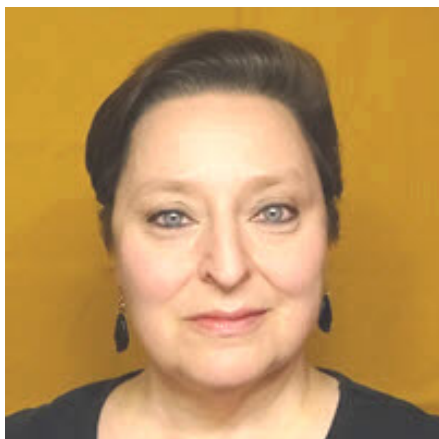


Ask Me Anything – Continual Improvement Edition



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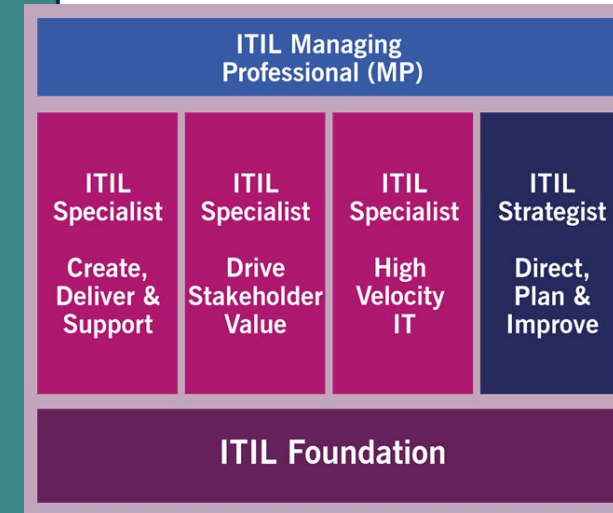
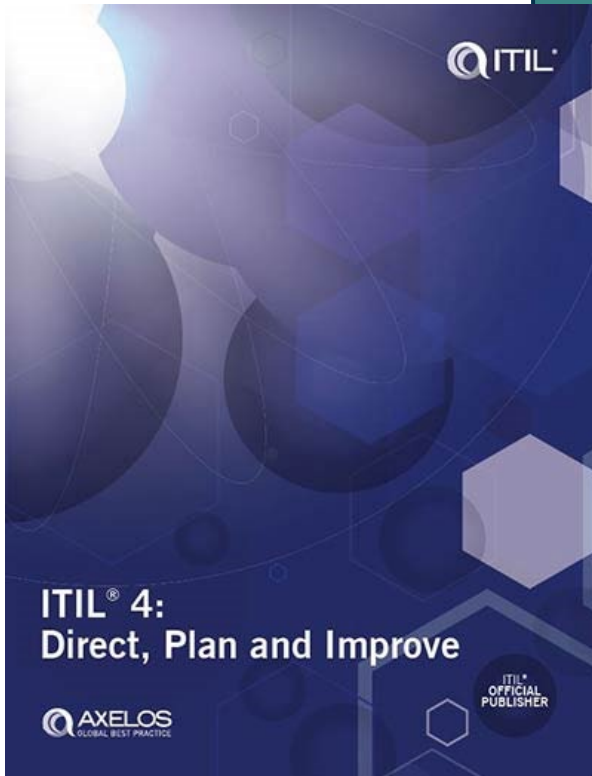
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@ITSM_Donna

ITIL Strategist

- Direct
- Plan
- Improve





Direct

Effective direction clarifies & prioritizes expected outcomes.

Governance Risk Compliance Management



Placing Decision-Making at the Right Level

- Governance decisions are made at the highest levels of an organization
- As much authority as possible should be delegated
- When everyone has a defined role and knows their scope of control, they can make decisions within that scope and drive productive action



Regardless of their official scope of control, everyone can exert influence.

Aim for 'Just Enough'!

- A **control** is a means of managing a risk, ensuring that a business objective is achieved, or that a process is followed.
- **Policies** are formally documented management expectations and intentions, used to direct decisions and activities.
- **Guidelines** are recommended practices that allow some discretion or leeway in their interpretation, implementation, or use.

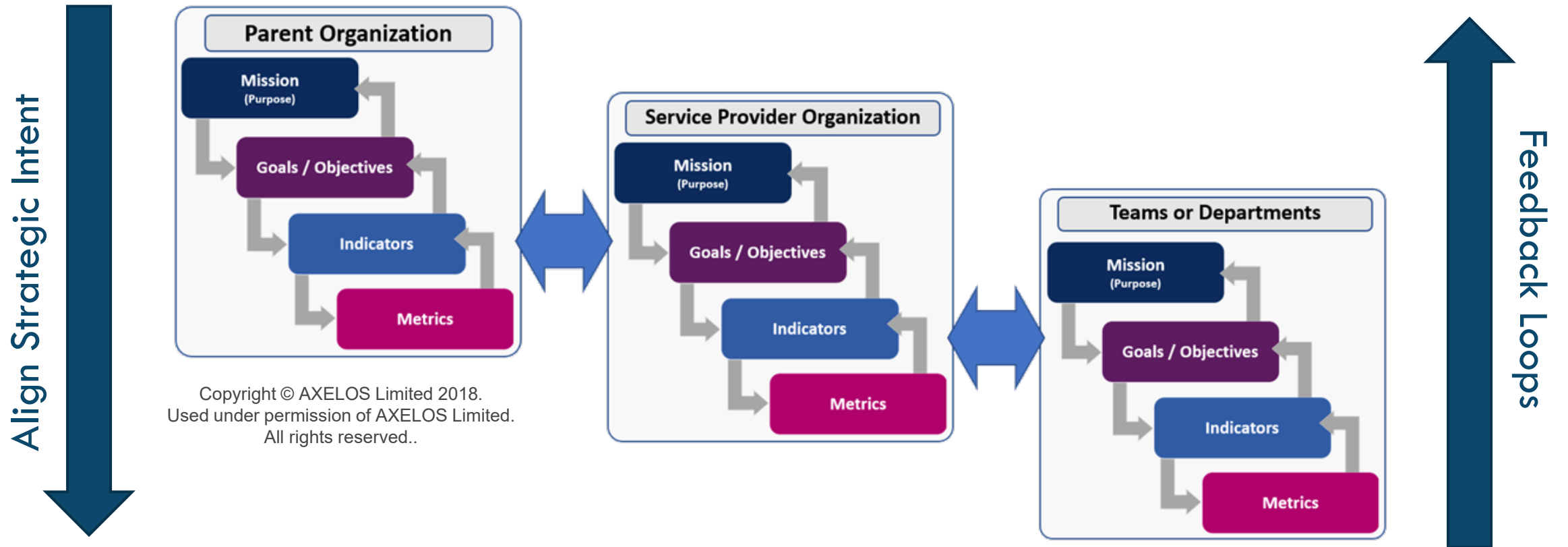




Plan

Effective planning helps to improve coordination, avoid waste and reduce risk.

Aligning Strategy, Tactics, and Operations

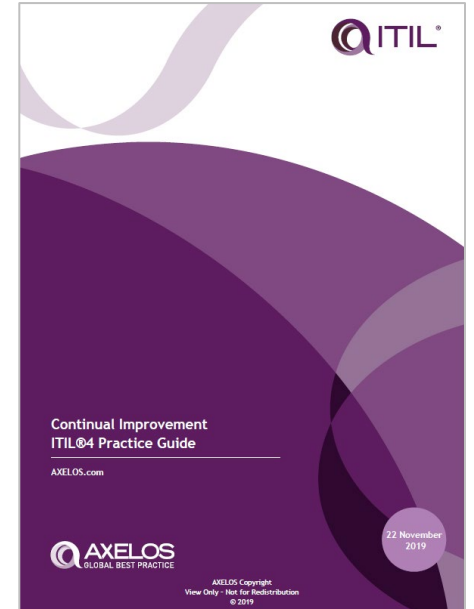
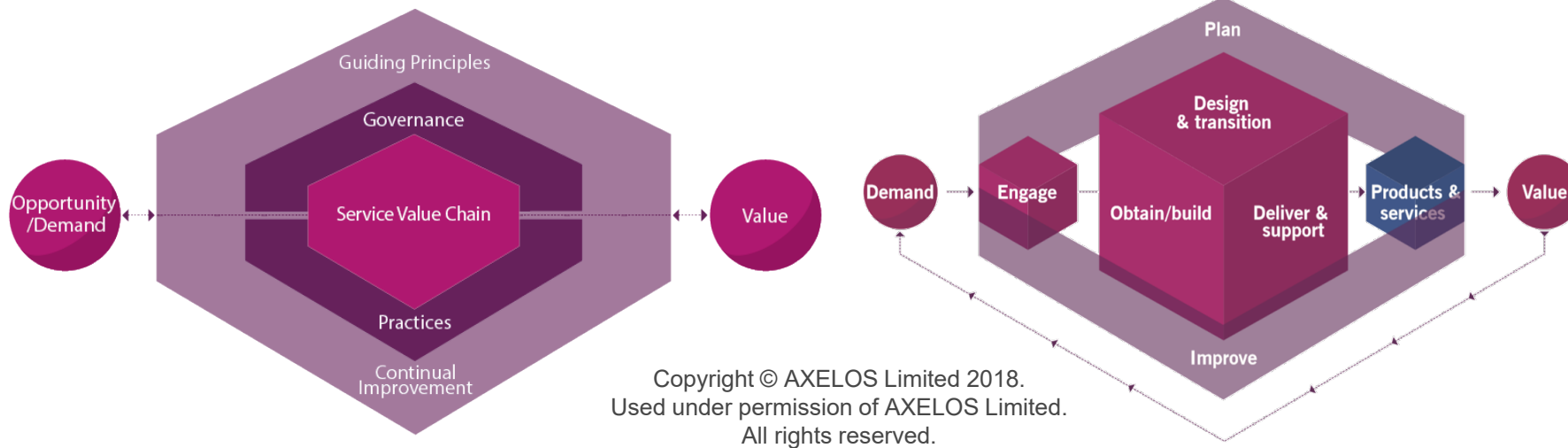




Improve

***Improvement means change.
Without changes to some aspect of the current state,
there can be no change to outcomes.***

Continual Improvement is Everybody's Responsibility!



The Benefits of an SMO

A service management office (SMO) is a group or department that functions as a center of excellence for service management, ensuring continual development and the consistent application of management practices across an organization.

- Establishing and empowering an SMO ensures that an organization's vision and plans for service management will be given the practical, regular attention they require to be successful
- An SMO may
 - ✓ Combine the role of a center of excellence with that of a management body
 - ✓ Be less-formal teams focused on continual development of the organization's management practices

Considerations include how we incentivize people to contribute to continual improvement and how initiatives are funded.

The Continual Improvement Model

- The ITIL continual improvement model
 - ✓ Focuses on service consumer value
 - ✓ Links improvements to the organizational vision
 - ✓ Promotes an iterative (vs. rigid) approach to improvement
 - ✓ Is best applied to a specific improvement initiative
 - ✓ Helps individuals making changes to avoid wasteful mistakes



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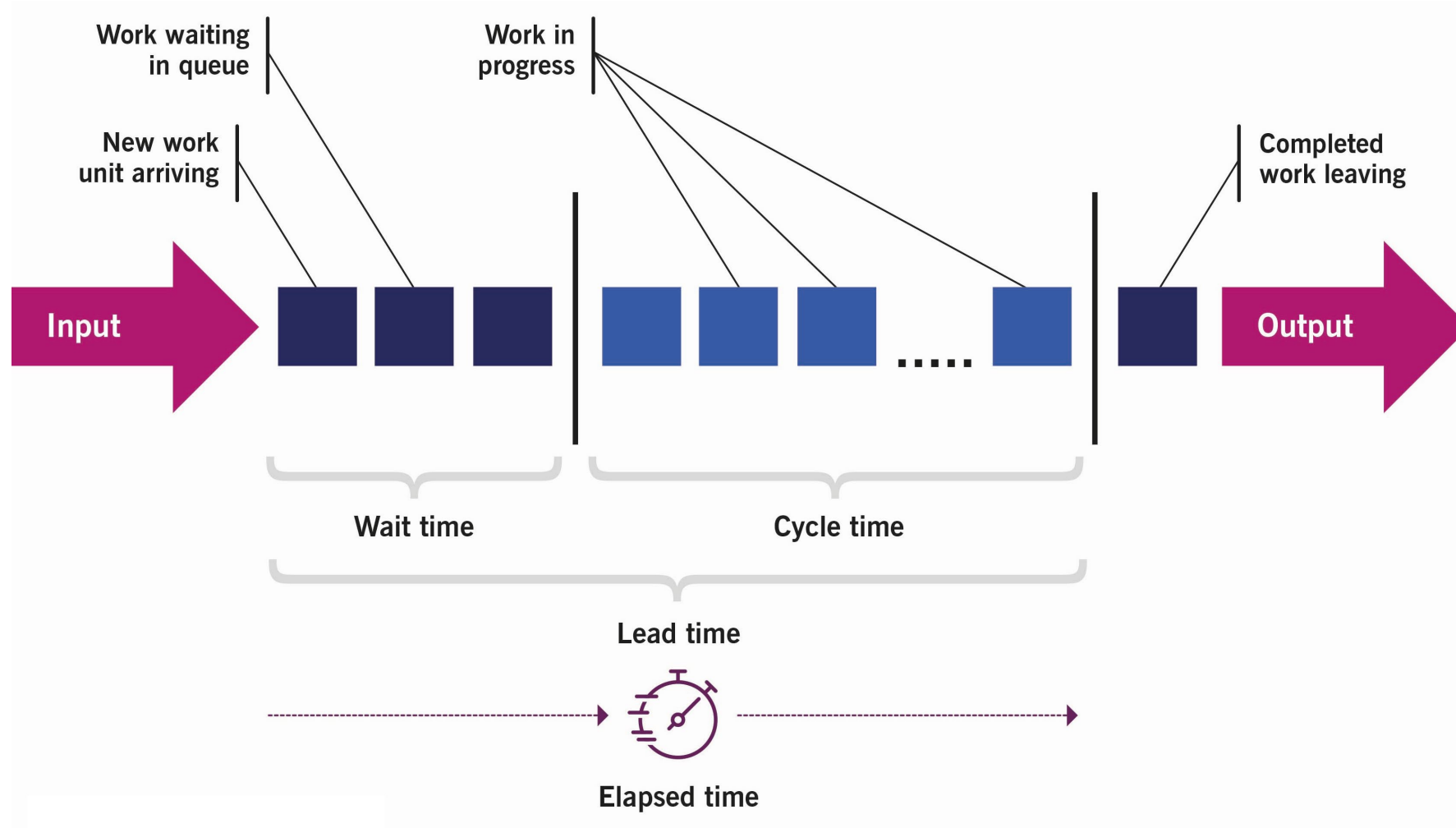
- **Measurement** – a means of decreasing uncertainty based on one or more observations that are expressed in quantifiable units
- **Indicator** – a metric that is used to assess and manage something
- **Metric** – a measurement or calculation that is monitored or reported for management and improvement

Predict achievements



Measure achievements

Key Value Stream Metrics



*The real difference between high-performing
and low-performing organizations is the
ability to continuously improve.*

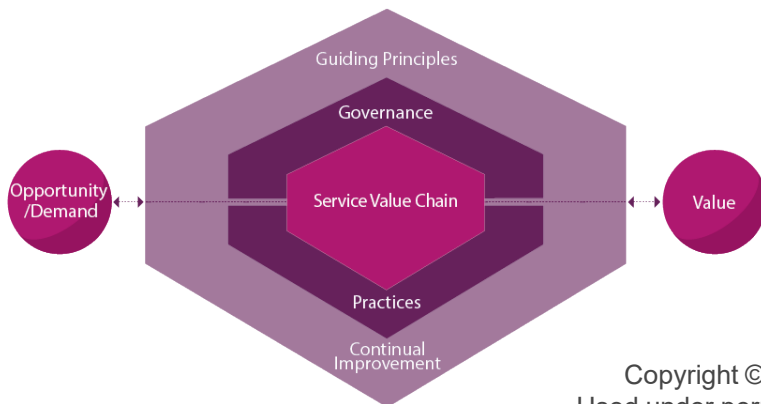


Questions?

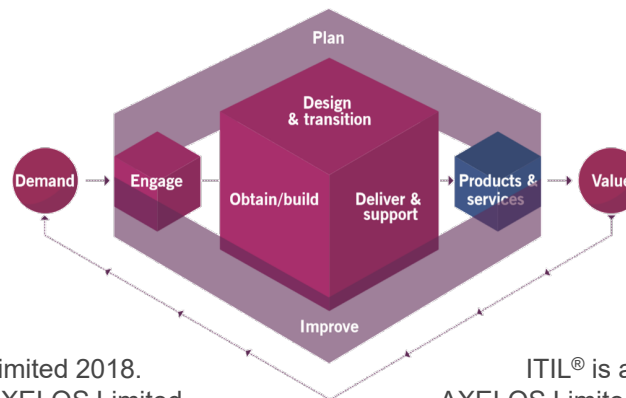
About ITIL® 4

- Co-creation of value
- Best practices *and* exploratory ways of working
- Principles-based
- Value-stream centric
- Alignment with adjacent ways of working
 - ✓ Agile, Lean, DevOps...

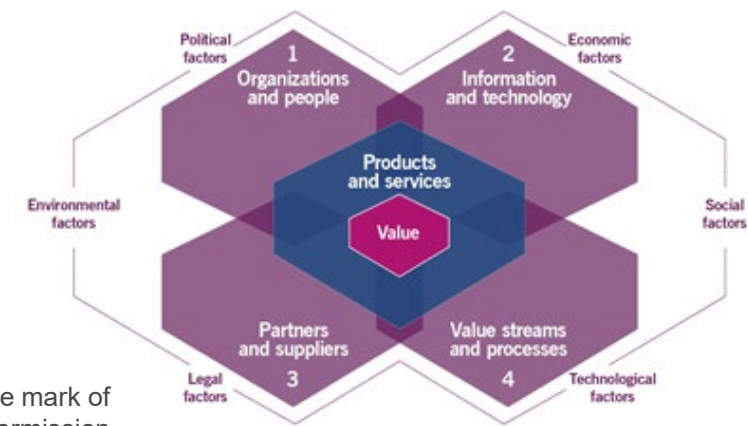
ITIL 4 reshapes established ITSM practices in the wider context of customer experience, value streams, digital transformation and systems thinking.



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