Thought Rock

## Service and Project Management Compared

Successful ITSM initiatives require equally good practice when implementing solutions. These solutions take the form of multiple projects that must be managed for efficiency and effectiveness. This presentation is a high-level discussion of the ITSM lifecycle (based on the IT Infrastructure Library) and the Project Management lifecycle (based on Project Management Institute).

**Key Learnings:**

- Comparing Lifecycles
- Identifying Integration Points
- Exploring the need for Governance

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# Definitions

**IT Service Management**

- A business approach to deliver IT Products as packaged IT Services

**IT Operations Management**

- A continuous effort to deliver and support IT services

**Project Management**

- A temporary endeavour to produce a product, service, or result

# Comparing Lifecycles - 1

## Project Management

*PMBOK Project Lifecycle*

| Project Initiation | Project Planning | Project Execution | Project Monitor & Control | Project Close |
|---|---|---|---|---|

## IT Service Management

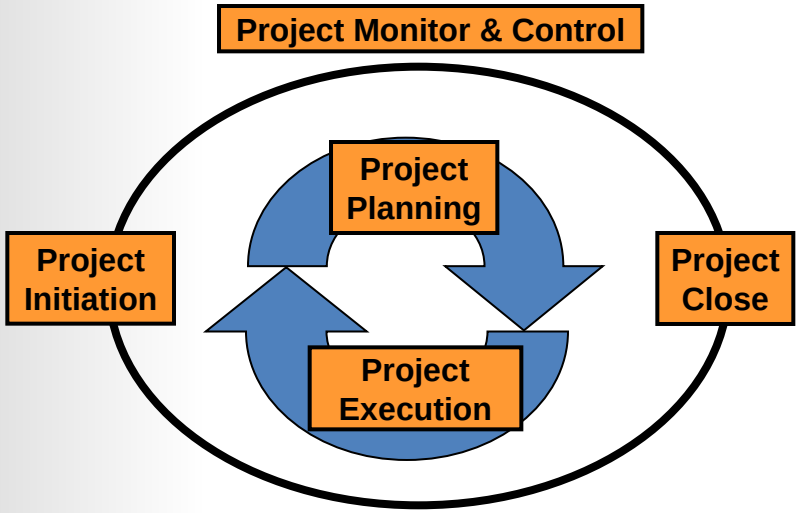
*ITIL Service Lifecycle*

| Service Strategy | Service Design | Service Transition | Service Operations | Service Improvement |
|---|---|---|---|---|

# Comparing Lifecycles - 2

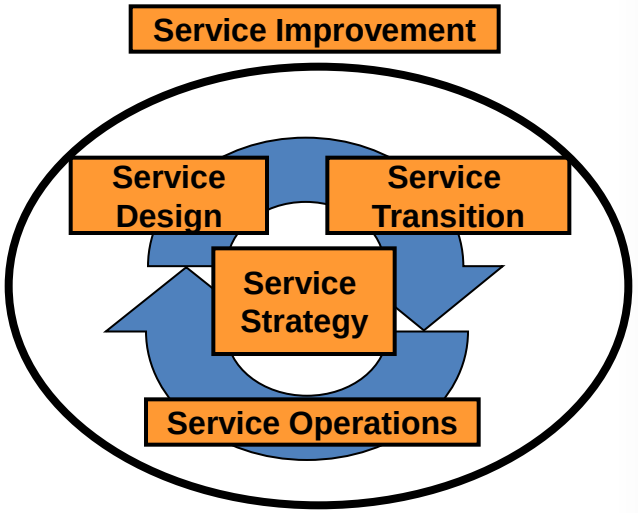
## Project Management

*PMBOK Project Lifecycle*

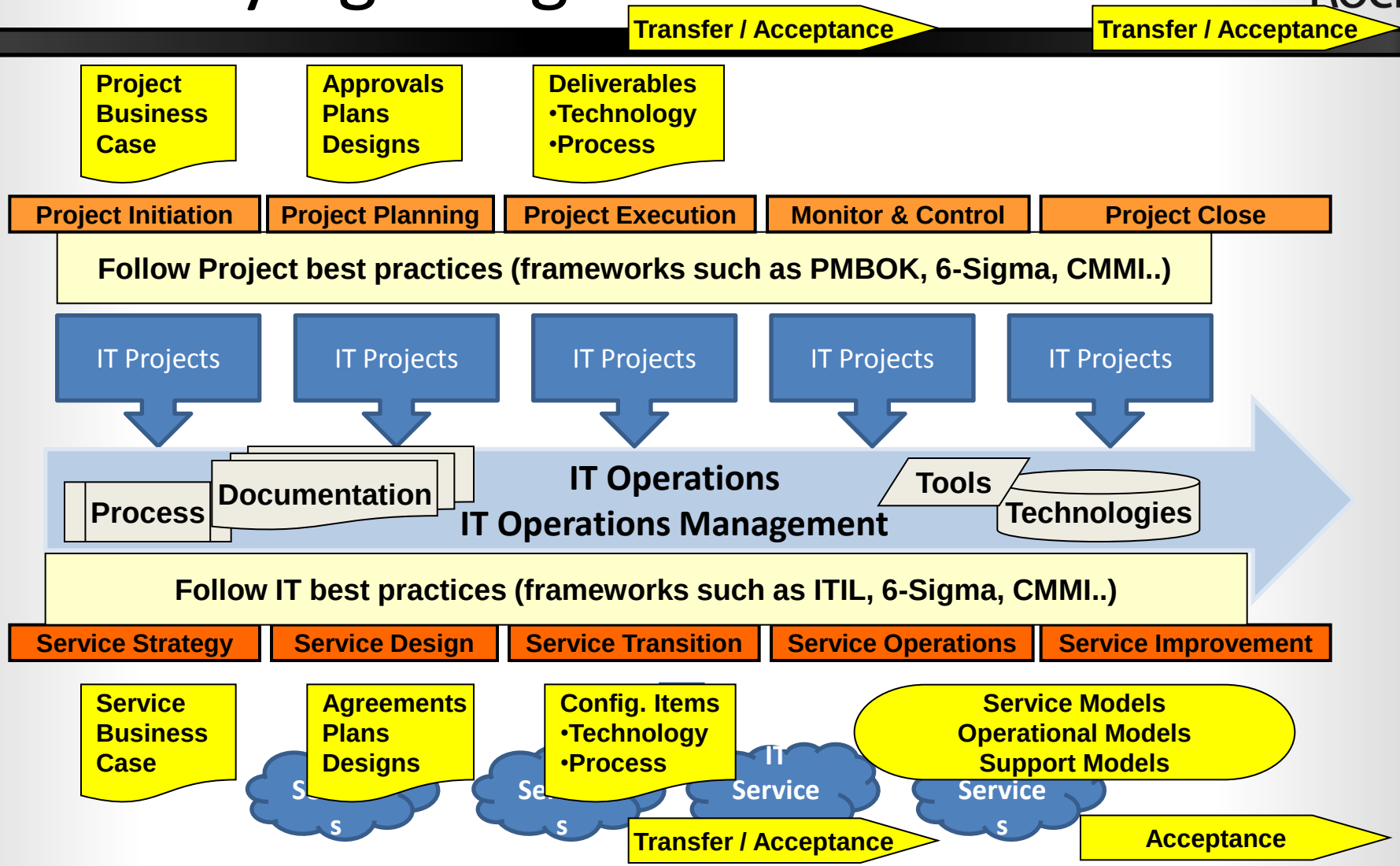



## IT Service Management

*ITIL Service Lifecycle*



# Identifying Integration Points

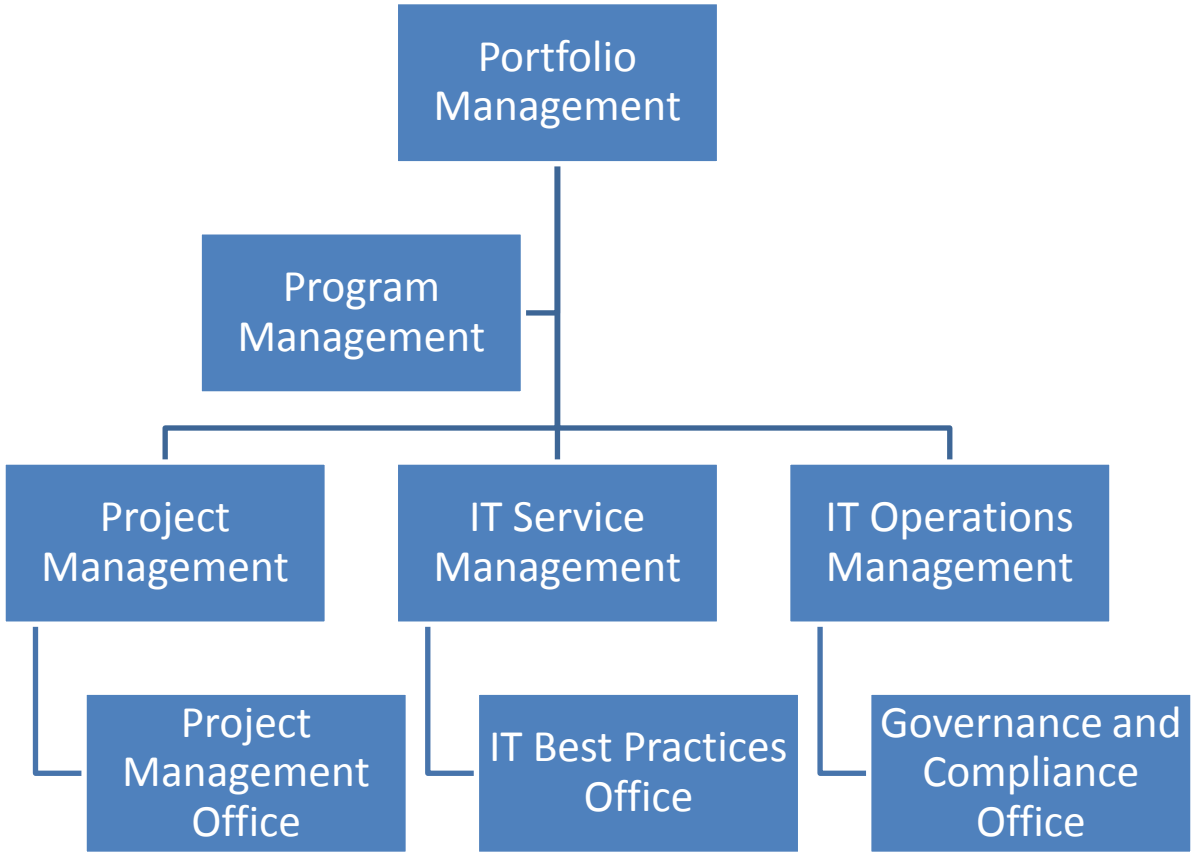


# Governance

- A Service Management approach requires intense integration, co-ordination and prioritization of activities and projects

- Without governance, you are “penny wise and pound foolish”

# Governance


Portfolio Management
Program Management
Project Management
IT Service Management
IT Operations Management
Project Management Office
IT Best Practices Office
Governance and Compliance Office

# Service and Project Management

Questions?

Comments?

Discussion?

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### We'd Love To Hear From You!

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