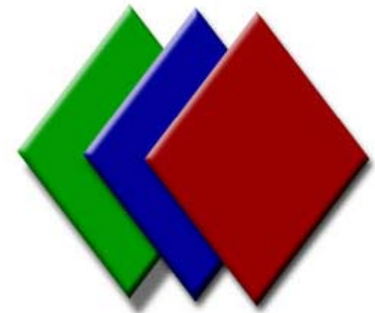


Putting the “Pro” in Process Design

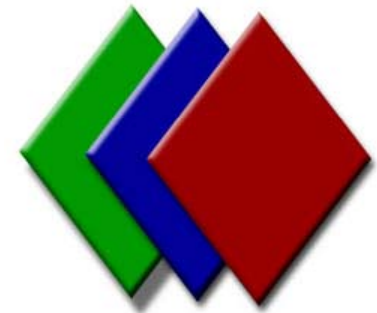


About ITSM Academy



- ◆ Certified Woman Owned Business
- ◆ Accredited ITSM Education Provider
 - ◆ ITIL® Foundation/Bridge, V3 Capability, V2 Practitioner, Service Manager / Bridge
 - ◆ ISO/IEC 20000 Foundation and Advanced
 - ◆ Process Design (CPDE)
 - ◆ MOF Foundation
 - ◆ Practical Workshops – Visible Ops, Apollo 13, Implementing ITIL®
- ◆ PMI Global Registered Education Provider
- ◆ Public Training in Fort Lauderdale, Dallas, DC and NJ
- ◆ Corporate on-site classes
- ◆ Over 15,000 learners trained since 2003

2007 - Awarded Federal Government Schedule Contract (GSA) allowing ITSM Academy to become a premier provider of ITSM education to the US Government

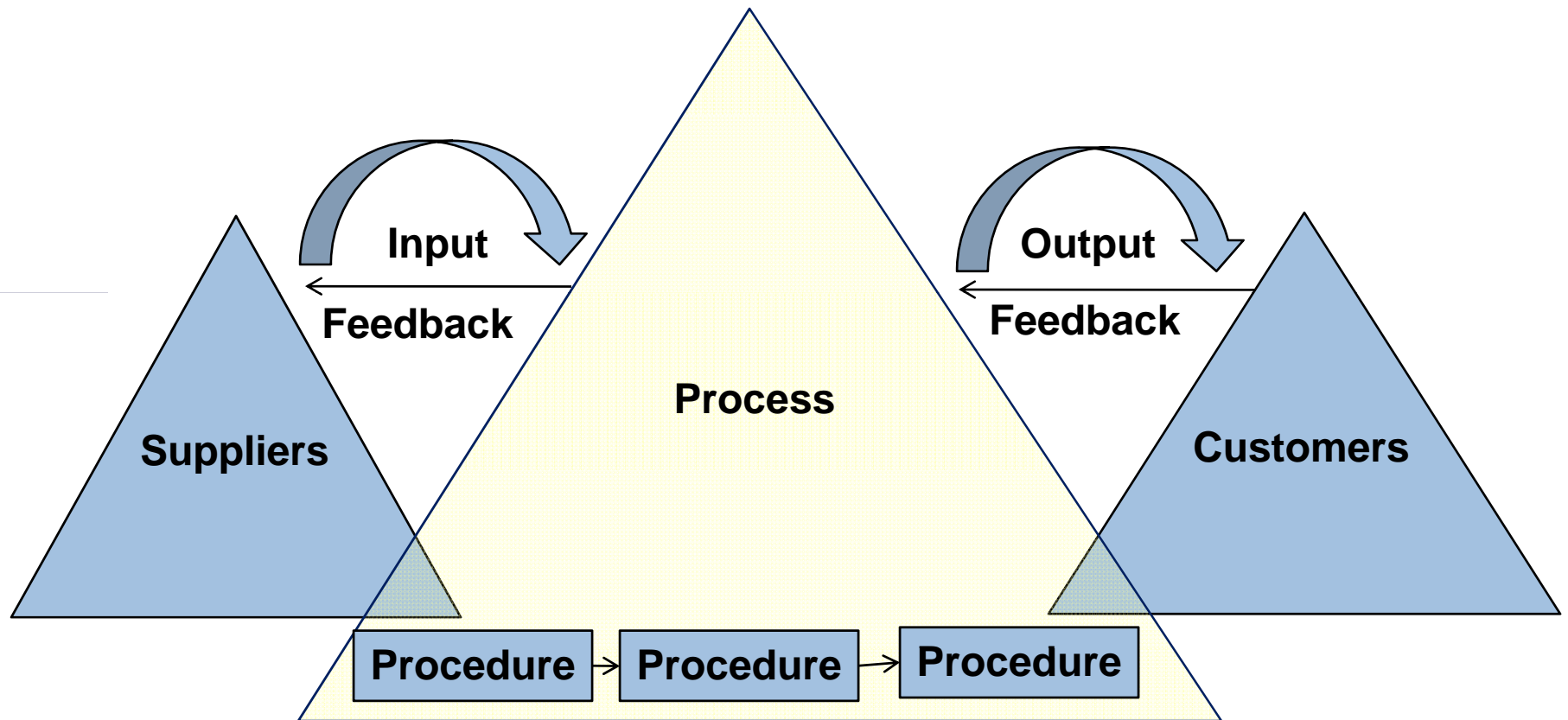


Putting the “Pro” in Process Design

Process Design and Improvement Tips and Tricks



A process is a collection of interrelated work activities that take a set of specific inputs and produce a set of specific outputs that are of value to a customer



IT service management (ITSM) is an integrated process approach that enables an IT organization to deliver services that meet business and customer requirements

Why Processes are Important

- ◆ The consistent use of processes enables IT to
 - ◆ Align its efforts with business goals
 - ◆ Ensure compliance with applicable regulatory controls
- ◆ Efficient and effective processes lead to
 - ◆ Customer satisfaction
 - ◆ Employee satisfaction
- ◆ Both customers and IT staff know *what* needs to be done and *how* things need to be done

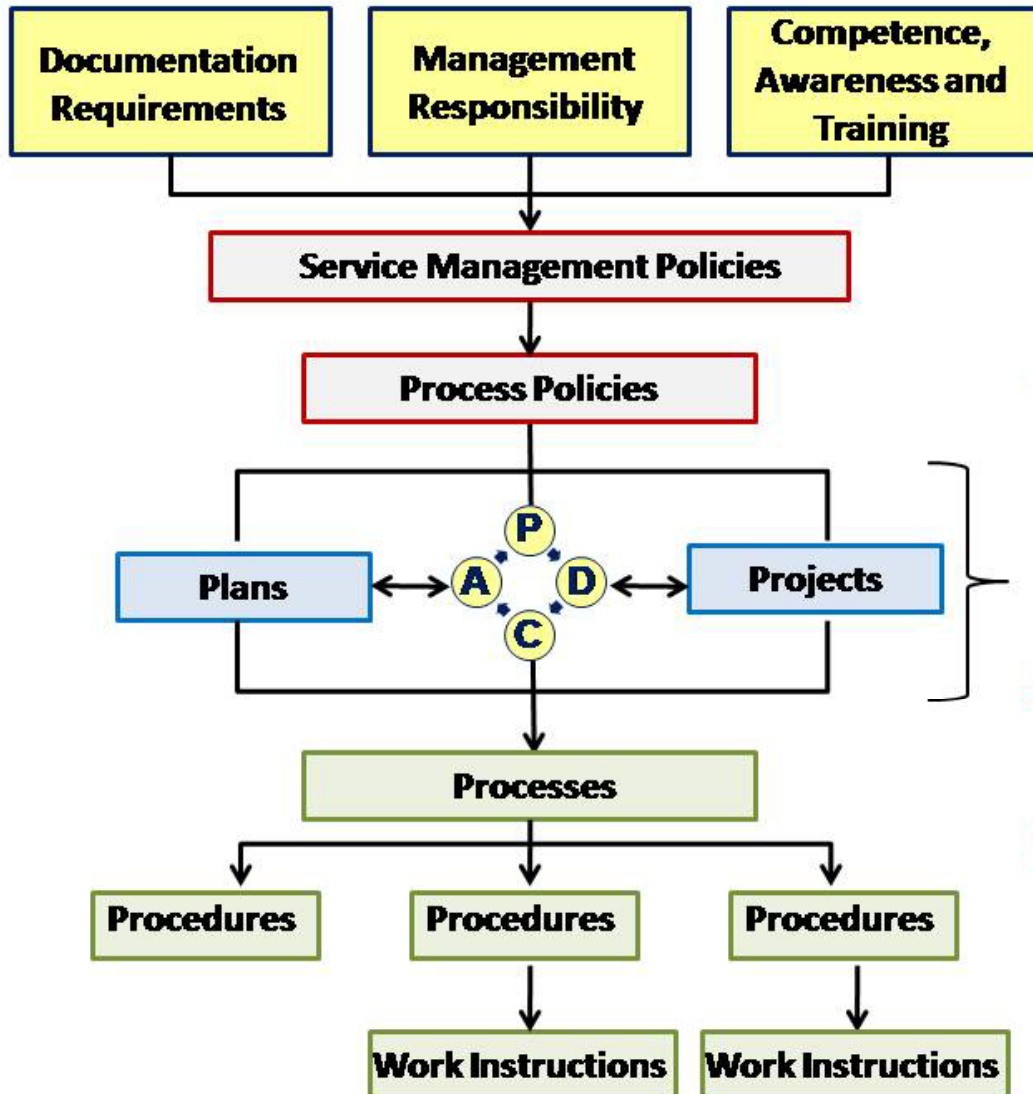
Today's business leaders expect IT to make the difference rather than deliver generic IT solutions

~ Gartner 2008



Top Down Approach

Quality Management System



A program may be used to manage one or more inter-dependent projects

A project management office (PMO) centralizes, coordinates and oversees the management of projects and/or programs

Service Management Frameworks and Standards



Organizations often integrate guidance from multiple frameworks and standards as a part of governance

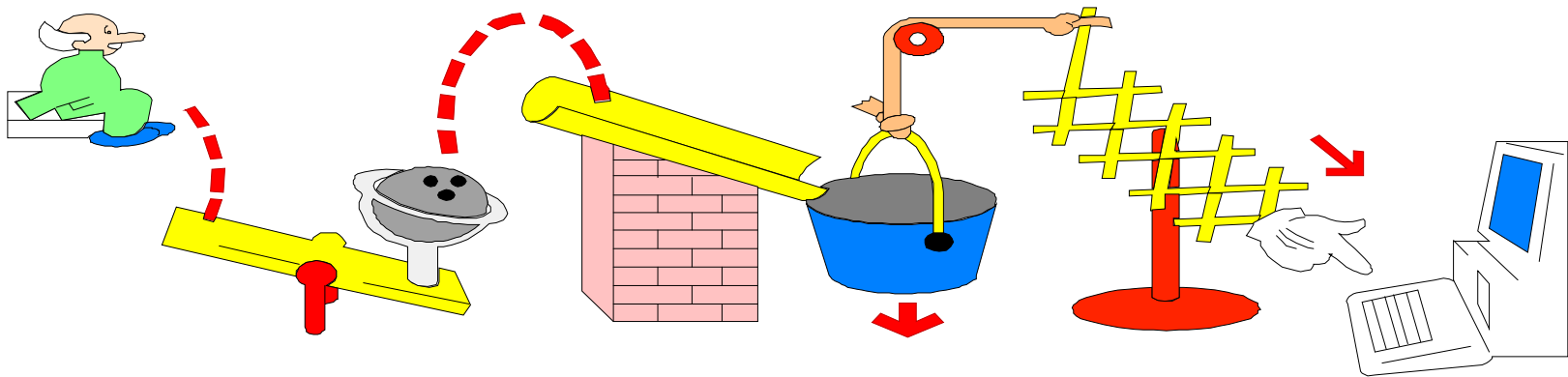
Process Design Considerations

◆ Processes must be

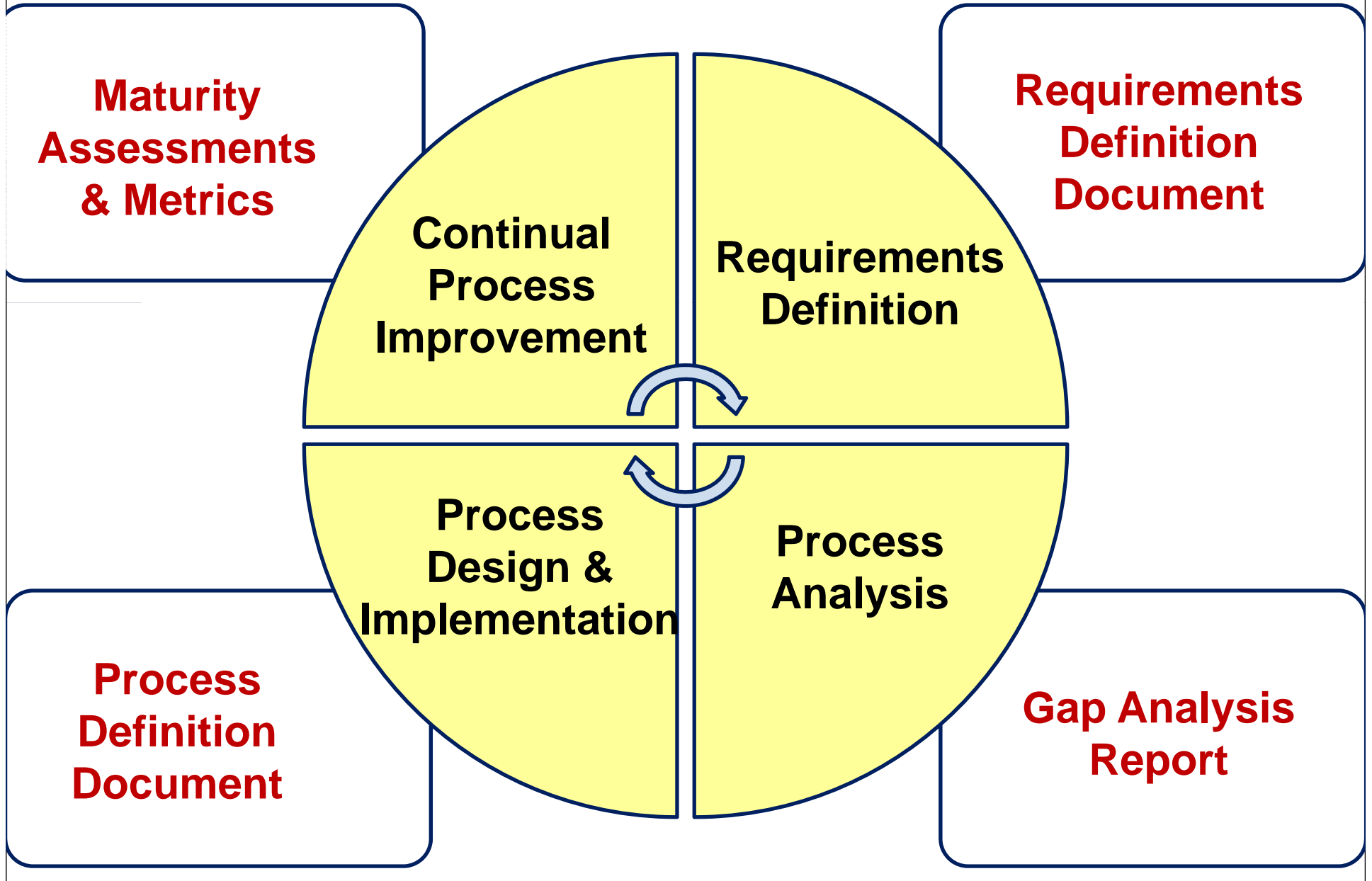
- ◆ Defined
- ◆ Documented
- ◆ Managed via performance metrics
- ◆ Continually improved

◆ Processes may be

- ◆ Developed
- ◆ Redesigned
- ◆ Improved



Process Design & Improvement



Organizational Change Management (OCM)

Organizational Change Management (OCM) is the process of preparing, motivating and equipping people to meet new business challenges

- ◆ New processes *will* require stakeholders to
 - ◆ Assume new responsibilities
 - ◆ Learn new skills
 - ◆ Adopt new behaviors
- ◆ OCM must
 - ◆ Explain why the change is needed
 - ◆ Encourage support
 - ◆ Help people understand *how* to change
 - ◆ Provide education and training



Lessons Learned

- ◆ Senior management commitment is essential
- ◆ Designate and educate process owners
- ◆ Manage a process design and improvement effort as a project
- ◆ Manage process design and improvement projects as a program
- ◆ Communicate, communicate, communicate



***Through leadership and actions,
top/executive management shall
provide evidence of its commitment
ISO/IEC 20000***

Process Design Tips and Tricks

1. Understand what a process is and why processes are important
2. Steal shamelessly from existing frameworks and standards
3. Become an expert in process design and improvement
4. Become an organizational change management champion
5. Learn from your mistakes and the mistakes of others



Certified Process Design Engineer (CPDE)TM

The logo for Certified Process Design Engineer (CPDE) features the letters "CPDE" in a bold, red, serif font. The text is centered between two vertical red bars of equal height, which are positioned on either side of the text. The entire logo is set against a white background.

CPDE

- ◆ Understands an organization's IT service management capabilities, level of maturity and improvement opportunities
- ◆ Understands and promotes the use of relevant best practice frameworks and standards
- ◆ Serves as subject matter expert on matters involving process design and improvement
- ◆ Coordinates and facilitates process design and improvement activities using proven tools and techniques
- ◆ Leads continual process improvement, quality management and organizational change management activities and serves as change champion

Want to Learn More?

◆ Now available

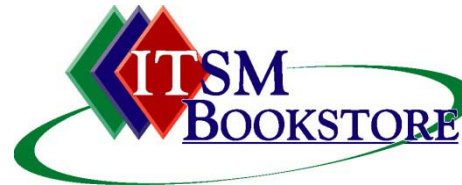
- ◆ ITIL® V3 Foundation / Bridge
- ◆ ITIL® V3 Capability – RCV & OSA
- ◆ ITIL® V3 Service Manager Bridge
- ◆ ITIL® V3 Books
- ◆ ISO/IEC 20000 (ISO 20K) Foundation
- ◆ Certified Process Design Engineer (CPDE)™
- ◆ MOF 4.0 Foundation



◆ Coming soon

- ◆ More V3 Capability, Lifecycle, Managing Across the Lifecycle
- ◆ ISO 20K Professional Level Modules

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Questions and Answers



Thank you for attending



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