

PRINCE2 + ITIL = Success!

Lisa Hodges
Owner/Principal Consultant



Confession - I was not always a believer.

Asked by several organizations two years ago if I would be interested in PRINCE2, I said no, unless:

- It's better than what I already have (PMBok), or
- It integrates more effectively with ITIL
-and by the way, Agile/Scrum seems to be taking over the world, so why do I care?

Well, guess what? They did it. I'm a believer and a PRINCE2 Practitioner.

PRINCE2 is the most exciting thing to hit the US project management industry in years.

But now, I am *all* in.

✓ *PRINCE2 Too*

- PRINCE2 and the PMBoK are very complementary

✓ *PRINCE2 to Implement ITIL*

- A practical, actionable, roadmap

✓ *PRINCE2 to Integrate with ITIL*

- Natural synergy, common vocabulary

PRINCE2 is best practice project management to achieve best practice service management goals.

First, let's banish misconceptions about PRINCE2 and the PMBoK.

- Comparing PRINCE2 and PMBoK is not like comparing apples to apples – *the two frameworks absolutely complement each other*
- Therefore, PRINCE2 and PMBoK are *comrades*, not competitors
- To be truly internationally qualified and an effective project manager, a project manager should have certification in both
- You need PRINCE2 methodology to apply the PMBoK knowledge

PMBoK – what a project manager should know; PRINCE2 – what a project manager should do.

PMBOK

An encyclopaedia of information on all things project management

The sum of 'generally accepted' project management knowledge and principles

A common vocabulary of project management terms



PRINCE2®

A pragmatic approach to project management

Industry agnostic – can be used for any type of project

Process-based, product-focused, and business case-justified

Prescriptive yet flexible - adaptable and should be tailored

Truly international

Completely complementary; filling the gaps



PMBOK

Approach	Based on what a project manager should do during a project to ensure delivery is on time, within budget, with the minimum amount of risk	Based on what a project manager should know , focusing on standards for the practice of project management
Style	Specifies what project managers should do, but leaves the 'how' more open according to varying circumstances	Wide variety of specific tools & techniques; little guidance for 'how' and 'when' to use them
Business Case	Strongly emphasises the business case – the heart of the project.	Focused more on executing project management processes than continual re-assessment of the business case
Project structure	Emphasizes the project structure – and is very clear on reporting line and reducing project risk	No formal project structure description
Deliverables	Concentrates on the deliveries from a project	Less concerned with deliverables - more focus on people management
Summary	Focuses on successful project execution	Focuses on the skills of a project manager

PRINCE2 is PMBoK's polar opposite in one respect – prerequisites.

Prerequisites

PRINCE2 Foundation

- None

PRINCE2 Practitioner

Provide proof of having passed one of the following:

- PRINCE2 Foundation
- Project Management Professional (PMP)
- Certified Associate in Project Management (CAPM)
- IPMA Level A® (Certified Projects Director)
- IPMA Level B® (Certified Senior Project Manager)
- IPMA Level C® (Certified Project Manager)
- IPMA Level D® (Certified Project Management Associate)

PMP Certification

- A secondary degree (high school diploma, associate's degree, or the global equivalent) with at least five years of project management experience, with 7,500 hours leading and directing projects and 35 hours of project management education.

OR

- A four-year degree (bachelor's degree or the global equivalent) and at least three years of project management experience, with 4,500 hours leading and directing projects and 35 hours of project management education

PRINCE2 is a natural choice to implement ITIL best practices.

- Focus on value, business benefits, and stakeholder engagement
- Emphasis on Adopt/Adapt; Scaling & Tailoring
- Process oriented; emphasis on holistic approach and integration

Similar vocabulary and concepts; in some cases nearly identical!

PRINCE2 consists of four integrated elements:

These elements create an environment that enables successful project management :

- Principles
- Themes
- Processes
- Tailoring PRINCE2 to the project environment

The aim of PRINCE2 is to make the right information available at the right time for the right people to make the right decisions.

Principals are universal, self-validating, and empowering:

- Continued Business Justification
- Learn from Experience
- Defined Roles and Responsibilities
- Manage by Stages
- Manage by Exception
- Focus on Products
- Tailor to Suit the Environment

PRINCE2 themes describe project management aspects to be addressed continually

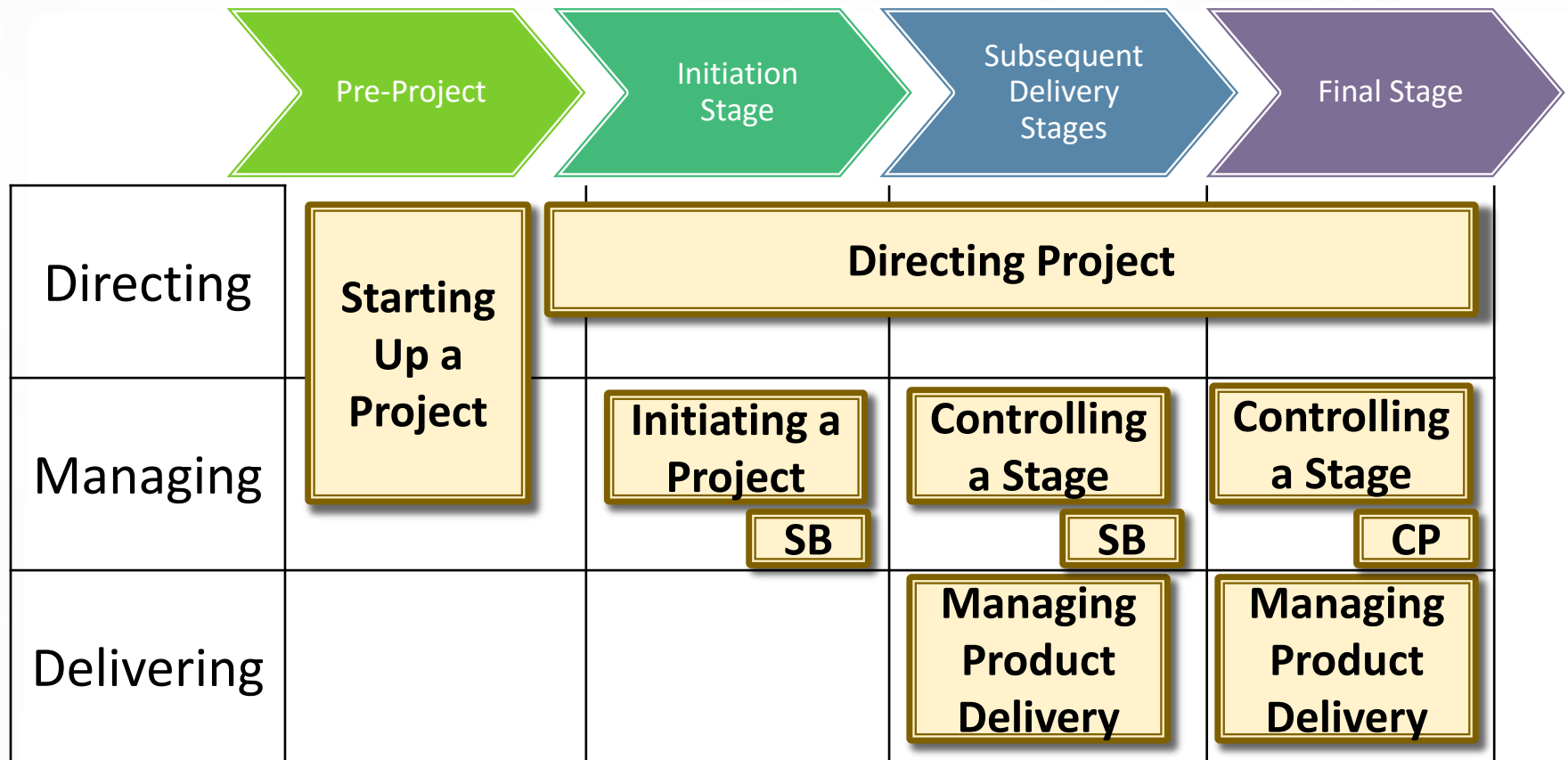
- The Project Manager's toolbox
- Enable the PRINCE2 processes to be effective - if the process requires action the Theme provides guidance on how it should be done

- 7 Themes

- ✓ Business Case
- ✓ Organization
- ✓ Quality
- ✓ Plans
- ✓ Risk
- ✓ Change
- ✓ Progress



PRINCE2 is process-based and provides a step-by-step path from initiation to closure.



PRINCE2 breaks project products into two categories.

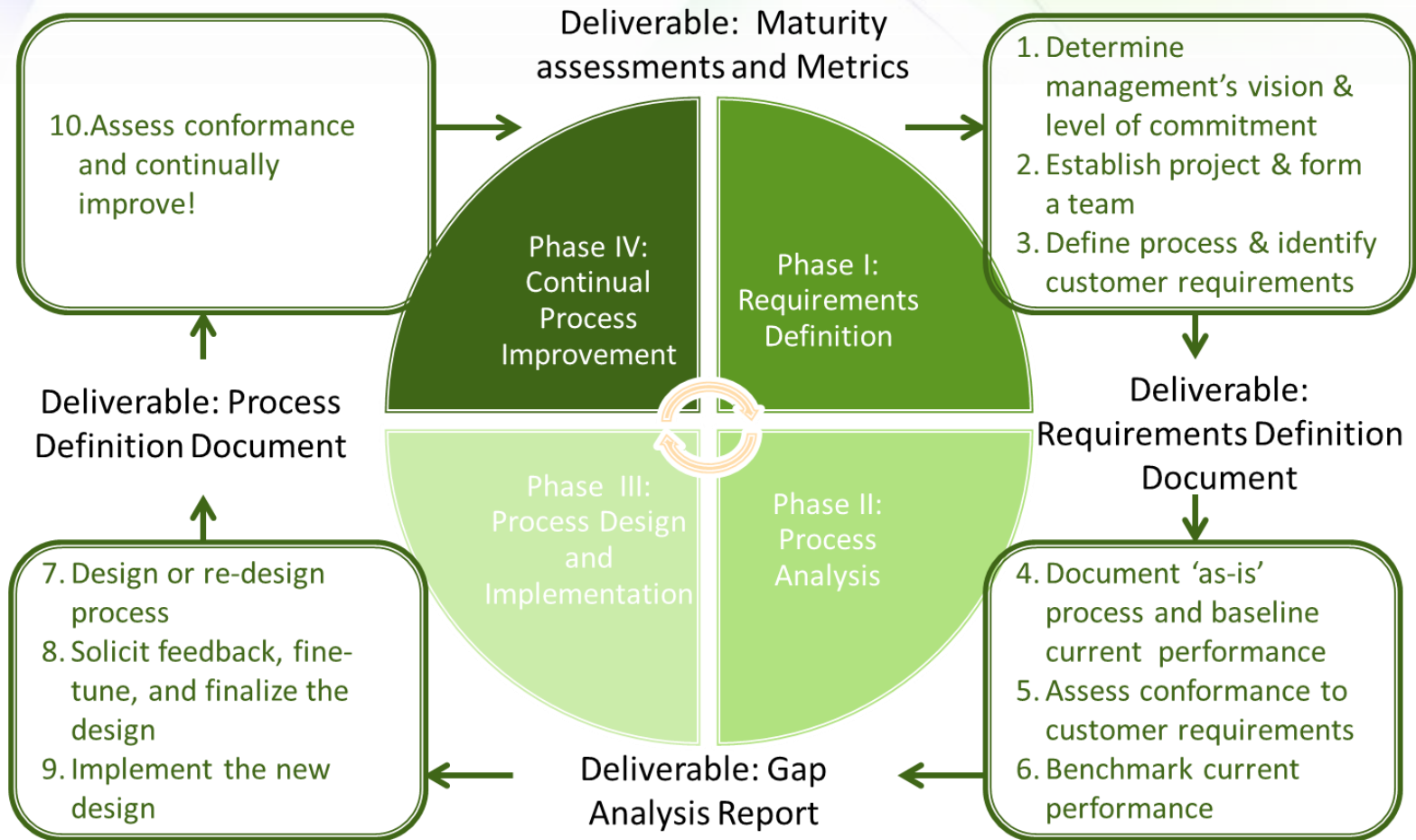
1. Management Products

- Baseline Management Products
 - Define aspects of the project and, once approved, are subject to Change Control, e.g. Business Case
- Records
 - Dynamic management products that maintain information regarding project progress, e.g. Risk Register
- Reports
 - Management products that provide a snapshot of the status of certain aspects of the project, e.g. Highlight Report

1. Specialist products

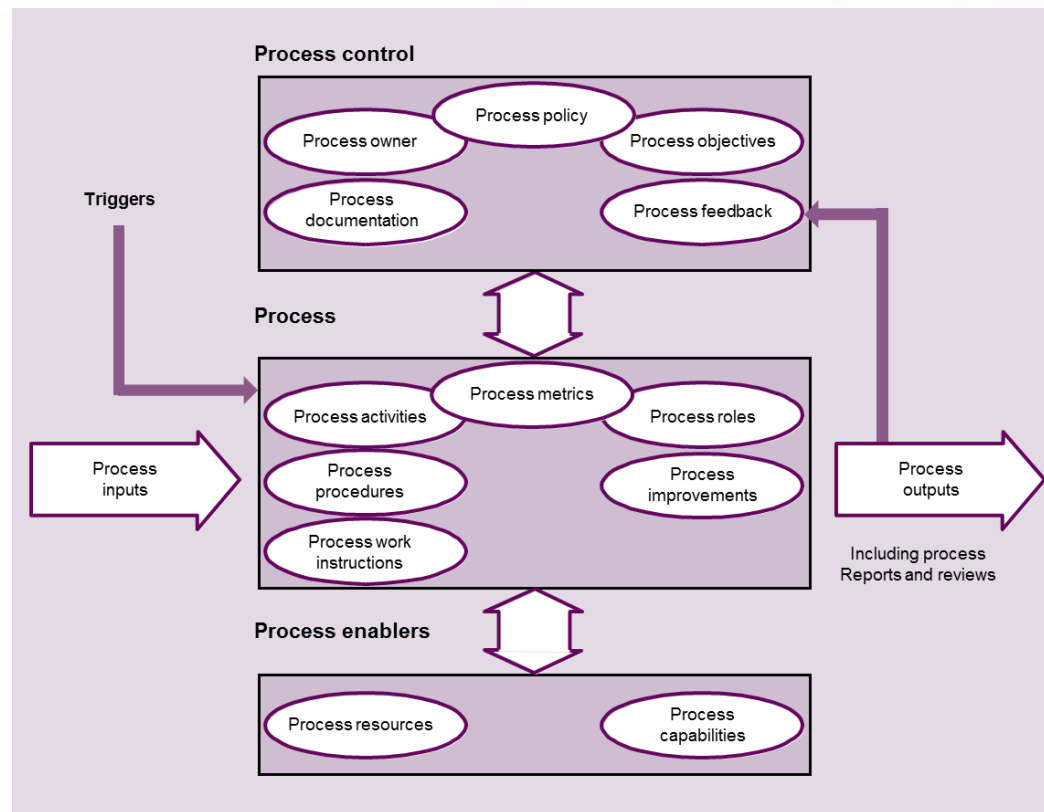
- Vary, determined by type of project

Specialist products for a process design project should look like this.



As described in 'The ITSM Process Design Guide: Developing, Reengineering, and Improving IT Service Management' By Donna Knapp, CPDE, ITIL Expert™

PRINCE2 Management Products + 10 Step Specialist Products = a well designed process.



Process Definition includes defining inputs, outputs, controls, activities, and enablers

PRINCE2 and ITIL are intensely focused on value and stakeholder benefits.

A requirement for a PRINCE2 project is that

- ✓ There is a justifiable reason to start it
- ✓ The justification remains valid throughout the life of the project
- ✓ The justification is documented and approved

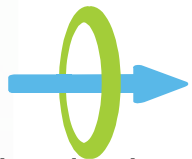


PRINCE2 and ITIL mandate clear definition of Roles & Responsibilities.

The purpose of PRINCE2's Organization Theme

“... is to define and establish the project's structure of accountability and responsibilities (the who?).”

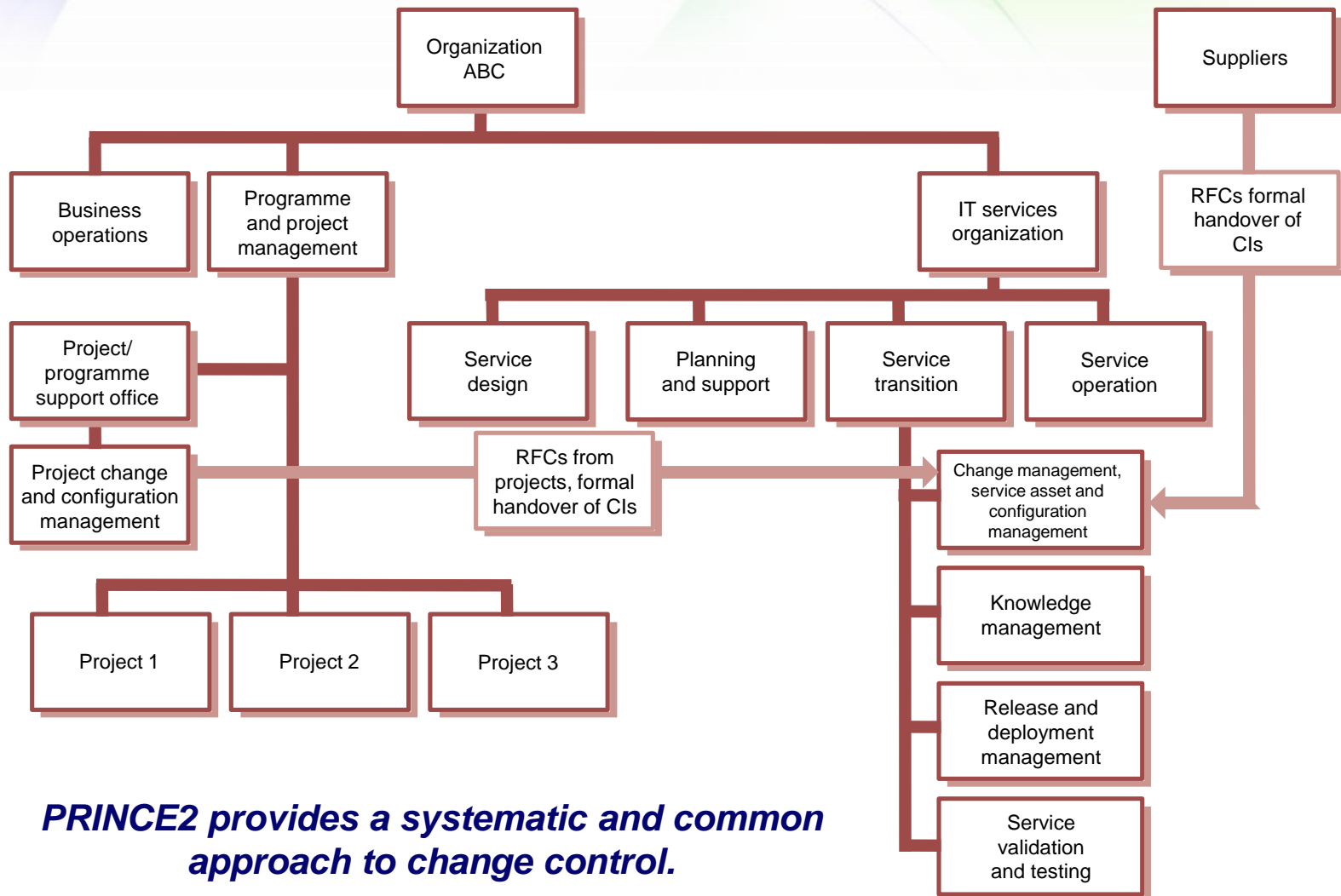
Key Concepts



Defined roles and responsibilities

- A temporary organization with defined roles and responsibilities
- Every project needs effective direction, management, control and communication
- Project's structure of accountability and responsibilities (the who?)
- Customer/supplier environment
- Roles, NOT jobs

PRINCE2 and ITIL Intersect at Change Management.



Change cannot be controlled without appropriate configuration management to support it.

Purpose of the Change Theme

“... is to identify, assess and control any potential and approved changes to the baseline.”



Issue and Change Control

A prerequisite of effective issue and change control is the establishment of an appropriate configuration management system.



Configuration Management

PRINCE2 projects conform completely to ITIL configuration management practices.

PRINCE2 Configuration Management Procedure

Planning

- Level of configuration management required and how to achieve this

Identification

- Unique identification of each product and version

Control

- Nothing moves or changes without authorization

Status Accounting

- Reporting on current and historical data – Product Status Account

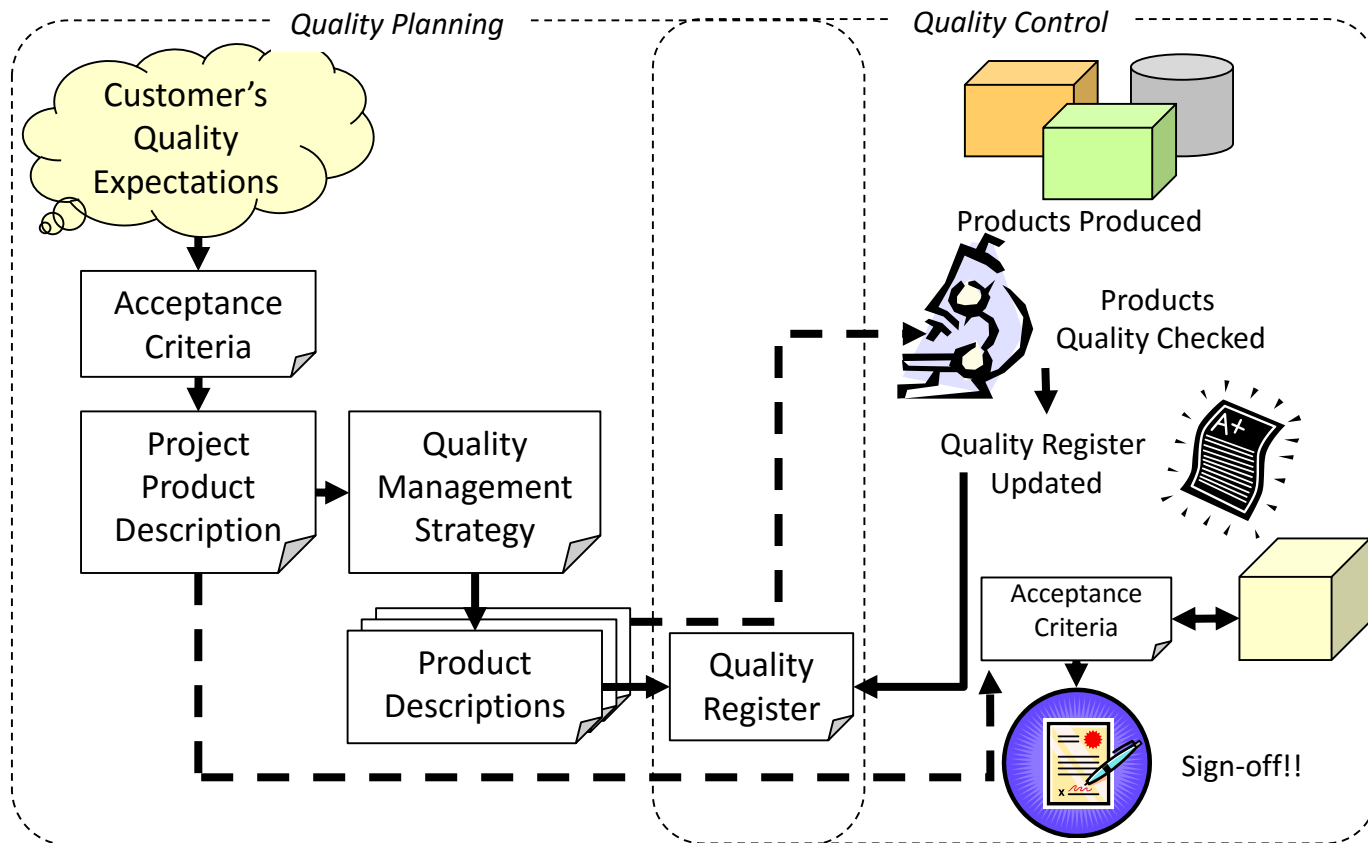
Verification and Audit

- Reviews and audits to check actual product state against records held

.....look familiar?

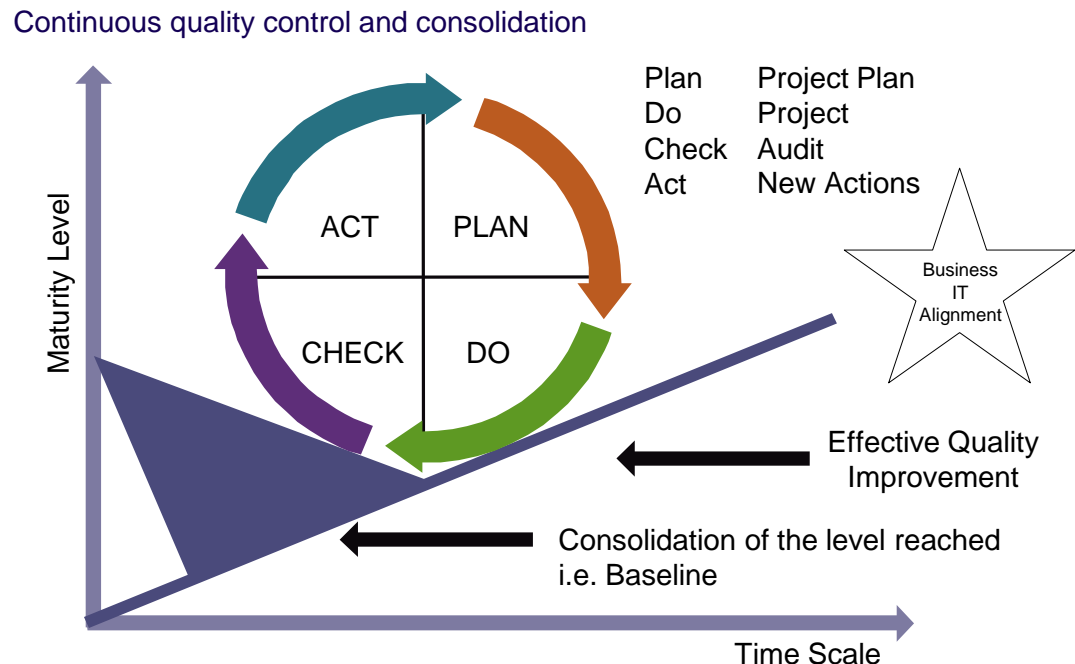
PRINCE2's Defined approach to quality and emphasis on product deliverables ensure projects deliver value.

Quality Audit Trail



PRINCE2 places a huge emphasis on lessons learned and continual improvement.

- Lessons learned captured at each stage boundary
- Used in go/no go decision
- Knowledge is transferred at each stage



A culture of continual improvement is embedded from the beginning of the project.

PRINCE2 + ITIL = Success!



To learn More:

- <http://csme.us/prince2-too/>
- <https://www.axelos.com/best-practice-solutions>
- @prince2too

*Connect with Lisa Hodges on LinkedIn
Lisa@CornerstoneSM.com*

Thank you for your kind
attention!

***A recording of this webinar will be made
available to attendees.***