



Ana Meskovska
Daniela Gavrilovska

How to implement Successful ITSM Systems

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About us

- **Ana Meskovska, B.Sc. EE, CMC**
 - Consultant in T&P Consulting
 - Quality and Information Security Manager
 - Member of the Board of directors of itSMF Macedonia
- **Daniela Gavrilovska,**
 - Support Account Manager
 - Member of itSMF Macedonia

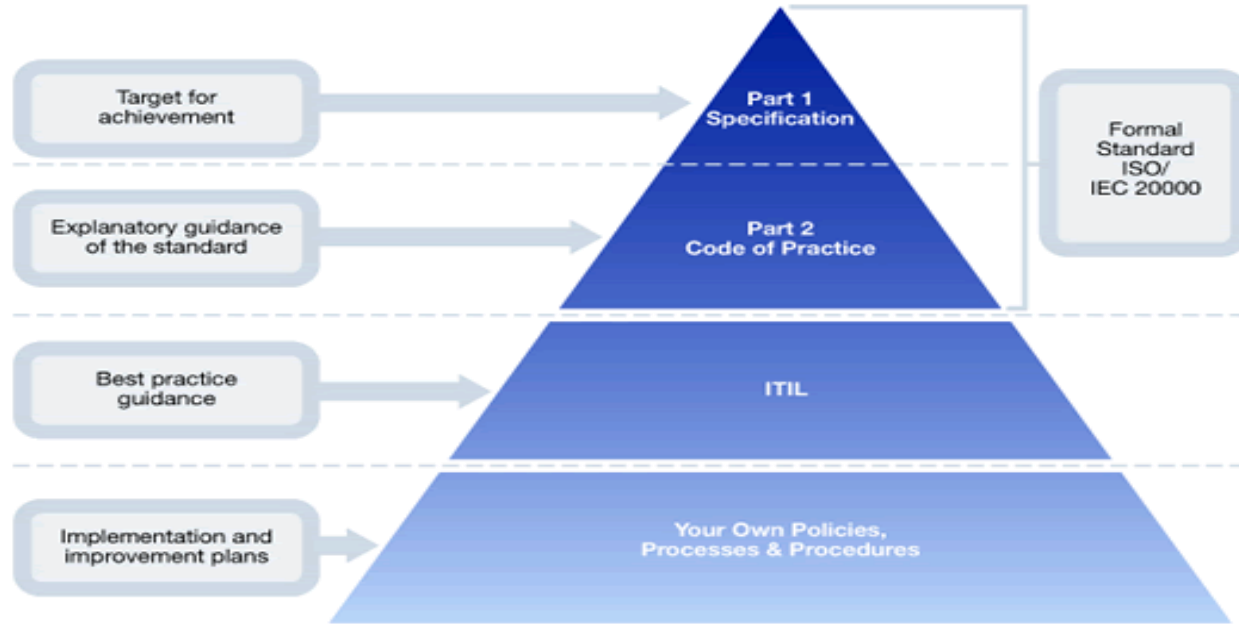
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Basic definitions

- **IT service management (ITSM)** is a discipline for managing IT systems, philosophically centered on the *customer's perspective of IT's contribution to the business*.
- **Information Technology Infrastructure Library (ITIL)** is a set of concepts and practices for ITSM, IT development and IT operations.
- **ISO 20000** is the first international standard for ITSM (known as the quality standard for IT Service Management)

ITSM hierarchy



ITSM certifications

- **Certifications for Organizations**

- ISO 20000 Certification

- **Certifications for Professionals**

- ISO 20000 Qualifications

- ITIL Version 3 Qualifications

ISO 20000 – Certificate for organizations

- Any organization is able to claim compliance with the ISO/IEC 20000 standard
- It is more valuable for such claims to be independently verified as part of a formal certification scheme.
- ISO 20000 certified organization
 - ▣ must comply with the standard
 - ▣ must be assessed by Registered Certification Body (RCB)
- RCB – organization registered by *itSMF* and granted permission to operate under the *itSMF*

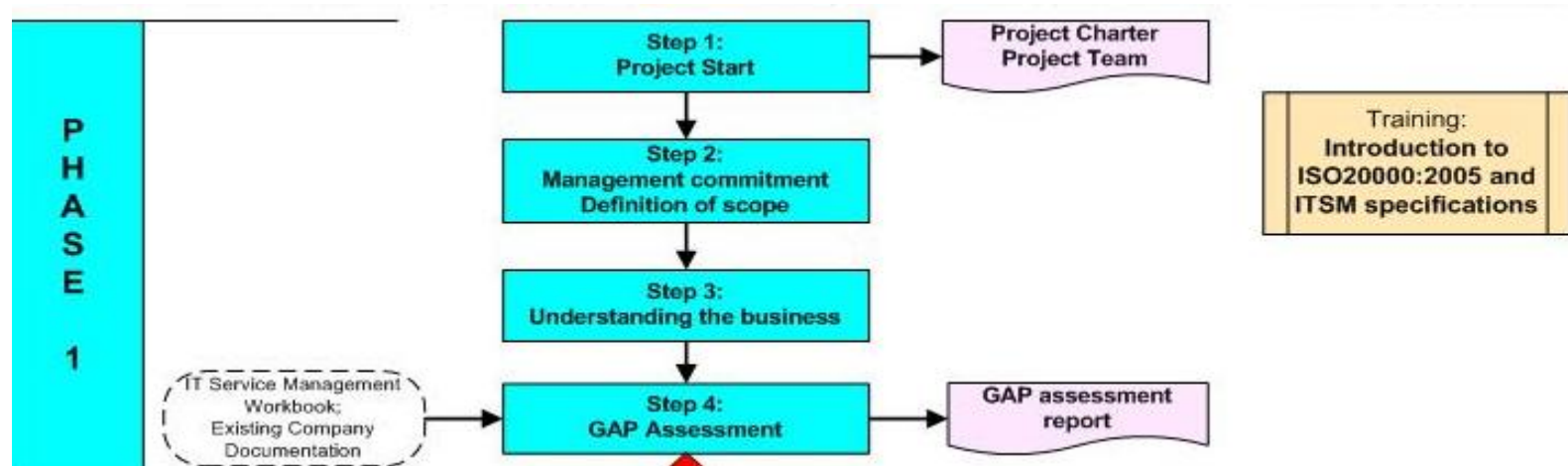
ITSM Box



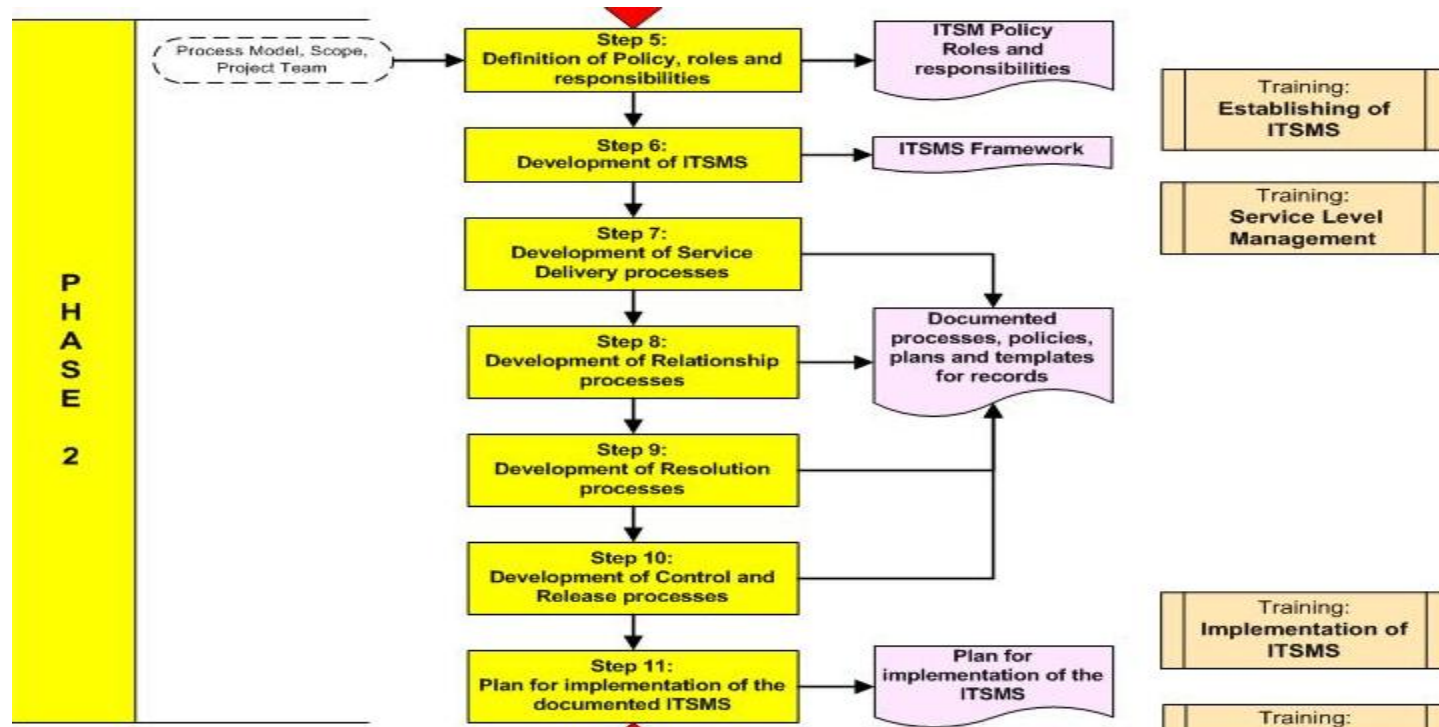
What is new?

- **ISO/IEC 20000-1:2005** Information technology - Service management - Part 1: Specification
- **ISO/IEC 20000-1:2011** Information technology - Service management - Part 1: **Service management system** requirements

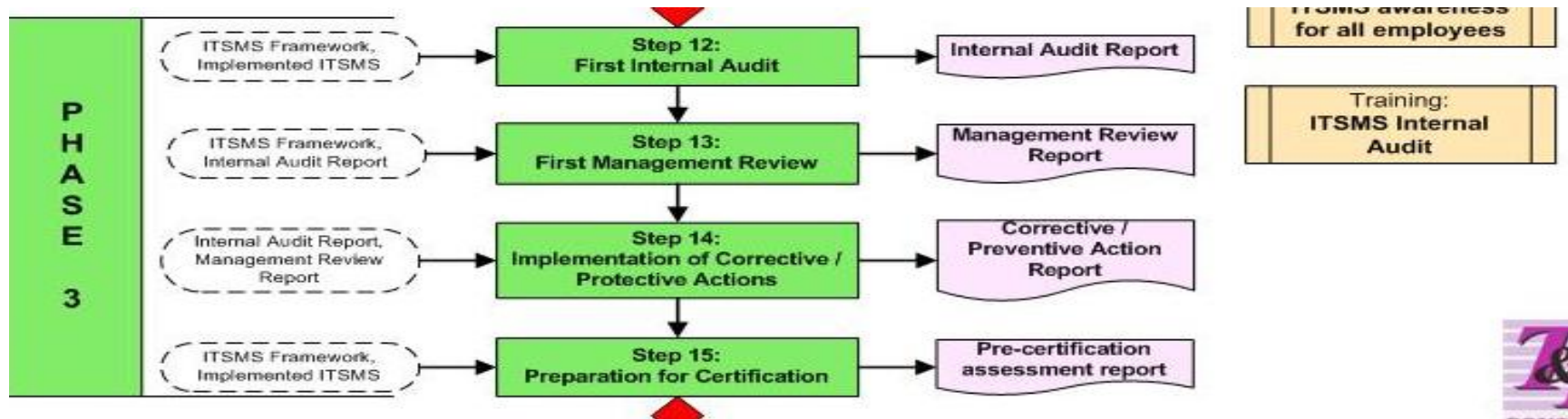
Implementation process – Phase 1



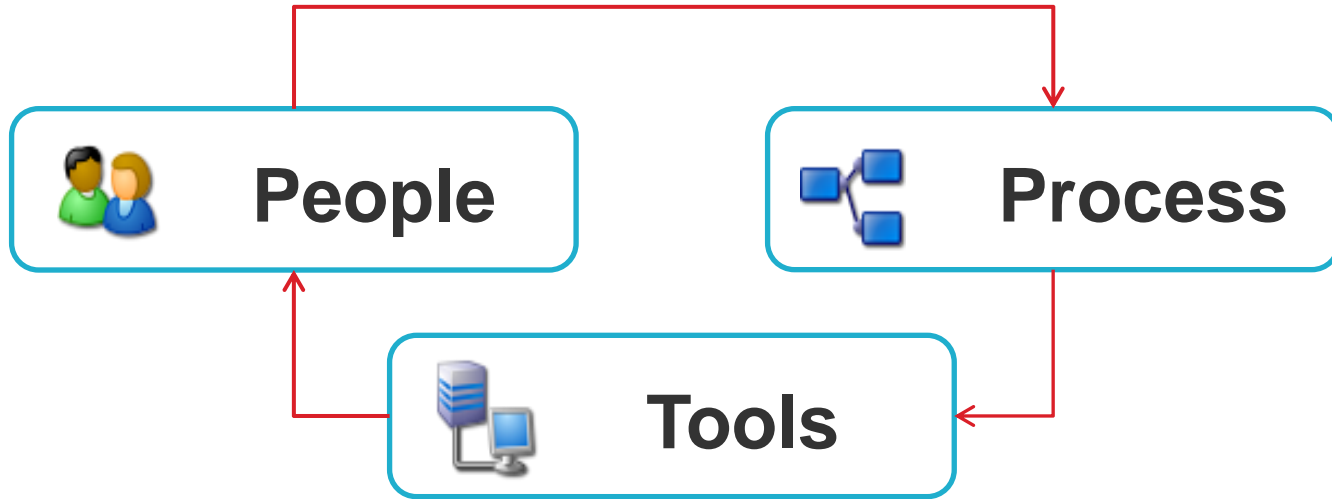
Implementation process – Phase 2



Implementation process – Phase 3



People, Process, Technology



Question

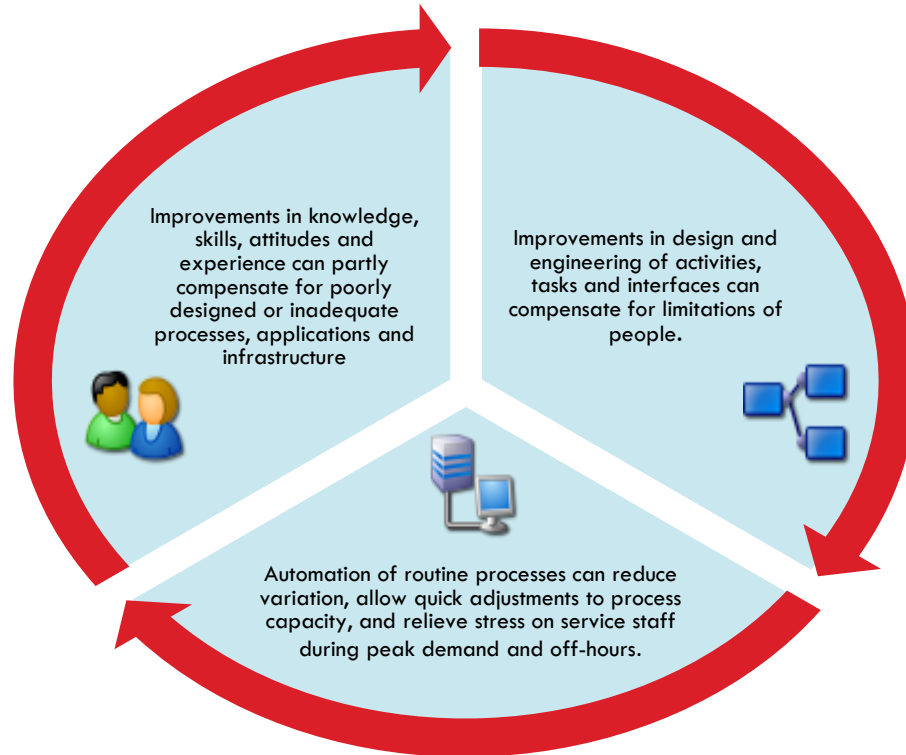
“ In an uncertain economy, where should the enterprise focus its attention and resources? ”

The No. 1 answer was “**improving business process**”

This has been the No. 1 response for the last five years!

January 2010 CIO Survey, Gartner

Improvements



Ease of Automation



Tools 1 / 6

Service Desk

Track incidents, assign them to a technician for resolution, and report on successful resolution

Groups incidents into problems and addresses the underlying causes

CMDB

Control over the enterprise environment; license, regulatory, patch and service management

Defining of relationships between Cis

Service Request and fulfillment

Define the services within a catalogue structure in conjunction with the business customers and create a service portal that allows users to request services

Identifies the root cause and resolve the issue using pre-programmed and scripted self-healing techniques

Tools 2/6

Asset Management

Who owns the asset who is accountable, cost of ownership and maintenance and who posses it

Provides information to finance group that purchases assets

Security Management

Protects the integrity of the network, systems and applications, guarding against intrusion and inappropriate access and usage

Generates alerts that will trigger the auto-generation of incidents

Knowledge Management

Captures data throughout the Incident and Problem Management lifecycles using keyword

Speeding up the overall resolution process

Tools 3/6

Systems and Network Management

Generates error messages for event management that feeds the Incident Management and Availability Management processes

Software deployment within their domains (e.g. Release of patches, pushing of firmware upgrades to remote components on the network)

Event Management

Events are captured and assessed by rules-based, model-based and policy based correlation

Provides information regarding availability impacts and performance thresholds that have been exceeded related to capacity or utilization

Performance Management

Analysis of responsiveness, transaction and traffic throughput and utilization levels optimizing the performance of the IT services evaluating system, networks, databases and applications

Generation of the data required to report on SLAs and provide input to service Improvement plans.

Tools 4/6

Application and Service Performance Monitoring

Monitors the end-to-end delivery of services that provides system, application, Availability and Capacity Managers and Service Owners

Provides key metrics such as availability, transaction throughput, transaction response time, network latency, server efficiency, database I/O and SQL effectiveness.

Automated Incident /Problem Resolution

Service outage generates an alert that automatically triggers diagnosis and repair procedures

These procedures then identify the root cause and resolve the issue using pre-programmed and scripted self-healing techniques

Statistical Analysis Tools

Provides the functionality to logically group data, model current services and enable predictive models to support future service growth

Provides input to the Availability, Capacity processes and support the analysis of MTRS, MTBFs, Demand Management, workload analysis, service modeling, application sizing

Tools 5/6

IT GRC

Managing Compliance - The act or process of complying to a desire, demand, proposal or regimen or to coercion; conformity in fulfilling official requirements

GRC Program Management (Risks, Controls, Activities, & Reports)

Software Version Control

Support the control of all mainframe, open systems, network and applications software providing a Definitive Media Library type repository for the development environment

Version information must seamlessly integrate with the CMS and Release Management

Software Test Management

Support the testing activities of Release Management and deployment activities providing development, regression testing, user acceptance testing and pre-production QA

Integrate with Incident Management to capture testing-related incidents

Tools 6/6

Project and Portfolio Management

Support the registration, decision support, costing, resource management, portfolio visibility and project management

Task assignments for development activities, change and release build information based on the agreed portfolio, capture of resource data from ITSM, TCO of portfolio and resource utilization data

Financial Management

Gather critical usage metrics for each of the technologies being measured, links in the costing information from accounting software and then reports, analyses and allocates costs,

Enabling customers to evaluate the information in many dimensions

Business Intelligence/Reporting

Provides business-related data from all toolsets representing a guide to direct the activities of IT as a whole in support of the business customer

Ensures overall quality and governance of service provision

Ten Factors for ITSM Resistance

1. No management commitment
2. Saying "YES" but meaning "NO"
3. ITIL is the objective not what it should achieve
4. Plan, do, stop.....no continual improvement focus
5. Never mind about following procedures just do what we normally do
6. ITIL never work here
7. Throwing (ITIL) solutions over the wall and hoping that people will follow them
8. IT thinks it doesn't need to understand the business to make a business case
9. Unable to specify the VALUE required by the business
10. Everything has the highest priority according to the users

When Implementing a Change

Do

- ❑ Establish a baseline
- ❑ Develop a communication strategy and ensure that is understood
- ❑ Identify impact
- ❑ Be able to articulate why we are making this change
- ❑ Identify skills knowledge required
- ❑ Promote right culture
- ❑ Promote organizational discipline
- ❑ Integrate HR support
- ❑ Put the right people on the right roles
- ❑ Help people to manage stress
- ❑ Encourage people to think that the situation can be improved
- ❑ Provide easy access to information and documentation

Don't

- ❑ Try to micro-manage everything
- ❑ Put minor changes through bureaucratic process
- ❑ Forget the agreed degree of risk
- ❑ Focus solely on IT
- ❑ Forget the people
- ❑ Overcomplicate things
- ❑ Ignore the after effects of failed change
- ❑ Neglect the costs of transition
- ❑ Succumb to inertia
- ❑ Pretend that there will be no losers

Conclusion

- ITSM implementation = Change
 - ITSM implementation is a project
 - clearly define processes
 - automation is excellent but needs to be suitable to your organisation
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danielag@nextsense.com +38978288418

ana.meskovska@tpconsulting.com.mk +38975464706

Thank you