

Lucid IT

# Service Management & ITIL

David Favelle  
Principal Consultant and Director



# Overview

- IT Service Management
- ITSM Maturity Path
- ITIL as an ITSM Enabler
- How to do it well
- What's happening in ITSM around the industry

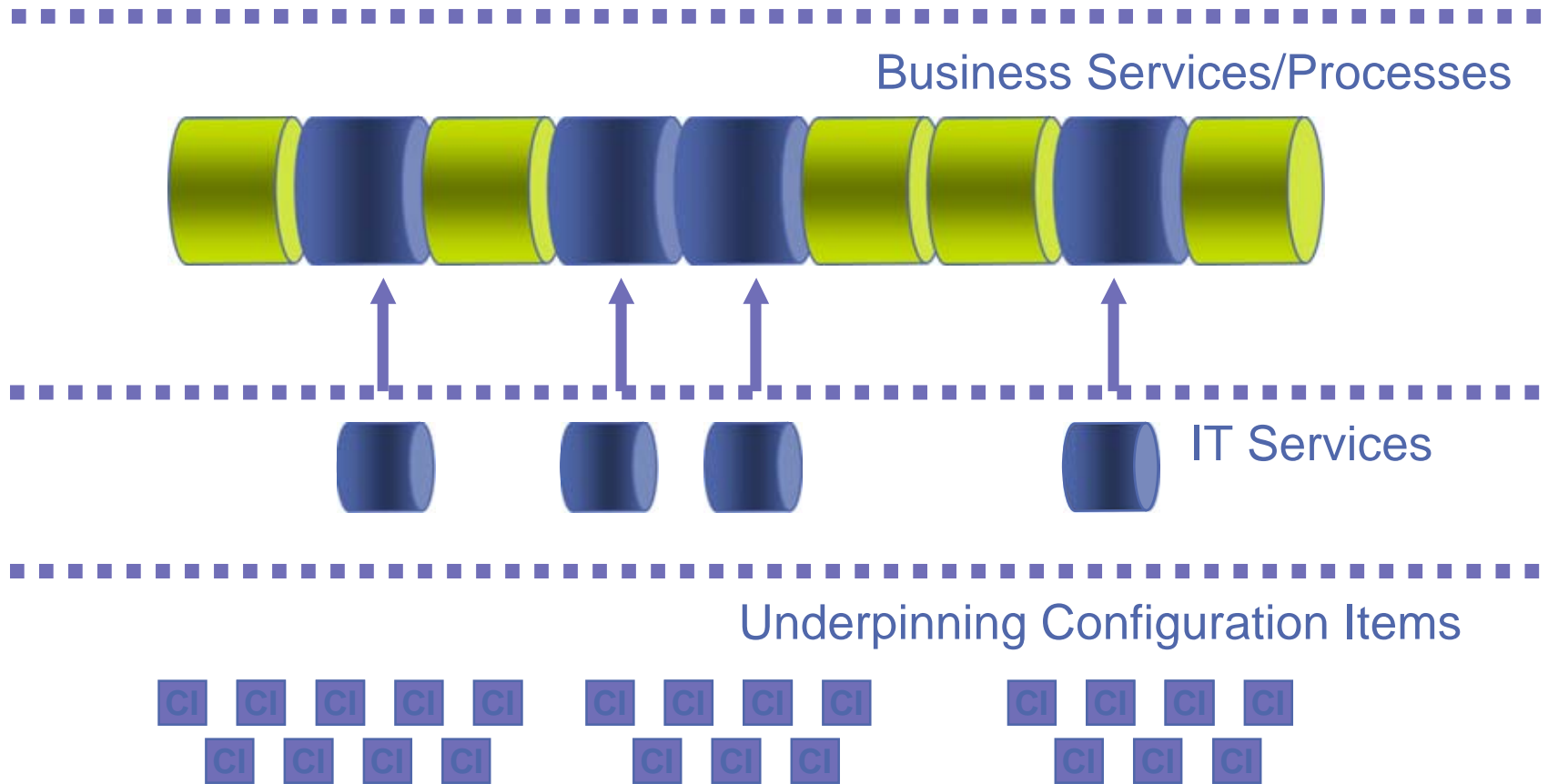


## Why should I care about ITSM?

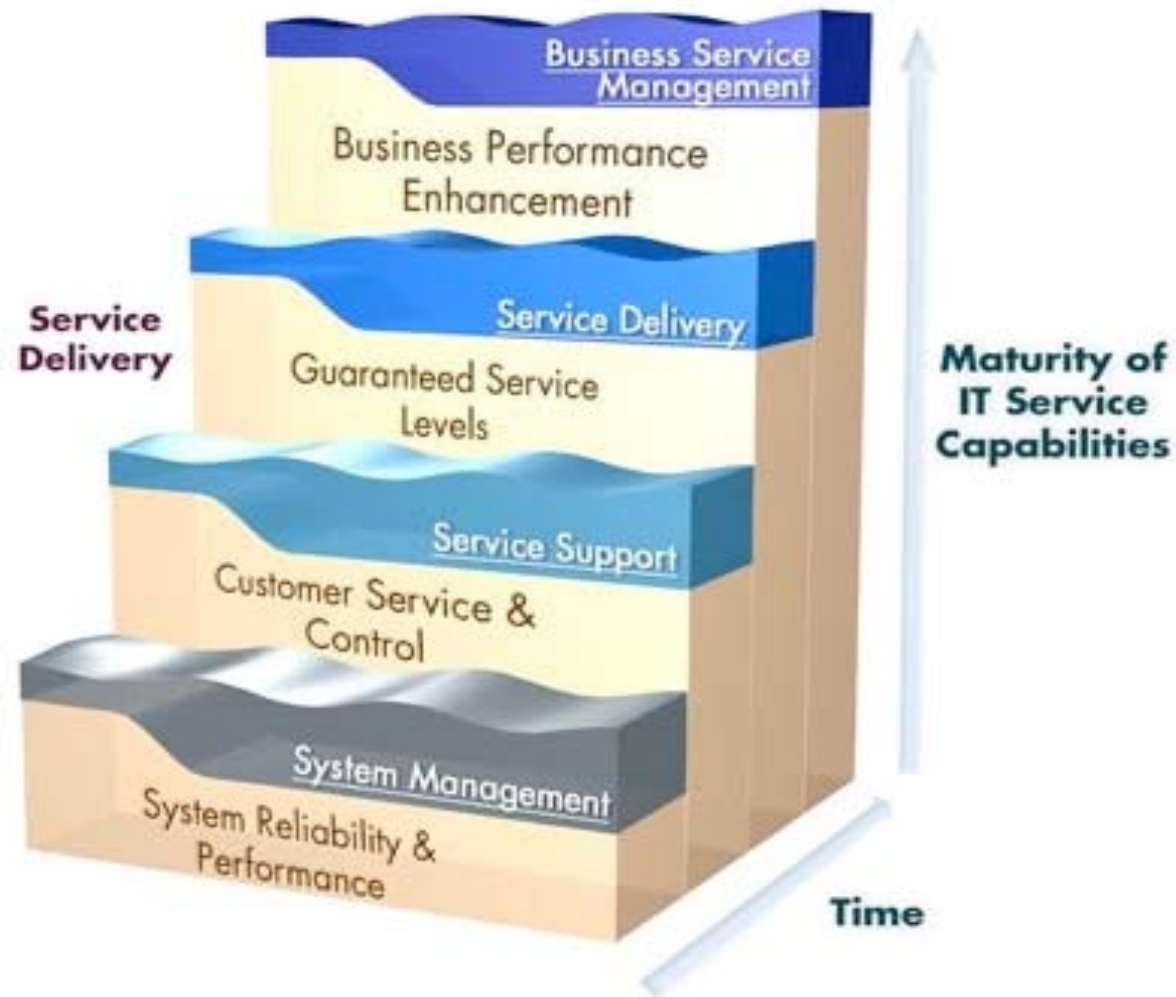
- Your business needs you to
  - Not in so many words....
- It is here to stay.
- It's how the *value* of IT is delivered



# At the heart of Business productivity is IT Service Management



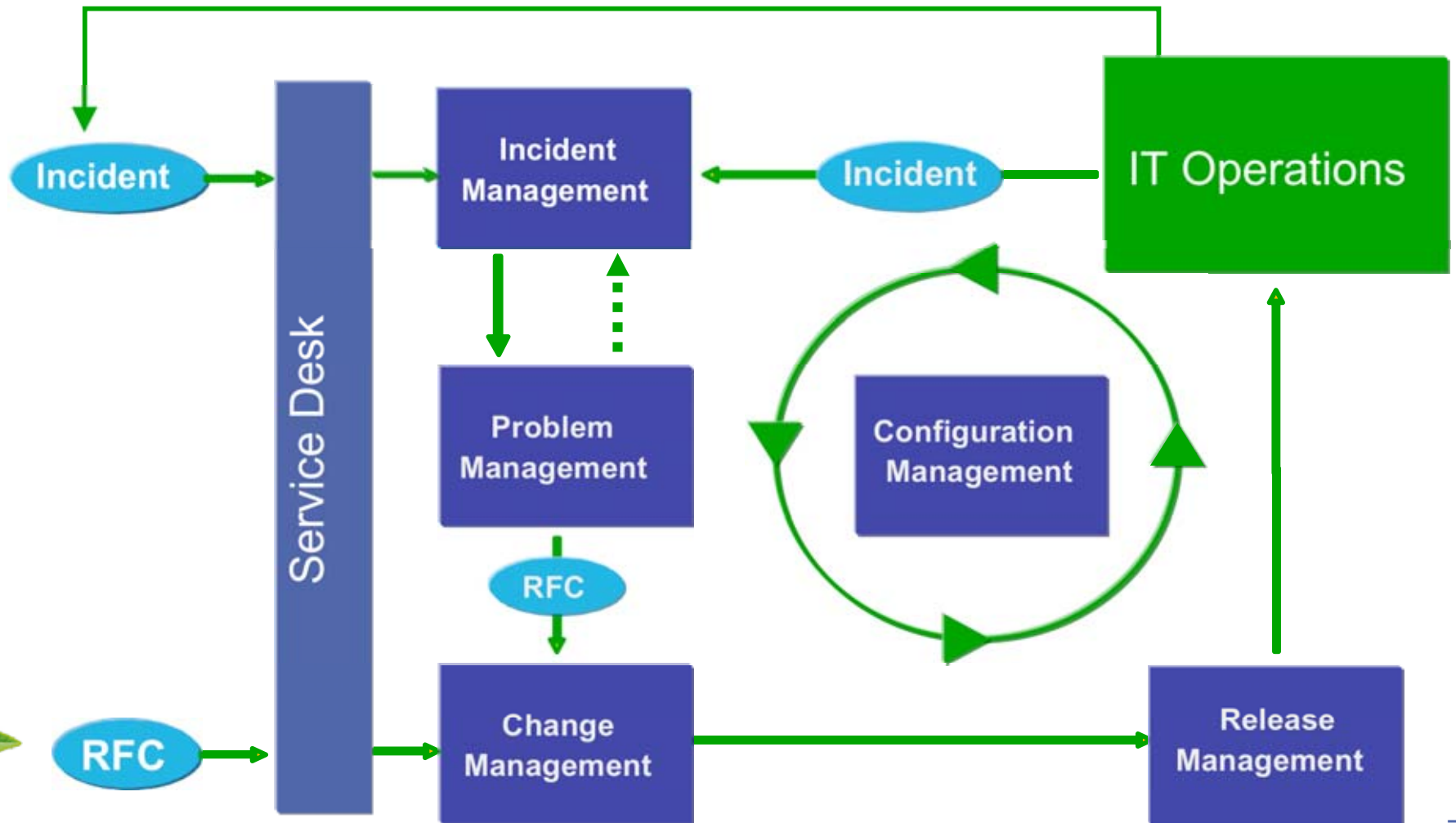
# Service Management Maturity Path



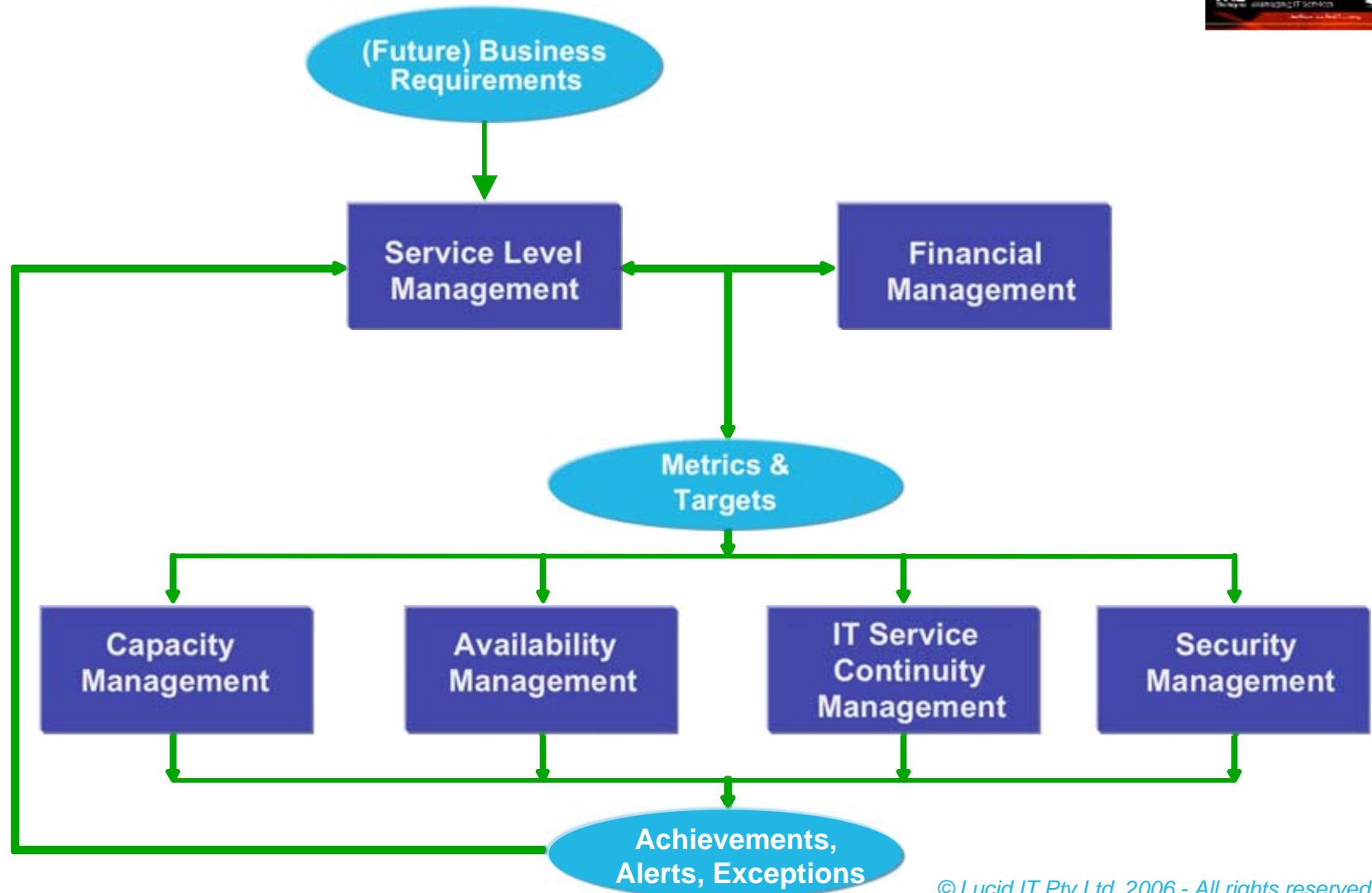
# Dimensions for Successful ITSM



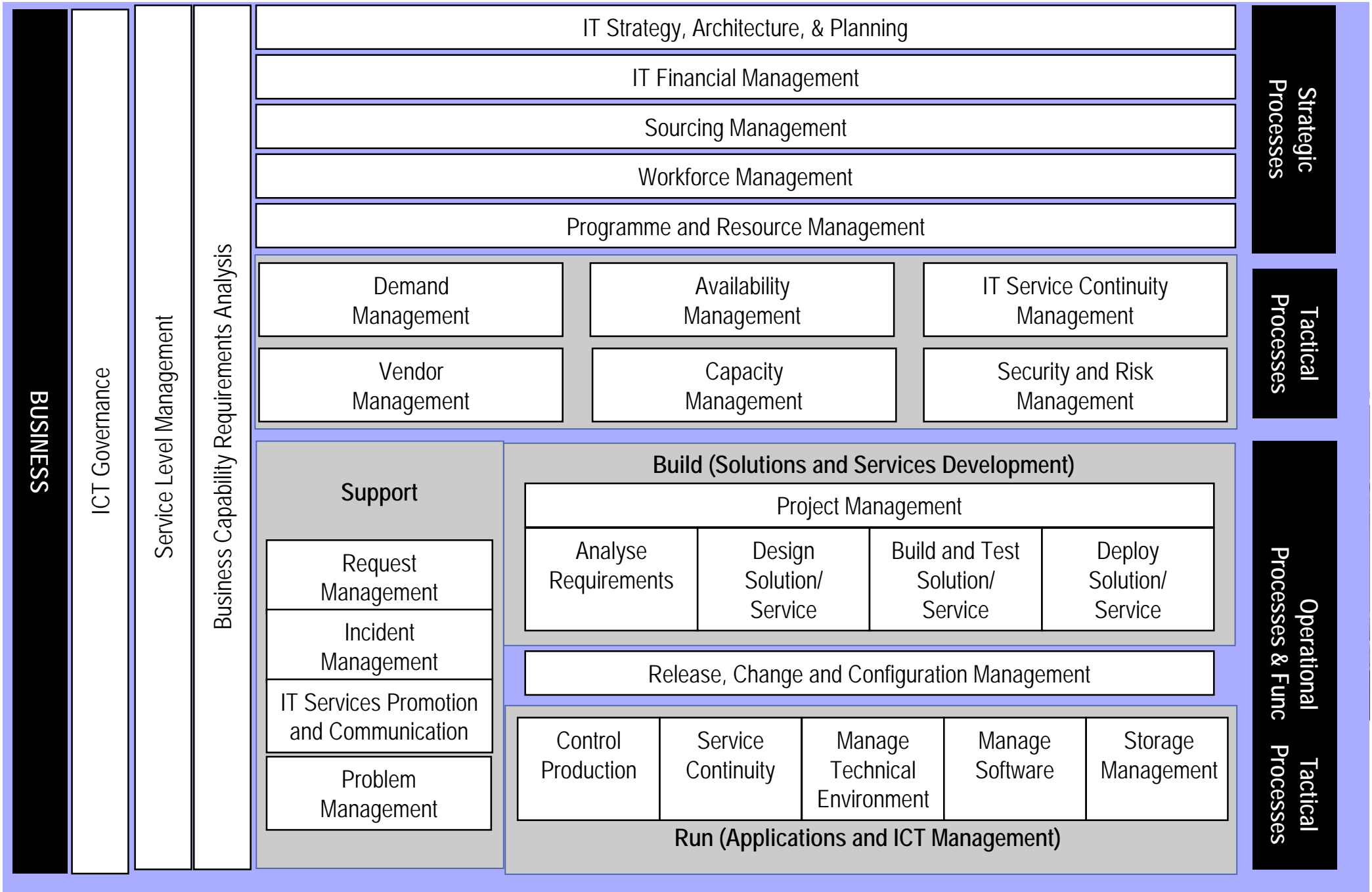
# Service Support Components



# Service Delivery Components



# Information Technology Management Framework

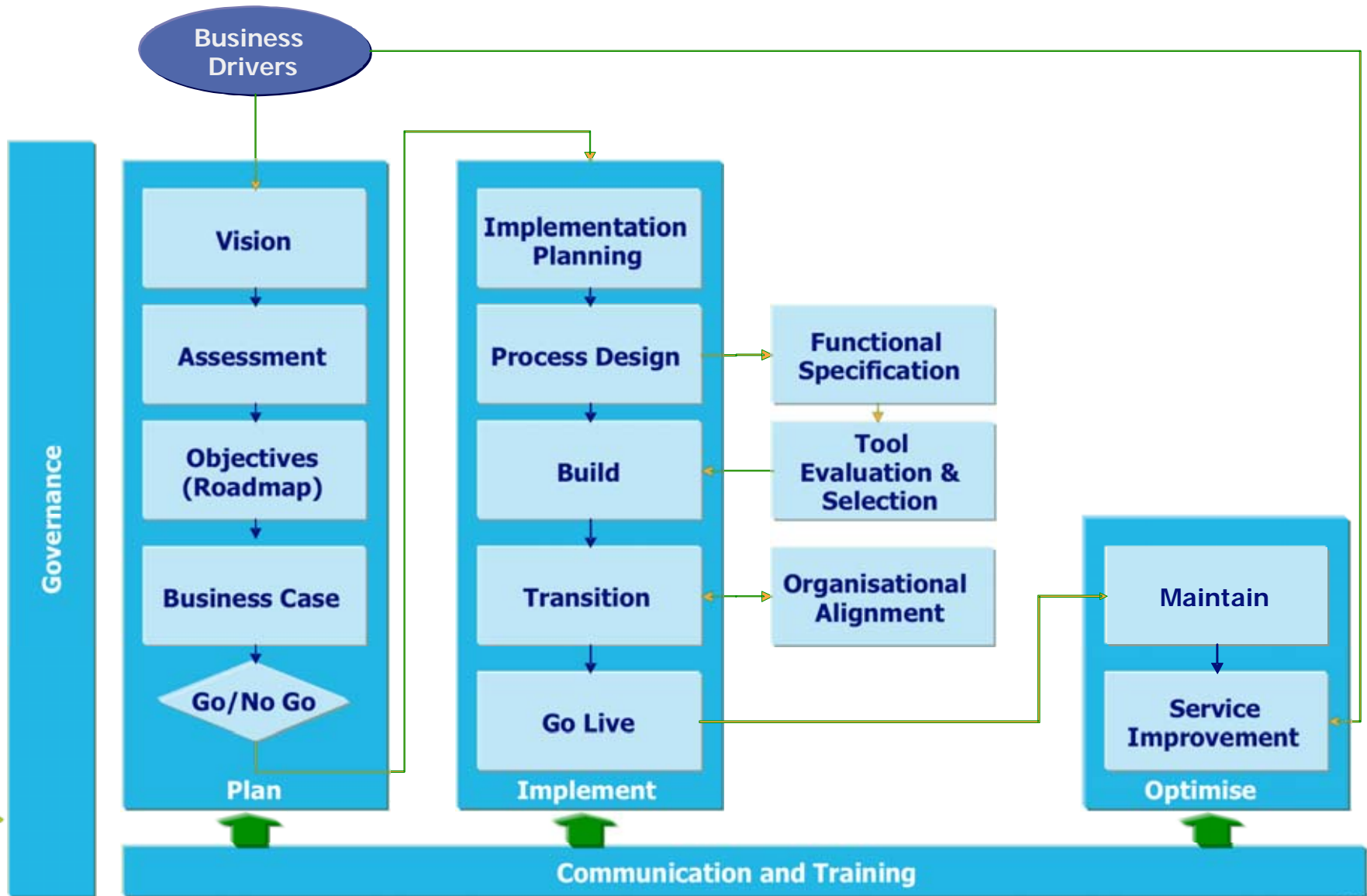


# Practical Issues

- Implementing *ITIL* is a recipe for .....
- Think of IT Service Management as a “framework”
- ‘Cherry pick’ from ITIL to solve your ITSM problems
- Use ITIL training and workshops to create a shared language internally and with your vendors
- Align tool sets to *your* processes
- Focus on:
  - Aligning processes to business needs and IT structure
  - Using processes to derive business benefits rather than serving themselves



# Implementation Framework



# IT Service Management Benefits

- Clarity between Customer and Supplier
- Ability to justify and align costs of IT services
- Ability to absorb change and complexity with minimal impact, improved 'time to market'
- Increased service availability through reducing number and impact of incidents
- 'Actionable' intelligence to support decision making
- Measurable, repeatable processes providing predictable outcomes for customers

= IMPROVE THE VALUE OF IT

# Success Factors

- Dealing with the people dimension
  - Finding the right process owners
  - Dealing with resistance
  - KPIs that drive the right behaviour
- Ongoing management commitment and participation
- Governance structure
- Process reporting and management action
- Alignment of vendors



# What is happening in ITSM?

- All large enterprises are headed in this direction
  - Why is this so...
- Being used in large outsourcing deals as well as in multi-sourced contexts
  - Aligning the service chain
  - When bringing services back in
  - Market testing
- It is also driving structural alignment
  - Customer facing organisations
- Legitimised through the ISO20000 ITSM standard
- ITIL 3.0 is adopting a Service Life Cycle approach
  - Watch this space...

