



'elevating service excellence'

ITIL[®] – Where Do We Start?

HDI Webinar

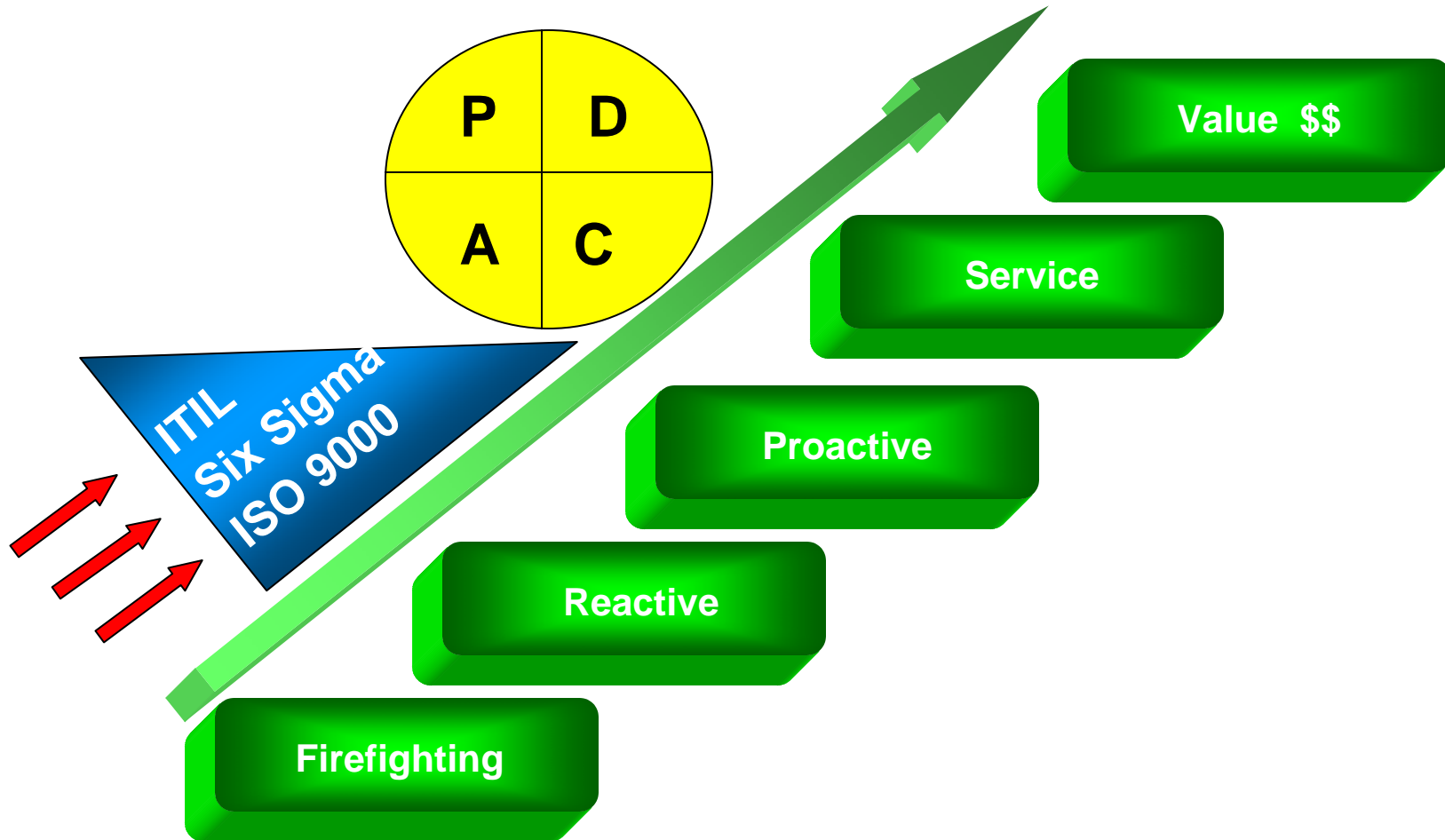
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Sources for this material include: ITIL materials owned by the Office of Government Commerce OGC, the Stationary Office TSO, materials owned by the IT Service Management Forum, ITSMF Ltd, materials owned by Help Desk Institute, HDI.
Propoint Solutions, Inc 888-264-0761

Frequently Asked Questions:

- Why ITIL?
- Are we ready to Implement ITIL?
- Which processes should we implement?
- How much will this cost?
- Are there tools, technology, or experts who can help?
- What do I measure and when?
- How do I know ITIL is working?

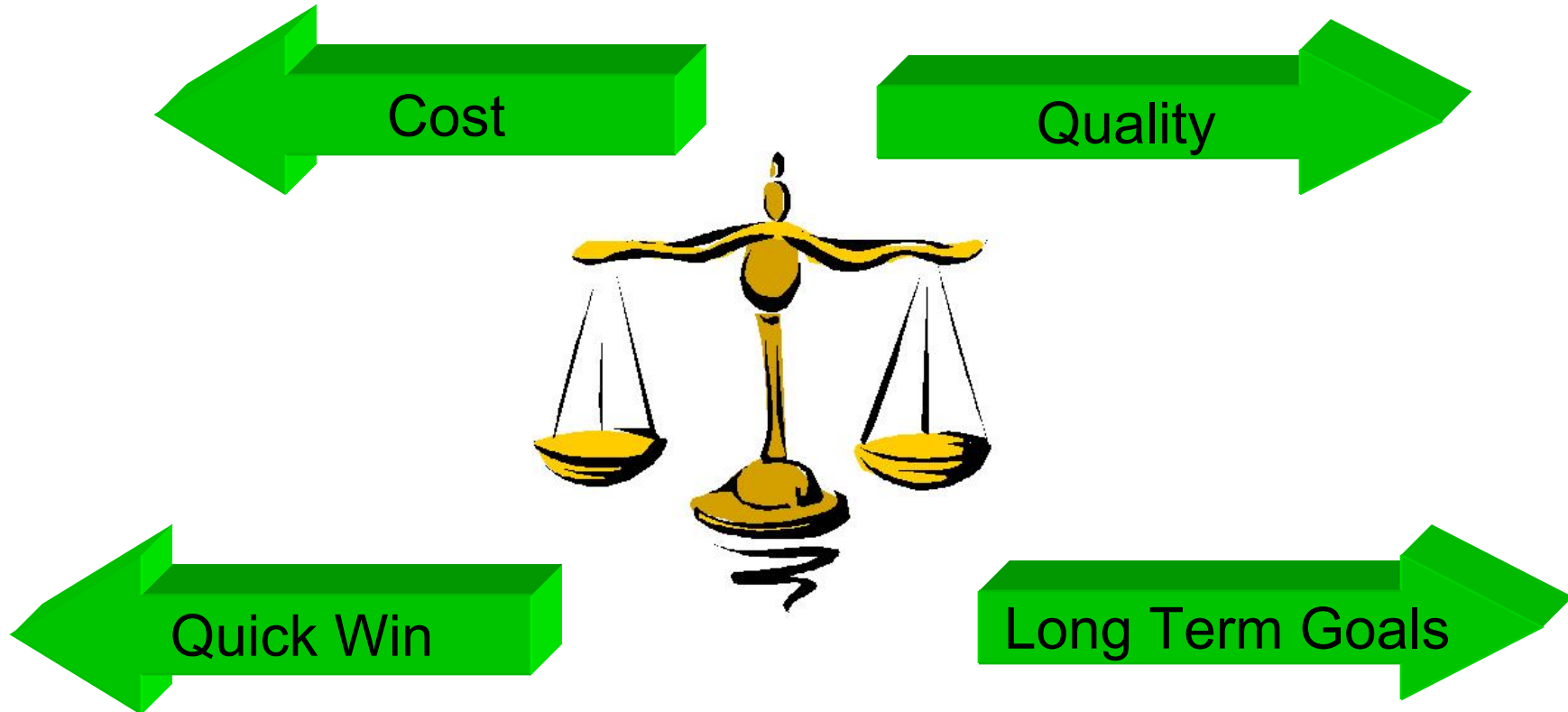
ITIL is an underpinning framework for continuous improvement - aligning IT to the Business



Are We Ready to Start Implementing ITIL?

- Senior Management
 - Clearly defined and communicated objectives
 - Budget
 - Resource Availability
- Staff
 - Accurately translated objectives
 - Skills
 - Knowledge
- Organizational Structure and Culture

Approach Considerations



ITIL[®] – Where do we start?

“it depends...”



ITIL[®] – Where do we start?

“it depends...”

- Immediate Need
- Diagnosis
- Treatment Plan
- Follow-up Tests



ITIL Continuous Improvement



How Do We Implement ITIL?

- Implement ITIL in phases
 - Set specific objectives for each phase
 - Use pilot programs
 - Implement by “Service”

Single Process Approach

quick relief, least expense, fewest resources

- Pain Points
 - Service Desk
 - Incident Management
 - Service Level Management
 - Change Management

Clustered Process Approach

develop synergistic processes

- Service Desk, Incident Management, Problem Management
- Change Management, Configuration Management, Release Management

How to get there?

People • Process • Technology

- Vision
- Training
 - ITIL Executive Overview
 - ITIL Foundation Certification
 - Project Management, Six-Sigma
- Empowerment
- Continuous Improvement Teams

How to get there?

People • **Process** • Technology

- ITIL CMM assessment
- ITIL Process Consultant / Guide
- Project Plan
- Start with the pain points
- Identify low hanging fruit for quick wins

How to get there?

People • Process • Technology

- Develop your processes first
- Tools to support your workflow
- Tools to facilitate ITIL processes
- Tools to link ITIL processes
- Cost/benefit ...if it isn't broke

What should we measure?

Metrics that matter
Specific
Measurable
Time phased with tactics

Metrics should be...

Easy to interpret
Current and accessible
Discussed regularly
Revised regularly
Team & Individual

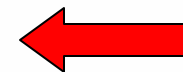


	Base Weight	Target	Actual	Performance	Score
Positive Metrics (Trend Up)					
Resolution Rate (%)	25%	50.0	35.0	0.70	17.5
Customer Satisfaction (5 pt scale)	10%	4.5	4.7	1.04	10.4
Contacts per agent (contacts/day)	8%	35.0	27.0	0.77	6.2
Incident Assignment Accuracy (%)	25%	95.0	96.9	1.02	25.5
Negative Metrics (Trend Down)					
Speed to Answer (sec)	15%	15.0	36.0	0.42	6.3
Abandoned Calls (%)	15%	4.8	5.3	0.90	13.5
Time to Respond: email, fax, voicemail (min)	2%	60.0	51.0	1.18	2.4
Base Must = 100%	100%				

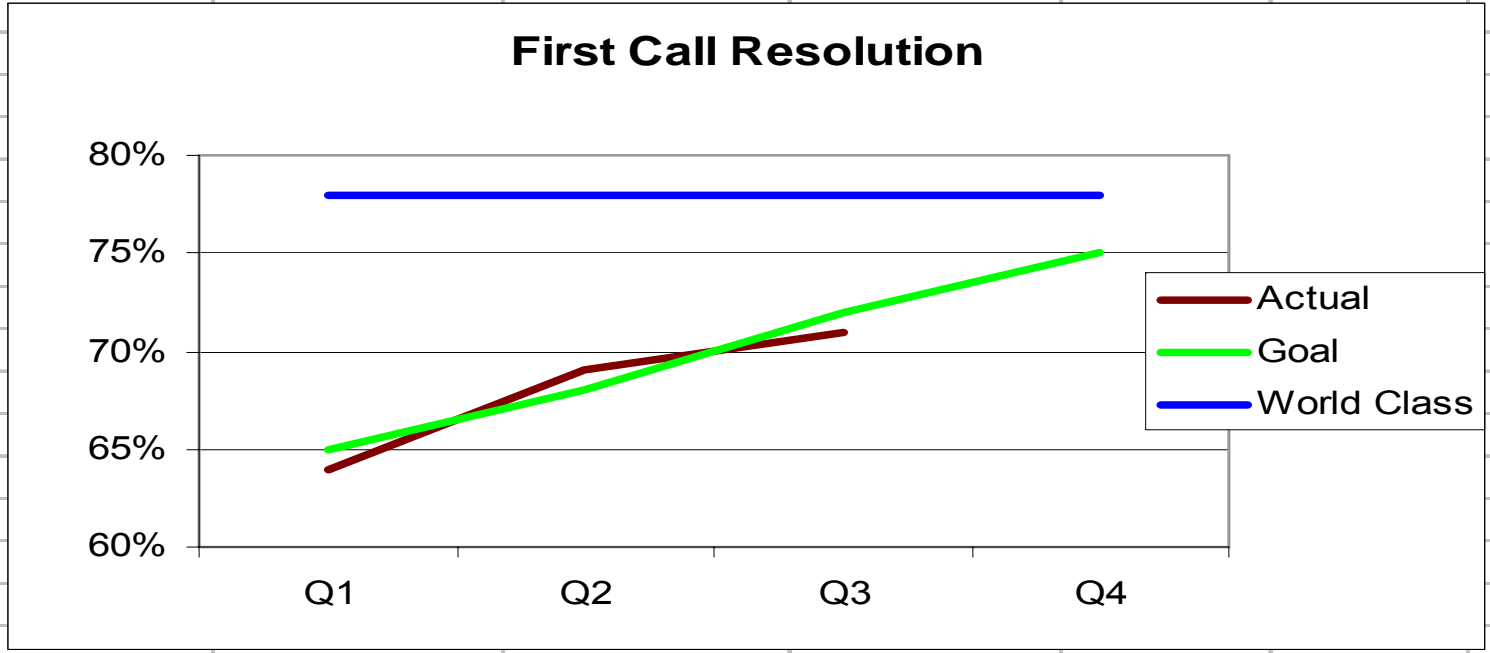
Overall Weighted Score **81.7**

Color Key

- Performance Value ≥ 100 or 1
- Performance Value Between 80 & 100 or .8 & 1
- Performance Value ≤ 80 or .8



	Q1	Q2	Q3	Q4
Actual	64%	69%	71%	
Goal	65%	68%	72%	75%
World Class	78%	78%	78%	78%
Tactics	√ SBR	√ HDA Cert	KCS	Hire level 2
	√ Team Building	√ Go 2 Assyst	√ App training	HDM Cert



ITIL® – Resources

- Books
 - Planning to Implement Service Management ISBN 0-11-330877-9
 - Implementing Service and Support Management Processes: A Practical Guide ISBN 90-77212-43-4
- Training
 - EXIN Accredited training provider
 - Instructor should have ITIL implementation experience
- Consulting
 - Tool Neutral
 - ITIL CMM Assessment
 - Experienced ITIL Consulting Guide
- Organizations
 - HDI and ITIM Conferences
 - itSMF

Questions?

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