

6 essentials for implementing ITIL (or between 4 & 9)

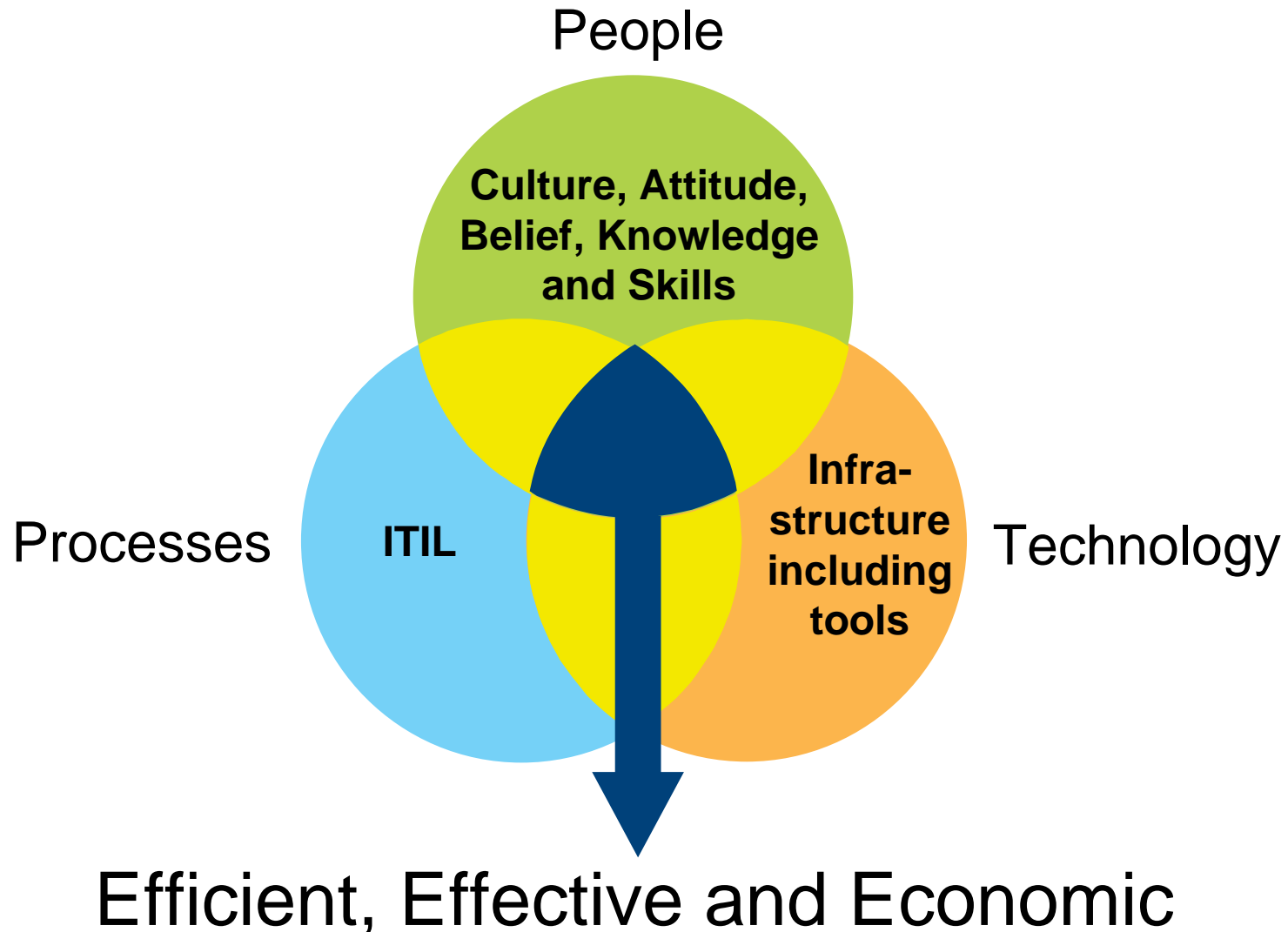
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Background - IT Service Management

- IT Service Management is concerned with the delivery and support of IT services that are appropriate to the business requirements of the organisation.
- Its objectives are:
 - to ensure that the IT Services are aligned to the current and future needs of the business and its Customers
 - to improve the quality of the IT services delivered
 - to be cost-effective and cost-efficient in IT service provision

Service Management Components



Customers want services

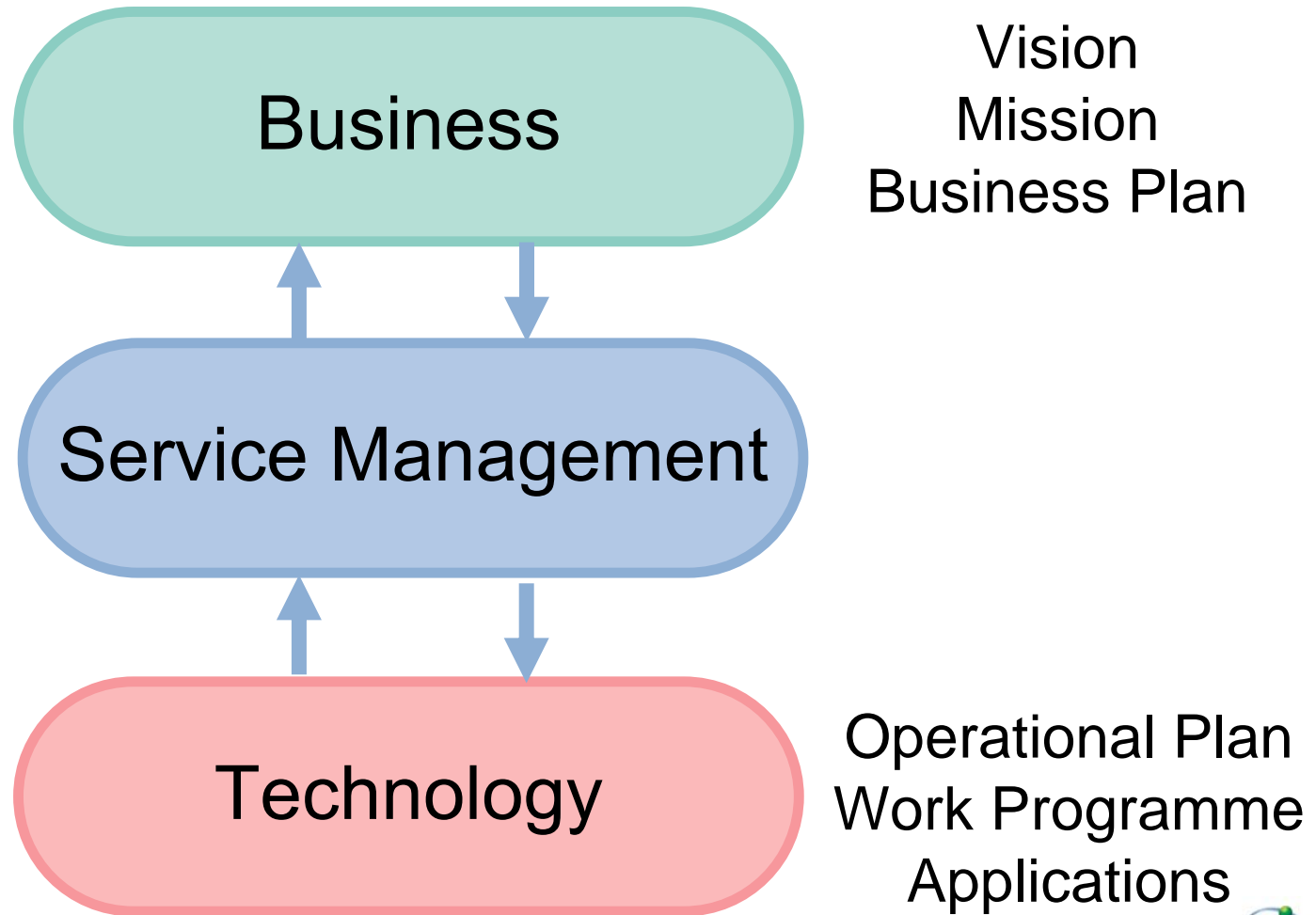
- Customers don't require servers, software, and routers—they require services
- Services are the central driver
- Services are shaped by customers' usage
- Infrastructure is “behind the scenes”—one of many aspects of a service

Service Management is about managing both the client experience and everything that underpins it



Managing above and below deck

Why Organisations Need ITSM



Where can I get help?

- Today, IT managers have many quality disciplines/frameworks to choose from
 - Non proprietary best practice framework
 - ITIL - Adopt, Adapt and Improve
 - Vendor adaptations of ITIL
 - Proprietary models
 - Complementary frameworks
 - e.g., COBIT (focus on control/risk/audit)
 - Standards
 - ISO20000, BS27001, ISO9000
 - Measure improvement
 - e.g., Six Sigma
 - Others

- A series of books describing a best practice framework for the provision of quality IT services
- First written during 1986 – 1993 and updated during 1999 - 2002
- ITIL refresh underway
- Non-proprietary, impartial, generic and widely available
- Used by many of the world's leading businesses and applicable to all organisations
- Basis International Standard ISO20000

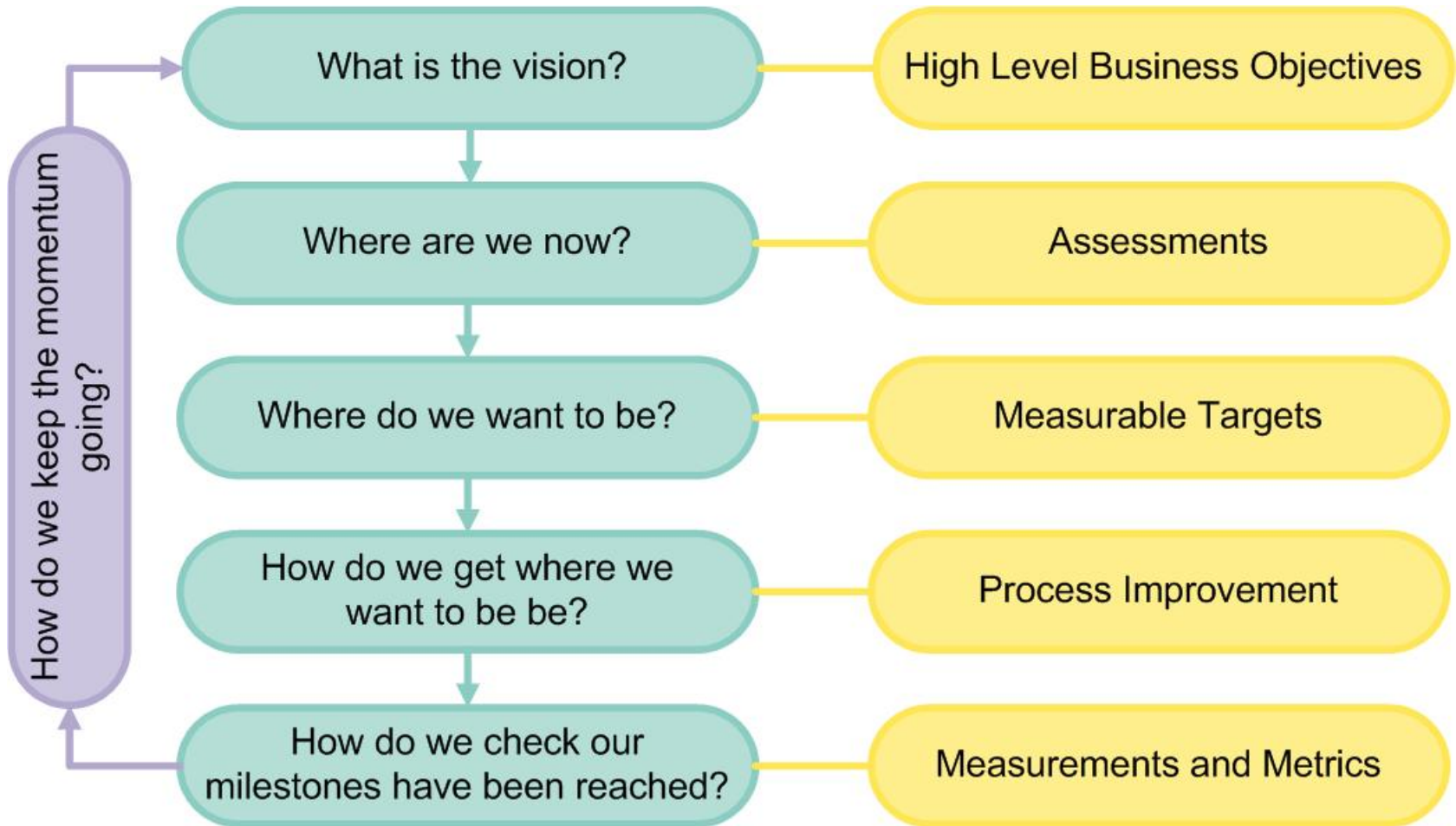
ITIL 3

- Due for publication April 23rd 2007
- Moving to lifecycle approach
- 5 core books initially
 - Service Strategies
 - Service Design
 - Service Transformation
 - Service Operation
 - Continuous Service Improvement
- ITIL 2 processes are still covered
- Complimentary guidance in book or internet form
- Exam structure for ITIL under review

ITIL: Not 1-size fits all

- “Adopt, Adapt and Improve”
 - Ascertain current situation - baseline
 - Develop Strategy - long, medium & short term
 - Plan Implementation - sequential & parallel, Pilot
- Address Organisational Issues
 - Awareness & Education
 - Roles & Responsibilities
- Address Operational Issues
 - Process Transformation
 - Process Training
- Address Technology Issues
 - Integrated Enterprise Management Tools

How do you implement/improve?



To improve

- Transition from one maturity level to the next is more than implementing or installing new processes
- It requires a combination of:
 - Vision and Strategy
 - Steering
 - Processes
 - Technology
 - People & Culture
- Very often the only thing standing in the way of a successful outcome is people

Remember a Process must be an Enabler

One Step at a Time

- Need to change the way we view change
- Processes in particular can be subject to ongoing development/refinement
- Plan for the next 3 weeks, the next 3 months, the next 6 months and outline plan for the next 2 years
- It is important that during organisational changes quick wins are identified and attained

What do you need to think about?

- The Business Proposition (Strategy)
- Business / IT Alignment (Services)
- Evidence of Success (KPIs and CSFs)
 - IT value is measured by the success of the business
- Organisational Change (Service Culture)
- Processes that work
- Integrated technology
- Process ownership/responsibility

Your Programme Plan

- “Begin with the end in mind” – Steven Covey
- Know and understand your customer
- Plot your milestones and CSFs
- Make them do-able and compelling
- Motivate the workforce
- The programme plan will be fluid
- No 'standard' route - “Adopt, Adapt, Improve
- *Failing to plan is planning to fail*
- *Wisdom is knowing what to do next; virtue is doing it*

Where are you now?

Infrastructure
drives
services



Services
drive
infrastructure

Best Effort



Agreed
targets/
certainty

● Defining your services

- Helps ensure you are where you want to be on the continuum
- Helps ensure commitments are consistently kept
- Helps you say with confidence, in moments of truth, “Yes we can do it, and this is what it will cost”

What do you need to implement ITSM?

- The ITIL framework
- You will need a plan
- You will need to prioritise
- You will need processes
- You will need organised & skilled people
- You will need to define a “Roadmap for improvement” [RoadMap1.pdf](#)

Essential ingredients for success

- Senior Management buy-in and all staff buy-in
- Communication with IT staff, customers and suppliers and partners
- Plan the deliverables & celebrations
- Urgency
- Have a vision and communicate the vision
- Empowering others
- Planning for and creating short term wins
- Consolidating improvements and producing more change
- Institutionalising new approaches

Summary

- Implementing Service Management is about assessing what needs to be done and then producing a plan to do it
 - The main driver will come from the business needs and priorities
- Organisations must address the management of IT Services not just the Management of technology
- Should I use ITIL?
 - I can't think of any reason why not but adapted to your requirements
- Think about People and Process before investing in technology
- Ensure IT is enabling the business to improve
- I cannot say whether things will get better if we change; what I can say is they must change if they are to get better

Q&A

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