

Making ITIL Implementation Relevant With Real Life Examples

Full ITIL implementation doesn't happen overnight, in 6 months, or even a year. Implementing ITIL requires full change in behaviour and process, and both of these take time and planning before and during.

John Towsley, Co-Founder of Thought Rock discusses real life examples of clients he's worked with implementing ITIL. Gain perspective on the strategy involved in pre-implementation and walk away with approaches for implementing a best practice project.

Key Learnings

- Common pitfalls in ITIL implementation
- Plans for team members and executives
- Expectation setting



John Towsley

Co-Founder
Thought Rock

Agenda

- Observations from practice
- Establish a Model to work from
- Case Study Illustration

Observations

“Many experts agree that the end of the world as we know it will be the result of an accident.”

Accidents are the undesired results of a change.

IT spends much of it's time creating and implementing change.

Are These Familiar?

We need to improve our Incident management because we have so many incidents to manage.

We need configuration management so we can reduce the time required to respond to incidents.

Are These Familiar?

We are going “ITIL”

Questions

How do you know your process needs improvement?

Questions

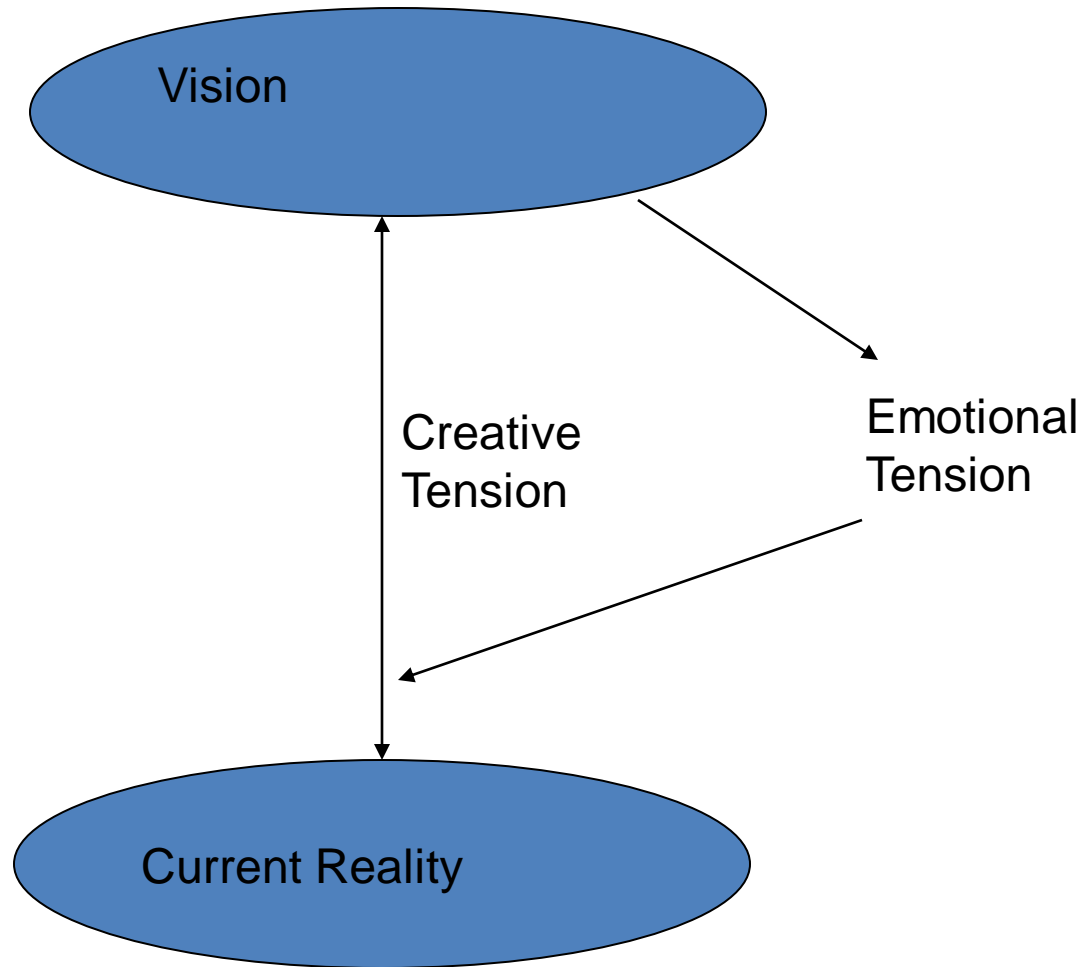
What bothers you about processes not having improved your process?”

Questions

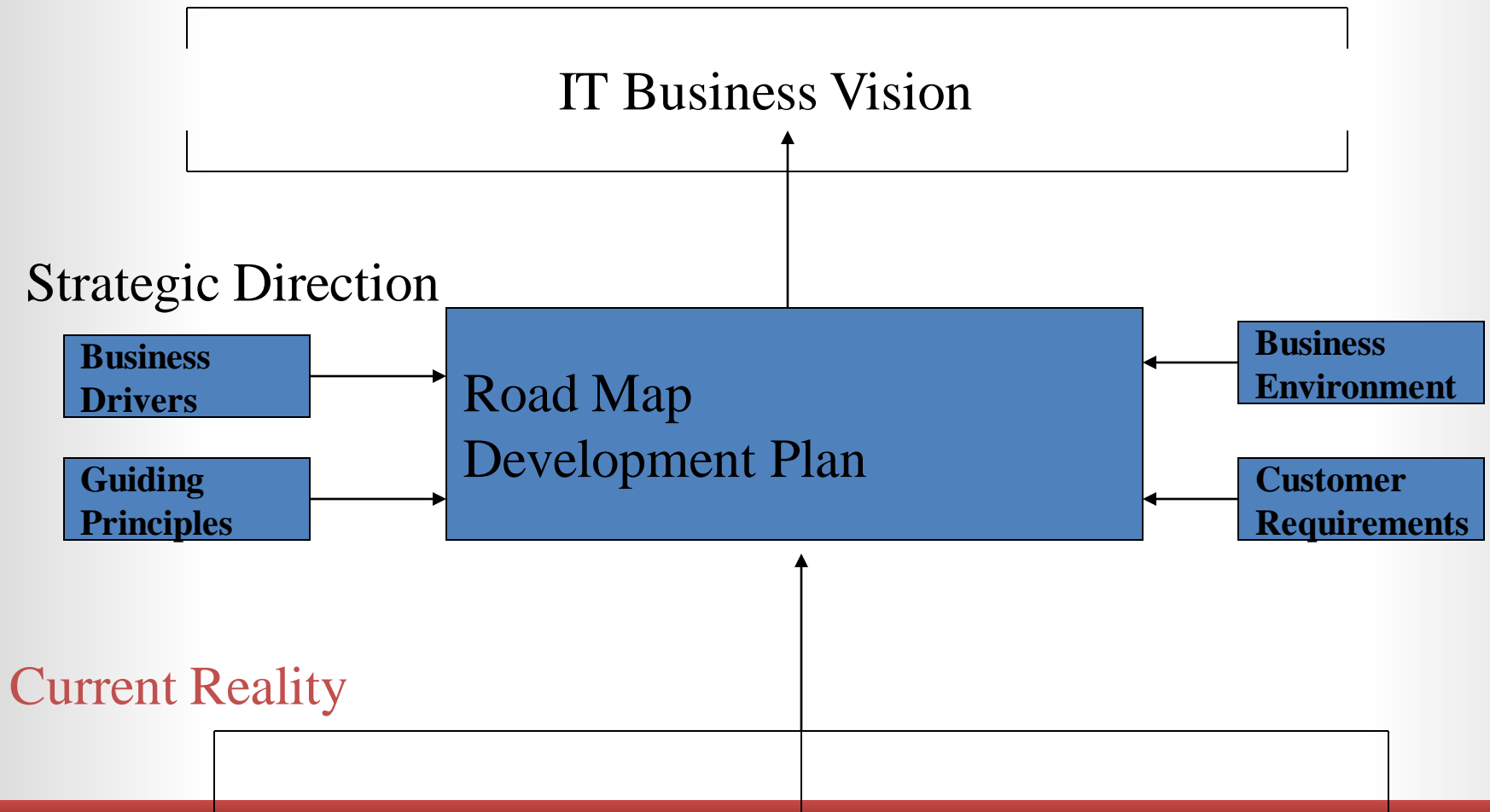
What would happen if your process was improved?

Questions

What would the result from Question 3 get you?



Journey Management



Case Study

B Wyze involvement

- B Wyze and the organization engaged in discussions. “ Can you help us to implement Configuration Management?”
- “What have you done so far?”

Case Study

The organizations initial action:

Hire consultant to develop all processes

Train everyone in ITIL Foundations

Case Study

Outcomes of initial action:

- Awareness
- Common language
- Binder of processes defined

Net effect : Modest Improvements

Case Study

B Wyze Approach

Journey Management Principles

- Identify the Current Reality
- Clarify the vision
- Understand capabilities and weaknesses
- Formulate agenda for change

Methodology

Current Reality

- o Executive Briefing / Buy In
- o Preliminary Scoping Exercise – Current Reality
- o Decision point on more detailed assessment

Clarify the Vision / Capabilities and Weaknesses

- o Capability Maturity Model (CMM)
- o ITIL Self-Assessment <http://www.itsmfi.org/content/self-assessment-til-v2>

Formulate Agenda for Change

- o Agreement on current state and target “to be state” for each process
- o Identify Quick wins

Prescriptive Road Map Development Plan

Current Reality

Current Reality

- o Executive Briefing
- o 4 hour session
- o Management / Direct Reports
- o Preliminary agreement on maturity levels and priorities

Group Exercise

Identify a recent set of Incidents in your environment that were connected to a common problem where:

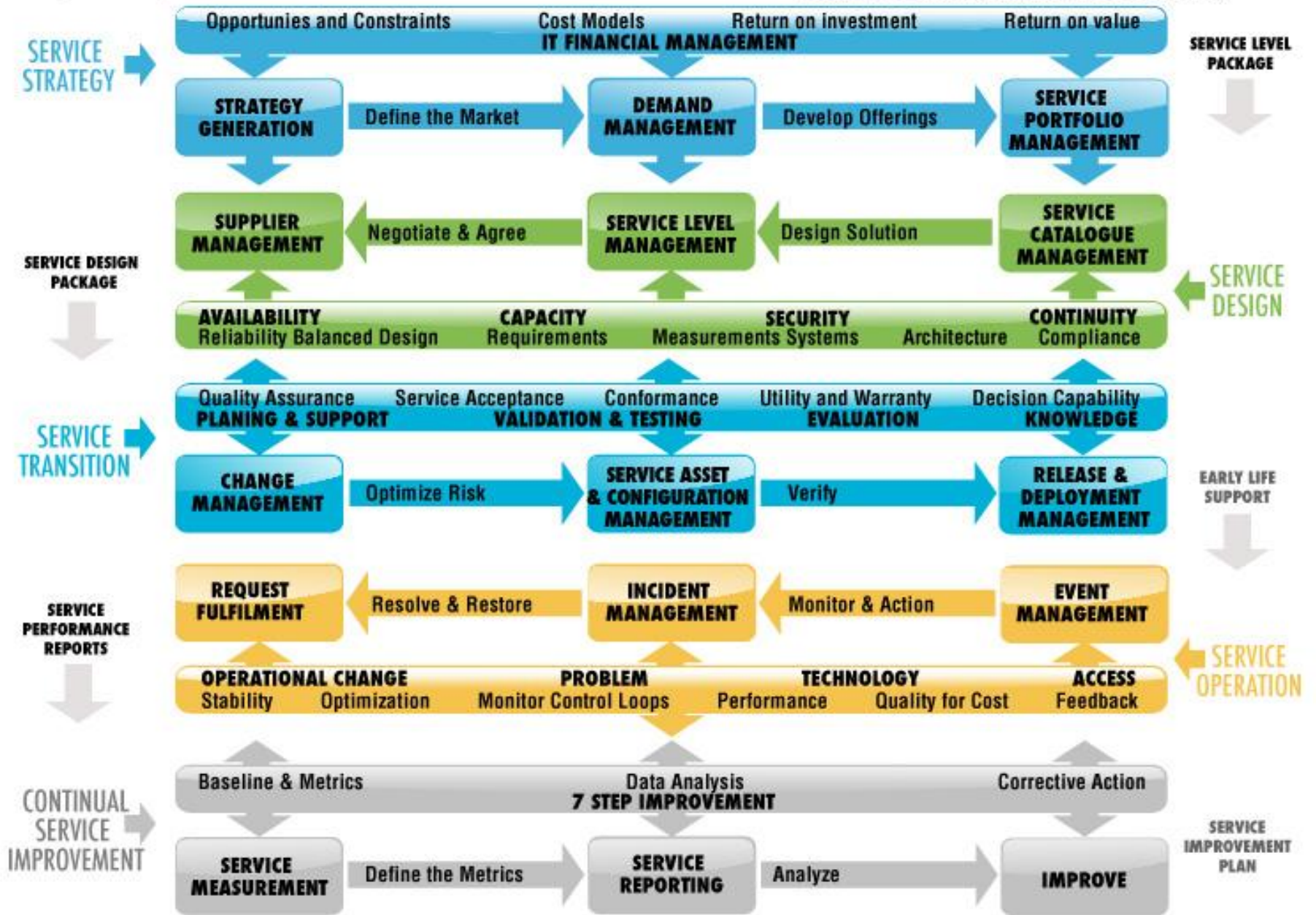
- The problem required a Change to restore service
- The initial change failed
- The problem was eventually resolved

Document in point form and / or a flow chart

Be prepared to present to the group and discuss

Integrated lifecycles elements flow

THE ITIL SERVICE MANAGEMENT MODEL



Benefits to the Organization

What are the benefits of knowing the Current Realities?

1. Learning and Knowledge transfer
2. Awareness
3. Openness
4. Communication
5. In-expensive

Accepting the Current Reality

Clarifying the Vision
Formulating Agenda for Change

Case Study Detailed Assessment

Executive Briefing

- Overview of Processes (ITIL)
- Preliminary assessments using CMMI scale
- Preliminary Priority Map
- Consensus to proceed with detailed assessment and Road Map

ITIL Self-Assessment

- Detail level by Process
- Specific Automated Q&A
- Personal Interviews or Email Questionnaire to managers and supervisors
- Presentation of results
- Planning session on detailed improvement priorities
- Road Map
- Preliminary Project Plan

Process Maturity Framework Level Definitions

- Brainstorming session towards discernment
- Each process is assessed separately.
- Enterprise Level Assessment
- It is not necessary for every process to achieve the highest, or even the same level of maturity in all areas.

0	Not Practiced
1	Ad Hoc
2	Repeatable
3	Documented & Routine
4	Managed & Measured
5	Optimized & Continuously Improved

Level Assessment Summary

Agree on current status

0	Not Practiced
1	Ad Hoc
2	Repeatable
3	Documented & Routine
4	Managed & Measured
5	Optimized & Continuously Improved

Incident	1	Ad Hoc
Change	2-	Repeatable
Configuration	1-	Ad Hoc
Problem	0+	Not Practiced
Service Level Management	1	Ad Hoc

Road Map

- Define desired maturity levels at 1, 2 and 3 years from now for each process
- Do not need to be a Level 5 in all processes
- Assign priorities to each process in your area

Case Study: Enterprise Level Goals

	Current	Year 1	Year 2	Year 3	Final
Incident	1	2	3	4	5
Change	2-	2	3	4	5
Config	1-	2	3	3	5
Problem	0+	3	3+	4+	5
SLM	1	2	3	4	5

Roadmap Development

Configuration Management Case Study

Case Study – Config example

- Implement Quick Wins
- Wait for change
- Prepare
 - Staff Communications & Training
 - Define Requirements
 - Develop Policy, Process & Plan
 - Software – CMdb & Discovery
 - Manual data gathering

Configuration Management, Year 1 to 2

➤ Implement

- Small starting scope
- Procedures

➤ Stabilize

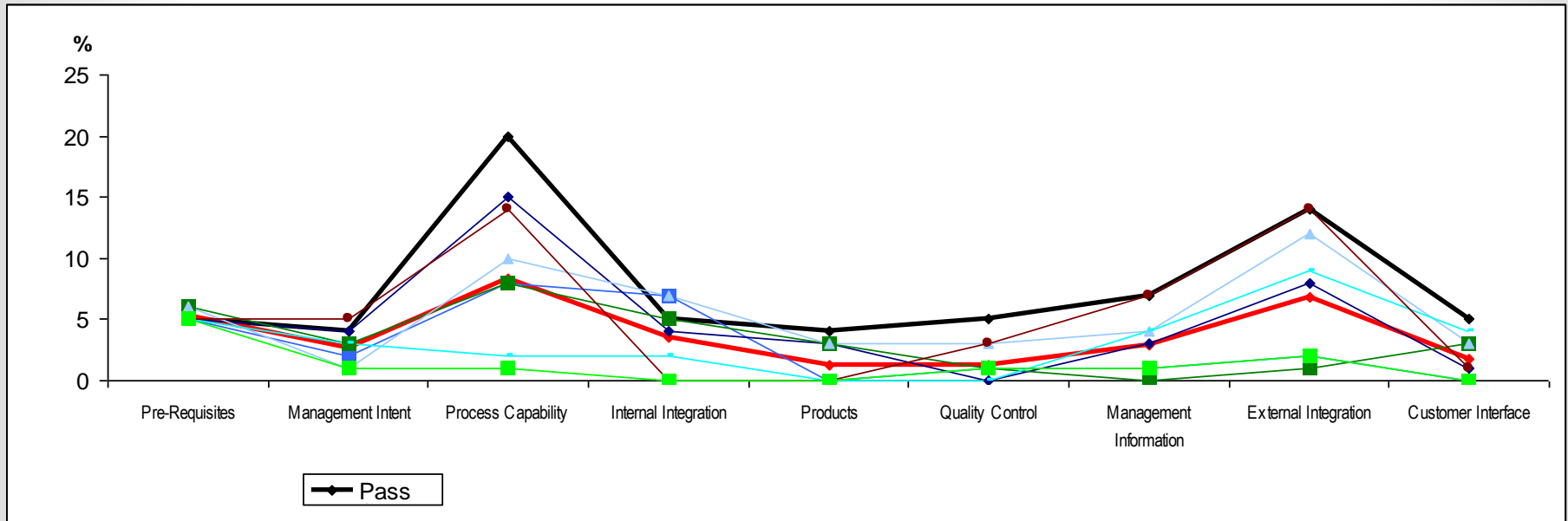
- Review Process, Plans, Procedures
- Conduct Data & Process Audits

➤ Begin increasing scope

Configuration Management. 2 to Final

- Integrated into Organization
- Routine process monitoring & review
- Providing proactive information
- Fully connected to other processes
- Under Continuous Improvement

Case Study - Configuration Management



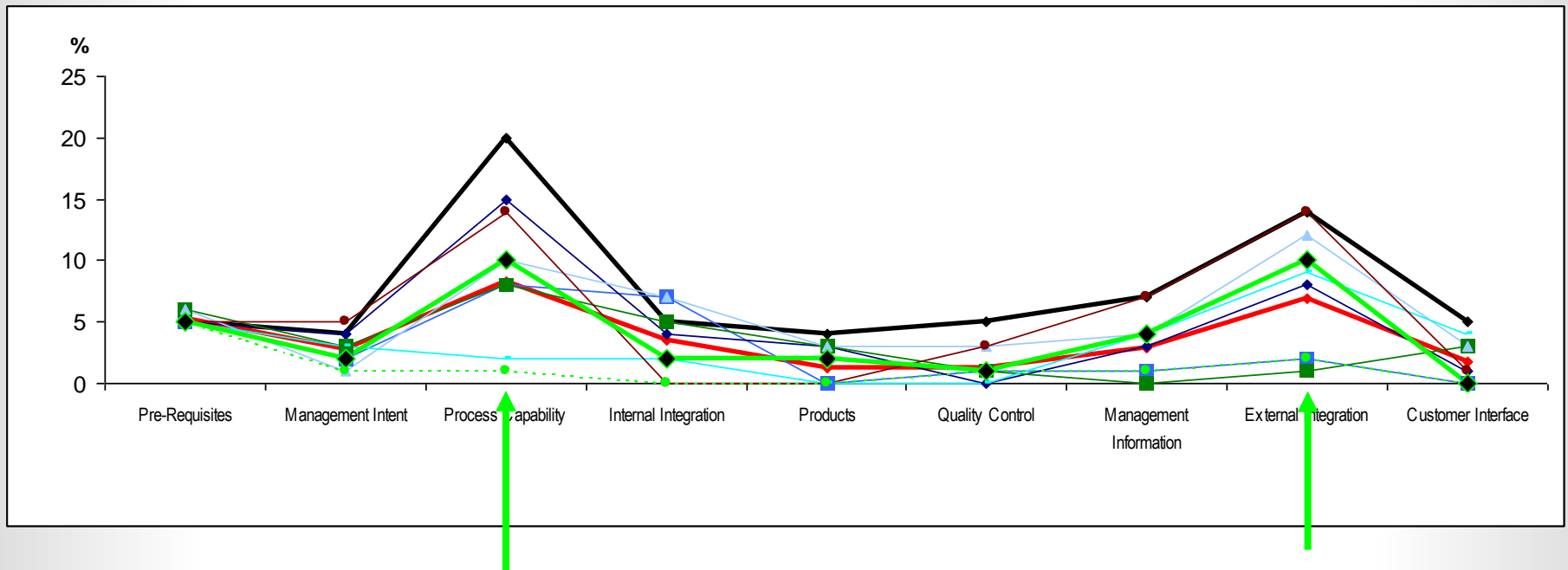
Configuration – Quick Fix #1



- Create an Intranet area for Configuration Management
 - Accessible to appropriate staff
 - Post existing information
 - Refresh them routinely

- Add link to Change Form

Configuration – Quick Fix #1



Example – Year 1 to 2

Implement

- Small starting scope
- Procedures

Stabilize

- Review Process, Plans, Procedures
- Conduct Data & Process Audits

Begin increasing scope

Recap

Identify your “current reality”

- Assessment
- Dialogue
- Discernment

Take a “holistic” approach

Created a shared vision

Get alignment with IT and Business Units

Develop a Road Map

Recap

Start with Quick Wins

Develop an Project Plan

- Incremental
- Detailed
- Integrated

Questions? Comments?



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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