

THE **BREAKTHROUGH** SERIES

from
**Thought
Rock**

A Thought Rock Live Presentation



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Business Development
Director, Marval Group

ITIL v3 in 6.5 minutes from the Godfather of ITIL

This session is essential for any member of your team, from senior management to Service Analysts who would like a straight talking and common sense introduction to ITIL v3 from two of the world's leading ITIL experts and practitioners.

Who is Don Page

- ✓ Practitioner
- ✓ Co-author ISO/IEC 20000
- ✓ Co-author of ITIL
- ✓ Co-author of BS15000
- ✓ Co-author of Service Desk Institute service desk standard
- ✓ 400+ implementations

Combing best practice theory combined with operational experience & good old common sense



An holistic approach to ITSM

- ☐ MSM ITSM & Service Desk Software
- ☐ ITIL and ISO/IEC 20000 Education & Consultancy
- ☐ ITSM Support Skills Courses & Workshops
- ☐ MSM Product Support
- ☐ MSM Product Training



One supplier for all your requirement

Key agenda points

1. Why ISO/IEC20000 will do better than ITIL on its own
2. Practical overview of the key ITIL Processes
3. Key messages to sell to your team
4. Don's top 10 operational rules of engagement

*Why does our
organisation invest in
information
technology?*

The role of ICT is to do things

- ✓ Faster,
- ✓ More Reliably
- ✓ More Efficiently
- ✓ More Cost effectively
- ✓ With the evidence to prove it



Achieving Operational Excellence; balancing Risk, Service Quality & Cost

Today's Challenge

1. Increased accountability, governance & compliance requirements
2. Pressure to reduce risk, costs, improve quality
- do more with the “*same or less*”
3. IT & Service infrastructure more complex
4. Ensuring organisational, stakeholders & customer confidence in ICT



The earliest ITIL guru?

HERE is Pooh Bear, coming downstairs now, bump, bump, bump, on the back of his head, behind Christopher Robin.

It is, as far as he knows, the only way of coming downstairs, but sometimes he feels that there really is another way, if only he could stop bumping for a moment and think of it.

AA Milne



***ITIL is the worldwide
best practice & guidance
for the Design,
Planning, Delivery &
Management of your IT
services & support
infrastructure”***

(From cradle to grave)



How would I
describe it
in 3 words?

Documented Common Sense

How would you

describe

Auditable

in 3 words?

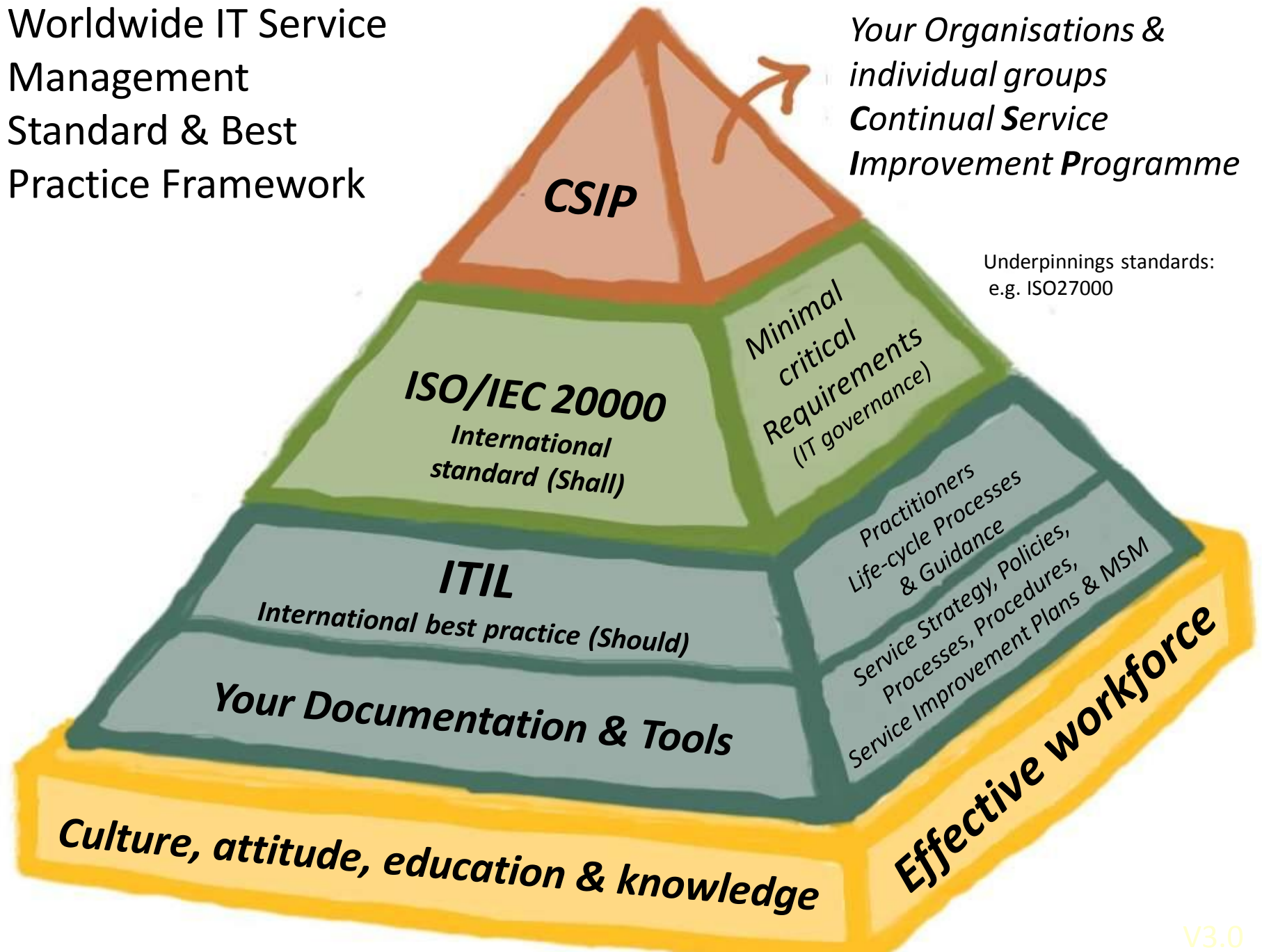
common

Sense



Worldwide IT Service
Management
Standard & Best
Practice Framework

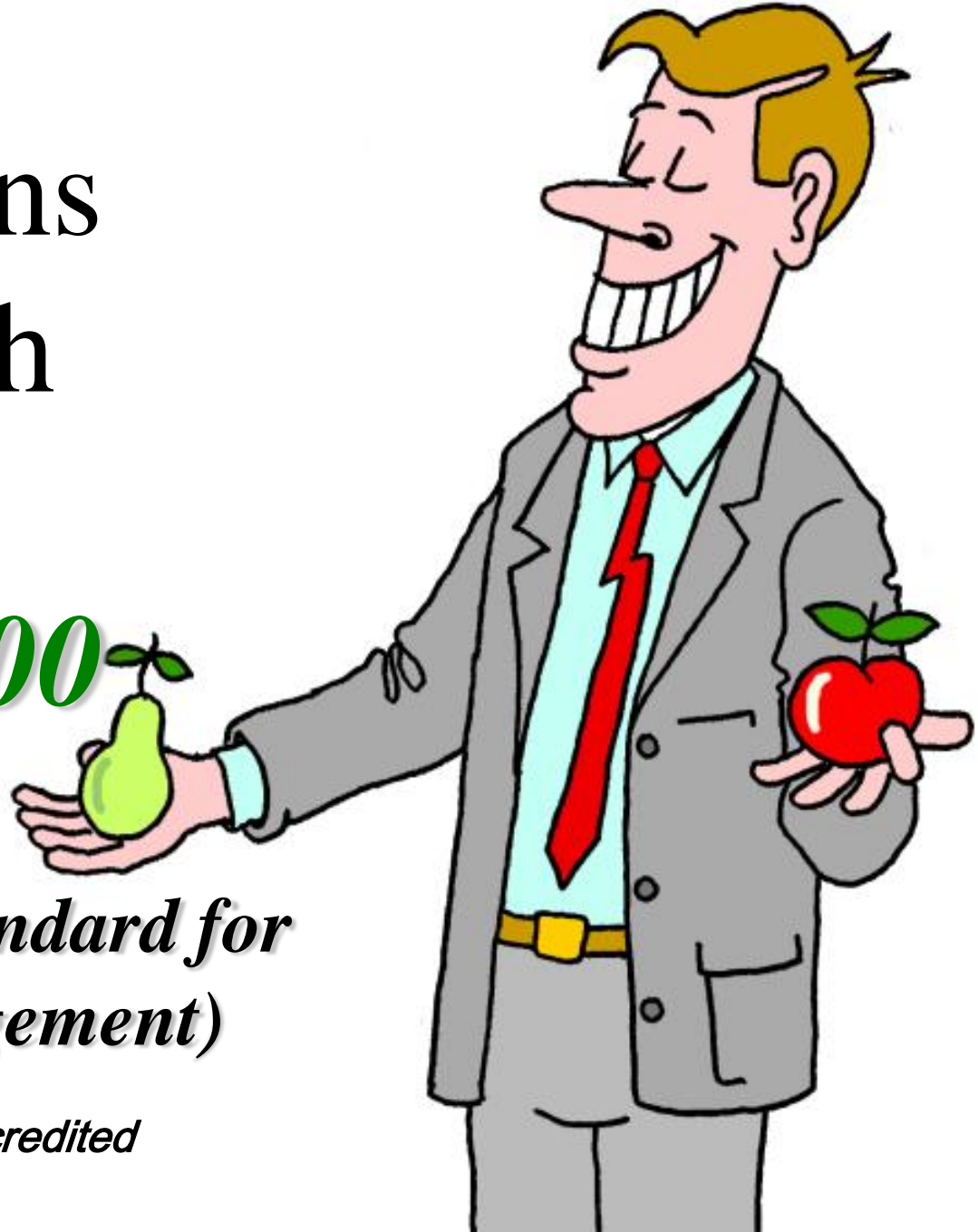
*Your Organisations &
individual groups
Continual Service
Improvement Programme*



ITIL underpins
& aligns with
with
ISO/IEC20000

*(The worldwide standard for
IT service management)*

Marval is ISO20000 accredited

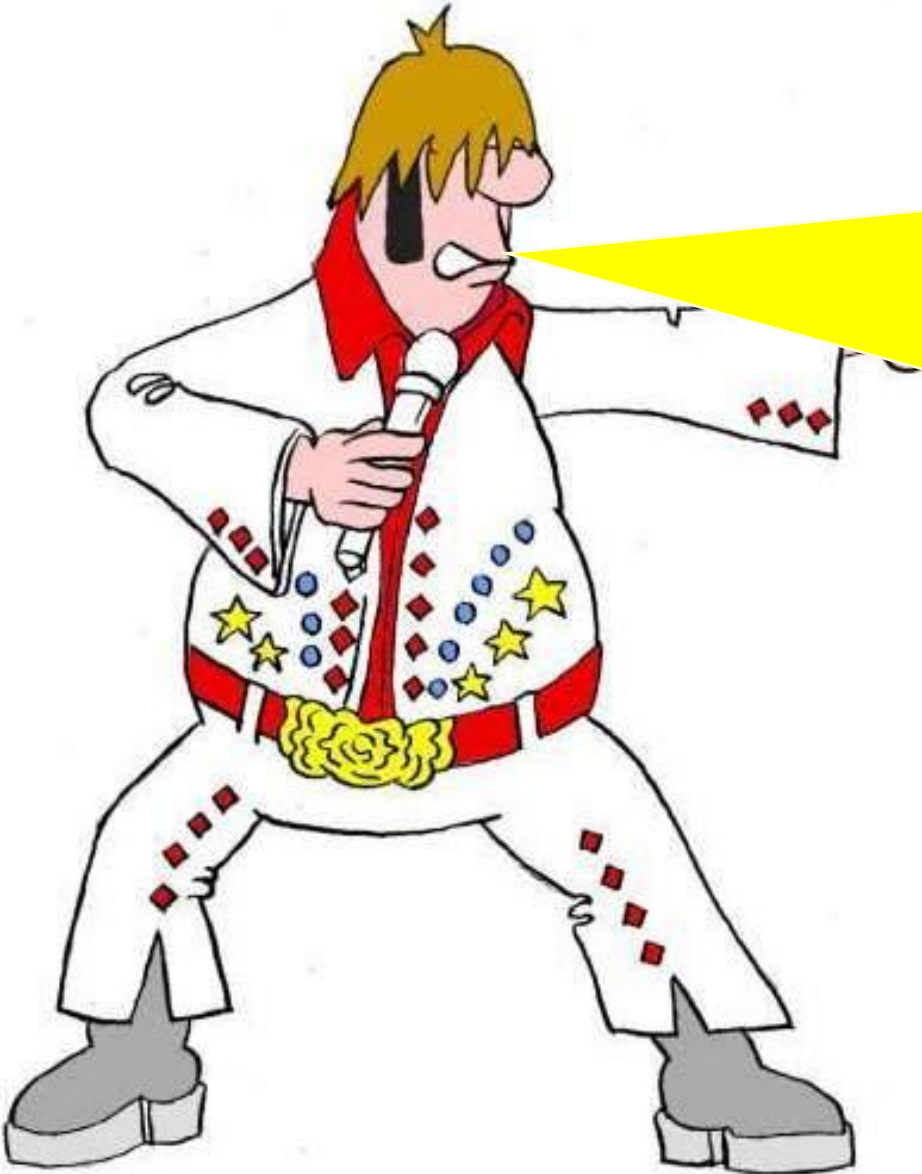


ISO20000 vs. ITIL/Cobit

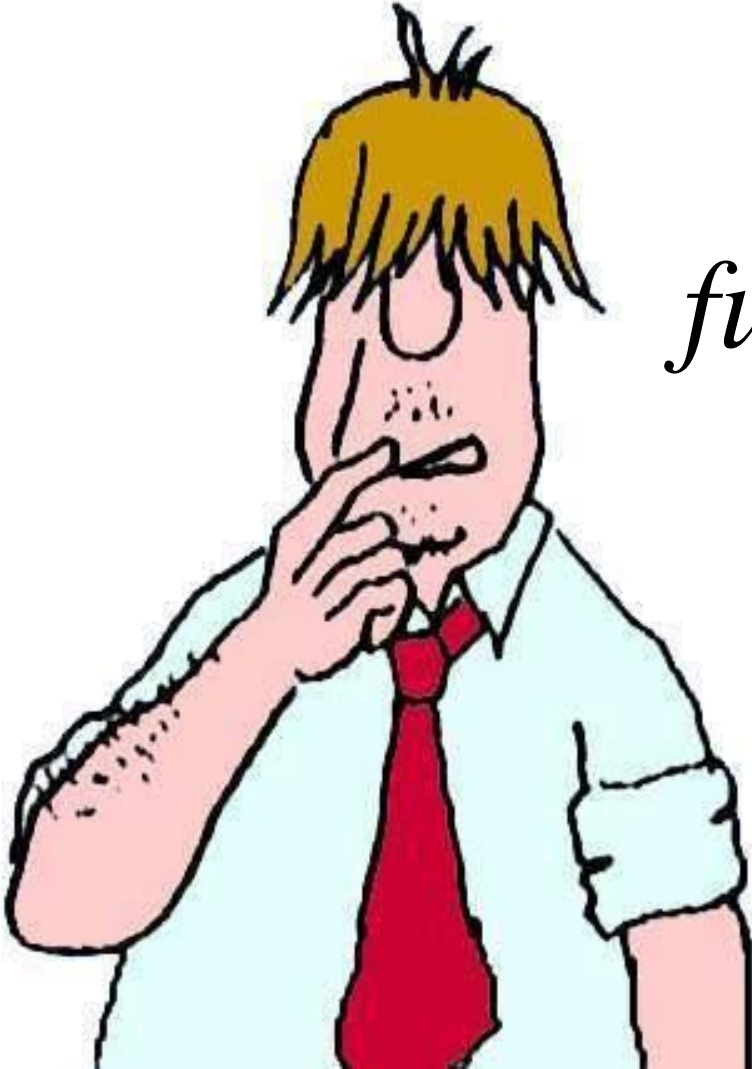
- ◆ ITIL is **NOT prescriptive**, it is difficult to maintain without adequate governance controls – **ISO20000 IS**
- ◆ ITIL does NOT **Insist** on **continual improvement** – **ISO20000 DOES**
- ◆ ITIL does NOT **Insist** on **evidence** to prove quality & progress - **ISO20000 DOES**
- ◆ ITIL **quality** cannot be internally or externally **audited** or benchmarked **ISO20000 quality CAN**
- ◆ ITIL is **NOT** being demanded by business - **governance controls, auditability & agility ARE**
- ◆ ITIL is **NOT** a business **certification** – **ISO20000 IS**

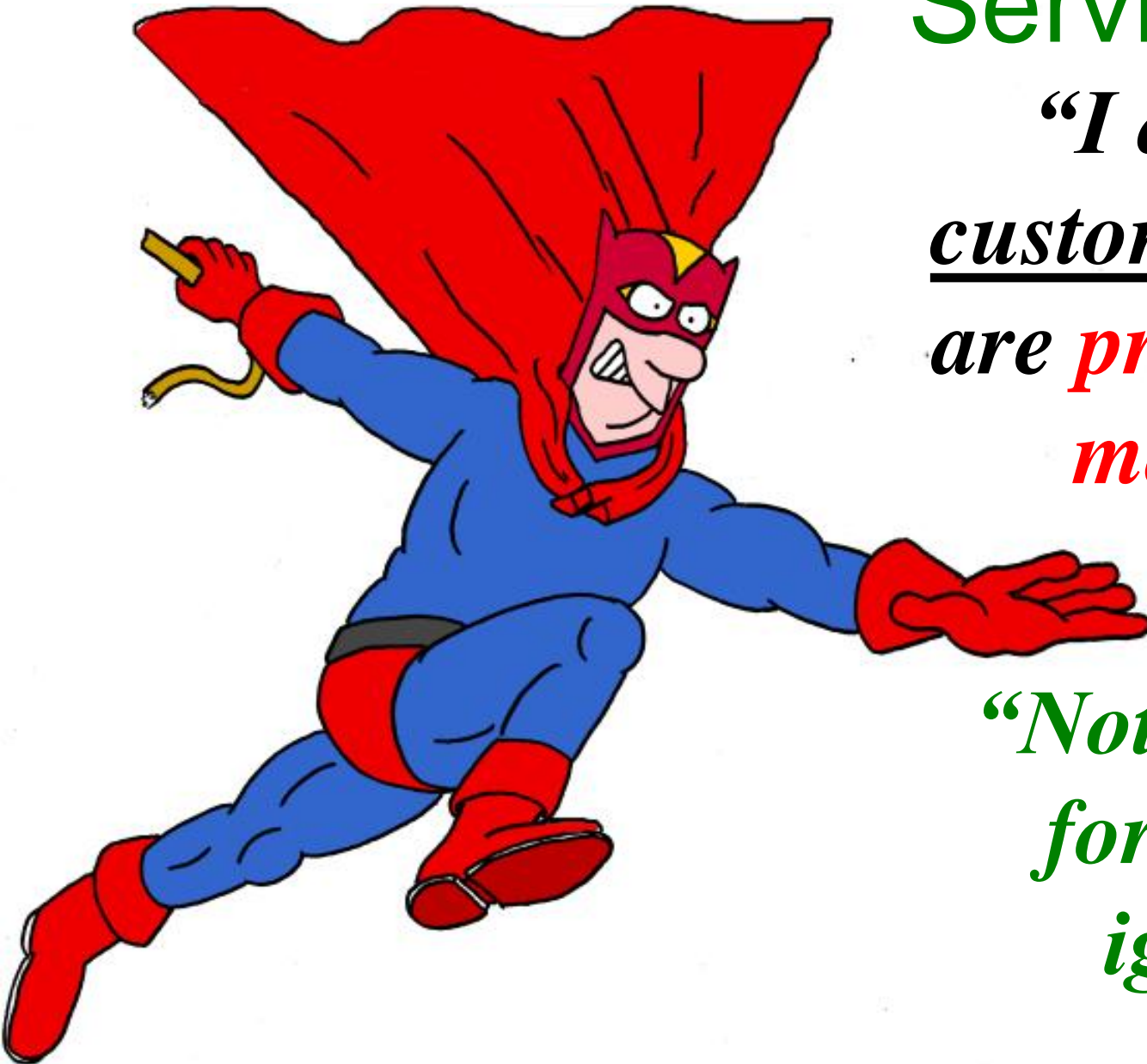


Back to
basics
In 6.5
mins



*“Breaking down the
key processes &
functions – why do we
always complicate
things?”*





Service Desk

*“I ensure all
customer requests
are **professionally
managed**”*

*“Nothing is lost
forgotten or
ignored”*

Service Portfolio Management & Service Catalogue

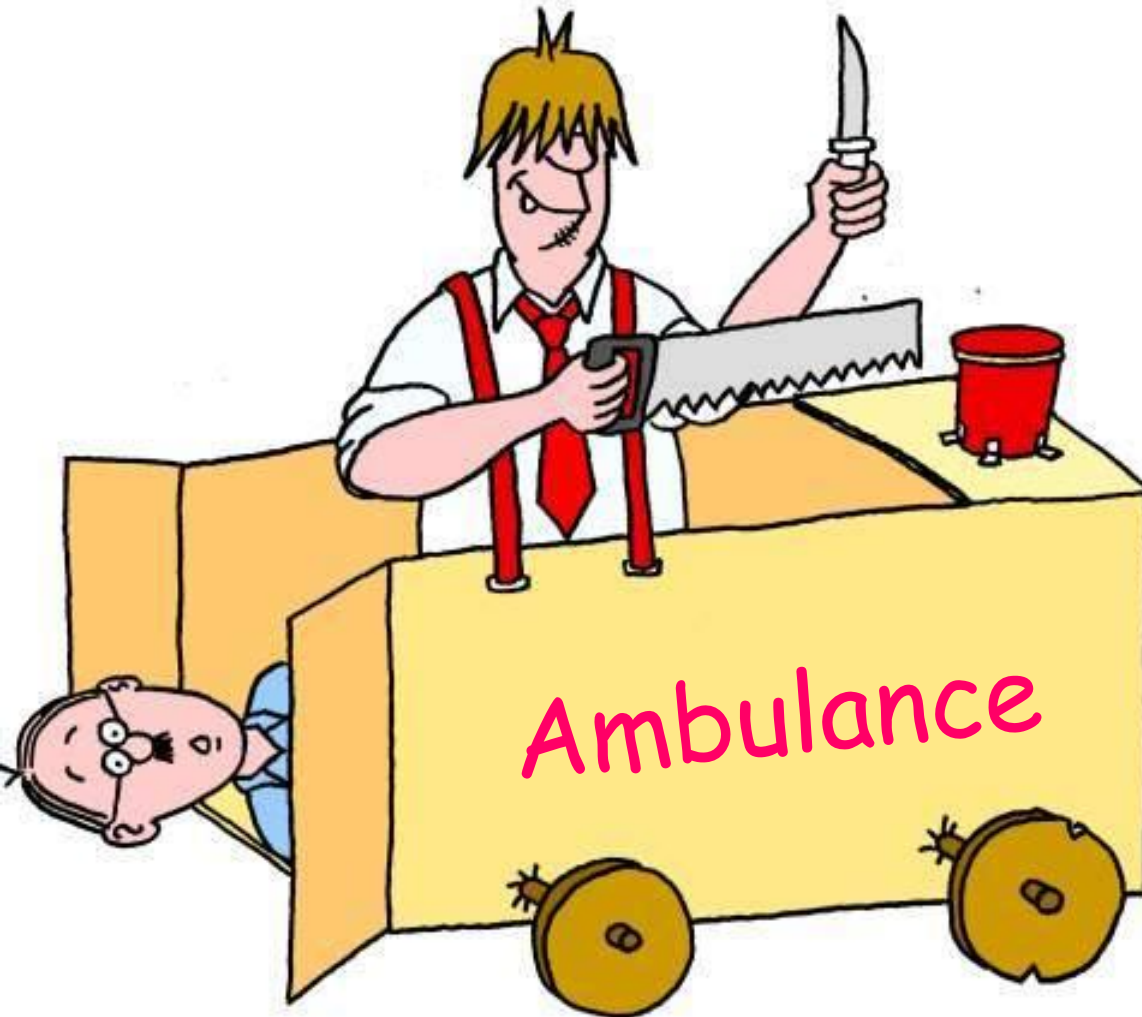
I ensure **customers**
know what IT
Services are:-

- Available
- Planned
- Discontinued



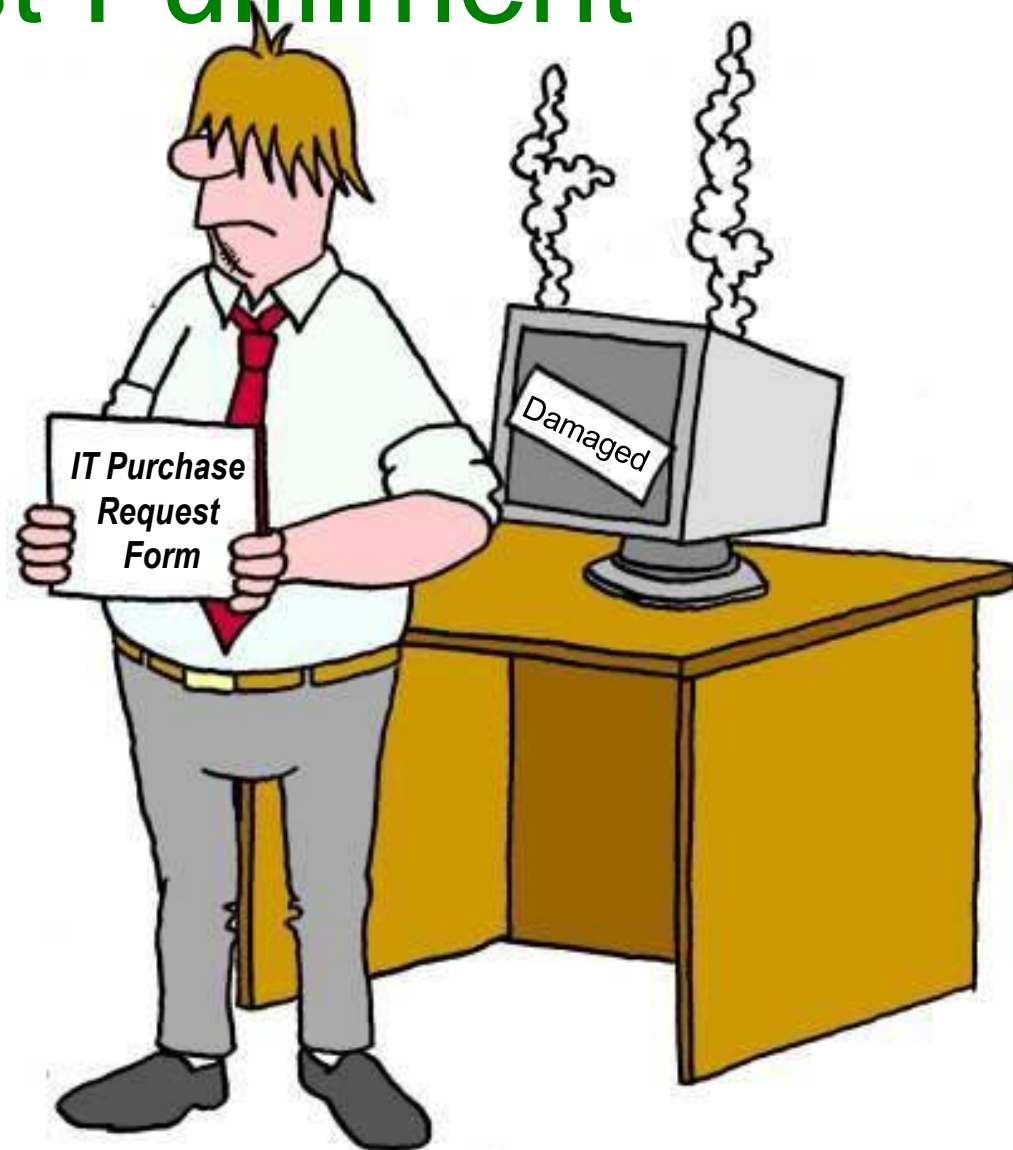
Incident Management

*“I ensure
disruptions to
IT services are
resolved as
soon as
possible”*



Request Fulfilment

*“I ensure
customer
requests for
standard IT
services **are
satisfied**”*



Event Management

*“I ensure
monitored &
detected computer
events
are recorded,
managed &
escalated”*

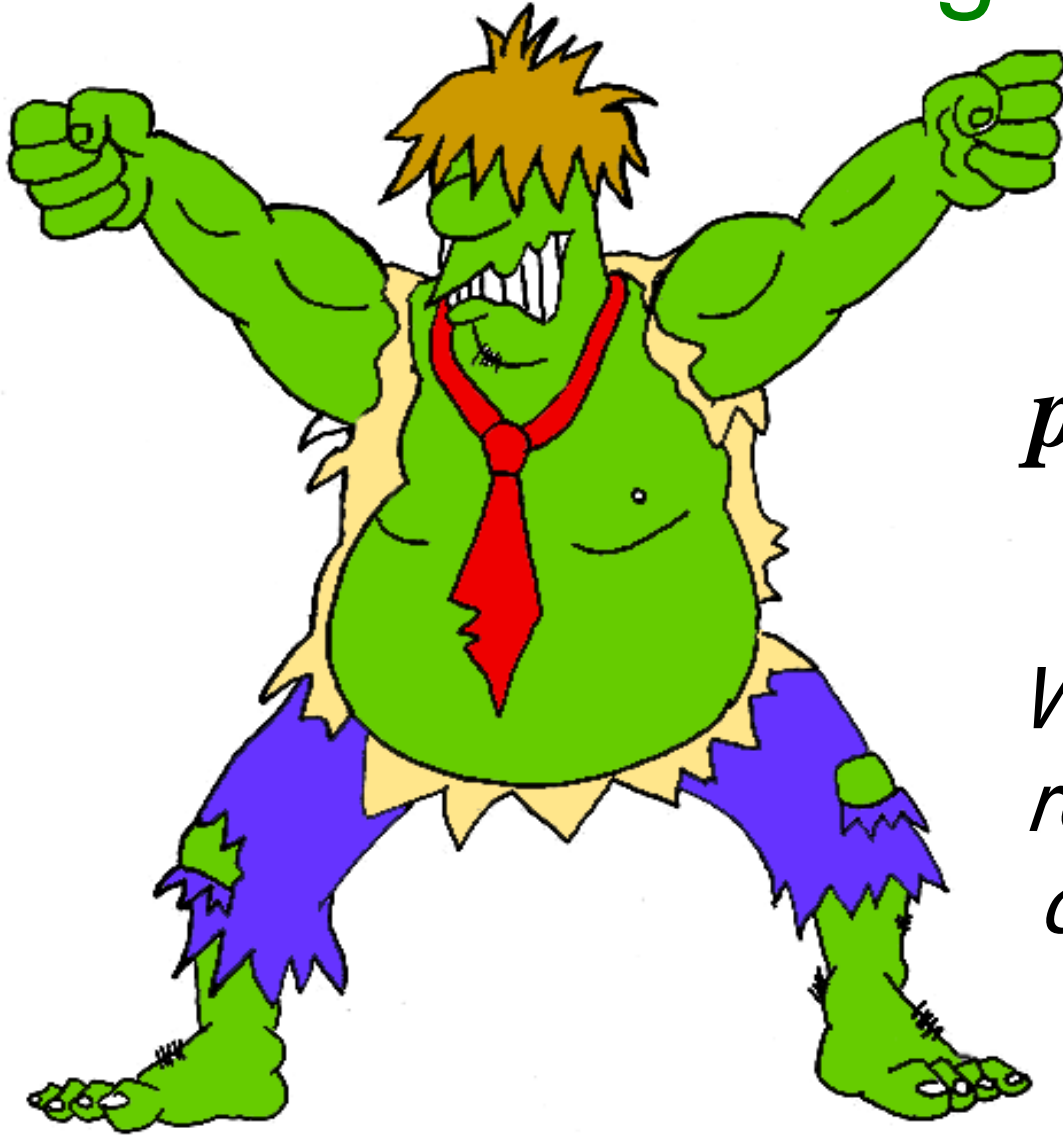


Problem Management

*“I pro-actively
identify problems &
raise changes to get
them fixed; before
they impact the
organisation?”*



Change Management



*“I ensure changes
are tested,
planned, scheduled
& **coordinated**.*

*What resources are
required, when, the
cost, the **risk & the
impact**”*

Release & Deployment Mgt.

*“I ensure changes
are planned &
released with
**minimum risk &
disruption**”*



Service Asset & Configuration Mgt. (CMDB)

*“I ensure assets &
resources are
properly managed
& maintained*

*“What, where, who, how
many, how much & what
depends on what”*



Financial Management

*“I ensure we are
accountable; budget
& get **value for
money** from our
investments &
suppliers”*



Capacity Management

*“I ensure we have enough people, equipment, computer power, storage capacity & bandwidth to **meet business needs**”*

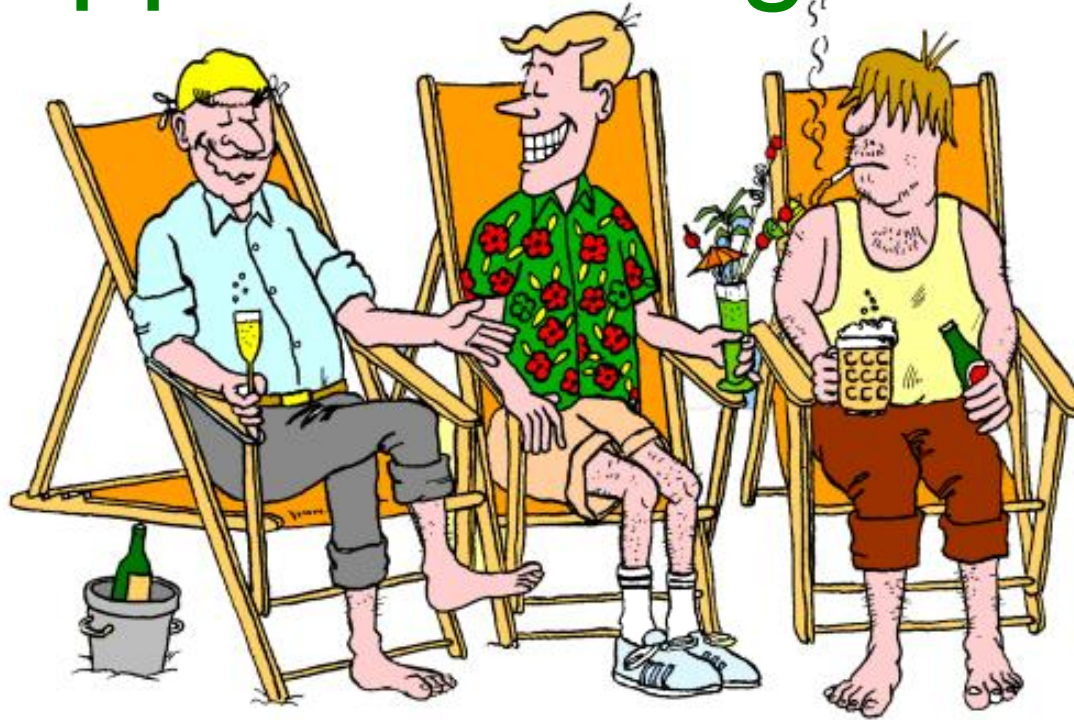


Availability Management

*“I ensure IT
services are
available
when
customers
need them”*



Supplier Management



*“I ensure everyone is happy, with the right contracts & **controls** in place”*

Service Continuity

*“I **plan** &
maintain what
infrastructure
resources are
critical to the
survival of the
business”*



Service Knowledge Management (SKMS)

*“I ensure all the
knowledge we have is
organised, shared
exploited & **retained**”*



Information Security Mgt.

*“I ensure
company
information &
computers
remain **safe, &
secure**”*



Continual Service Improvement



I identify **areas**
for improvement,
ensuring we just
get better &
better

SLM Management



*“I ensure we
meet
expectations
& deliver the
agreed levels
of service the
business
needs”*

Service Measurement & Reporting

*“I identify & report
on the right **values** for
the right **audience**, at
the right **time**”*



Continual Service Improvement



I identify areas
for improvement,
ensuring we just
get better &
better



Marval operational rules of engagement

1. All agreed **policies, processes & procedures** shall be communicated & followed
2. **Failing** policies, processes & procedures shall be reported
3. **All** changes shall be recorded, **risk assessed**, scheduled, documented, updated & have a 'Tested Back-out-plan'
4. **All** incidents & requests for service shall be recorded, documented & updated
5. **All** identified problems shall be recorded, documented & updated
6. **Time spent** shall be recorded against each request
7. **Reasons for failing** to meet agreed targets shall be recorded & reviewed
8. All **critical** IT Services, computer assets, network & service relationships shall be documented, maintained & understood
9. All **identified** service improvements shall be documented & results/actions reviewed monthly
10. Management & Support teams shall **communicate** & customers kept informed

Keep it simple



Adopt

Adapt

**Continually
improve**

Marval operational rules for people

1. Keep it simple
2. Keep it real
3. Sell your successes, focus on areas identified for improvement
4. If your business doesn't want a world-class ICT team, go somewhere that does

“Every Manager has a responsibility to demonstrate to the organisation what a great job ICT do”



www.marval-group.com



“Every team member has a responsibility to provide the information in order for their manager to demonstrate what a great job they do”



www.marval-group.com

Three diagonal stripes in green, orange, and yellow colors running from the bottom right corner towards the top right.



The END – thanks for listening

**Enjoy the
rest of the
day**



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from
Thought
Rock

Join Us For Lunch Every Tuesday At 12PM!

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