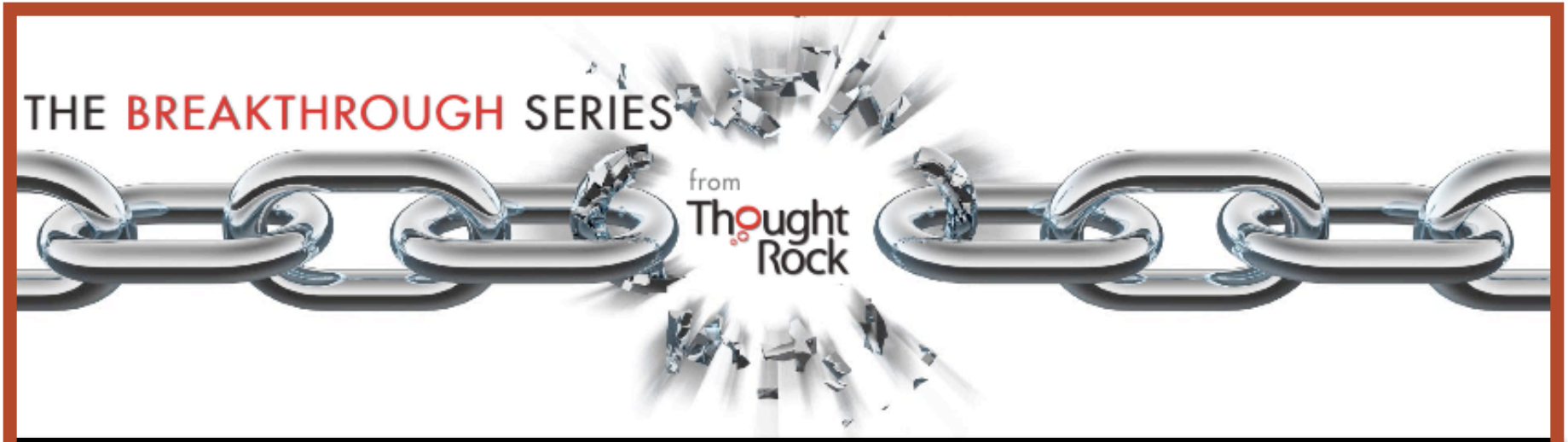



# The Presentation Will Begin At 12PM EST

**Peter Lijnse**
CEO
Service Management Art.

## 12.5 Recommendations to Ensure your IT Service Management Program Succeeds

What do YOU need to do to succeed in YOUR IT Management Improvement project?
These 12.5 simple and proven recommendations will guarantee your success. In the presentation we will discuss the 6 Ps –

**Purpose Process People Product Partner Performance**

– an extension of what ITIL describes. In each of these 6 Ps (focus areas) there are actions you need to take to make your improvement project a success. The recommendations are *simple* and *pragmatic*.
**YOU** just have to do them.

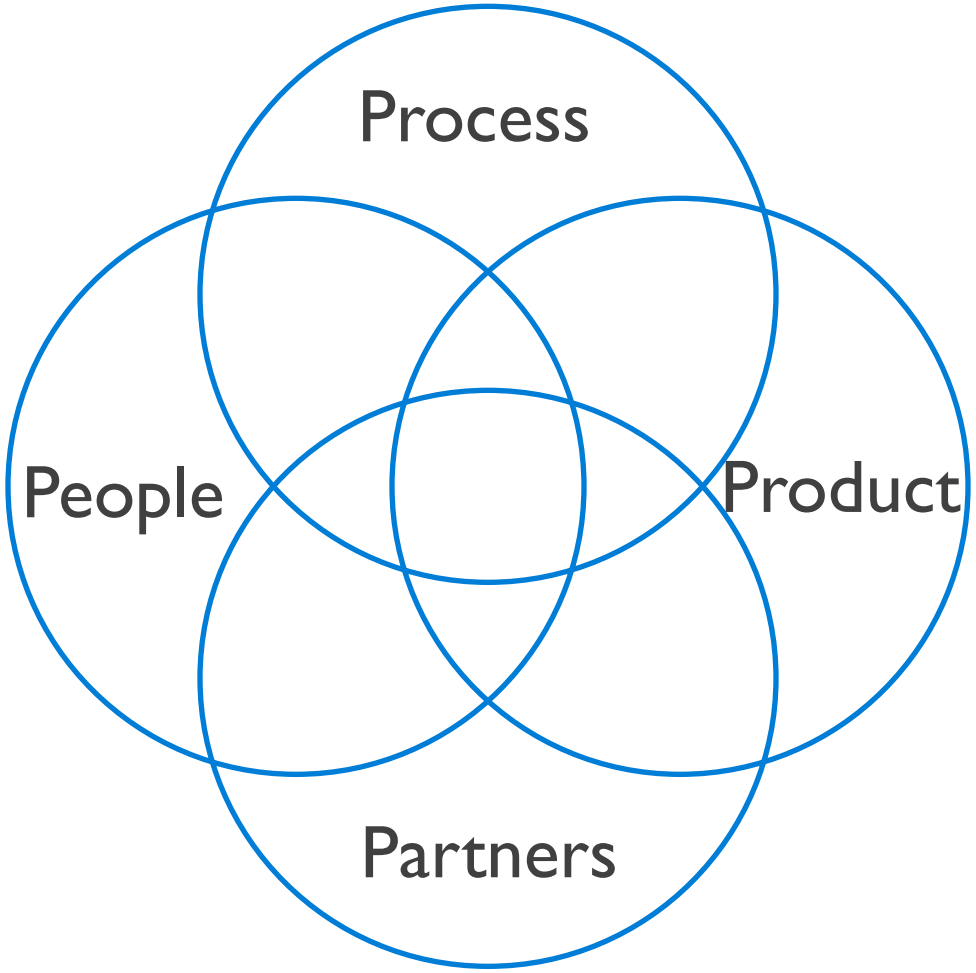
# 12.5 Recommendations

*to Ensure Your IT Service Management Program Succeeds.*

service management art

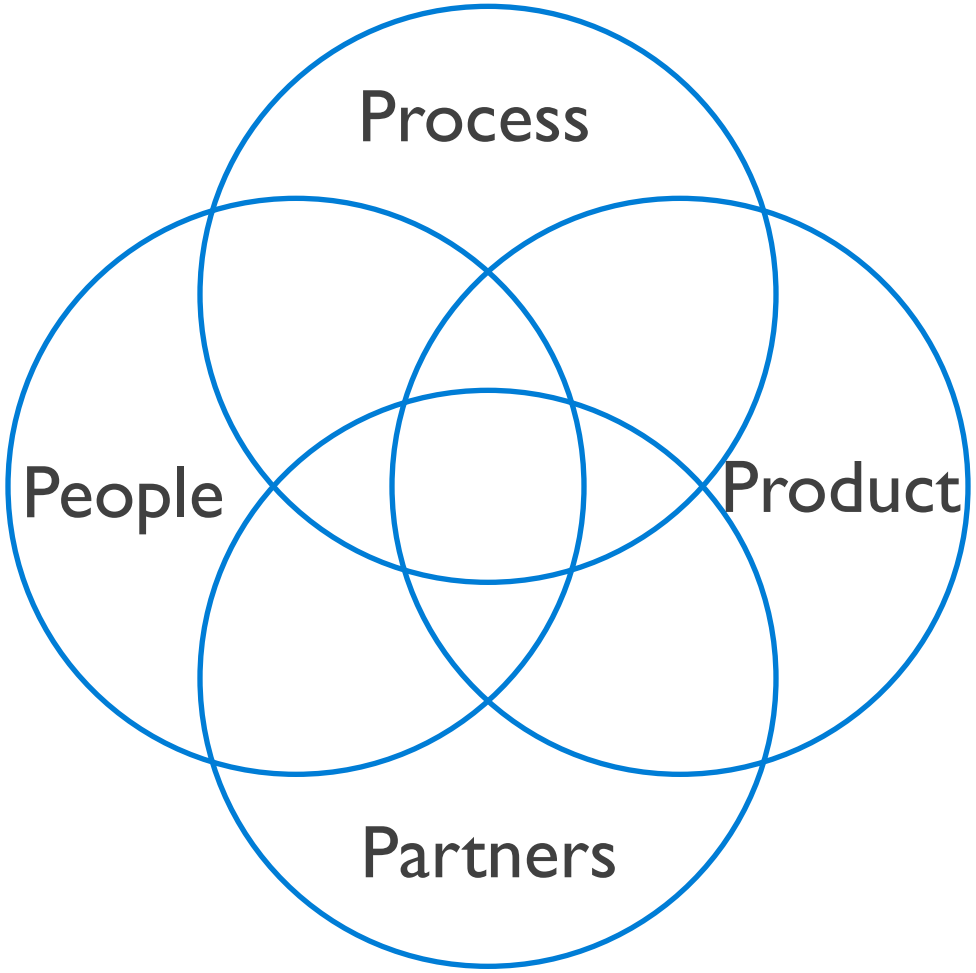
proven experience • proven tactics • proven success

# What are the 6 Ps?



# What are the 6 Ps?

Purpose

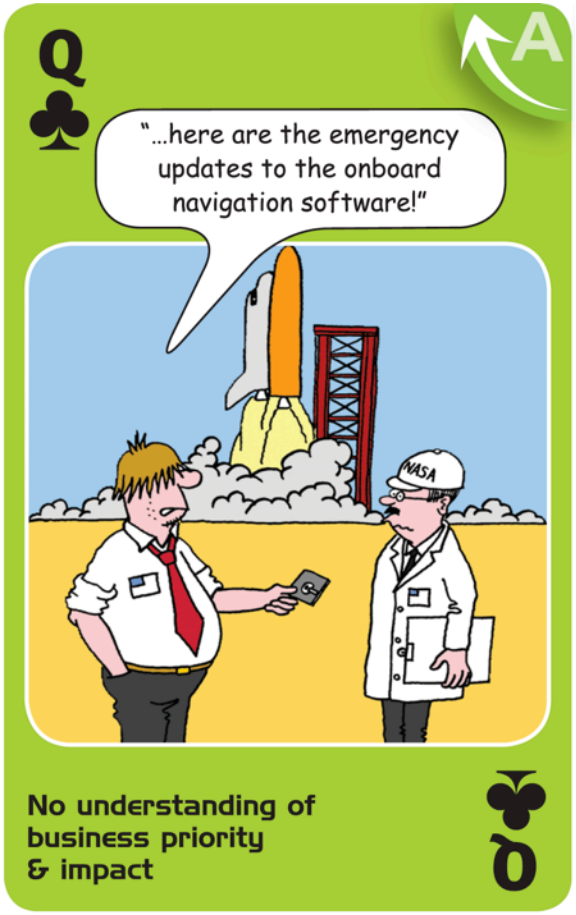



Performance

# What is a Service?

A service is a means of delivering value to customers by facilitating the outcomes that customers want to achieve without the ownership of specific costs and risks

# 1. Know your customer




VOCR

What are their requirements?

Have you actually talked to them?

Do you understand what they are doing?

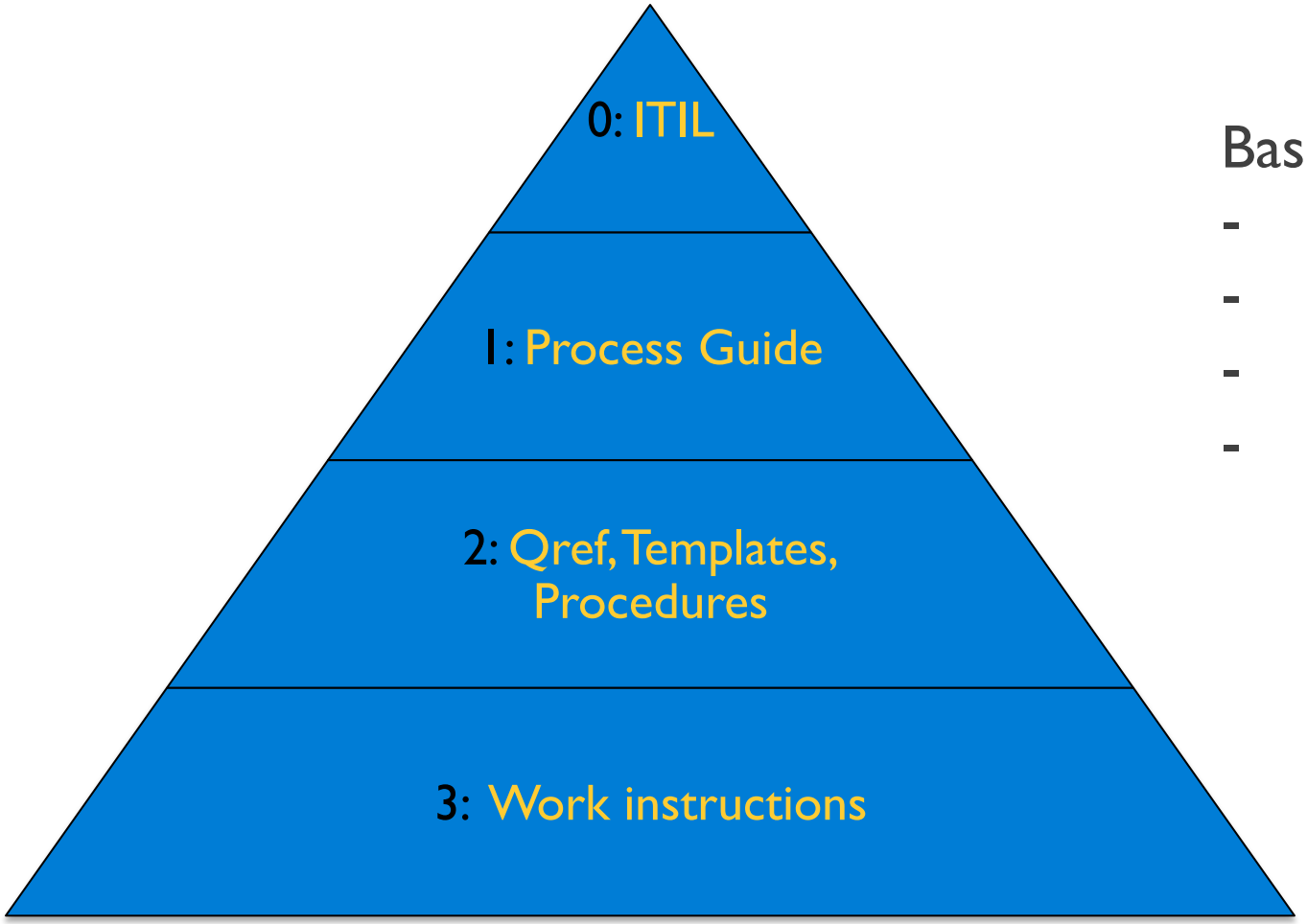
# 2. Define your ITSM Strategy based on VOCR

Define ITSM Roadmap

Focused on outcomes for customer

Define important components of processes

# 3. Develop just enough process




Based on:

- Culture
- Technology
- Skills
- VOCR

# 4. Process Design based on VOCR

Important processes

Important procedures

# 5. Clarify Roles and Responsibilities

Define Roles

Communicate Roles

Simulations

Sign off on roles

# 6. Define what (management) commitment means

Define Roles

Communicate Roles

Simulations

Sign off on roles

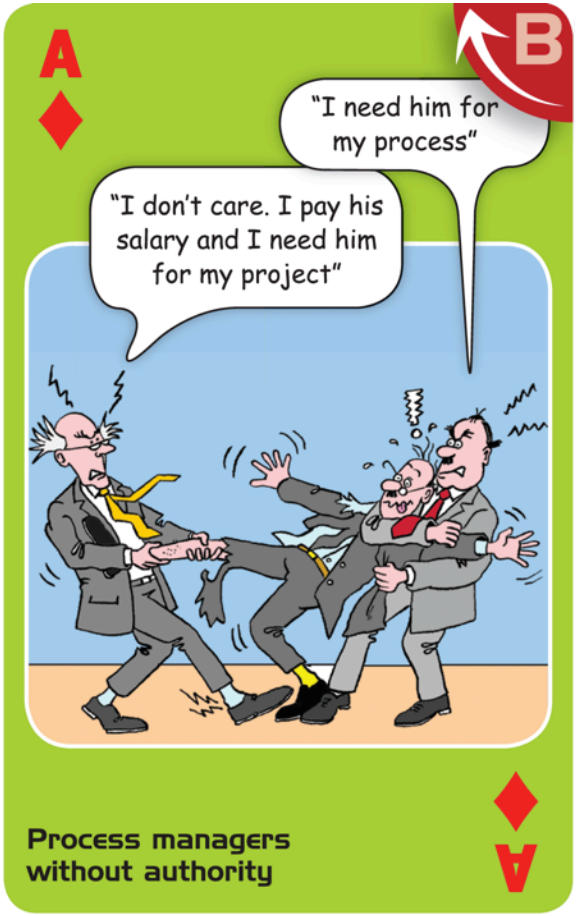
# 7. Define what IT (Management) Leadership means

*LEADERSHIP:*

1. *the position or function of a leader*
2. *ability to lead*
3. *an act or instance of leading; guidance; direction*

Accountability without Authority

Process vs Functions



# 8. Define, Develop and execute an education and training strategy

ITIL Education

ITIL Training

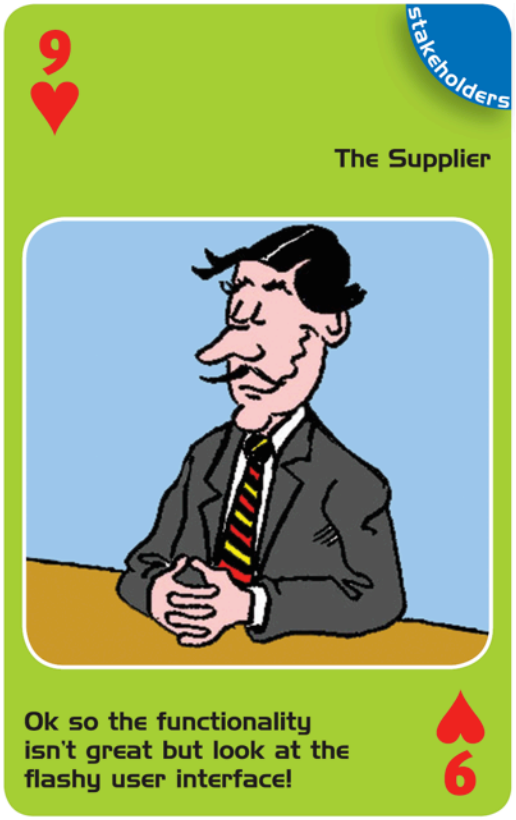
Experiential learning

Just in Time

# 9. Define and communicate clear accountabilities with your partners

ISO/IEC 20000

# 10. Define how your IT Management technologies support your requirements

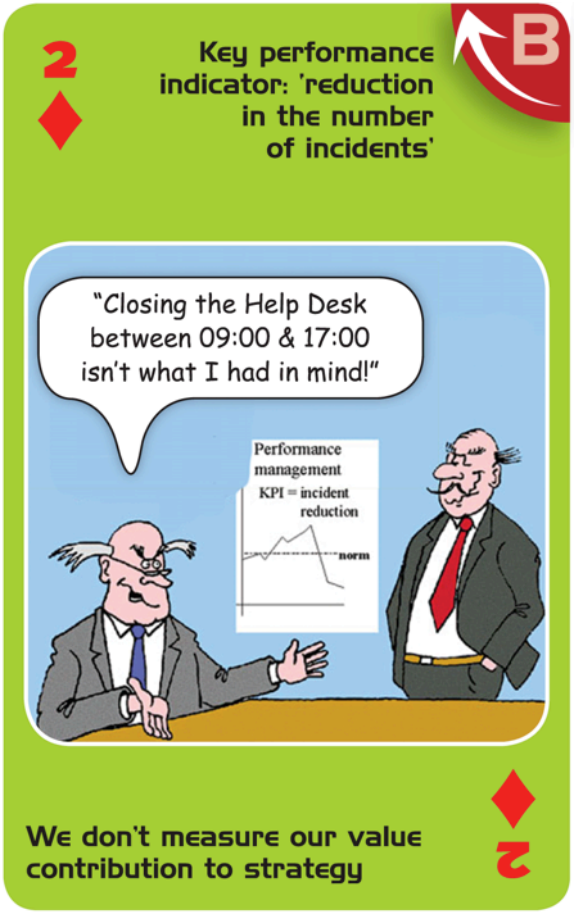



Define the requirements

Keep it simple

Simulations / walk throughs

# 11. Measure based on VOCR and the 4 Ps




Understand measures in each focus area

Develop Balanced Scorecard

# 12. Define what and how you are going to measure

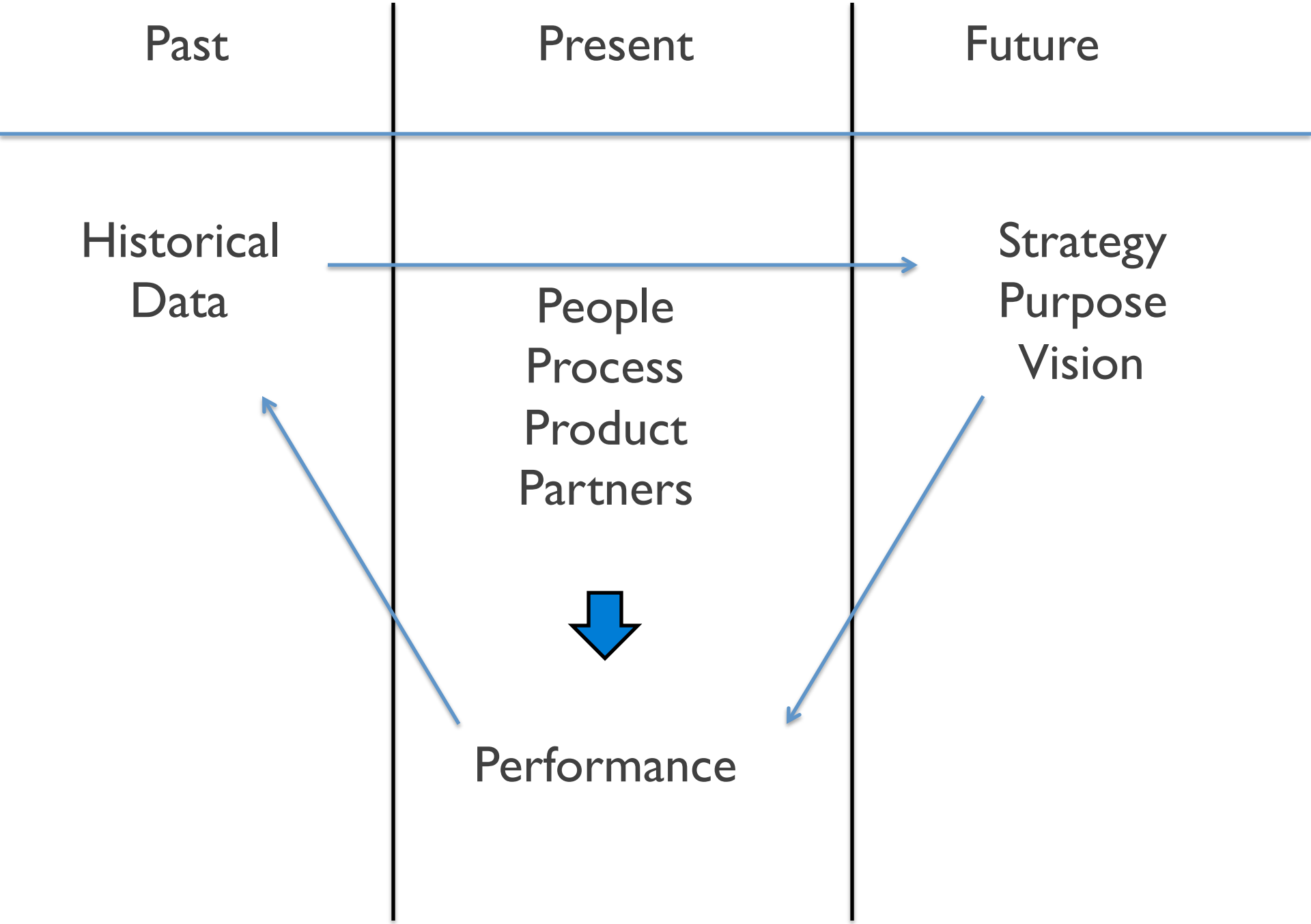
Goal: Improve quality of services
Goal Change Management:
Improve Stability / Improve responsiveness

Improve Stability:

Improve Responsiveness:

| Past | Present | Future |
| --- | --- | --- |
| Historical Data | People<br>Process<br>Product<br>Partners | Strategy<br>Purpose<br>Vision |

Performance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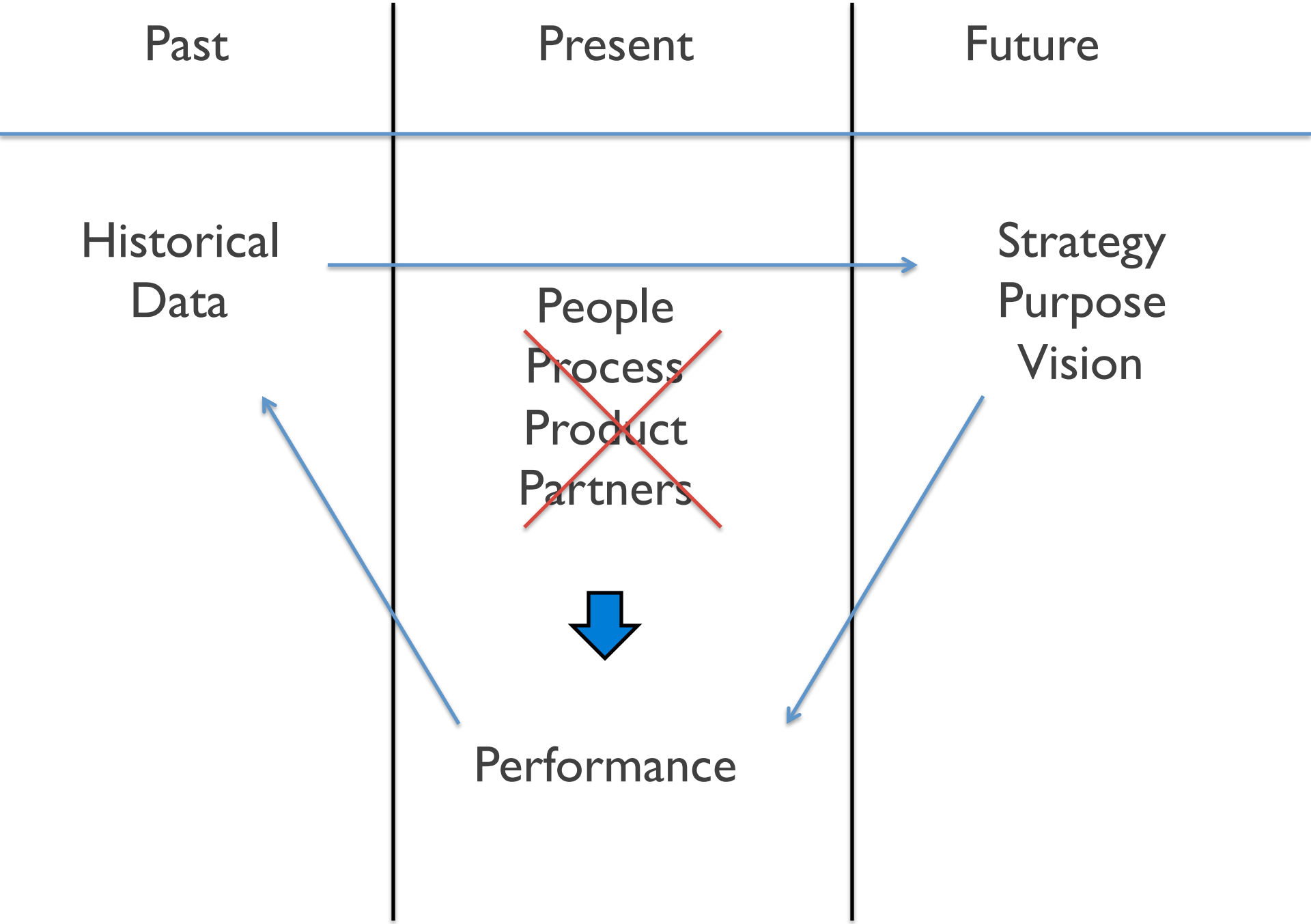
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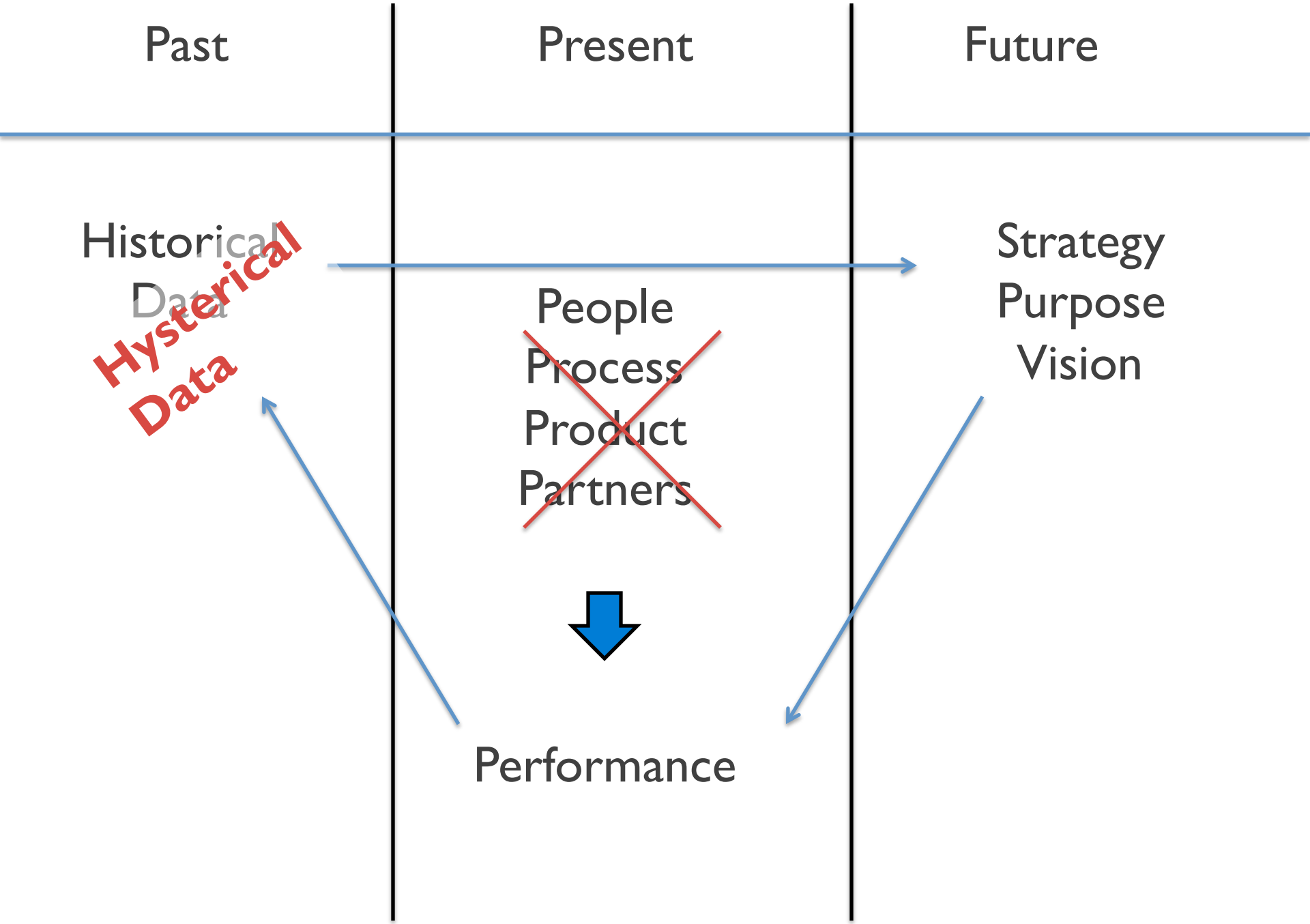
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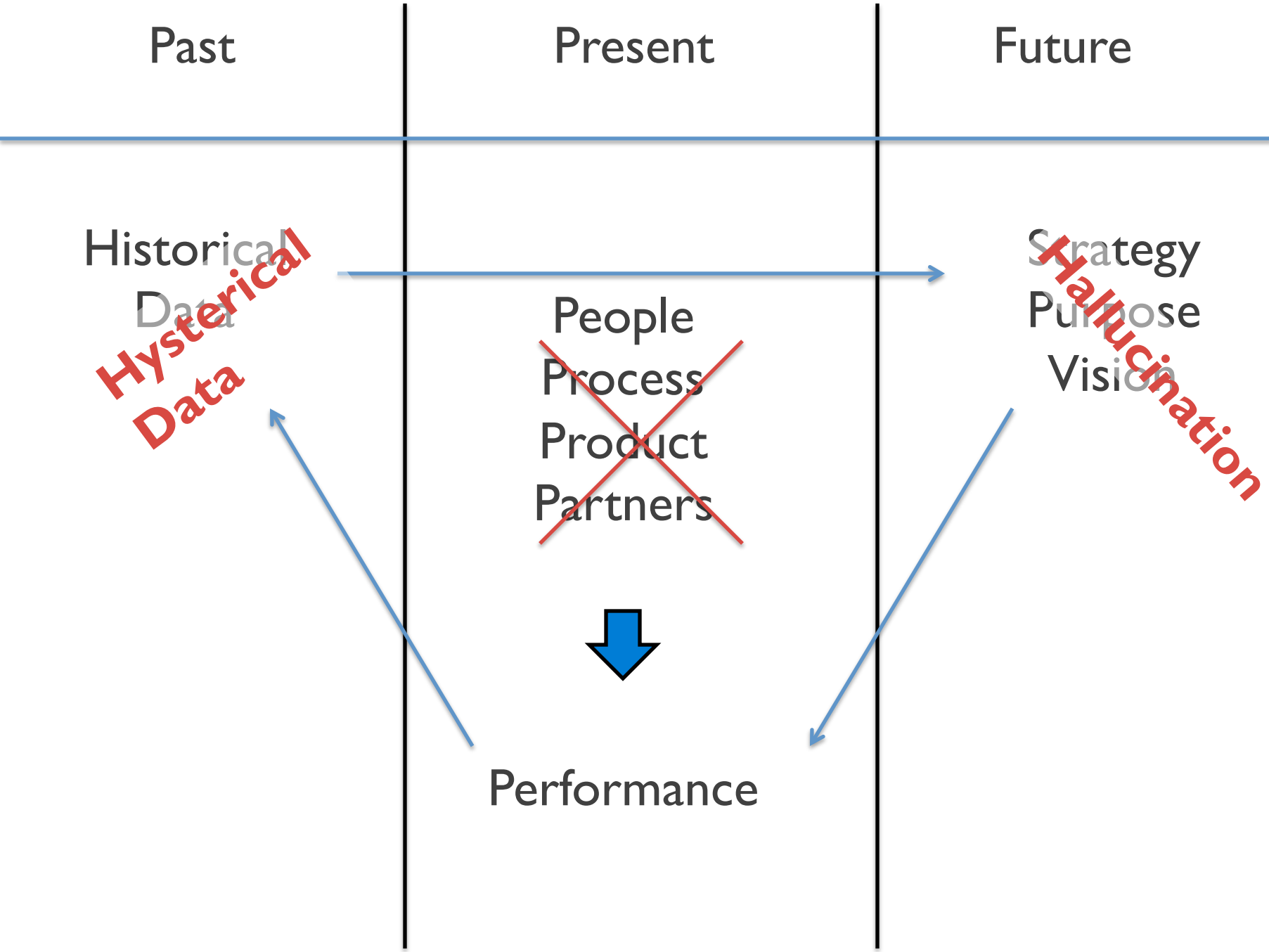
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Vision
Hallucination
Performance

# 12.5 Build an CSI approach

Get together

Review 4 Ps in structured approach

Review KPIs / metrics

Engage the business

Use facilitation to discuss changes

# What Are You Going To Do?

# Information

Managing Partner / Executive Consultant

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LinkedIn: Peter Lijnse

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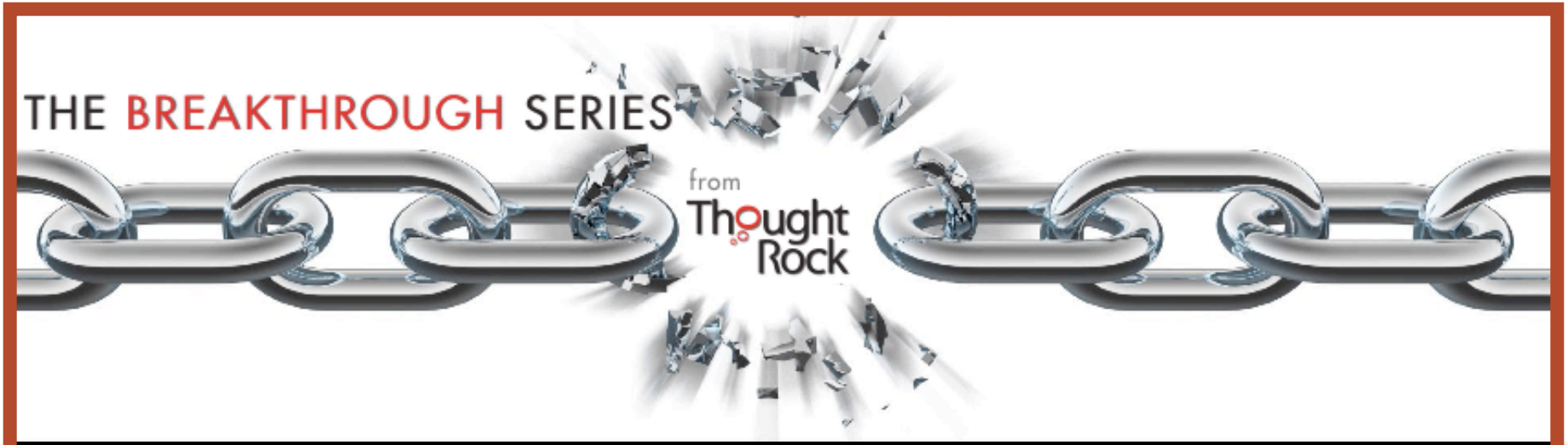
proven experience • proven tactics • proven success




**Join Us For Lunch Every Tuesday At 12PM!**

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