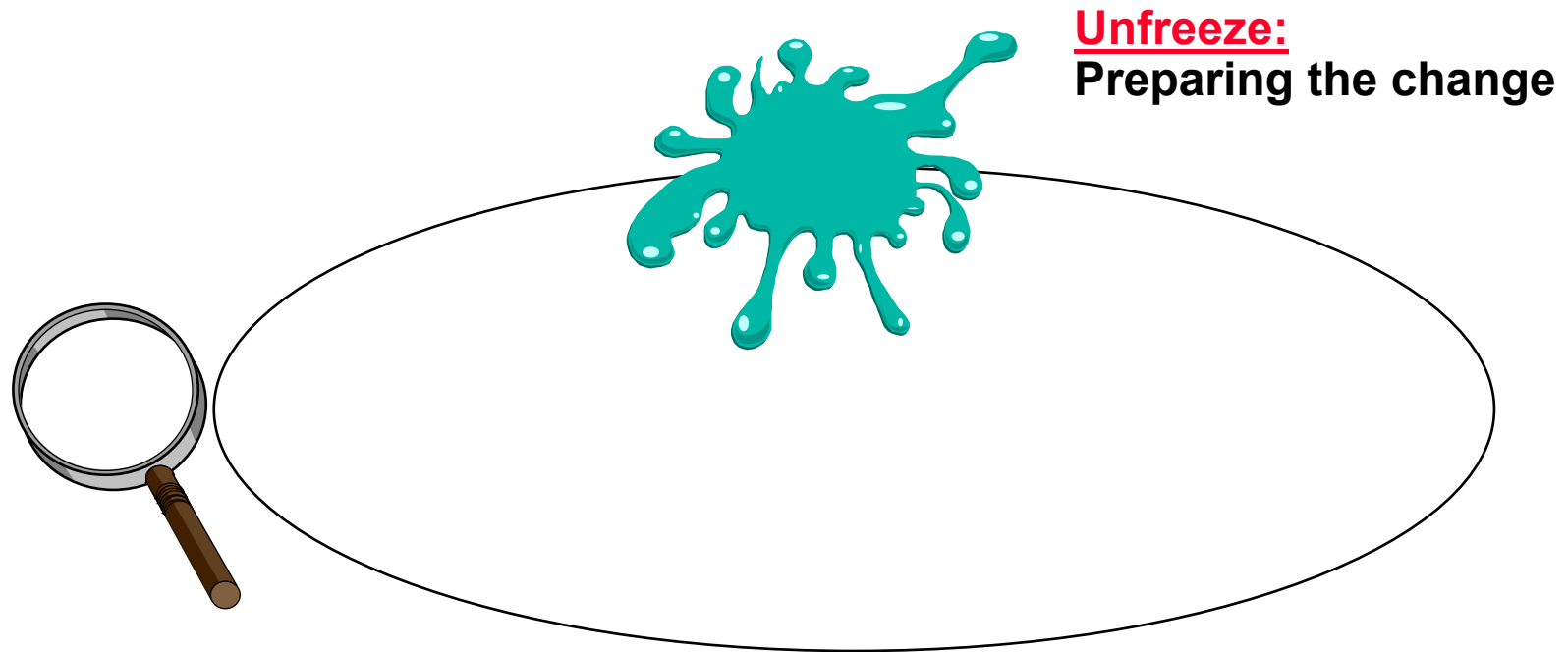
(Kurt Lewin)

QUICKQUEST

- *QuickQuest is an assessment – by which is meant a survey method – specifically for service delivery organizations.*
- *As the zero measurement and start of an improvement process, QuickQuest is very valuable to you.*
- *With its standardized approach and reporting QuickQuest is also extremely suitable for follow-up checks.*

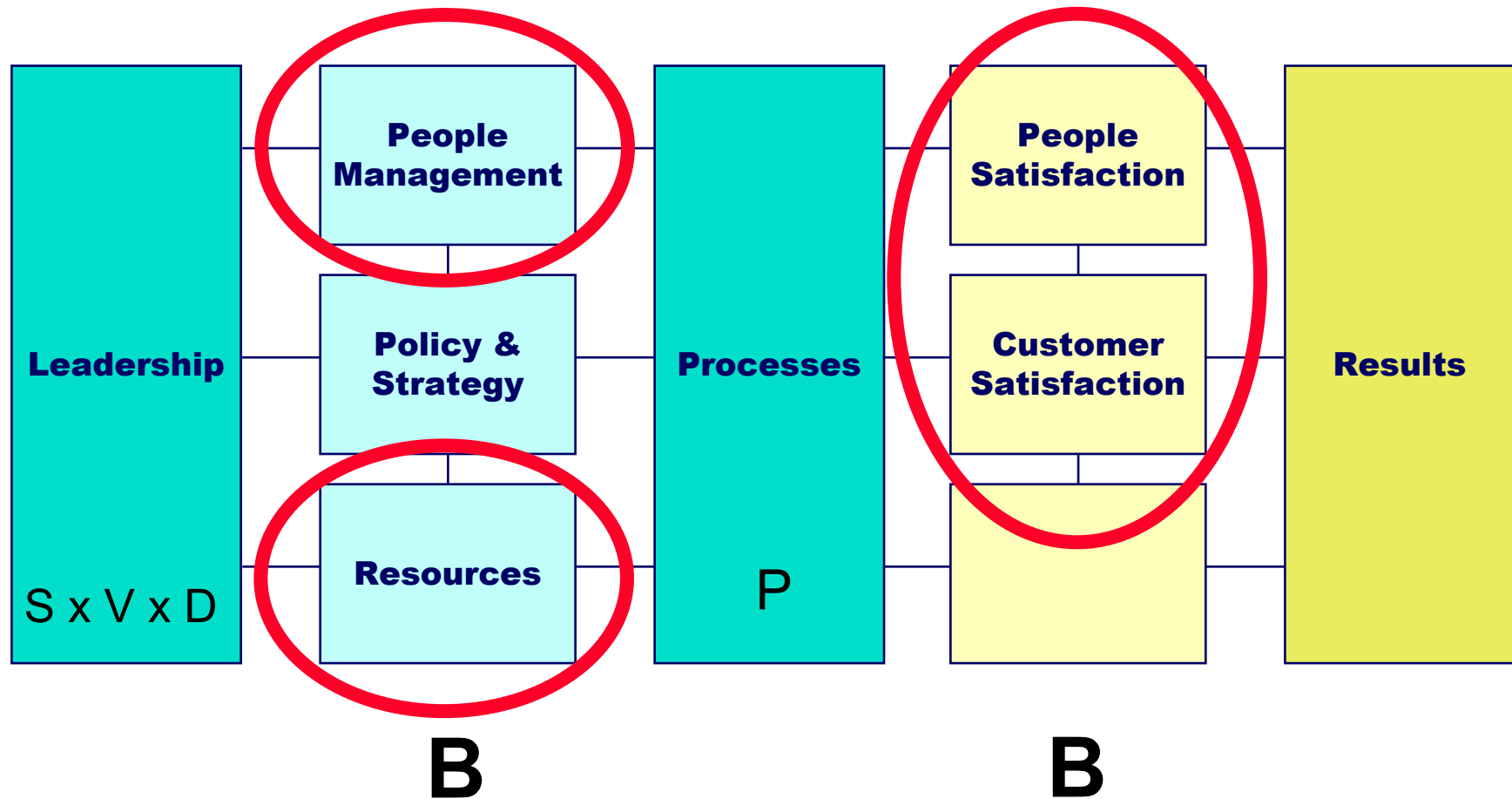
-
- **Step 1: *presenting status quo in development organization***
 - **Step 2: *feedback***
 - **Step 3: *comparison of status quo and reference model***
 - **Step 4: *practical advice on improving development organization in four steps***



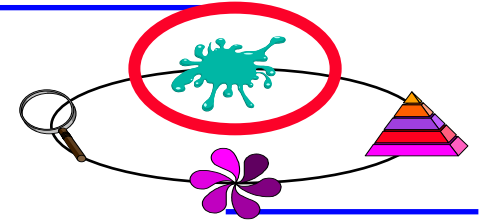


(Kurt Lewin)

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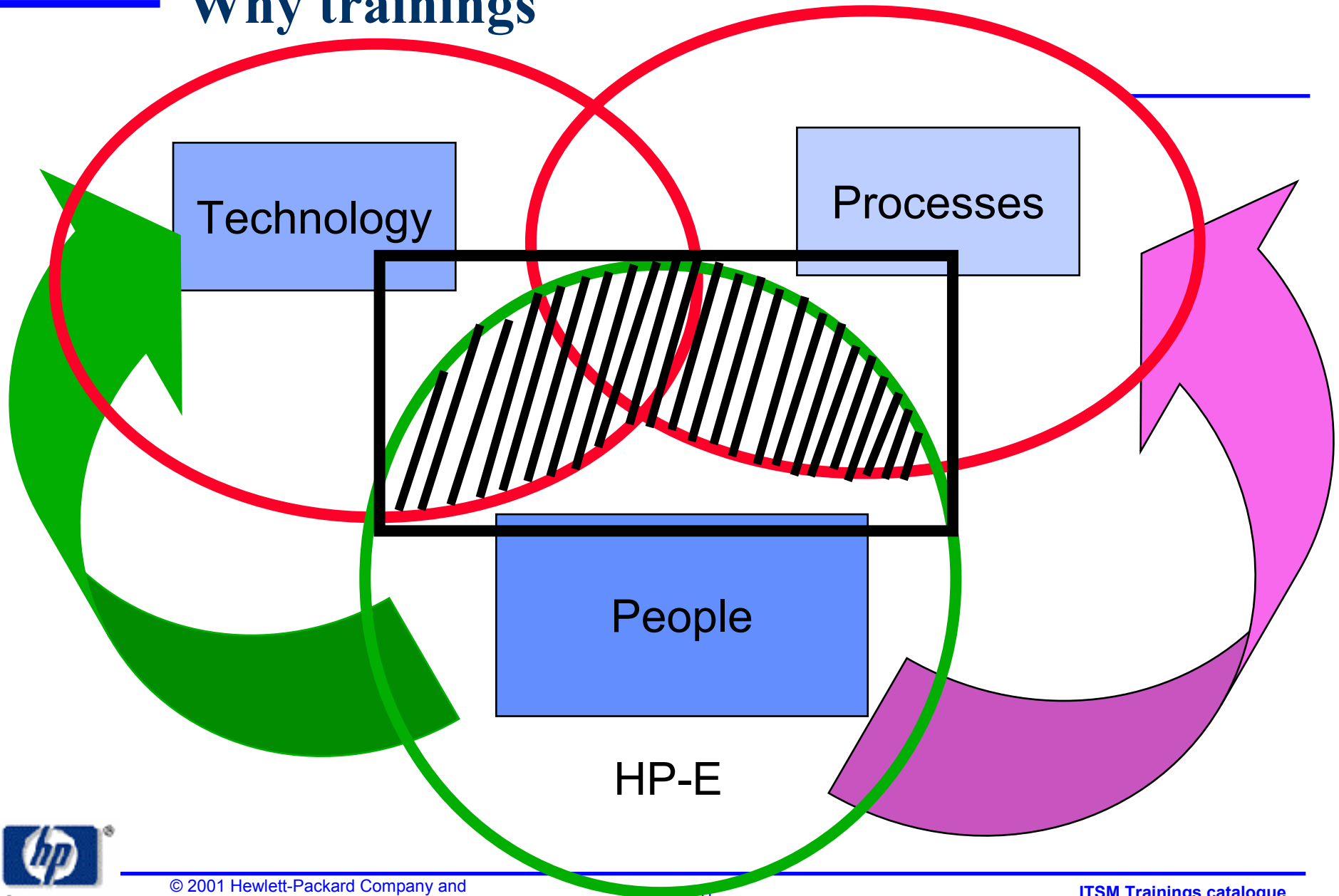
$$S \times V \times D \times P > B$$



Awareness Training Communication

**A FOOL with a tool
is still a FOOL!**

Why trainings



Top 5 risks

- **No Communication**
- **Resistance to Change**
 - *Why are we doing it?*
 - *What's in it for me?*
- **No Acceptance and/or Discipline**
- **If we don't know what to do, we don't do it**
- **No Champions (leaders)**

Top 5 Benefits

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 - *A more relaxed job!*
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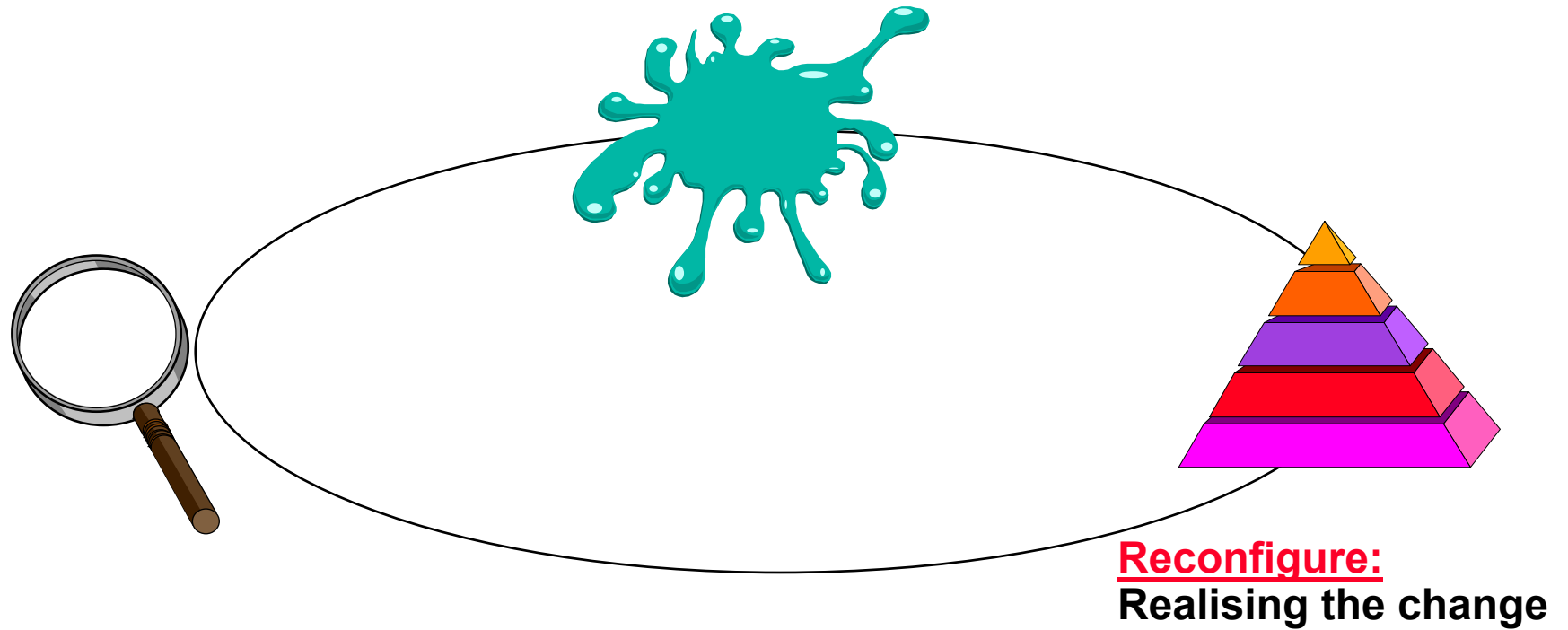
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Other Benefits: facts from our experience!

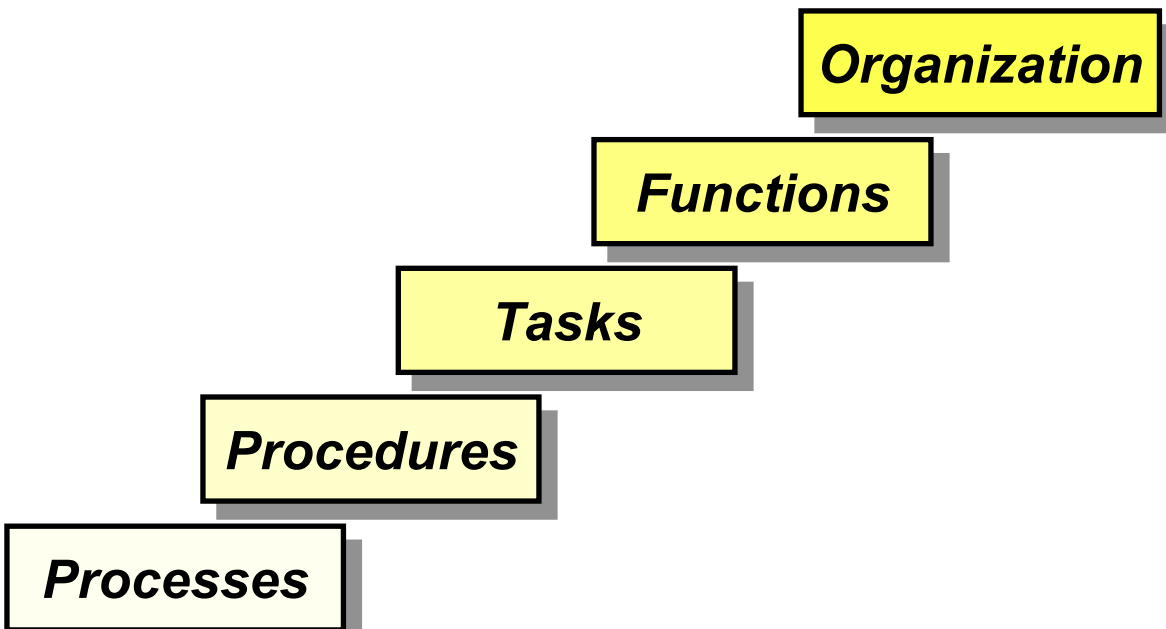
- ***With training implementations go faster***
- ***With trainings results are higher***
- ***Training engages the individual in support of the organizational goals***
- ***Training helps move the organization to a higher level of maturity in line with ITSM strategy***
- ***Training is cost effective!***

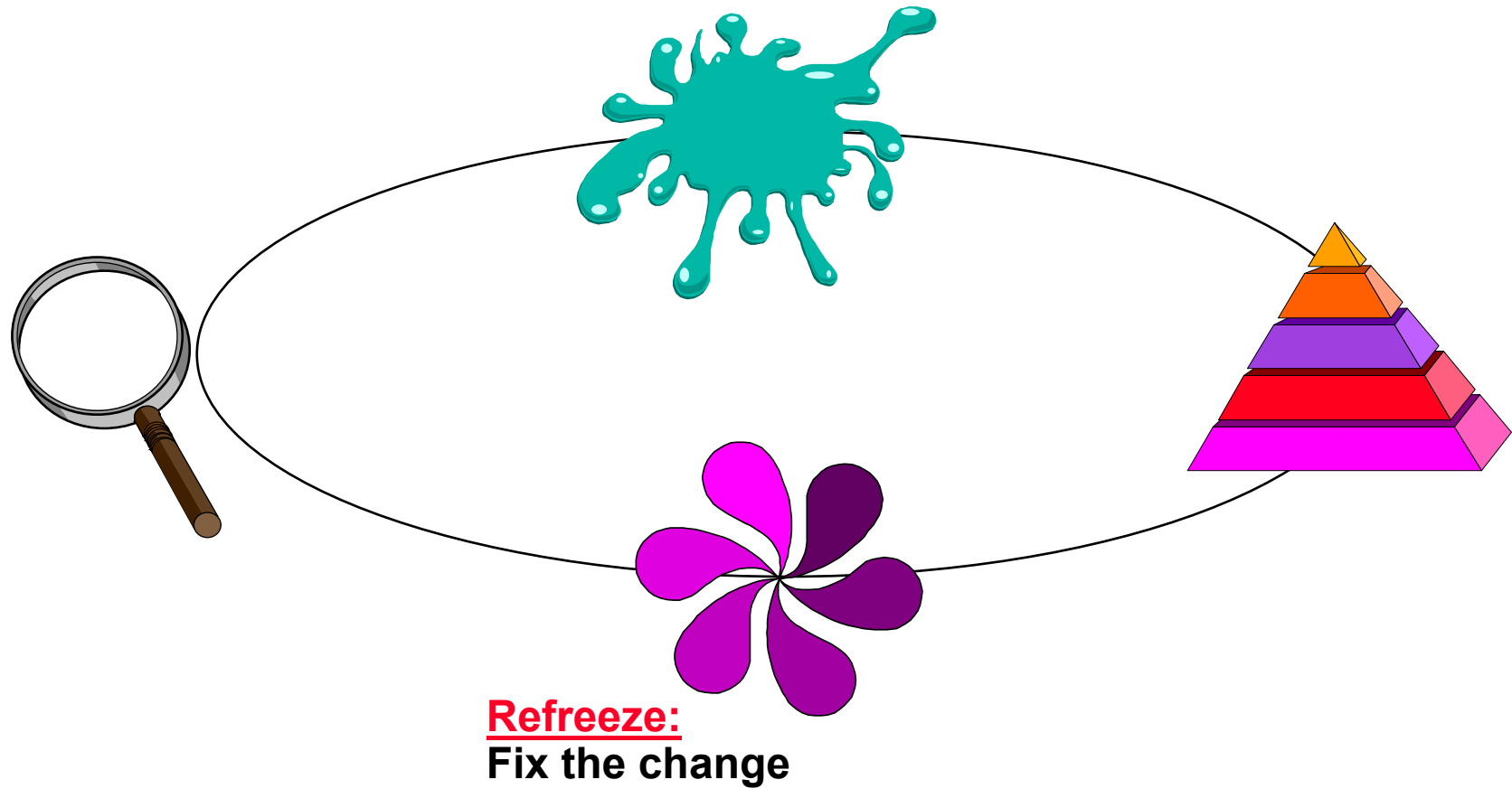
Types of delivery

- *Instructor Led Classroom with Simulation*
- *Instructor Led Classroom*
- *Blended approach.*
- *Virtual Classroom*
- *E-learning*

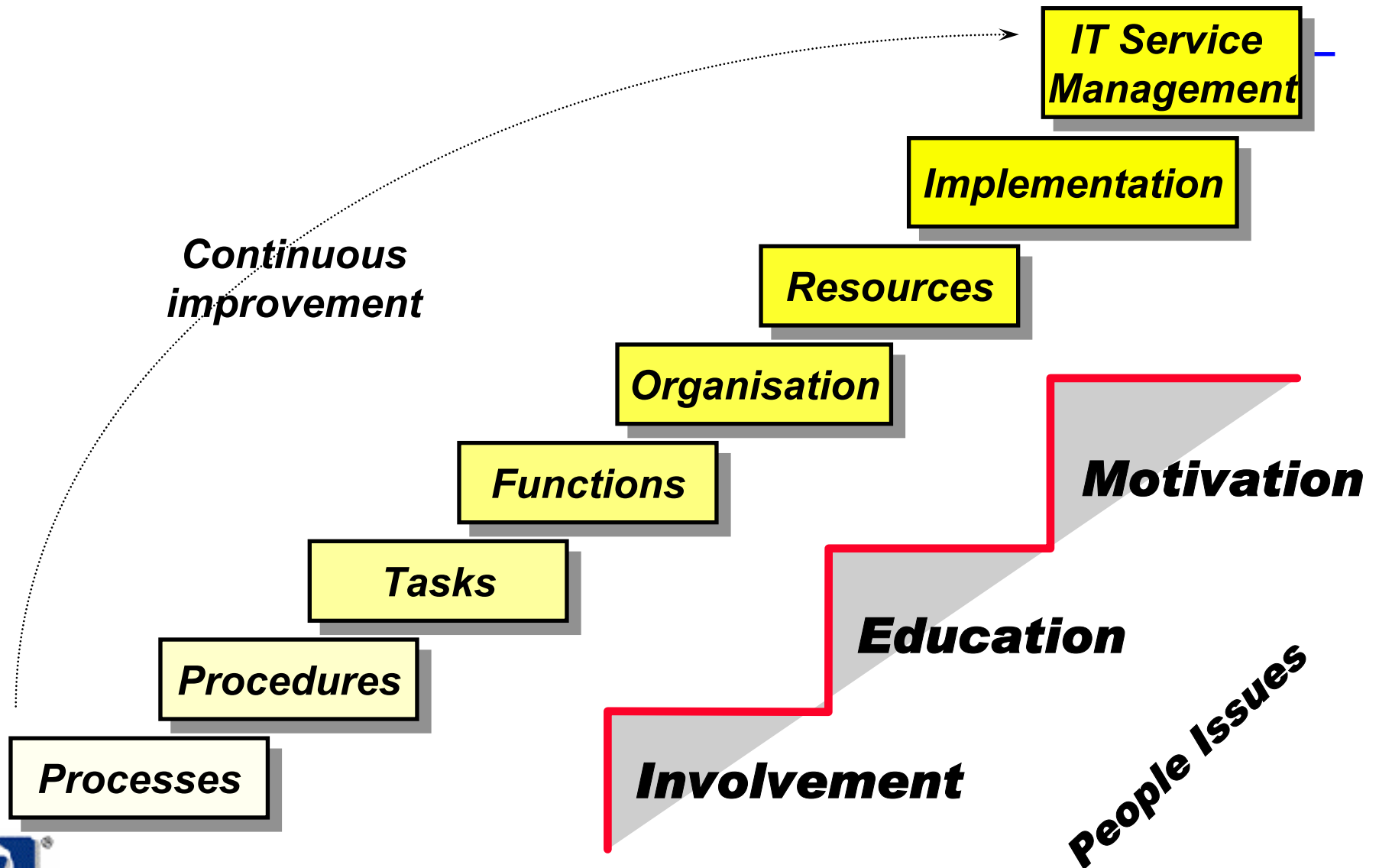


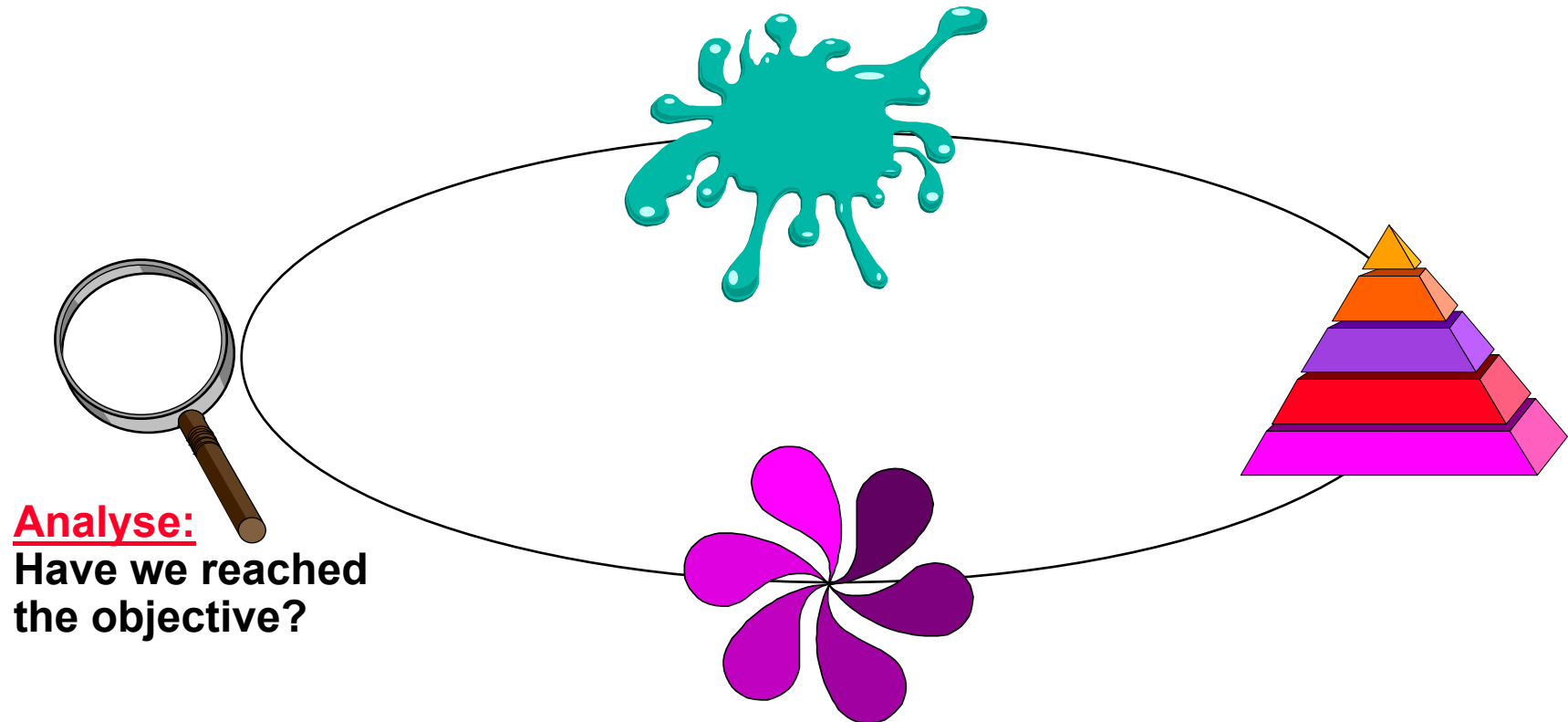
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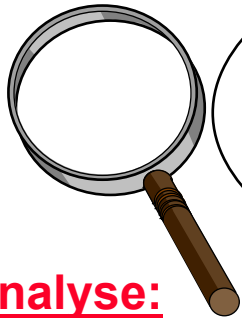




(Kurt Lewin)

Analyse:

Where are we and where do we want to go?



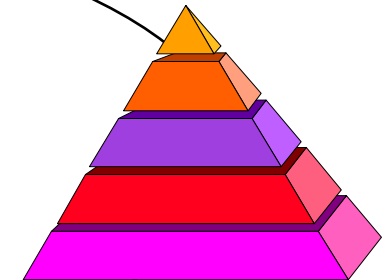
Analyse:

Have we reached the objective?



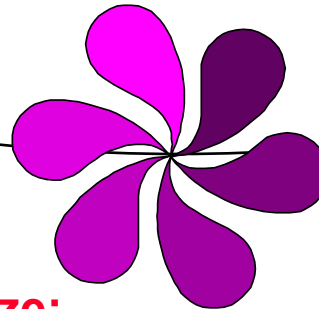
Unfreeze:

Preparing the change



Reconfigure:

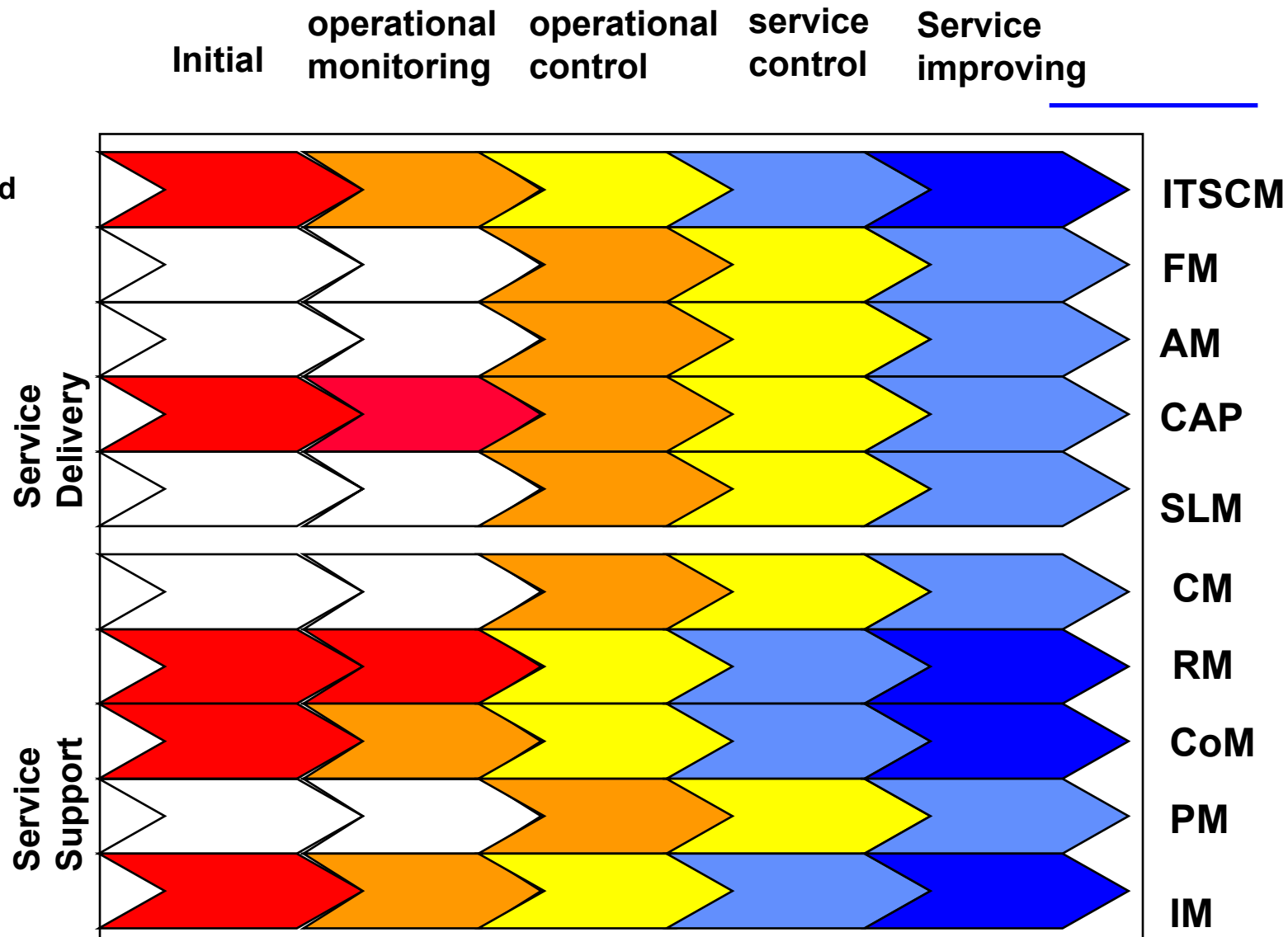
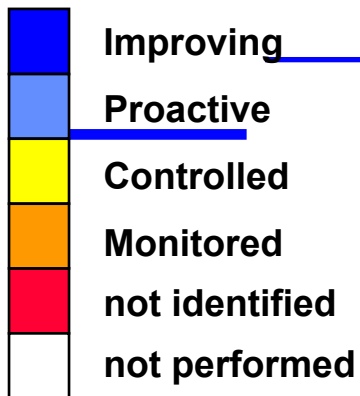
Realising the change



Refreeze:

Fix the change

(Kurt Lewin)



To become more mature

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