



Tivoli software

IBM Service Management



Mini Assessment

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Solution Manager – IBM Service Management

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Content

- Engagement methodology
- ISO 20000 processes
- The survey's
- Survey processing
- Agreeing on the priority order
- Presenting observations and recommendations
- Define phases based on priority and recommendations.

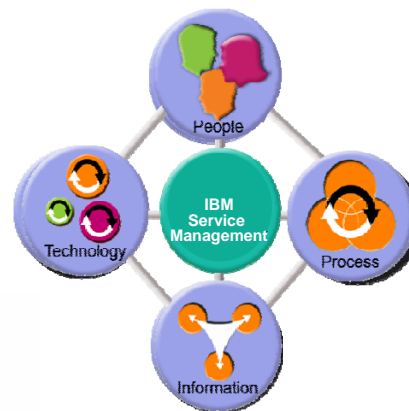
Solution methodology

People

- Roles, teams & functions
- Skill requirements
- Job descriptions
- Performance indicators
- Staffing levels
- Resource acquisition
- Training curriculum
- Staff training

Technology

- ITSM architecture
- Tool installation
- Development environments
- Customisation and integration
- Testing
- Deployment



Process

- Policies and governance
- Process design
- Detailed workflows
- Technology and information requirements
- Workflow implementation
- Procedures

Information

- Information requirements (WP's and WP Content)
- Data model
- Information flows
- Interfaces and integration
- Measurements
- Reports

5 step Engagement methodology

CIO Sponsorship needed

1. Define processes in scope
 - the processes in scope for ISO 20000 is typically a good start, see next page.
2. 4 group interviews with 2-3 hours with each group – 2 days onsite
 - each interview covering 3-6 processes
 - every interviewee to fill in 2 surveys
3. Interview no. 5 with the CIO on the last day,
 - gives possibility to immediately hint key findings
4. Allow one to two weeks of internal IBM processing and preparation of the executive presentation
5. 3 hour executive presentation (CIO to decide audience) – presentation will cover:
 - Observations & Recommendations per process in scope
 - High level plan / phases

ISO 20000 processes

1. Incident Management
2. Problem Management
3. Change Management
4. Configuration Management
5. Release Management
6. Service Level Management
7. Financial Management
8. Capacity Management
9. Security Management
10. IT Service Continuity and Availability Management
11. Supplier Relationship
12. Customer Satisfaction
13. Stakeholder Requirements

The quick survey “Importance vs. ability”

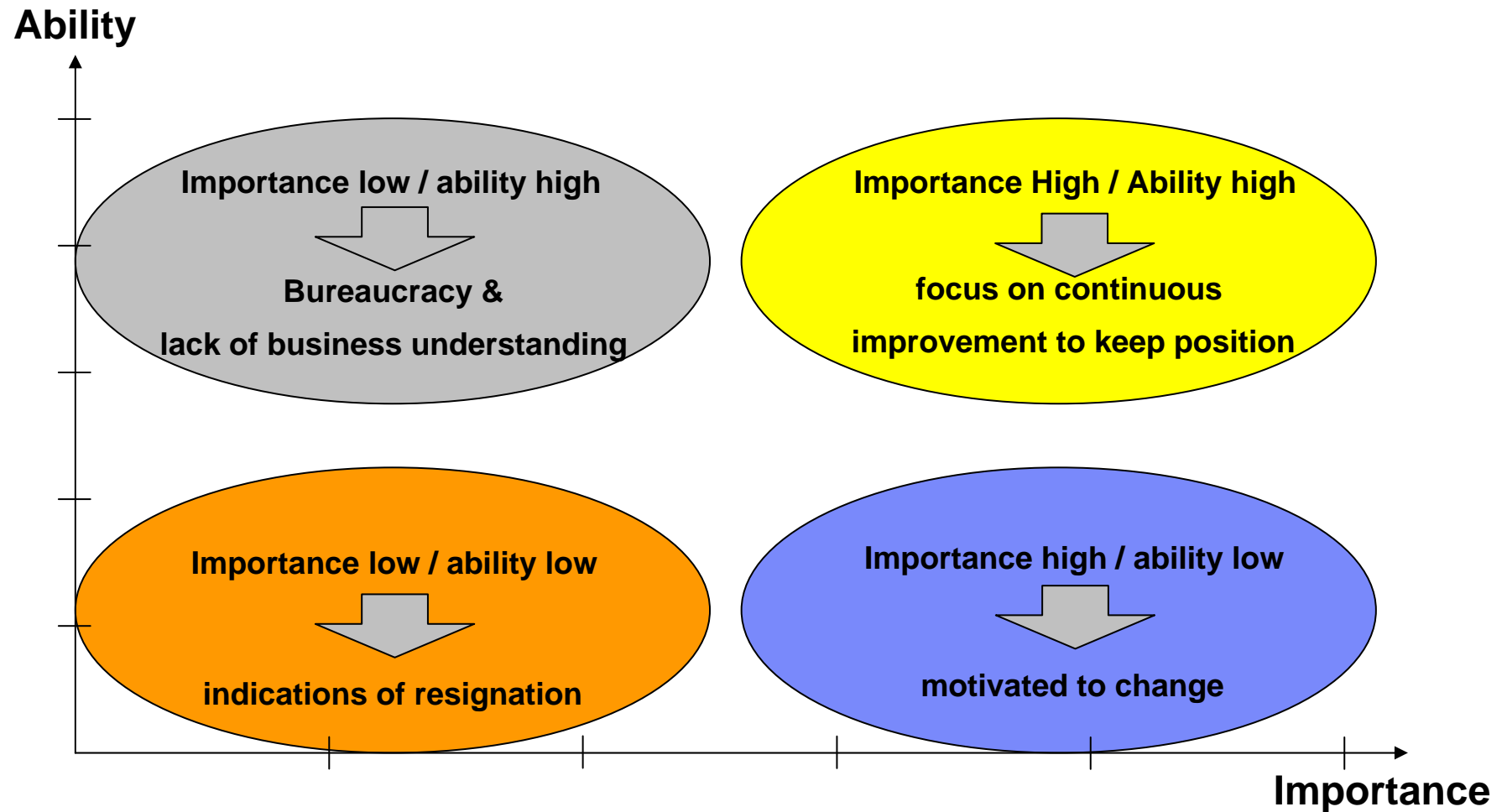
- Anonymous
- Low complexity – brief definitions
- Simple 1-5 ratings
- No introduction
- Quick, shoot from the hip
- Provides a snapshot in time.

How IMPORTANT do YOU rate each of these disciplines	Importance to NBK				
	None	Little	Some	Very	Top Priority
IT Strategy Collection of goals, policies, and plans that specify how an IT organization should function over a specific period.					
IT Portfolio Management Framework to develop and maintain an IT Service Catalog.					
Service Level Management Framework to define, measure, report and review on agreed levels of Service.					
Service Desk Management Ability to professionally manage each user contact and interaction with the provider of IT services throughout its Lifecycle.					
Incident Management To focus on the restoration of a service, by managing the lifecycle of incidents; including reception, logging, acknowledgement, classification, response, tracking and reporting.					
Knowledge Management (primarily focused around the Service Desk) Framework to define, develop, maintain knowledge and to ensure that the right information is delivered to the appropriate plans or competent person at the right time to enable informed decision.					
Problem Management To focus on establishing the root cause of an incident and its subsequent resolution and prevention.					
Change Management To control and manage requests for change (RFC), from inception through implementation, while focusing on minimizing the risk of disruption to IT services.					
Release Management To plan and control the rollout any collection of software, hardware, documentation, and operating procedures.					

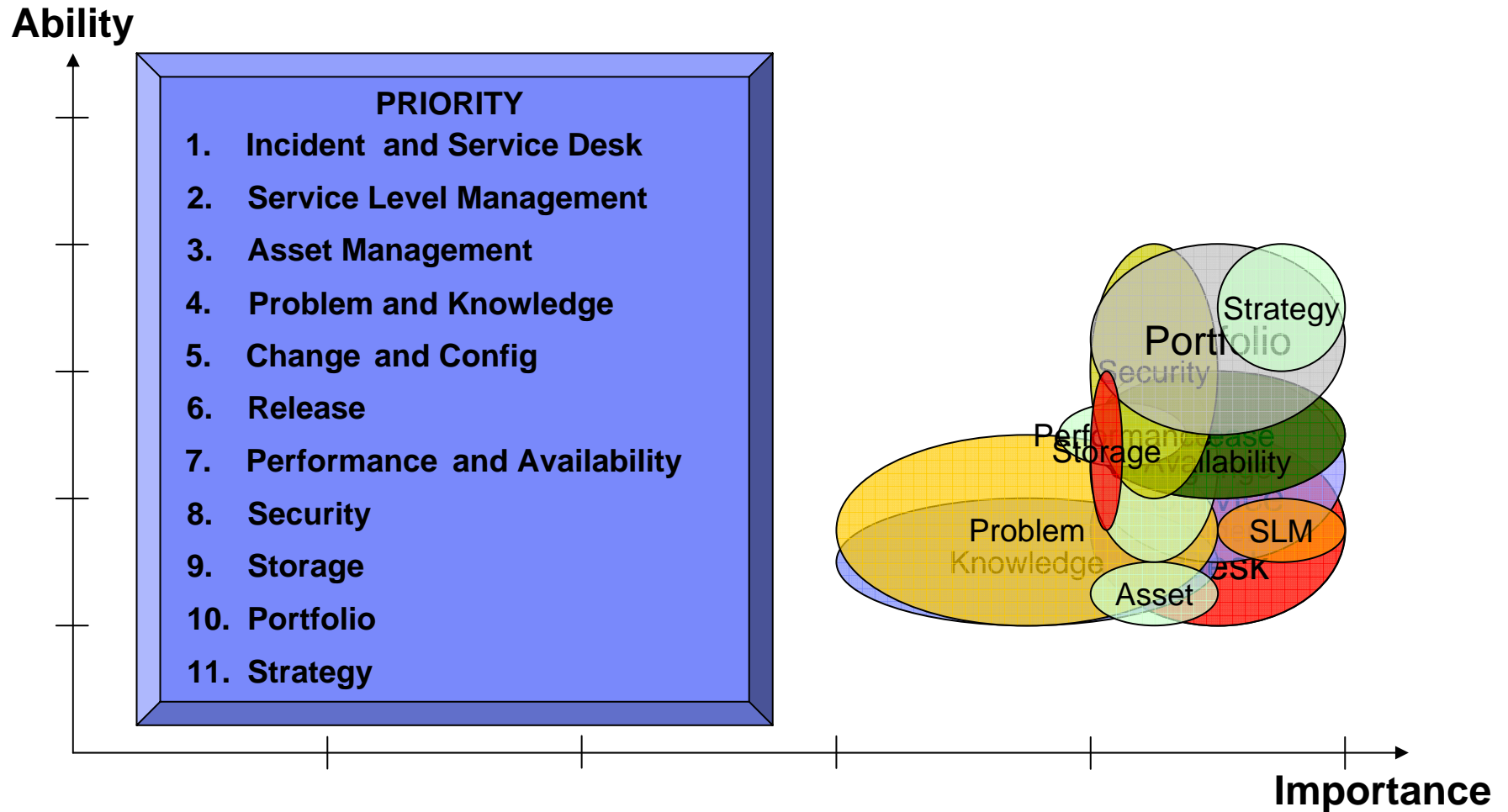
How CAPABLE do YOU rate NBK (today) on each of these disciplines	NBK Capability (as of today)				
	Ad Hoc	Aware	Capable	Mature	Optimal
IT Strategy Collection of goals, policies, and plans that specify how an IT organization should function over a specific period.					
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Release Management To plan and control the rollout any collection of software, hardware, documentation, and operating procedures.					
Configuration Management To identify, control, maintain, and verify the versions of configuration items (CI) and their relationships in a logical model of the infrastructure and services. CIs typically cover hardware, software, systems, services and associated documentation.					
Asset Management To identify, collect, maintain and report inventory and financial information about IT assets throughout their lifecycle, includes management of licenses, leases and service contracts.					
Availability Management (including Monitoring and Event Management) To understand the IT service availability requirements of the business and to plan, measure, monitor, and continuously strive to improve the availability of the IT infrastructure.					
Performance- and Capacity Management To match the capacity of the IT services and infrastructure to the current and future identified needs of the business.					
IT Security Management To cover the lifecycle of security concerns, including planning, operational measures, evaluation and audit.					
Storage and Data Management To conduct data lifecycle management by ensuring that all data required for providing and supporting operational services are available for use and that data storage facilities can handle normal, expected fluctuations in data volumes and other parameters within their designed tolerances.					

Ad Hoc - Effectiveness dependent on which individuals are assigned to the work.
 Aware - Effectiveness is dependent on which management domain is performing it. There are known problems.
 Capable - Effective within many management domains
 Mature - Consistent and reliable across management domains
 Optimal - Effectively controlled and executed across all management domains – business aligned decision making and continuous improvement ensured

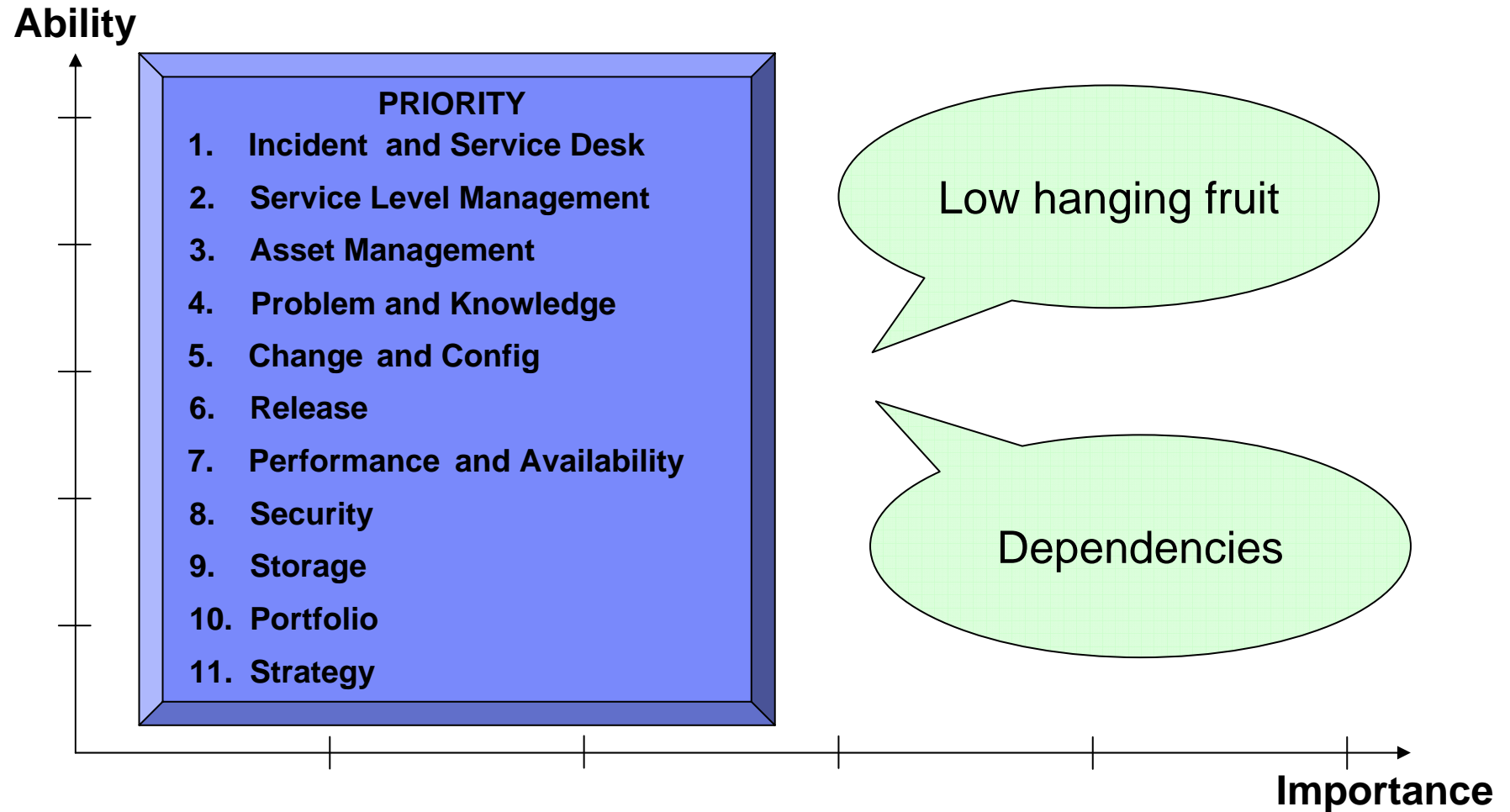
Importance vs. ability



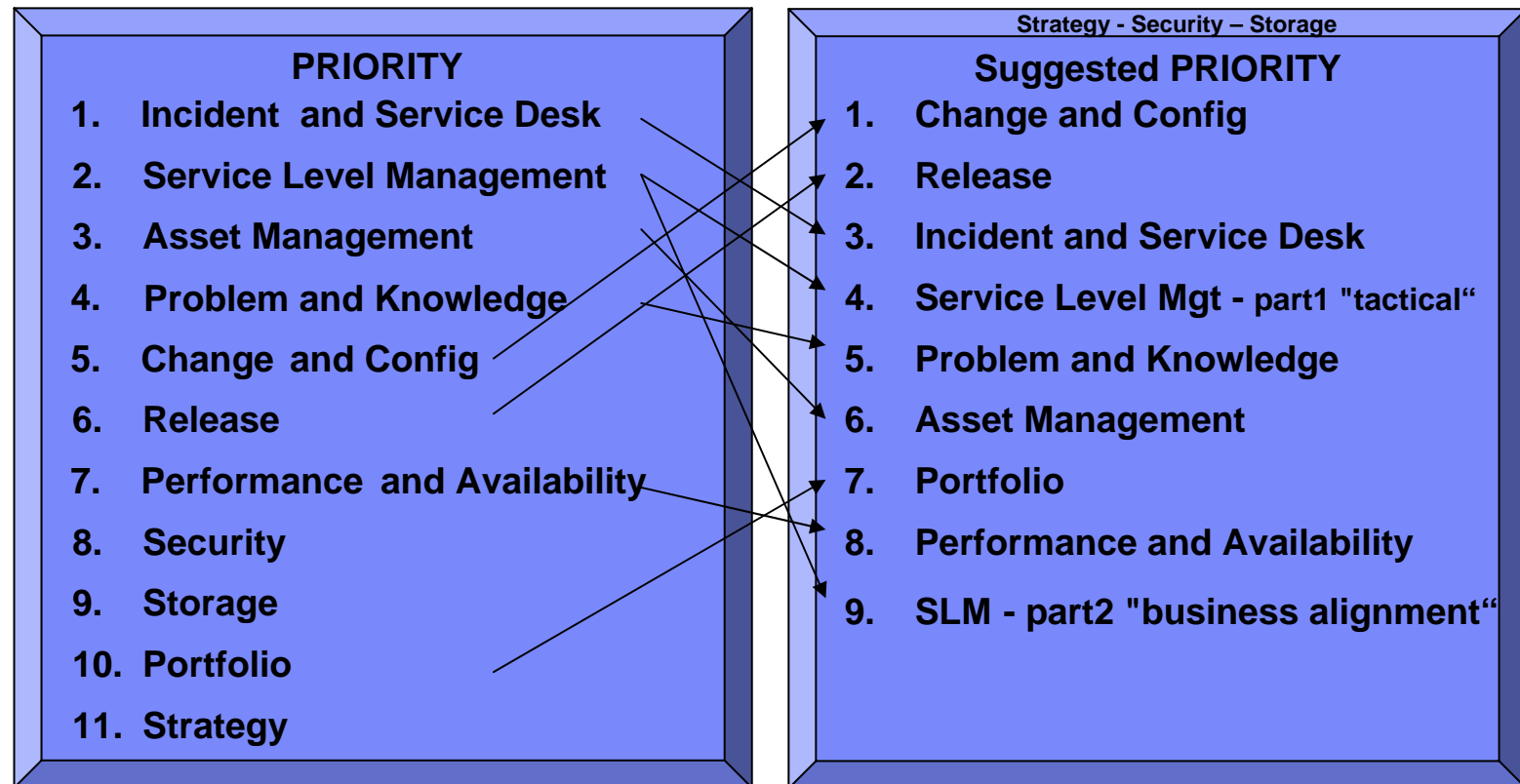
Priorities



Priorities

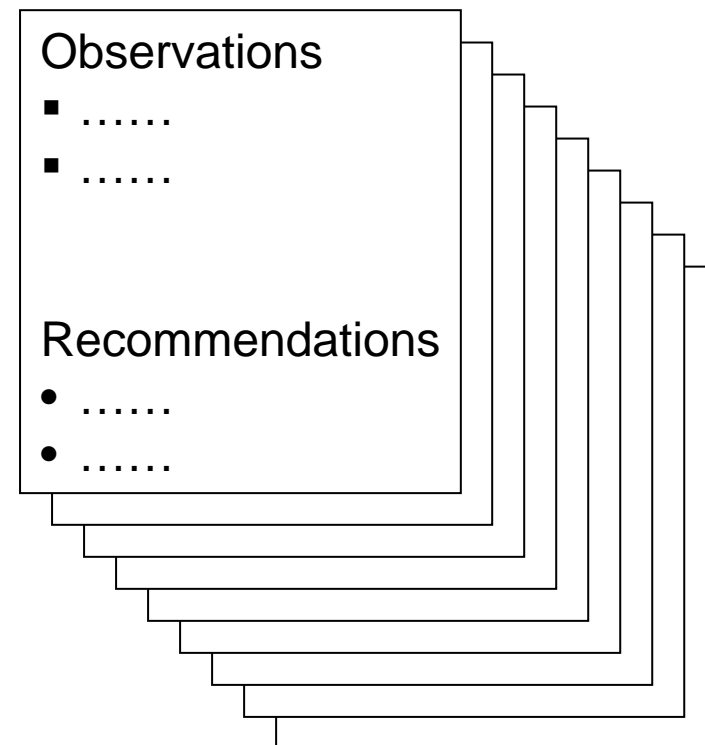
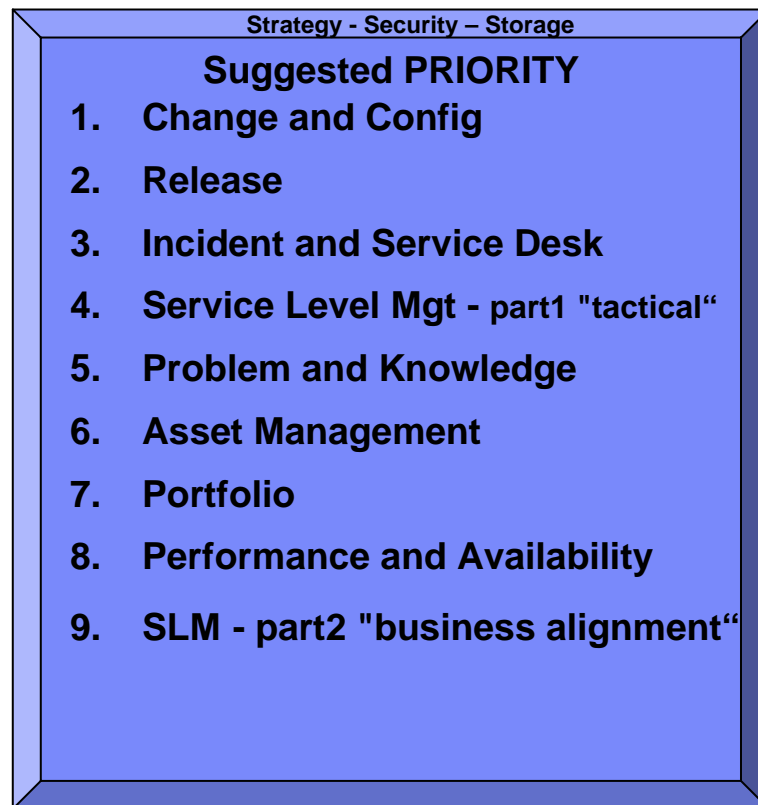


Priorities

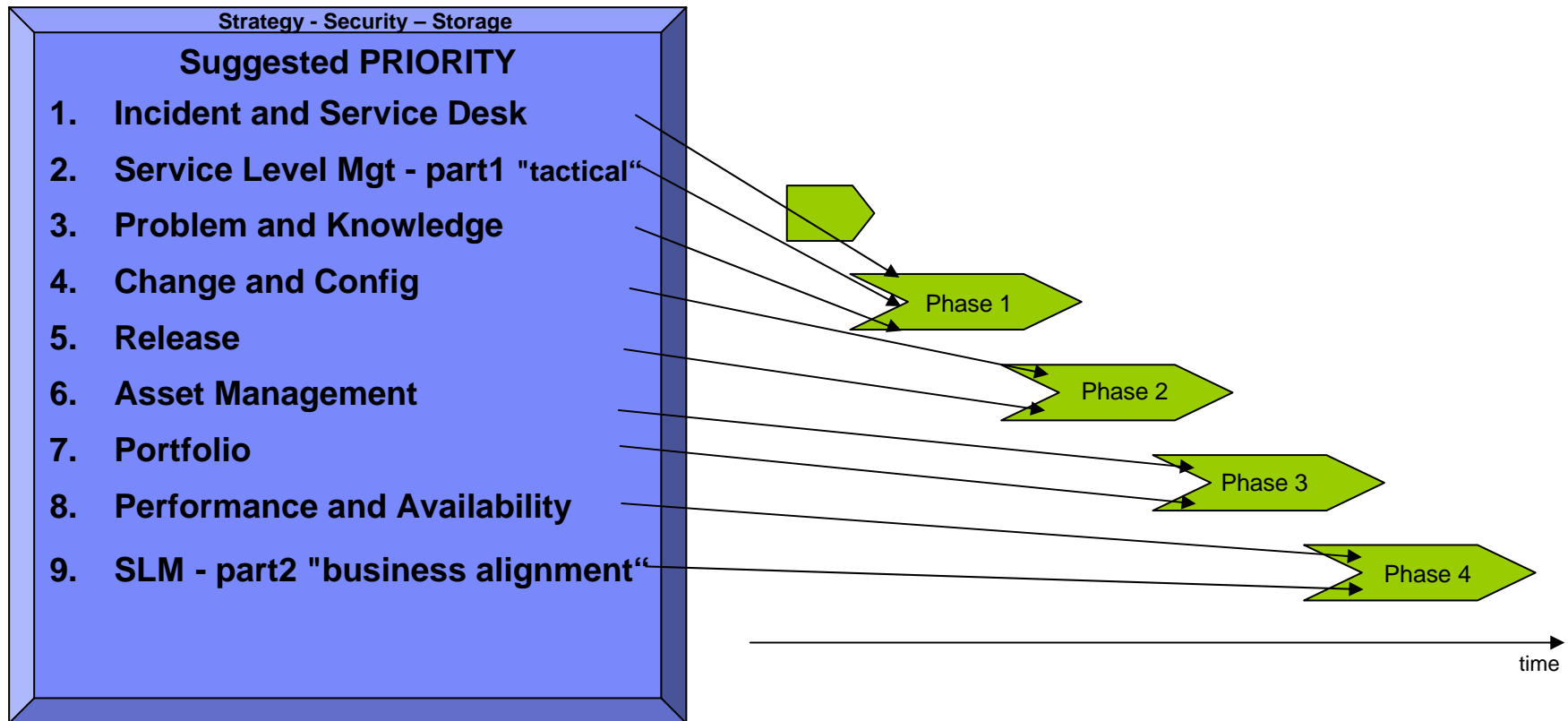


Presenting observations and recommendations

- The agreed order then drives the presentation of observations and recommendations for each of the processes



Priorities drives the Phases





IBM Software Group

Thanks



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