



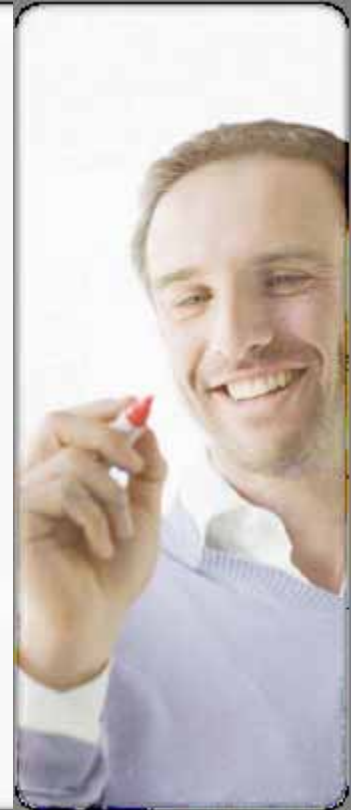
Service Management Practice Overview

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Company Overview

We develop capabilities, improve performance & deliver projects

- **Education, Training & Certification**
- **Consultancy & Performance Improvement**
- **Project Delivery & Support**



The PM-Partners group offer the following ITIL Services:

- Service Management Assessments
- Training & Certification
- ITIL Implementation Support & Coaching
- Project Management of ITIL Implementations
- General Service Management Consultancy

Previous Clients:

- HSBC
- Storage Technologies
- SUN
- St George Bank
- Dimension Data
- State Rail
- Netstar
- Touchbase
- + Many others over 14 years



- ITIL Background
- Benefits
- What is an “ITIL implementation”?
- Challenges

- ITIL is a set of 5 Publications (ITIL stands for the I.T. Infrastructure Library). ITIL is focussed on the ongoing management of the infrastructure
- Last year the library was updated – the current version is ITIL version 3
- It is meant to be tweaked – “It Depends”
- Certification is available on three levels – Foundation, Intermediate and Expert. This certification applies only to the individual

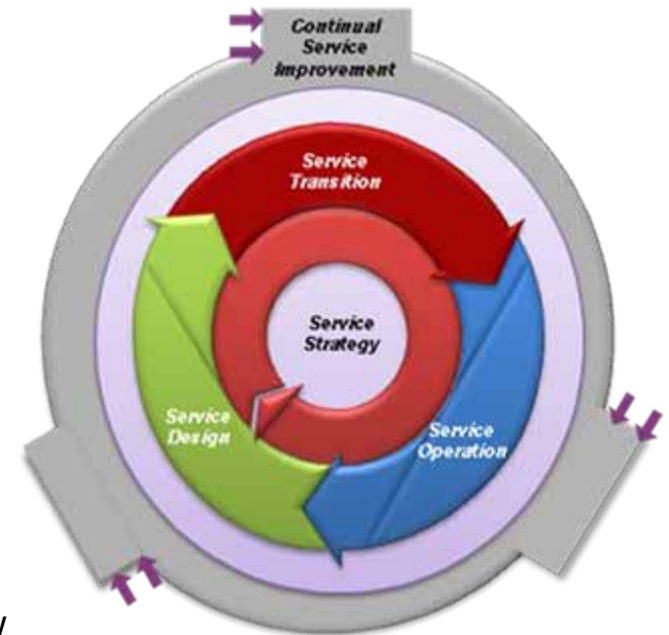
ITIL® Service Lifecycle

provides a set of industry best practices that can be leveraged and adapted to improve performance

- The ITIL® Core - five publications
 - Service Strategy
 - Service Design
 - Service Transition
 - Service Operation
 - Continual Service Improvement

ITIL Certification

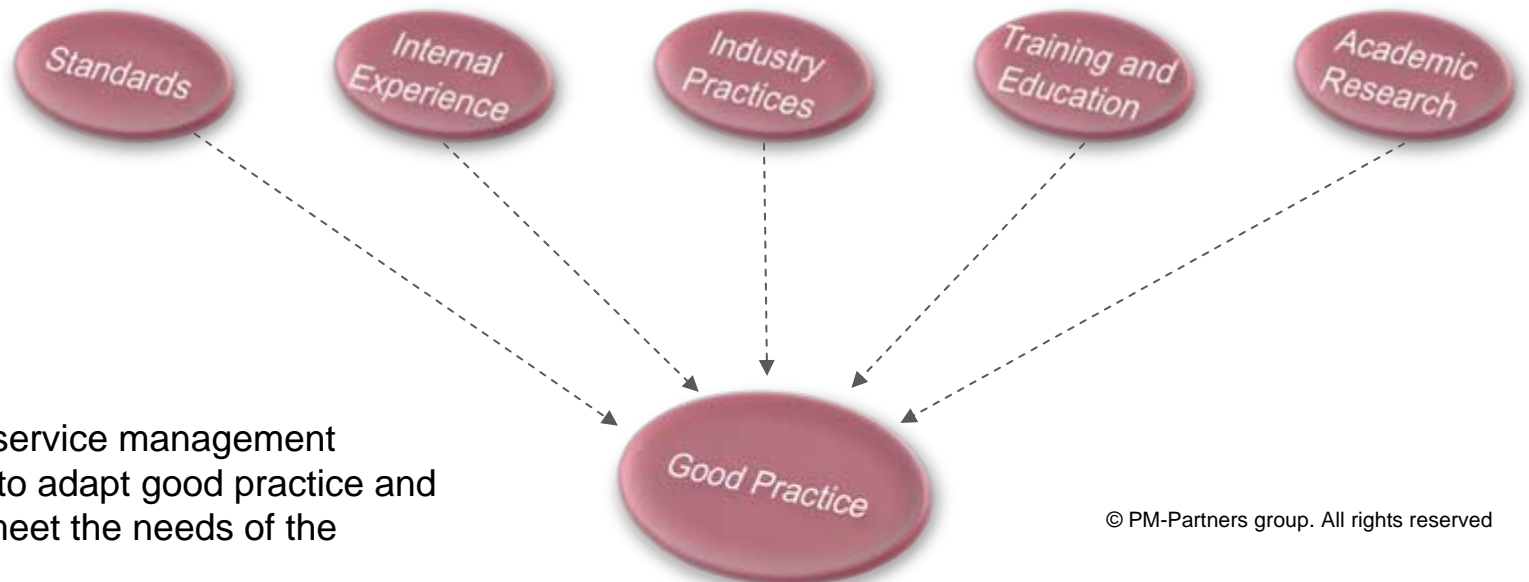
- ITIL Version 3 exams and award qualifications are available for individuals at Foundation, Intermediate and Expert level (with a new Masters level under development).
- Organizations and management systems cannot be certified as "ITIL-compliant". An organization that has implemented ITIL guidance in IT Service Management (ITSM), may however, be able to achieve compliance with and seek certification under ISO/IEC 20000. Note that there are some significant differences between ISO/IEC20000 and ITIL Version 3



Good practice is unique in every organisation.

Organisations:

- Operate in a dynamic environment and need to be always ready to adapt
- Need to trade off between maintaining stability and moving quickly
- Must operate to a set of practices that meet the true needs of the business
- Sources for ideas and measures include:



Consequently service management change needs to adapt good practice and be tailored to meet the needs of the organisation.

How benefits are gained



- Incident Management
- Problem Management
- Request Fulfillment



- Change Management
- Release and Deployment Management
- Service Asset and Configuration Management



- Service Level Management
- Availability Management
- Capacity Management



- Service Portfolio Management
- Financial Management
- Demand Management

- Benefits are seen by the customer at the Operational level
 - Quicker response times
 - Better service
 - More confident staff
- Benefits are seen by the provider at the Design and Strategy Level
 - Control, control and control

Why improve service management practices. Benefits include:

- Improved customer satisfaction
- Increased productivity & reduced cost
- More consistently implemented changes
- Reduced amount of time spent "fire-fighting"
- Reduced repetitive problems
- Produced more business-focused metrics
- Enables faster action to problems
- Demonstrates professionalism



Common challenges

- A piecemeal approach – no single owner/driver
- Attempting to make ITIL work in one area only and hoping that it will seep out into other areas
- No plan
- Trying to do too much
- Starting in the wrong place

Service Management Improvement Programs:

- Service management improvement programs typically consists of:
 - An Organisational Assessment of Service Management Practices
 - A Gap Analysis Report followed by a Service Management Improvement Plan
 - Planning & Implementation of Change
- The PM-Partners group provide flexible services that range from an initial assessment and SME coaching (to help you implement change) through to complete deployment and change management.



Initial Steps

- Whether embarking on a complete improvement program or looking for rapid low cost performance change an organisational assessment and training of key personnel provides a low risk initial return:
 - Foundation Training & Certification establishes consistent knowledge, understanding and terminology which is often where the initial benefits exist within any organisation.
 - An Organisational Assessment of Service Management Practices provides the baseline for performance improvement and when combined with the above establishes a foundation for a Service Management Improvement Plan

