ПЛАНЕТА
ITSM
от проторенных дорог -
к новым горизонтам!

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СООБЩЕСТВО ПРОФЕССИОНАЛОВ ITSM

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Shifting from technology-focused IT to business-focused IT

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Questions from Eli Goldratt's Theory of Constraints

- What to change?
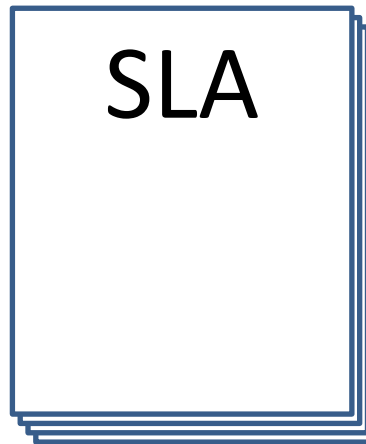
- What to change to?

- How to make the change happen?

Most IT departments focus on the technology

- Somebody has to manage the technology

- That's what IT people are good at

BUT

- IT has largely become commoditised

- We still don't really "align with the business"

- Customers want more than just meeting an SLA

- Customers have many more choices
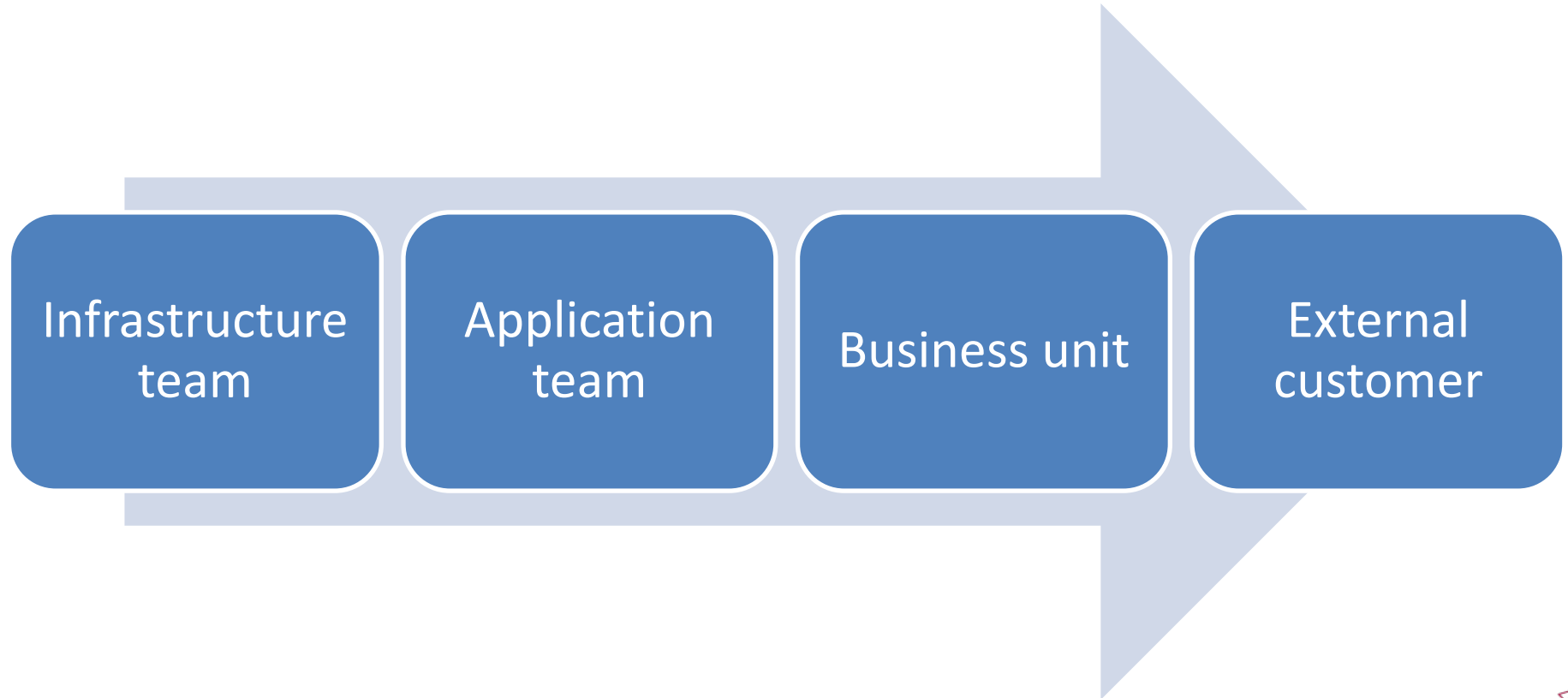
SLA

Find your competitive advantage

- Focus on value
- Design for experience
- Collaborate
- Be transparent

- Start where you are
- Work holistically
- Progress iteratively
- Observe directly
- Keep it simple

What to change to?

Infrastructure team

Application team

Business unit

External customer

How to make the change happen?

Lots of different approaches could help:

- Lean
- ITIL service portfolio management
- ITIL CSI approach
- Run a customer workshop
- ToC ambitious target tree
- Take personal responsibility

Whatever approach you take you MUST involve customers in the planning and decision making

Lean

- Focus on customer value creation

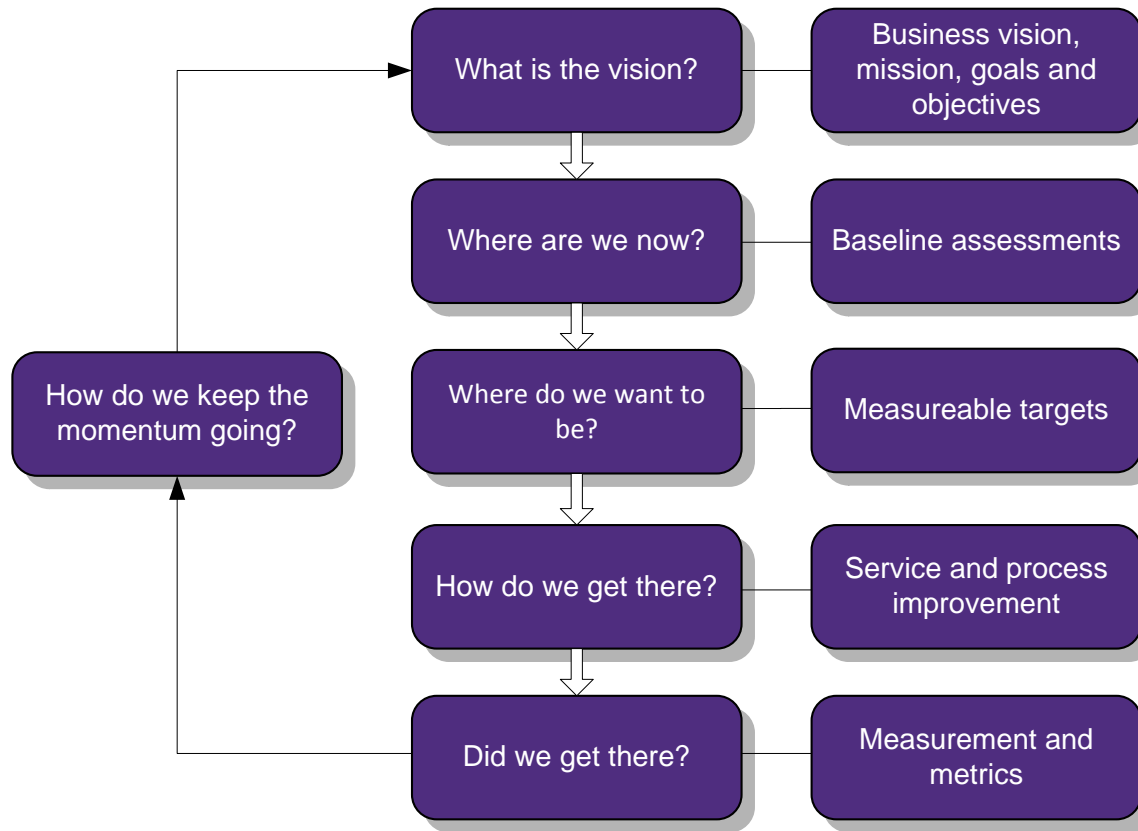- Map the end-to-end value chain

- Eliminate non-value-add activities

ITIL service portfolio management

- Understand services in terms of their cost & value
- Mange the lifecycle of every service
- Plan the future of every service
  - ***Retain**: includes maintenance and upgrades into the future*
  - ***Replace**: Service is not fit for purpose, but the functionality it should provide is really needed*
  - ***Rationalize**: Multiple services offering duplicate and overlapping functionality*
  - ***Refactor**: Move common functionality into reusable components, e.g. user authentication*
  - ***Renew**: Service meets functional needs but is not fit for use, needs technical refresh*
  - ***Retire**: Service no longer meets a business need e.g. Zombie services*

How to make the change happen?
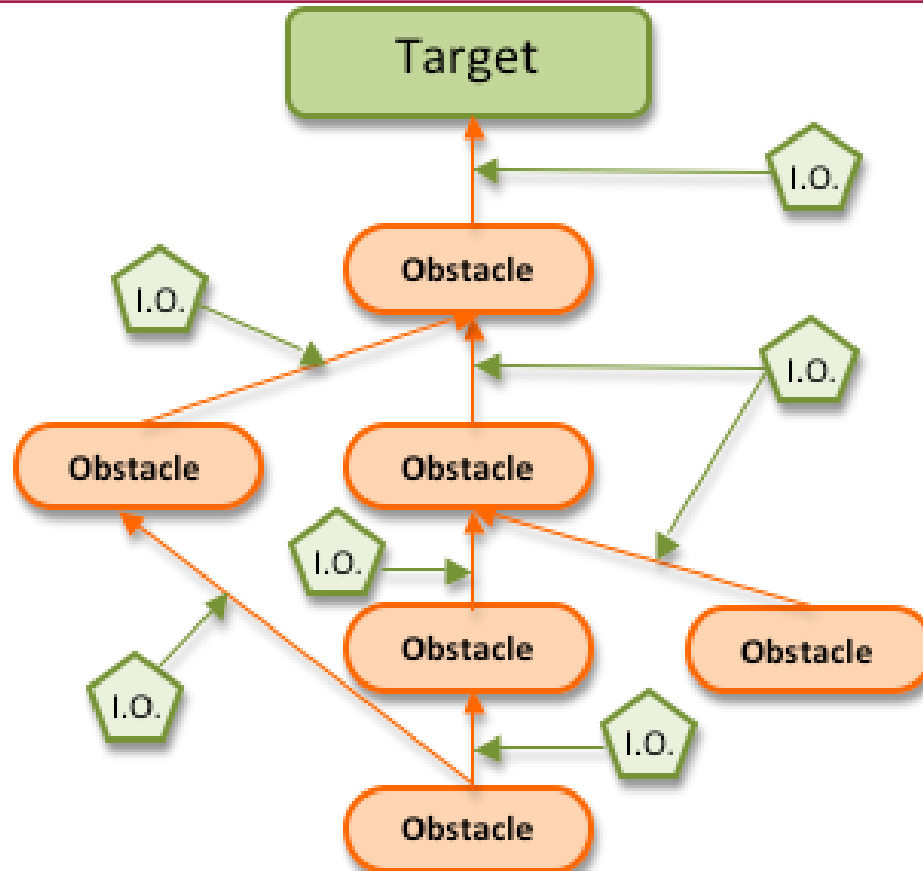
ITIL CSI approach

What is the vision?	Business vision, mission, goals and objectives
Where are we now?	Baseline assessments
Where do we want to be?	Measureable targets
How do we get there?	Service and process improvement
Did we get there?	Measurement and metrics

How do we keep the momentum going?

How to make the change happen?

Run a workshop with your customers

ToC ambitious target tree

Take personal responsibility

- Customers have real choices
  - *And they want much more than just meeting an SLA*

- Talk to your customers about what THEY do
  - *Align your services with customer value, NOT applications*

- Use the ITIL Practitioner guiding principles
  - *Focus on value*
  - *Design for experience*
  - *Collaborate*
  - *Be transparent*
  - *Start where you are*
  - *Work holistically*
  - *Progress iteratively*
  - *Observe directly*
  - *Keep it simple*

- Use an approach that works for your culture

Thank you

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