

ITIL: How Does it Impact Your Business?

Presented by John Towsley, Co-Founder of Thought Rock

You know ITIL makes sense within the IT department, but what about the rest of the organization? How does adopting ITIL impact other departments and the business overall? Join John Towsley, Co-Founder of Thought Rock and seasoned ITIL expert, as he answers these and other questions.

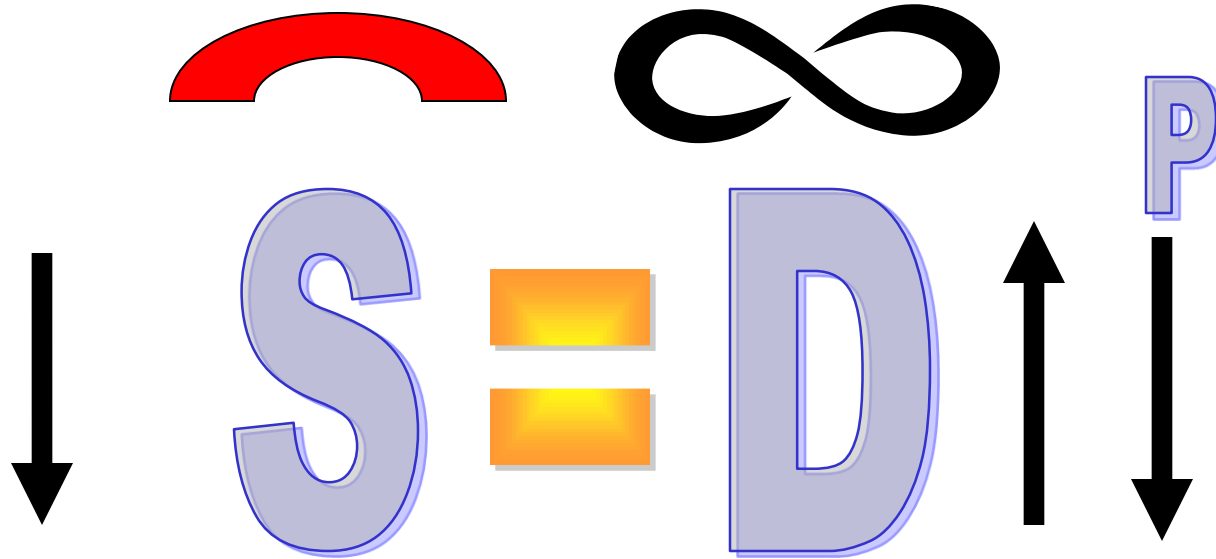
Key Learnings:

1. ITIL from a business manager's perspective
2. Processes and procedures where ITIL touches the business
3. Impacts from the places where ITIL processes touch the business



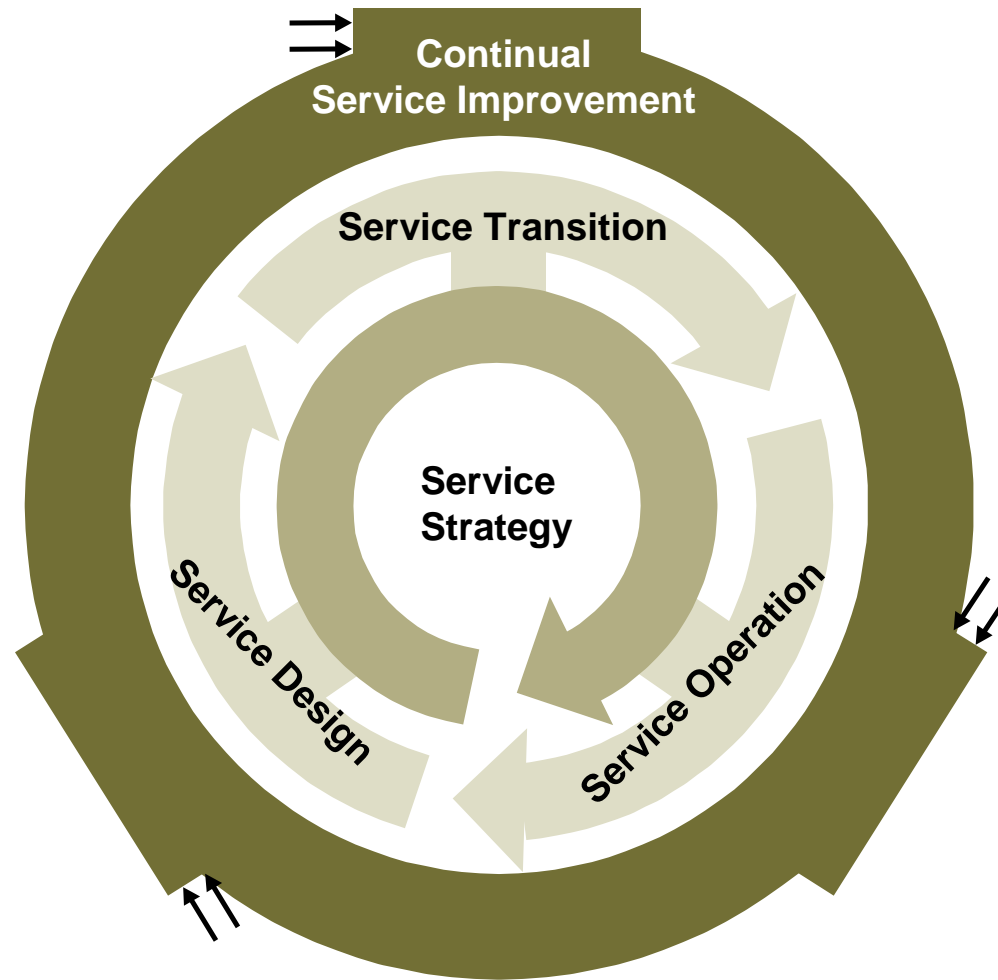
John Towsley
Co-Founder,
Thought Rock

Supply & Demand



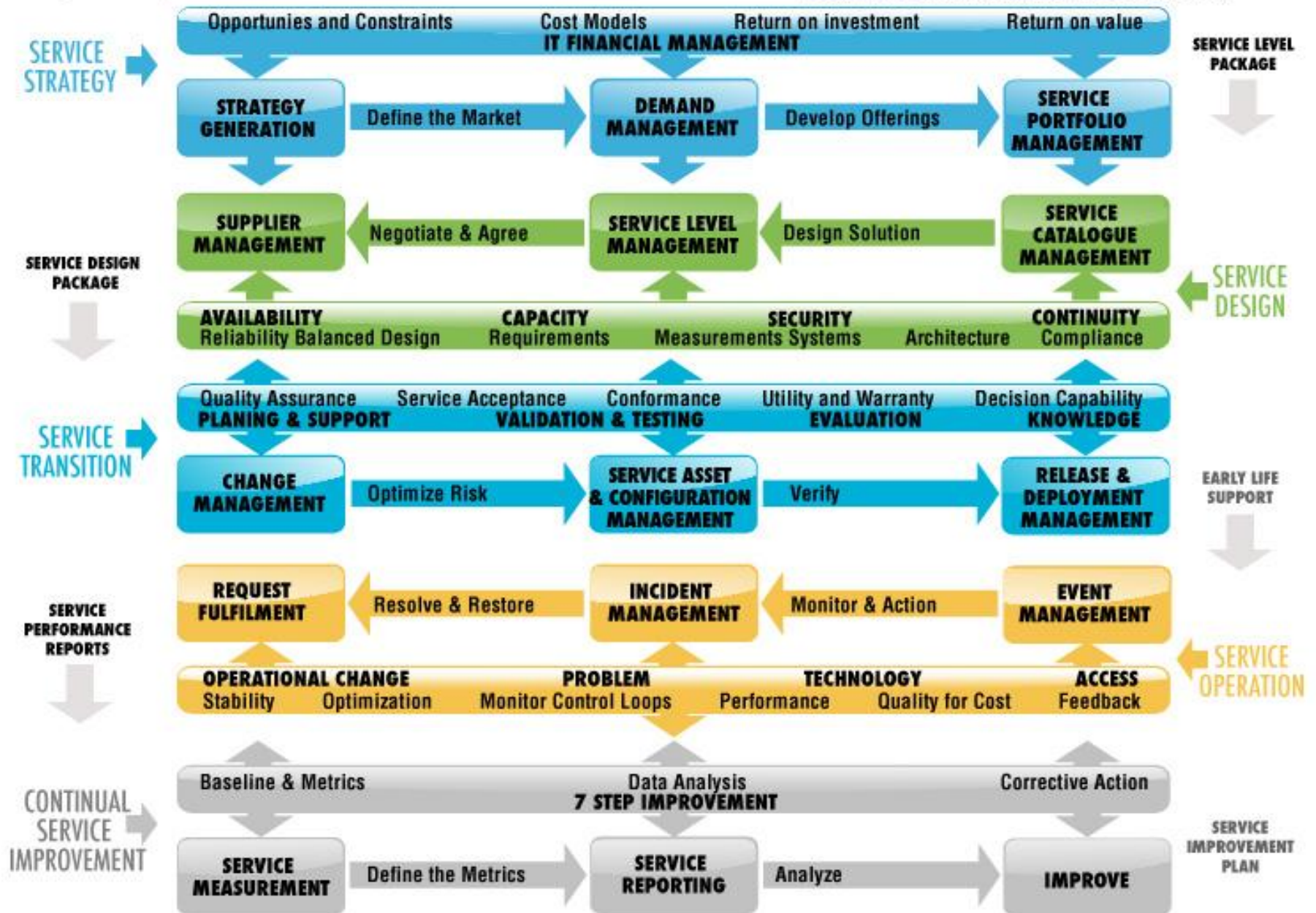
How Can ITIL Help?

Service Lifecycle



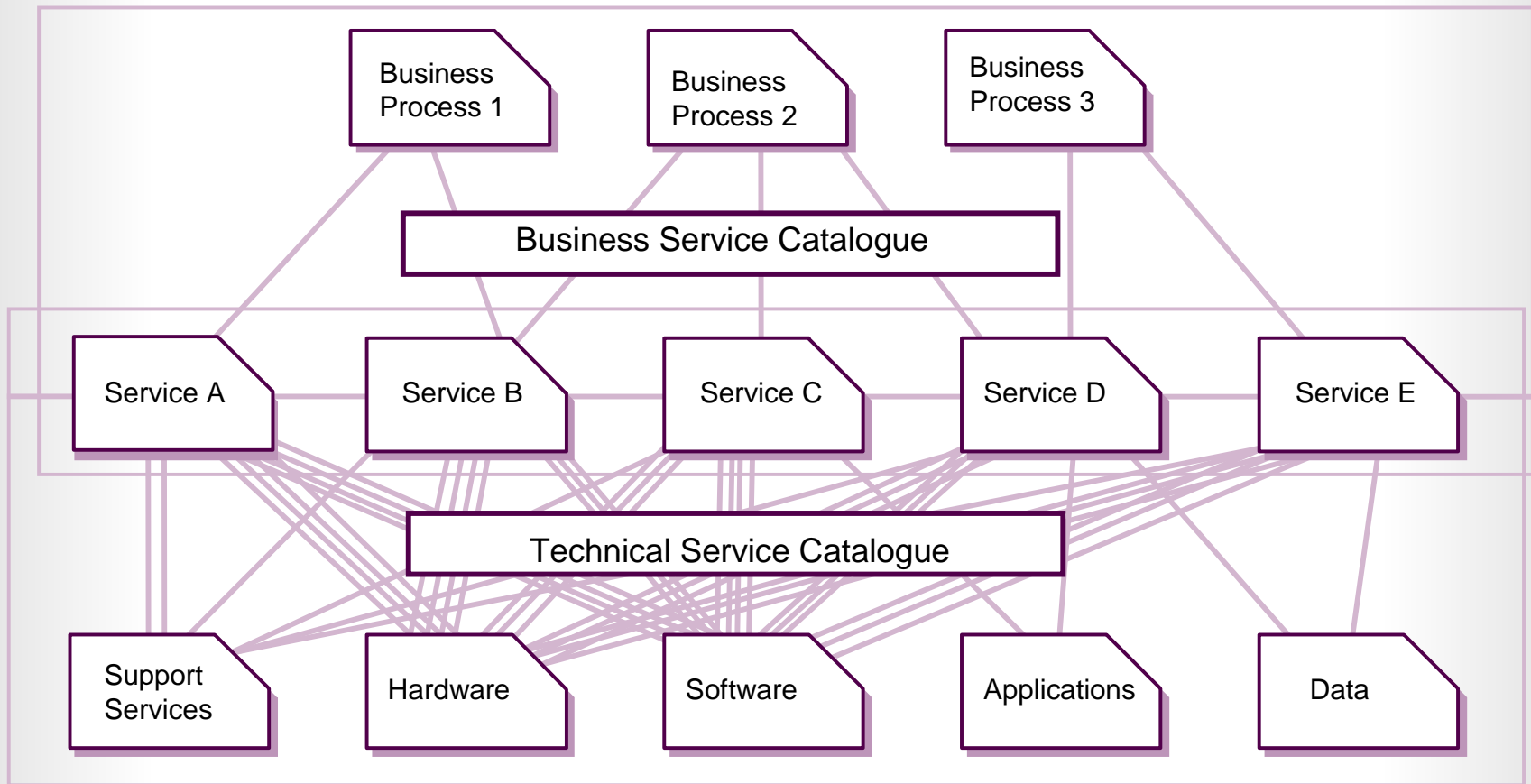
Integrated lifecycles elements flow

THE ITIL SERVICE MANAGEMENT MODEL

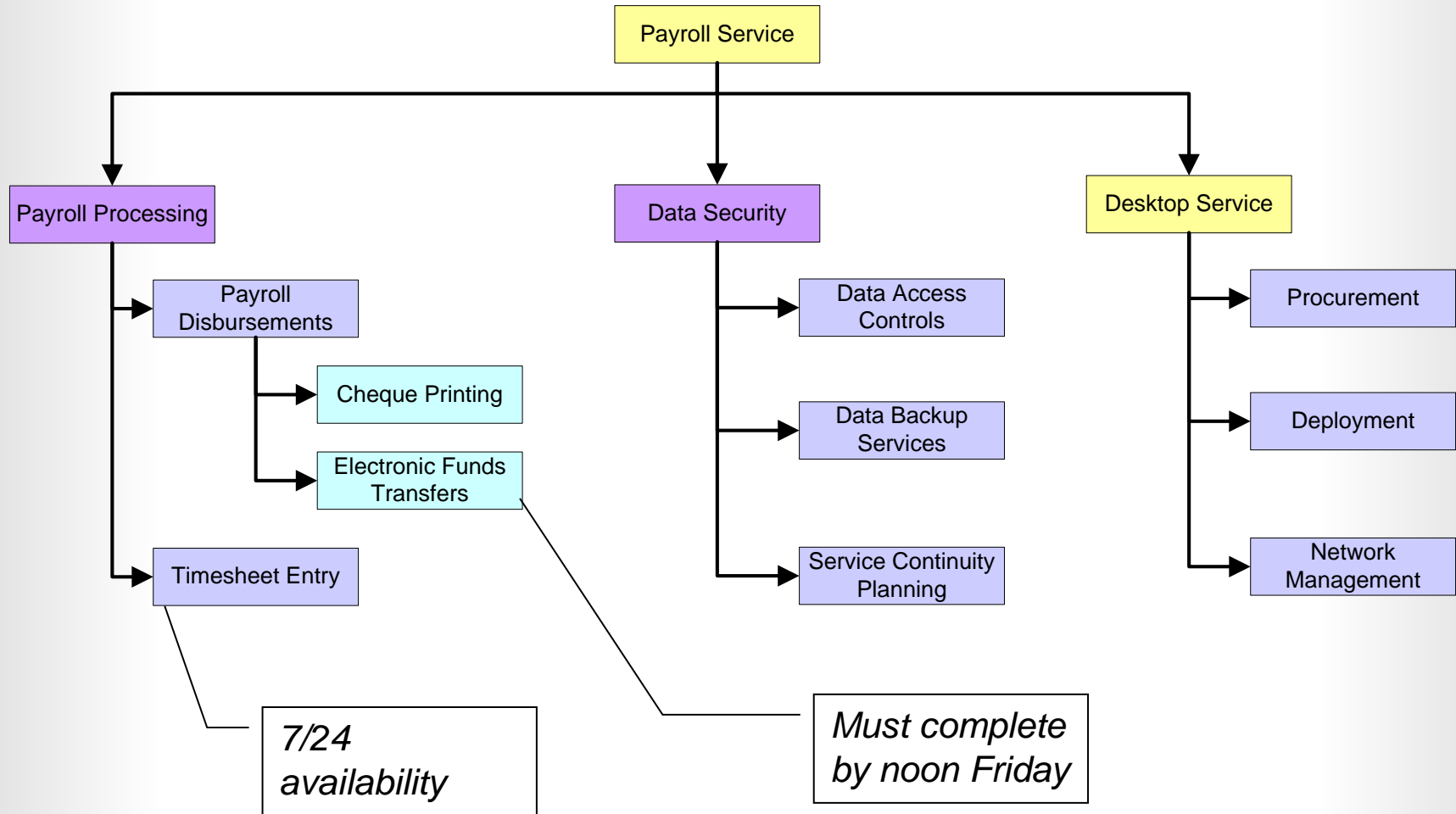


Service Catalog Views

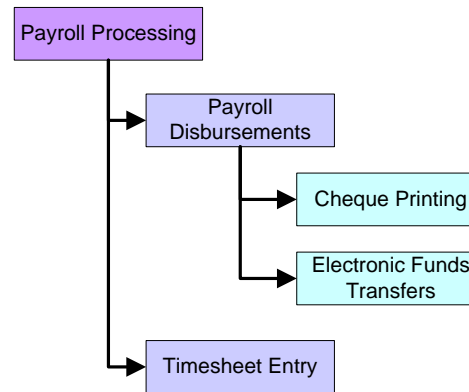
The Service Catalogue



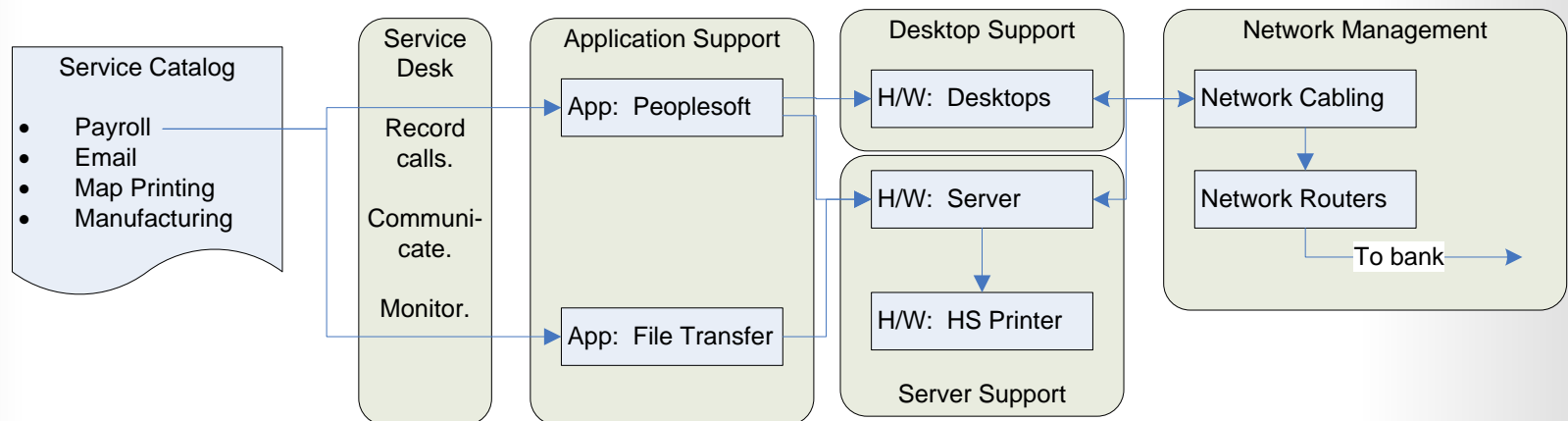
Payroll - Business Service



Payroll - Technical Service



Priorities



Metrics and KPI's

Process	Metrics	KPI
Service Catalogue/ SLM	# Services # SLA's	Service Level % Industry Benchmark <i>Business Impact</i> <i>- External Impacts</i> <i>Cost vs Industry</i>

Metrics and KPI's

Process	Metrics	KPI
Incident	# Incidents Answer Time Talk time Call Time FCR Escalations by Level Open / unresolved Calls by Classification	Cost per Call Staff / Desktops Staff / Service Customer Satisfaction Industry Benchmark <i>Customer Downtime</i> <i>Business Impact</i> <i>Cost vs Industry</i>

Metrics and KPI's

Process	Metrics	KPI
Change	# Changes # Successful Changes # Failed Changes Changes by class Cost per change Change cost per month	IT Initiated Changes Customer Initiated Customer Downtime Business Impact Positive / Negative

Metrics and KPI's

Process	Metrics	KPI
Problem	# Problems Problems by class Cost of Problem # Problems resolved by RCA / Changes	Problems / Service # IT Changes <i>Customer Downtime</i> <i>Business Impact</i>

What Have We Learned?

Identify Key Services Metrics

Review & Improve Processes to Support

- Incident, Change, Basic Config, SLM, SC

Select “Visible” Services for Tracking

Start with Manageable Scope

Demonstrate Value and Improvement

Automate

THANK YOU

Questions?

Comments?

Smart Remarks?



Thank You For Attending The Webcast!

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We'd Love To Hear From You!

Phone: 1.877.581.3942

Email: Info@ThoughtRock.com

