

Managing Technology: ITIL Awareness

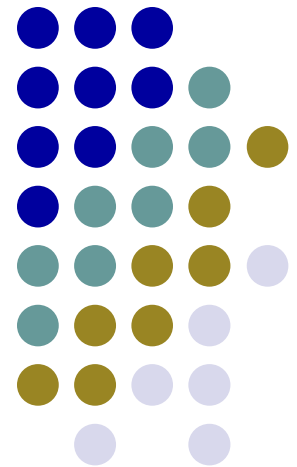
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Enterprise Process Reengineering Coordinator

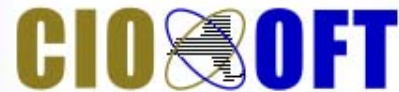
Certified ITIL Practitioner

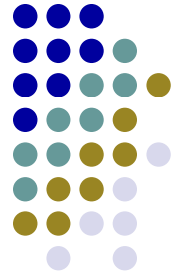
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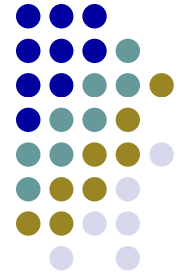


What is ITIL?

ITIL = **I**nformation **T**echnology **I**nfrastructure **L**ibrary

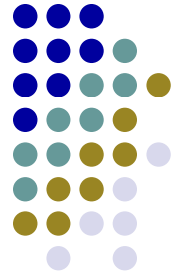
- ITIL is a comprehensive & coherent set of best practices for IT management
- **ITIL is NOT a methodology**
- ITIL identifies key management processes in IT organizations
- ITIL aligns IT services with business requirements
- ITIL promotes a quality management approach
- ITIL offers certification of consultants and practitioners
- ITIL is vendor / tool independent
- ITIL is the worldwide de facto standard for **IT Service Management**

What is IT Service Management?



“IT Service Management (ITSM) is a discipline for managing information technology (IT) systems that is philosophically centered on the *customer's perspective of IT's contribution to the business.*”

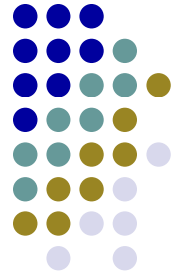
-Wikipedia



Some Characteristics of ITSM

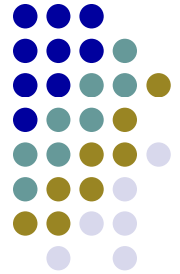
- **No one author, organization, or vendor owns the term "IT Service Management"**
- **ITSM is process-focused and has ties and common interests with the process improvement movement (e.g., TQM, Six Sigma, Business Process Management, CMMI)**
- **ITSM focuses on providing a framework for structured IT-related activities, and the interactions of IT technical personnel with business customers and users.**

Key Objectives of IT Service Management



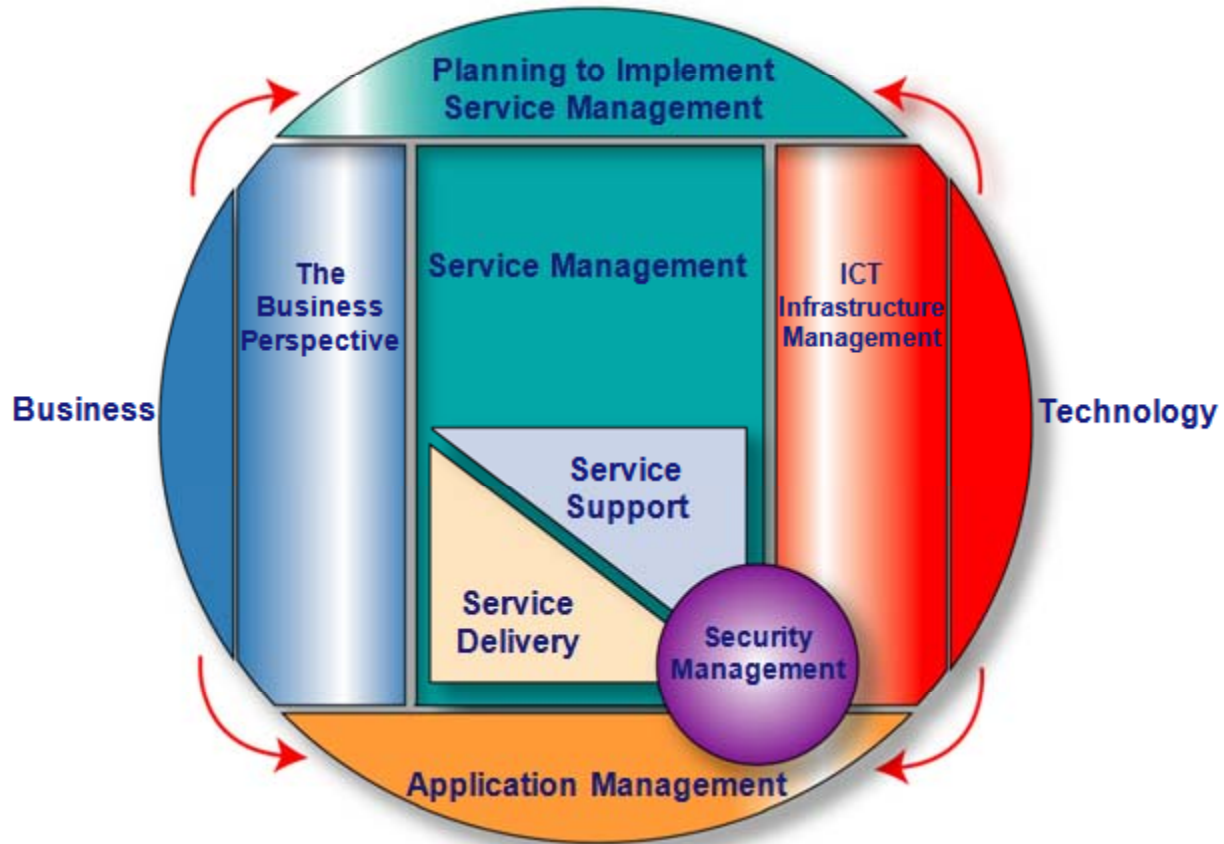
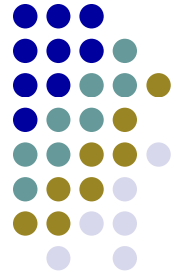
- **Improve quality of IT services**
- **Reduce long-term cost of services, driving down Total Cost of Ownership (TCO)**
- **Consistently deliver value with current and future services**
- **Align IT services with current and future business and Customer needs**
- **Partner with other business units to create new business opportunities**

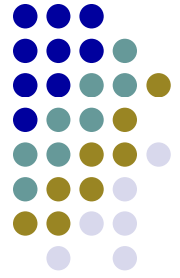
ITIL Version 2



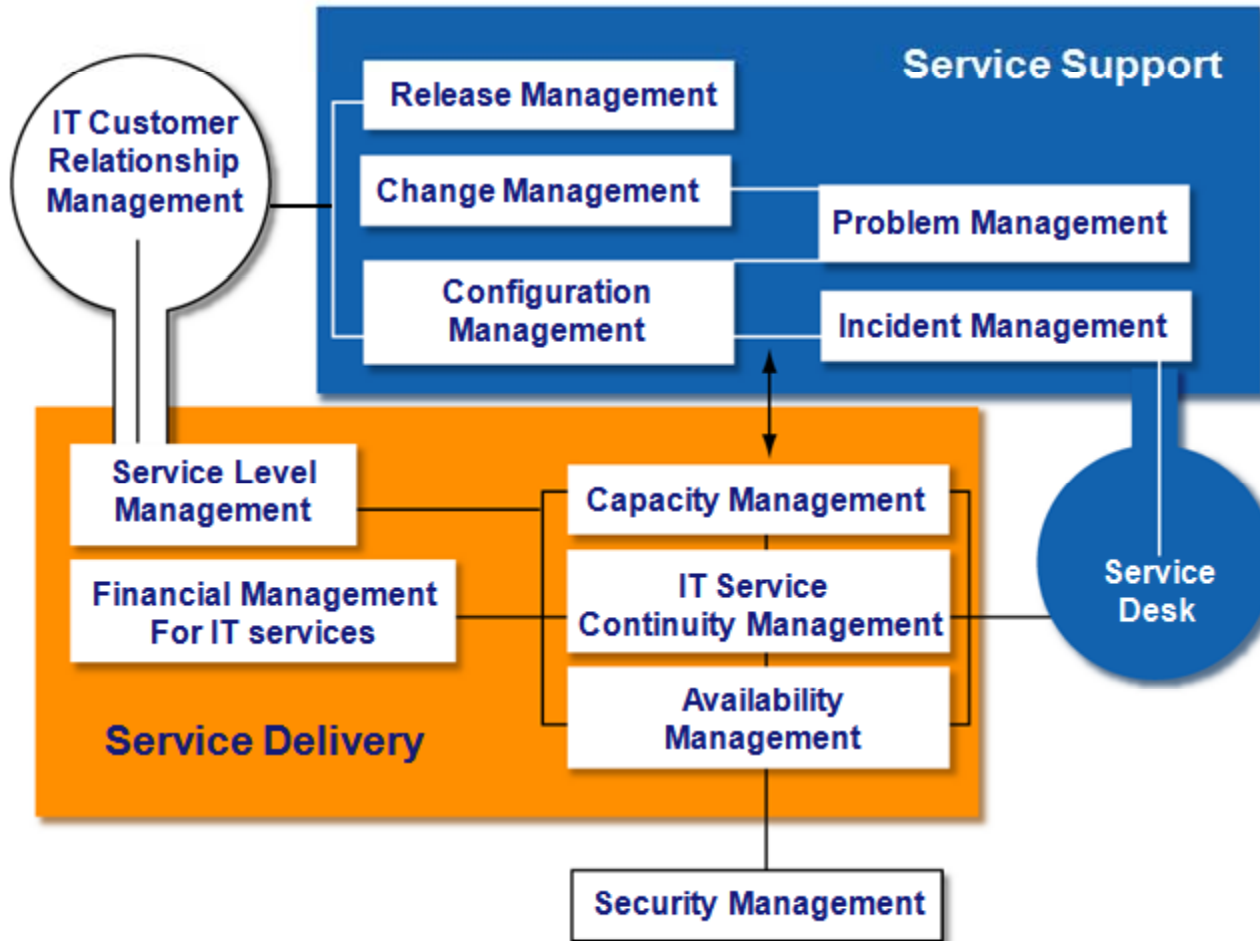
- Released in early 2001
- Based on best-practice in industry
- 10 ITIL processes comprehensively documented in 2 books:
 - *Service Support*
 - *Service Delivery*
- ITIL V2 is easier to implement for smaller organizations, but is fully scalable for the largest of organizations
- V2 provides immediate value for “hands on” operational level employees and middle management. Executives also find considerable value.

ITIL v2 framework

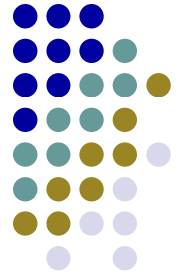




ITIL V2 Core Processes



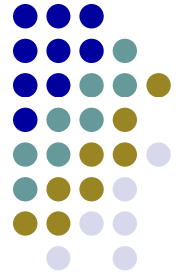
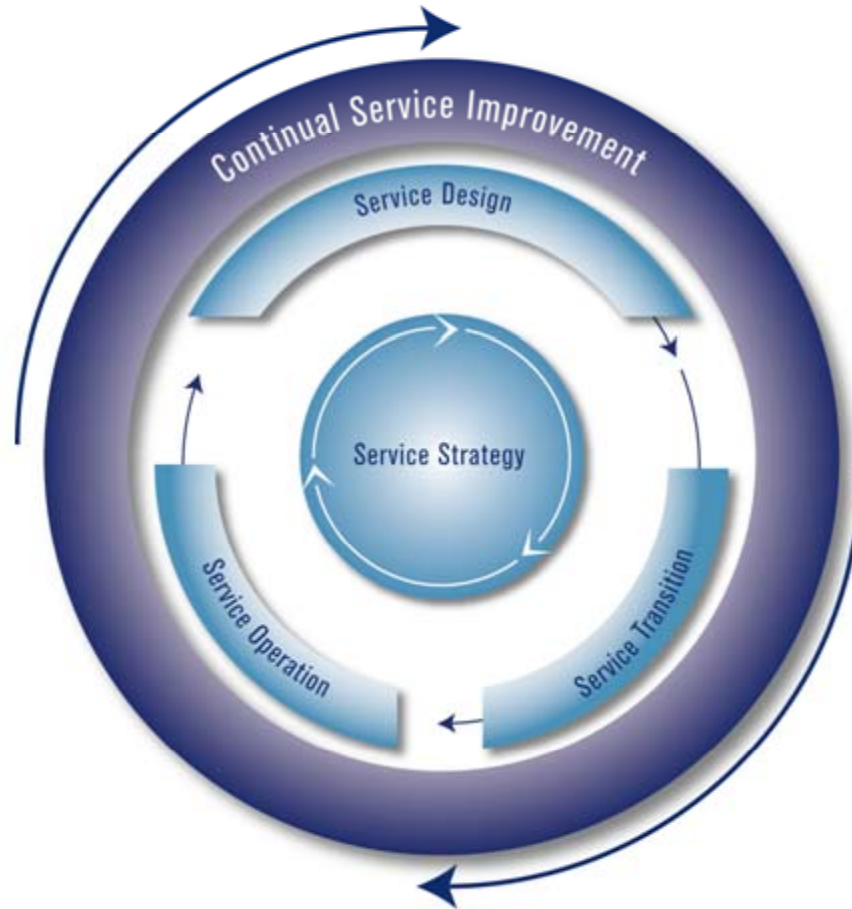
ITIL Version 3



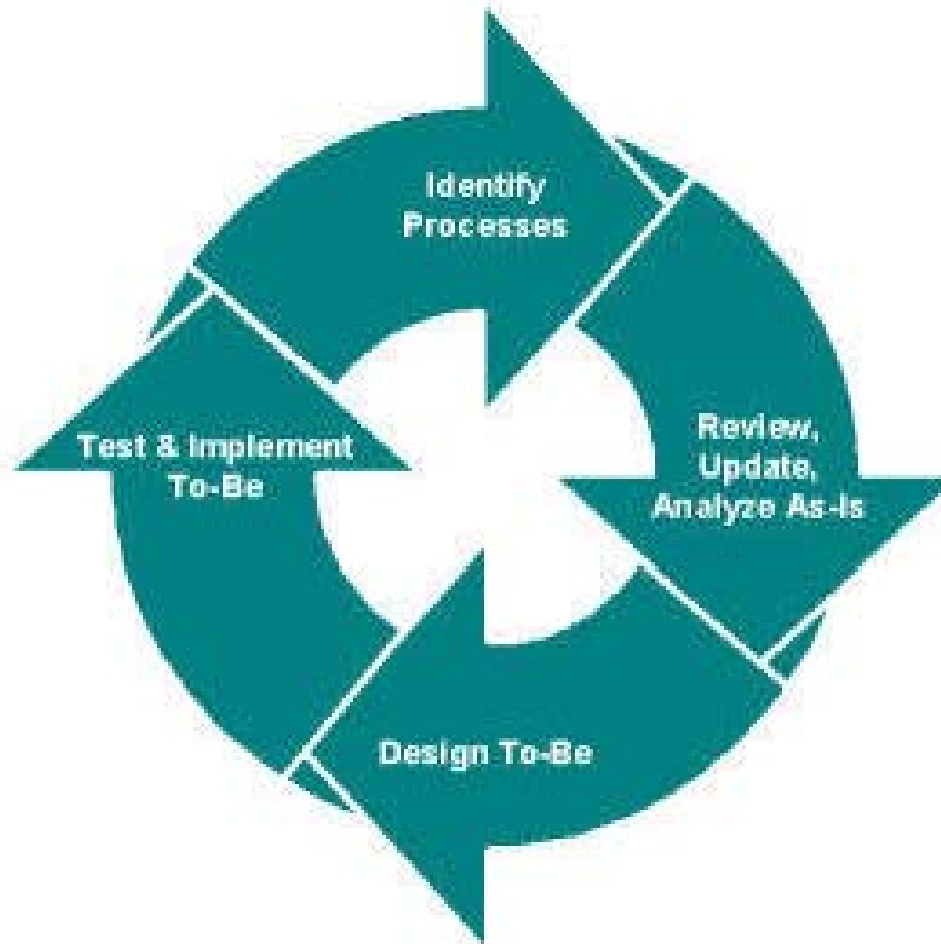
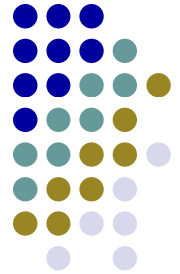
- Released in June 2007
- Adopts a Service Lifecycle Approach
- Focused on strategy, methodical planning and Business / IT Alignment
- Spans five books:
 - Service Strategy
 - Service Design
 - Service Transition
 - Service Operation
 - Continual Service Improvement
- Will eventually provide additional online, dynamic content

Service Lifecycle Approach

The structure of the Service Lifecycle is an organizing framework.



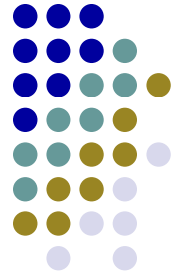
Similarities to BPM



Business Process Reengineering Cycle

8 Steps for Leading Change & Common Pitfalls

Source: HBR OnPoint Article - Leading Change: Why Transformation Efforts Fail – John P. Kotter



- 1 **Create a Sense of Urgency**
 - Analyze the Internal/External Environments
 - Identify and discuss crises, potential crises or major opportunities



- 2 **Form Powerful Guiding Coalitions**
 - Assemble a group with enough power to lead the change effort
 - Work together and often



- 3 **Create a Vision**
 - Create a vision to help direct the change effort
 - Develop strategies to achieve the vision

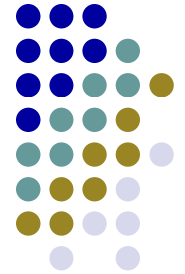


- 4 **Communicate the Vision**
 - Use every communication vehicle and communicate constantly
 - Lead by example using the Guiding Coalition



8 Steps for Leading Change & Common Pitfalls

Source: HBR OnPoint Article - Leading Change: Why Transformation Efforts Fail – John P. Kotter



5 Empowering Others to Act

- Removing Obstacles of Change
- Encourage risk taking and new ideas/activities to achieve desired change



6 Planning for and Creating Short-Term Wins

- Plan for visible and measurable performance improvements
- Recognize and reward employees involved in change



7 Leverage Improvements to Produce More Change

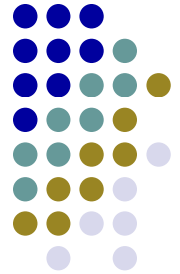
- Premature Victory Kills Momentum
- Hire, promote and develop employees who can implement change



8 Institutionalize Change

- Articulate connection between new behaviors and corporate success
- Develop change leadership and succession planning

ITIL Success Stories



- **British Banking Industry – Most major banks, stock and commodity markets**

- **British Military**

- **US Banking Industry**

<http://www.baselinemag.com/c/a/Projects-Processes/How-Bank-of-New-York-Uses-ITIL-to-Troubleshoot/>

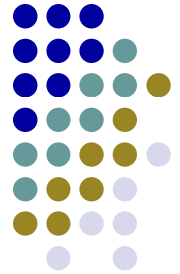
- **US Navy**

<http://nouriassociates.blogspot.com/2009/05/why-us-navy-is-standardizing-it.html>

- **DOW Chemicals**

<http://h71028.www7.hp.com/enterprise/downloads/Dow%20v2.pdf>

- **CON ED**



Providers of IT services can no longer afford to focus on technology and their internal organization, they now have to consider the quality of the services they provide and focus on the relationship with customers.

