Status Quo or Status Whoa?

WHICH STATUS WOULD YOU LIKE TO BE?

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Whoa is often used to "stop". But it is also an idiom for something that causes us to pay attention. For example, like something that's new, creative and a game changer for the business. CSI is a set of best practices that can help you move off the "status quo" and on to the "status WHOA" by ensuring the service organization grows and changes with the business and ensuring your people are enabled to innovate and create new ways of being effective and efficient.

- But it takes people! People with different skills, training, and perhaps the most important is, a mindset of innovation.

- Chaos + openness + value in stability=innovation

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A culture of innovation engages the whole organization:

- The organizational structure
- The business assets
    - Which include the assets in IT
- The business processes
    - Including traditional business processes
    - Including IT processes
    - All are business processes!

Step into my office please!

- How to better handle incidents?
- Why did she want to improve on incident handling?
- Why so many incidents?
- Why so many apps and duplicates?
- Business change vs IT change management
- Backlog of changes and incidents
- Most were high priority (lack of agreed prioritization schema)
- Poor IT reputation
- How to get the business to update its change policies?

If you want the Status Whoa! You can't operate in this mode!
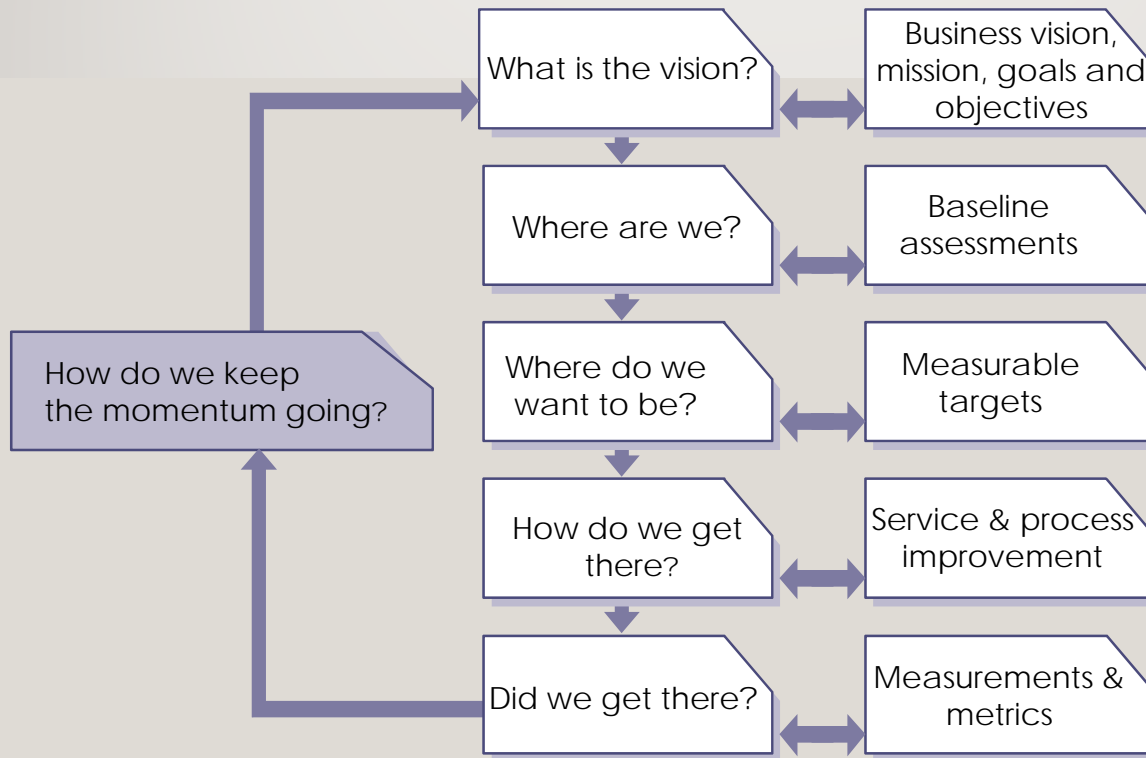
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The Boston Consulting Group survey (2015) found the importance of speed in business innovation is on the rise, with executives citing overly long development times as the biggest obstacle to innovation. It also noted the changing role of technology across industries. "Technology used to live in its own silo—the IT department," the report says. "Today, digital, mobile, big data and other technologies are used to support and enable innovation across the organization, from new product development to manufacturing to go-to-market strategies, in multiple industries."

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According to the BCG survey, the most innovative companies are:

1. Apple
2. Google
3. Tesla Motors
4. Microsoft Corp
5. Samsung
6. Toyota
7. BMW
8. Gilead Sciences
9. Amazon
10. Daimler
11. Bayer
12. Tencent
13. IBM
14. Softbank
15. Fast Retailing
16. Yahoo!
17. Biogen
18. Walt Disney
19. Marriott
20. Johnson & Johnson

So How Does CSI Fit In?

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                   ┌──────────────────┐      ┌──────────────────┐
              ┌───▶│ What is the      │◀────▶│ Business vision, │
              │    │ vision?          │      │ mission, goals   │
              │    └──────────────────┘      │ and objectives   │
              │             │                └──────────────────┘
              │             ▼
              │    ┌──────────────────┐      ┌──────────────────┐
              │    │ Where are we?    │◀────▶│ Baseline         │
              │    │                  │      │ assessments      │
              │    └──────────────────┘      └──────────────────┘
              │             │
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 ┌──────────────────┐┌─────────────┐          ┌──────────────────┐
 │ How do we keep   ││ Where do we │◀────────▶│ Measurable       │
 │ the momentum     ││ want to be? │          │ targets          │
 │ going?           │└─────────────┘          └──────────────────┘
 └──────────────────┘       │
              ▲             ▼
              │    ┌──────────────────┐      ┌──────────────────┐
              │    │ How do we get    │◀────▶│ Service & process│
              │    │ there?           │      │ improvement      │
              │    └──────────────────┘      └──────────────────┘
              │             │
              │             ▼
              │    ┌──────────────────┐      ┌──────────────────┐
              └────│ Did we get there?│◀────▶│ Measurements &   │
                   │                  │      │ metrics          │
                   └──────────────────┘      └──────────────────┘
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CSI approach enables the objectives of ITSM

Which are…

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- Align IT with the business
- Improve service quality
- Reduce/manage costs

Service management is the AIR we breath!

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Service management is the AIR we breath!

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Business vision, mission, goals and objectives

- This is where the business and IT connect!
- So if you want that Status WHOA! The business and IT must identify the barriers
- The business needs to trust the service organization
- The service organization needs to listen carefully to the business

Do you improve on the least mature IT process?

NO! You improve on the one at that moment that will have the best positive impact on the business.

One objective in IT is NOT to define and mature it's processes but to align its policies of process maturity with the changing business needs.

The output of the first step in the CSI approach is clearly stated objective(s) of IT improvements/changes that are aligned with clearly stated business objectives and vision.

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Where are we now? ↔ Baseline assessments
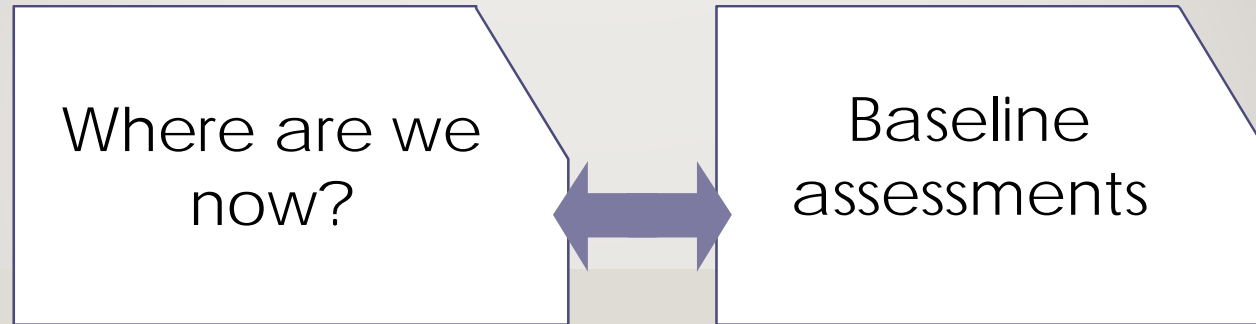
- After that's settled a focused assessment can be done

- Determines the gaps between the business and IT

- Determines the current level of maturity

- Reports on impact the current state of maturity has on the business objectives identified in the first step

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Where do we want to be? ⟷ **Measurable targets**
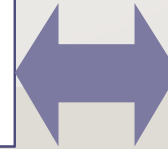
- The first type of measures! A clear business aligned defined desired state
- The second type of measures! Agreed measurable targets of the specific improvement
- Are they achievable?
- Targets are:
  - Measurable
  - Achievable
  - And if we meet them, do they add value?

Are You Bridging the Gap???

- Objectives – Assessment = The Gap!!!

- Assessment + Meeting New Targets = Bridging the Gap (or the defined future state)

- Prioritize improvements based on objectives

- Set the targets in IT to ensure the objectives are achieved

- Are resources and capabilities aligned with the objectives?

- Who from the business AND IT need to be engaged

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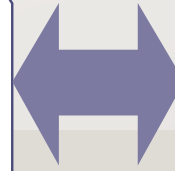
How do we get there? ⟷ Service & process improvement

- We have a plan!!!
- We will communicate!!!
- We will execute on the plan!!!
- We will test!!!
- We will identify other improvements!!!

The Outputs!

- An *<u>approved</u>* action plan
- Efficiency in execution (achieving the expected results)
- Completed improvements

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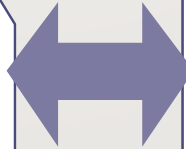
Did we get there? ↔ Measurements & metrics

- Did you meet the targets?
- Did you also meet the objectives agreed in step one?
- Did the business get value?

Quick Stories

- A testing/certification organization recently underwent some very intensive restructuring due to the need of newer certifications. Translated, they needed to reinvent themselves. They did not accurately predict the impact this was going to have on their business processes. It resulted in significant backlogs and even duplication of work and emails sent to customers causing confusion and delays. Part of the issue was IT could not keep up due to the business underestimating the volume of business transactions.

- A certain company changed the quality of its trademarked jeans. I was about to buy a couple pair because the last ones I bought lasted a couple years! But I read the recent reviews and the remarks were that the quality has changed to less denim in them within the last year! So I didn't buy any.

What's the Point?

- Changes to the business and resulting changes in the service organization as well as other business units need to be evaluated and verified that the targets were achieved, yes.

- But also, service feedback to the business will enable the business to make better decisions in the future.

- The business also needs to be open to better understanding how to integrate the Service Organization into the business planning!

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How do we keep the momentum going?

- Keep on top of the changing business needs
- Prioritize based on business impacts and business cases
- Know who the stakeholders are (they will change!)
- Identify and communicate risks to the business
- Governance and compliance
- Feedback lessons learned to the business, business units as well as the service organization
- Readers are leaders!

- Many of us get stressed out over the Chaos

- Chaos is a good thing in a culture that embraces innovation.

- That type of culture understands the need to change to stay relevant.

- What do you see when you look up on a clear night?
- Everyone sees the stars and maybe the moon.
- But if you want the Status Whoa… you need to look deeply between the stars.
- What do you see when you look between the stars?

- The Hubble telescope
- Hubble has an unobstructed view of the universe
- April 1990
- Length: 43.5 feet (13.2 m)
- Weight: At Launch: about 24,000 pounds (10,886 kg)
- Maximum Diameter: 14 feet (4.2 m)
- In order to take images of distant, faint objects, the Hubble must be extremely steady and accurate. The telescope is able to lock onto a target without deviating more than 7/1000th of an arcsecond, or about the width of a human hair seen at a distance of 1 mile.
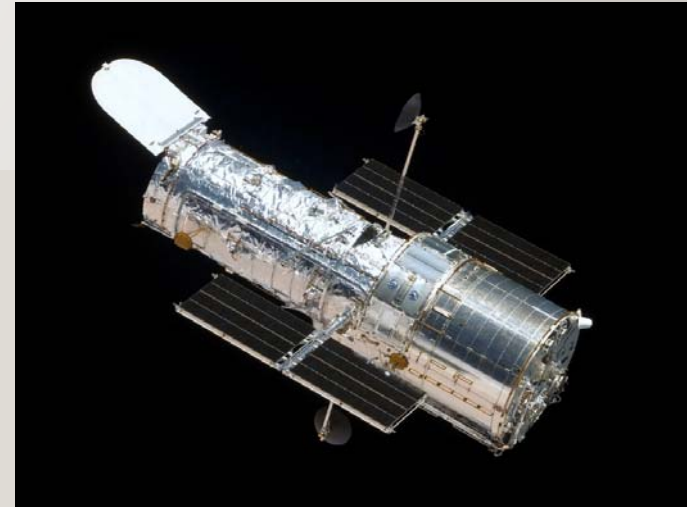
- They pointed it beyond the stars of our Milky Way

- About 1/27 millionth of the sky

- And this is what they found
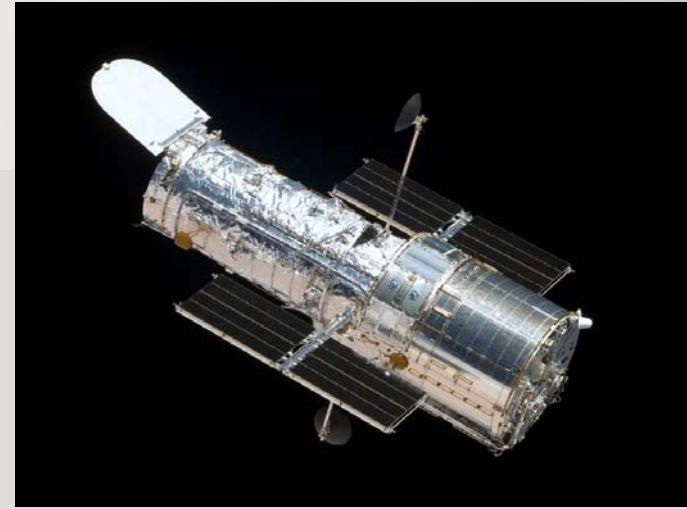
- Over 10,000 galaxies found in one picture
- Over 5,000 in two other pictures.
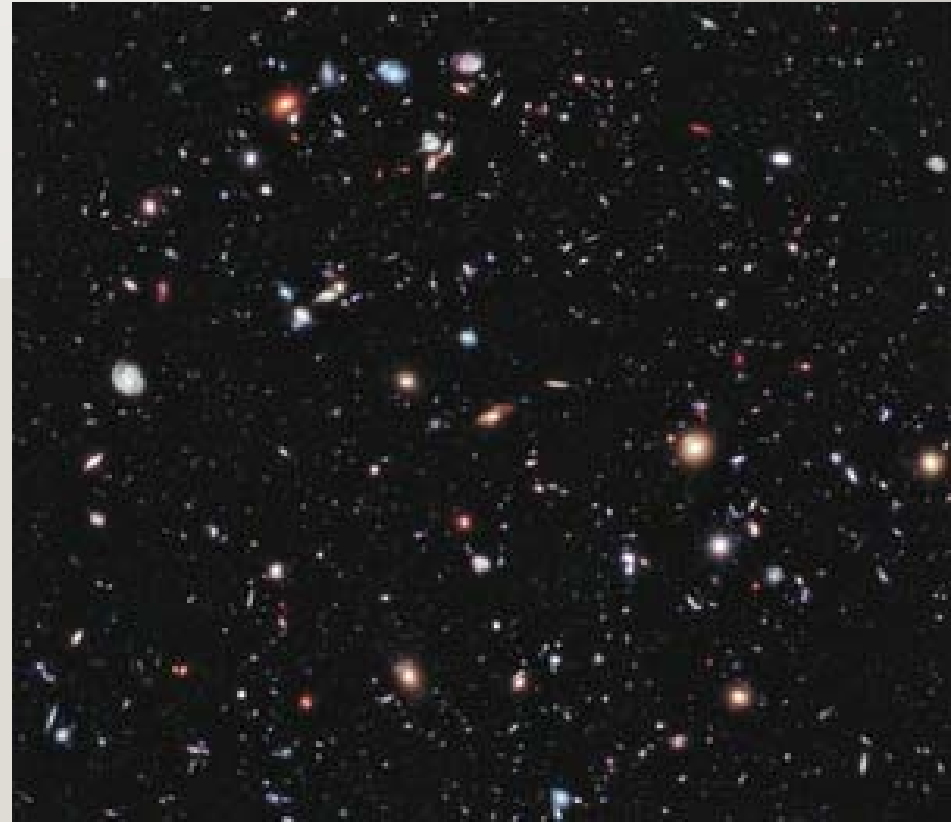
- Anyone can look up and see the stars

- But don't you want to see the galaxies?

- Don't you want to look at the chaos and existing structure and see opportunity in order to creatively align changing business needs and service management processes and technology?

- Status Quo? Or Status Whoa?

- CSI is best practices to help you obtain and maintain an innovative culture.
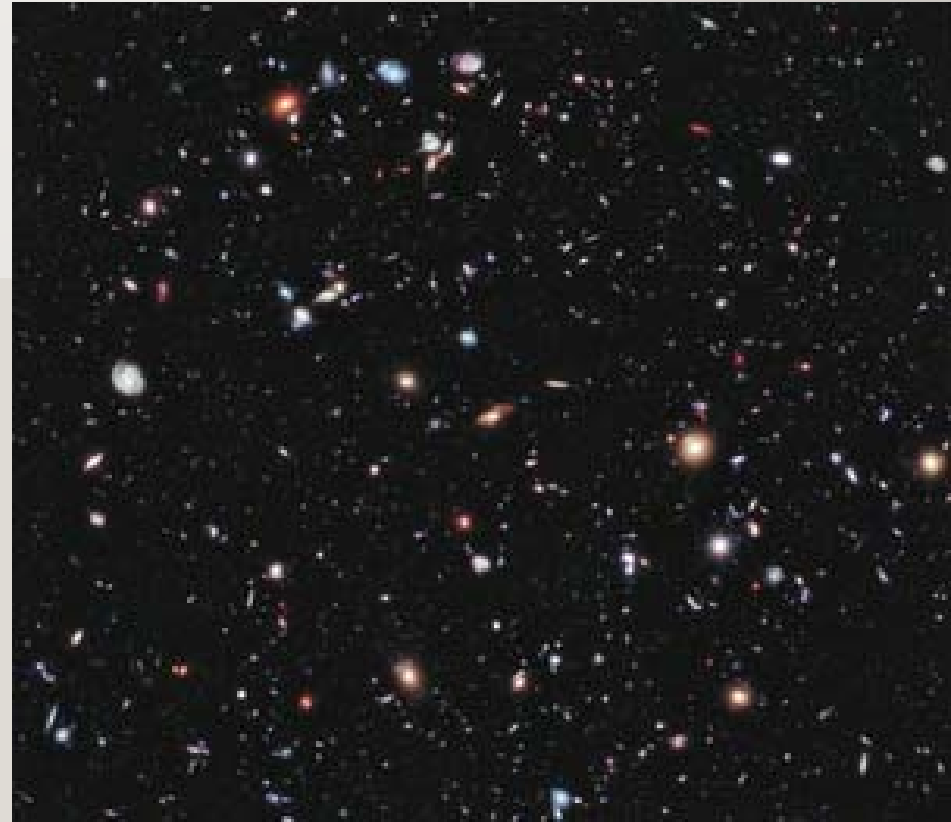
The Starting Point for CSI

- What is your starting point for CSI?

- Depends on the innovative culture of your organization

- The business goals/objectives/outcomes

- Maybe you're the only one who "gets it"? (Don't let that stop you)

- "The Innovation Code" by Jeff DeGraff

- Bradley Utterback: Brutterba@gmail.com with any questions

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- Feeling Stressed?
- This is a pretty accurate test to see if you are stressed. The following slide shows two dolphins side by side. They are exactly the same. Take a very close look at the two dolphins side by side and be honest with yourself. The more differences you notice the more stressed out you are. 0-3 differences is virtually no stress. 4-7 differences is low stress. 8-11 differences is mild. Over 12 and you're likely needing to do something to rid self of your stressors.