# How To Answer The Front Line's Question *"ITIL - What's in it For Them?"*

Thought Rock member Lisa Lemmons is on the program today talking about the real-life implementation challenges her team is facing at Presbyterian Healthcare Services.

Open dialogue. Candid conversation.

Implementing a Best Practice with the creation of policy, process and procedures, then training and implementation is a challenge. Lisa knows this first hand. In the end though, she believes it is the front line gurus that make or break the success of it.  So much depends on getting started with buy-in from across the various IT groups.

**Lisa Lemmons**
Configuration Manager
PHS

**Graham Furnis**
Sr Consultant
Thought Rock

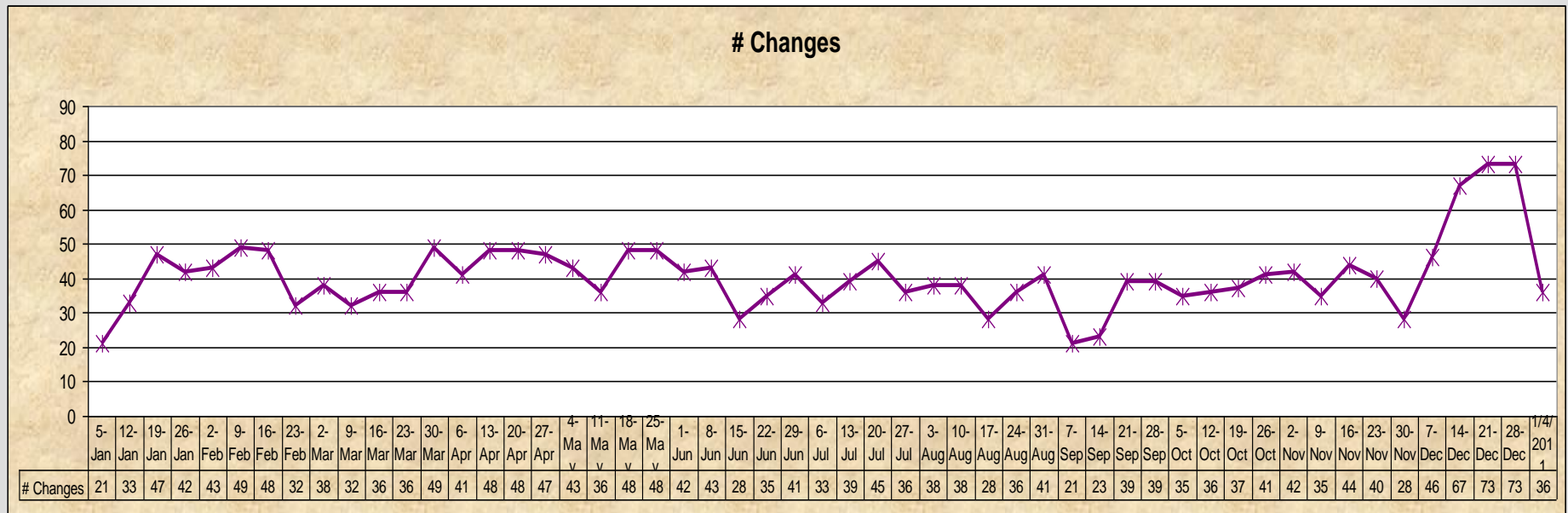**John Towsley**
Co-Founder
Thought Rock

# 2010 Changes Reported

**Pre-Implementation reported Changes averaging around 40 per week.**



### # Changes

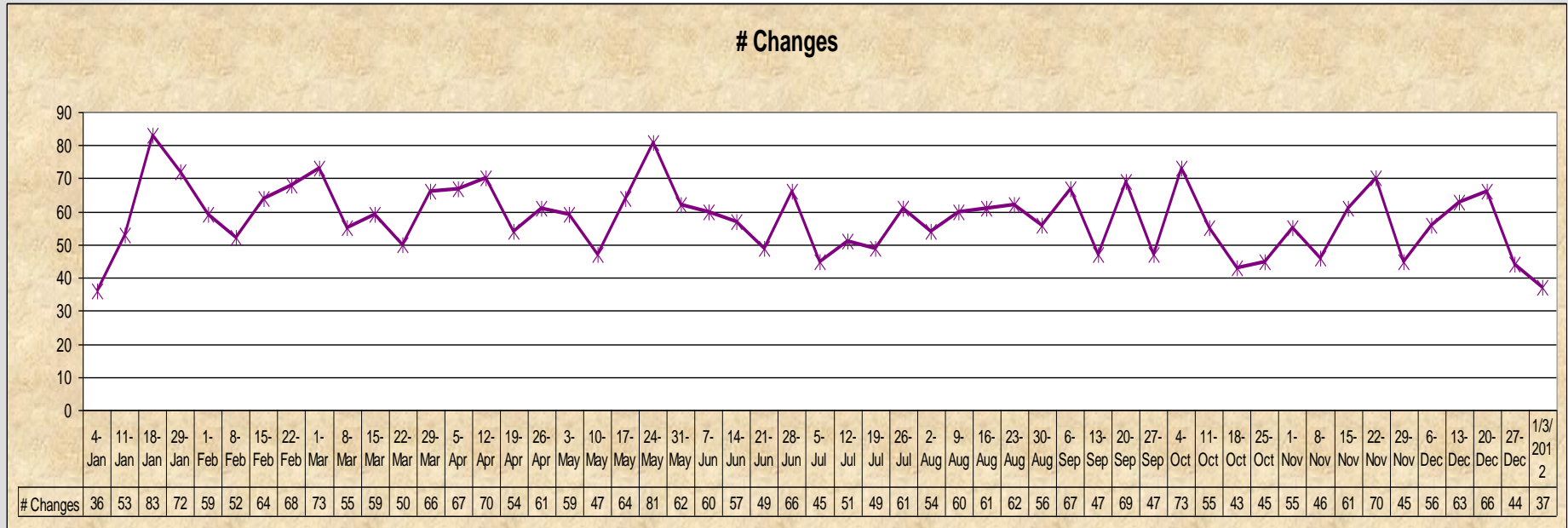| # Changes | 5-Jan | 12-Jan | 19-Jan | 26-Jan | 2-Feb | 9-Feb | 16-Feb | 23-Feb | 2-Mar | 9-Mar | 16-Mar | 23-Mar | 30-Mar | 6-Apr | 13-Apr | 20-Apr | 27-Apr | 4-May | 11-May | 18-May | 25-May | 1-Jun | 8-Jun | 15-Jun | 22-Jun | 29-Jun | 6-Jul | 13-Jul | 20-Jul | 27-Jul | 3-Aug | 10-Aug | 17-Aug | 24-Aug | 31-Aug | 7-Sep | 14-Sep | 21-Sep | 28-Sep | 5-Oct | 12-Oct | 19-Oct | 26-Oct | 2-Nov | 9-Nov | 16-Nov | 23-Nov | 30-Nov | 7-Dec | 14-Dec | 21-Dec | 28-Dec | 1/4/2011 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| # Changes | 21 | 33 | 47 | 42 | 43 | 49 | 48 | 32 | 38 | 32 | 36 | 36 | 49 | 41 | 48 | 48 | 47 | 43 | 36 | 48 | 48 | 42 | 43 | 28 | 35 | 41 | 33 | 39 | 45 | 36 | 38 | 38 | 28 | 36 | 41 | 21 | 23 | 39 | 39 | 35 | 36 | 37 | 41 | 42 | 35 | 44 | 40 | 28 | 46 | 67 | 73 | 73 | 36 |

Company Communication of upcoming changes in process

Training Initiated

# 2011 Changes Reported

**Initial implementation reported Changes averaging around 60 per week.
Lack of growth beyond initial implementation.**



↑ Moved recording of Changes to an enterprise application. New
made company Policy.

# Audience Question

"During ITIL implementation, how have you successfully informed the END contributing departments of what is in it for them?"

# Questions? Comments?

# Next Week On Thought Rock Live

## Influencing Teams: Getting Buy In and Ensuring Project Success

Hot off the heels of the webcast "*How To Answer The Front Line's Question "ITIL - What's In It For Them?"*, this presentation continues the conversation of influencing behaviour and making real change happen.

Understand the key steps needed to maintain buy in. Learn tips to influence team members faster. If you're faced with the challenge of ensuring your project is met with buy in (and pull through) all the way down to the front line – then this presentation is for you!

**Key Learnings:**
- How to influence others that are beyond your authority
- How to guide people up the staircase of persuasion
- Common mistakes we make in our efforts to influence others

**Jill Donahue**
Founder
Excellerate

# Thank You For Attending The Webcast!

**Please take a moment to answer the quick survey after you exit the webcast.  Your feedback is extremely valuable to us.**

## We'd Love To Hear From You!

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