



'elevating service excellence'

Passion to Perfection

itSMF Rocky Mountain LIG

July 12, 2006

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Passion to Perfection 6 Keys to Success



- Continuous Improvement
- Vision? ...sharing the big picture
- Where are we? ...assessment
- How will we get there?people
- Are we there yet?metrics
- Celebration!



ACHIEVEMENT

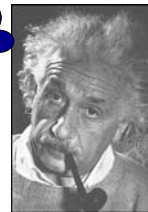
YOU CAN DO ANYTHING YOU SET YOUR MIND TO WHEN YOU HAVE VISION,
DETERMINATION, AND AN ENDLESS SUPPLY OF EXPENDABLE LABOR.

www.despair.com

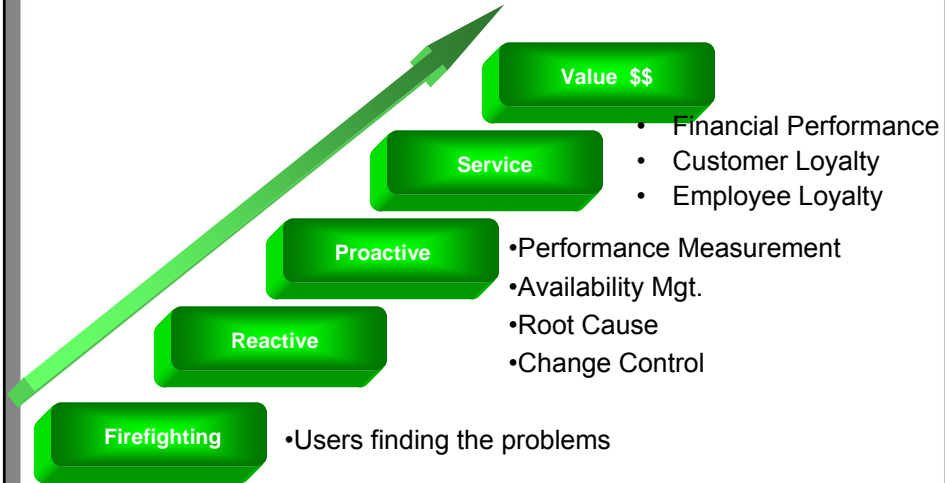
Insanity

*"Doing the same thing
over and over again
and expecting different
results"*

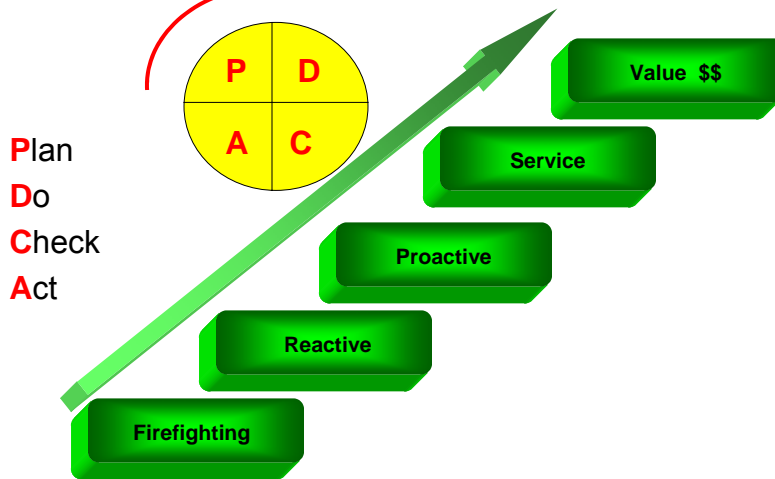
- Einstein



IT Service Management Maturity Model

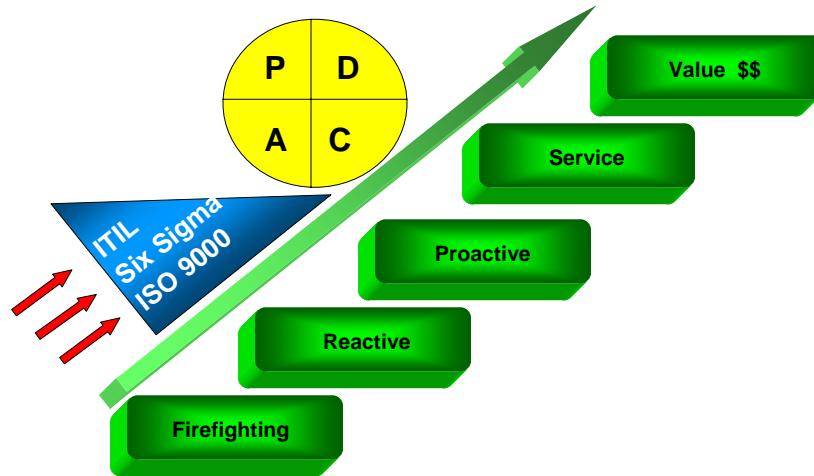


Continuous Improvement





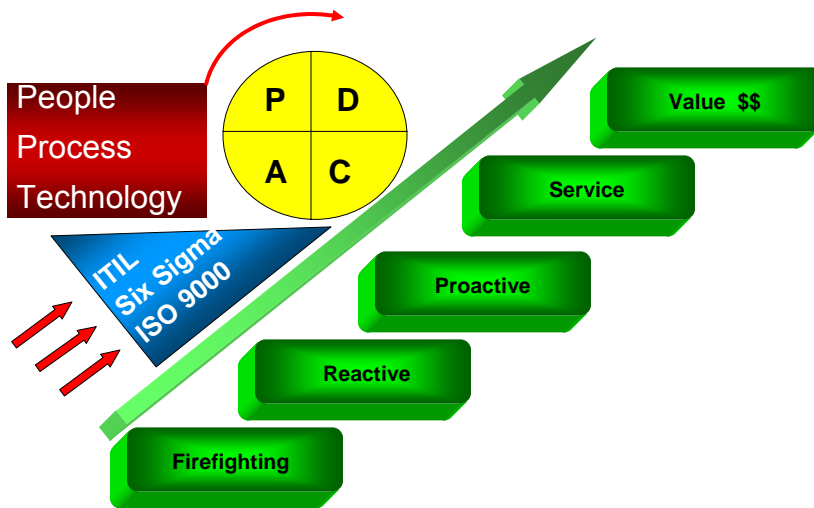
Continuous Improvement Underpinning Frameworks



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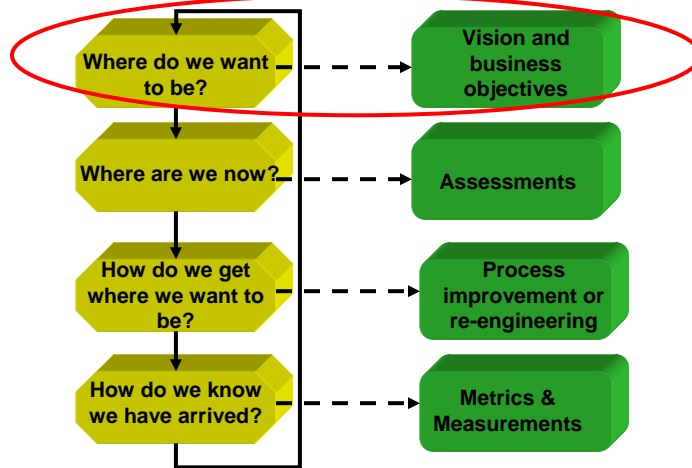


Continuous Improvement Underpinning Framework



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Where do you want to be?



Sharing the Vision the Big Picture



- Cutting Stones?
- Making a wall?
- Building a Temple?

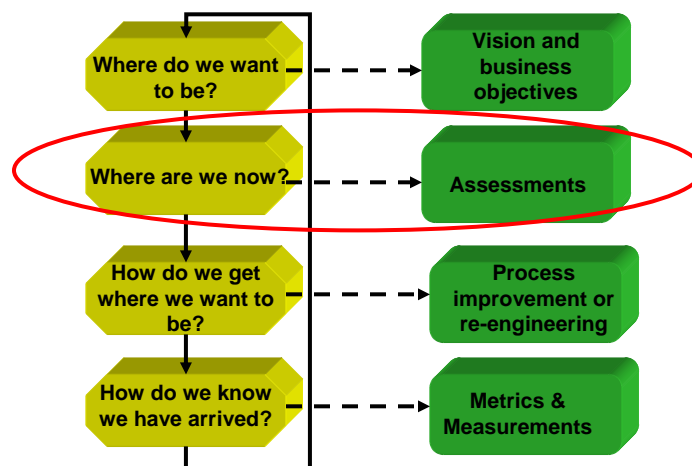


Empower People!

By the year 2013, we will have a supercomputer with the processing capability of a human brain.

Ray Kurzweil

Where are you now?

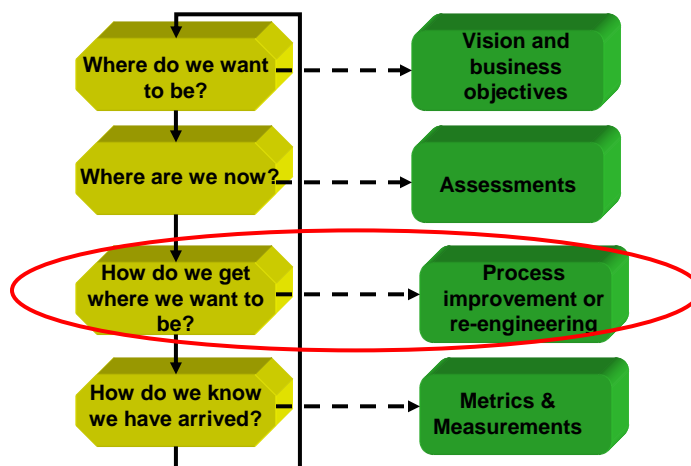


Assessment - Customer Surveys



Identify the key services you are providing
How important is each service?
How satisfied are you with each service?
GAP Analysis & Plan

How do we get there?



How to get there?



People • Process • Technology

- Training
- Empowerment
- Continuous Improvement Teams

How to get there?

People • **Process** • Technology

- Start with the pain points
- Do what you say, say what you do
- Low hanging fruit for quick wins
- Remember 80/20

How to get there?

People • Process • Technology

- A fool with a tool is still a fool
- Tools to support/enable your workflow
- Cost/benefit

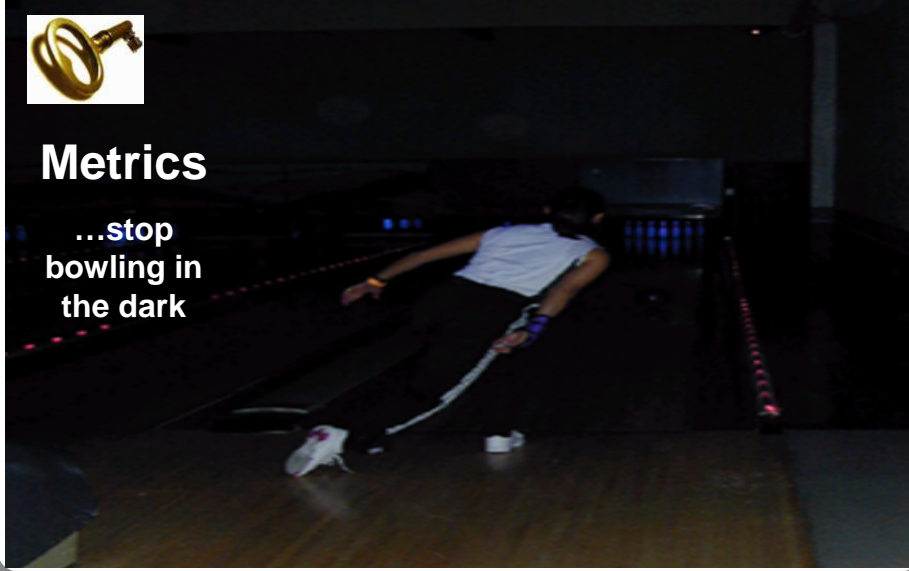
Are we there yet?





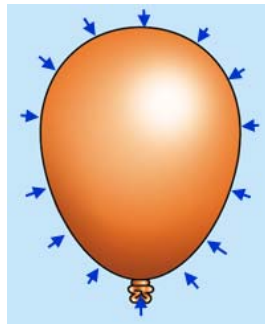
Metrics

...stop
bowling in
the dark



Balanced Metrics

Cheaper



Better

Faster

Metrics

Metrics that matter
Specific
Measurable
Time phased with tactics

Metrics

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	



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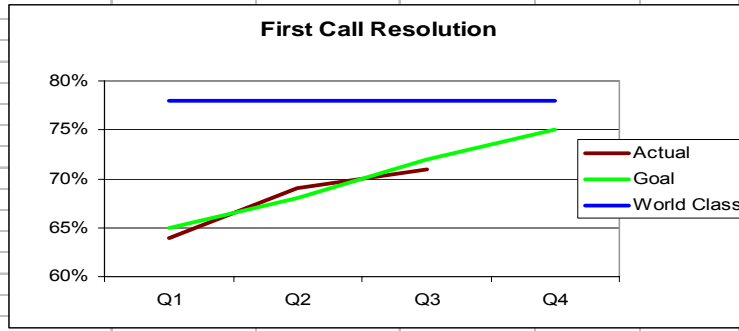
Color Key	
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Performance Value <= 80 or .8	



	Base Weight	Quarter Goal	Actual	Performance	Weekly Score	World Class Goal	Actual	Performance	World Class Score
Positive Metrics (Trend Up)									
Resolution Rate (%)	25%	35.0	29.9	0.85	21.4	58.0	29.9	0.52	12.9
Customer Satisfaction (5 pt scale)	10%	4.5	4.5	1.00	10.0	4.5	4.5	1.00	10.0
Contacts per agent (contacts/day)	8%	35.0	23.0	0.66	5.3	35.0	23.0	0.66	5.3
Incident Assignment Accuracy (%)	25%	95.0	94.5	0.99	24.9	95.0	94.5	0.99	24.9
Negative Metrics (Trend Down)									
Speed to Answer (sec)	15%	65.0	53.0	1.23	18.4	15.0	53.0	0.28	4.2
Abandoned Calls (%)	15%	10.0	6.8	1.47	22.1	4.8	6.8	0.71	10.6
Time to Respond: email, fax, voicemail (min)	2%	60.0	57.0	1.05	2.1	60.0	57.0	1.05	2.1
Base Must = 100%	100%								
				Weekly Overall Weighted Score	104.0				
						World Class Overall Weighted Score	70.0		

Color Key	
Value >= 100 or 1	
Value Between 80 & 100 or .8 & 1	
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



Celebrate!

- Individual accomplishments – cutting stones
- Team accomplishments – building a cathedral
- Be prompt
- Be consistent
- Be creative
- Invite others to the celebration

Celebrate!

Share the excitement as vision becomes reality

Passion to Perfection Six Keys to Success

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- Where are we? ...assessment
- How will we get there?people
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Questions?

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elevating service excellence through people, process & technology



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