CSI

How to Get It Going with Little or No Budget

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Driving Excellence through Best Practices *and Common Sense*

- ITSM Evangelist leveraging over 25 years experience in IT development, support, architecture and strategy.

- ITIL Expert that excels at developing sound strategies and implementing people focused processes to improve the quality and reduce the cost of delivering IT services.

Agenda

- What is CSI?
- Why do CSI?
- CSI Approach
- Getting the Ball Rolling
- Common Challenges
- Some Examples
- Key Takeaways
- Questions

What is CSI?

- Improving the Value of Your Services

- Improving Effectiveness

- Improving Efficiency

Why Do CSI?

- To maintain the Value of Your Services

- To increase the Value of Your Services

- To improve Teamwork
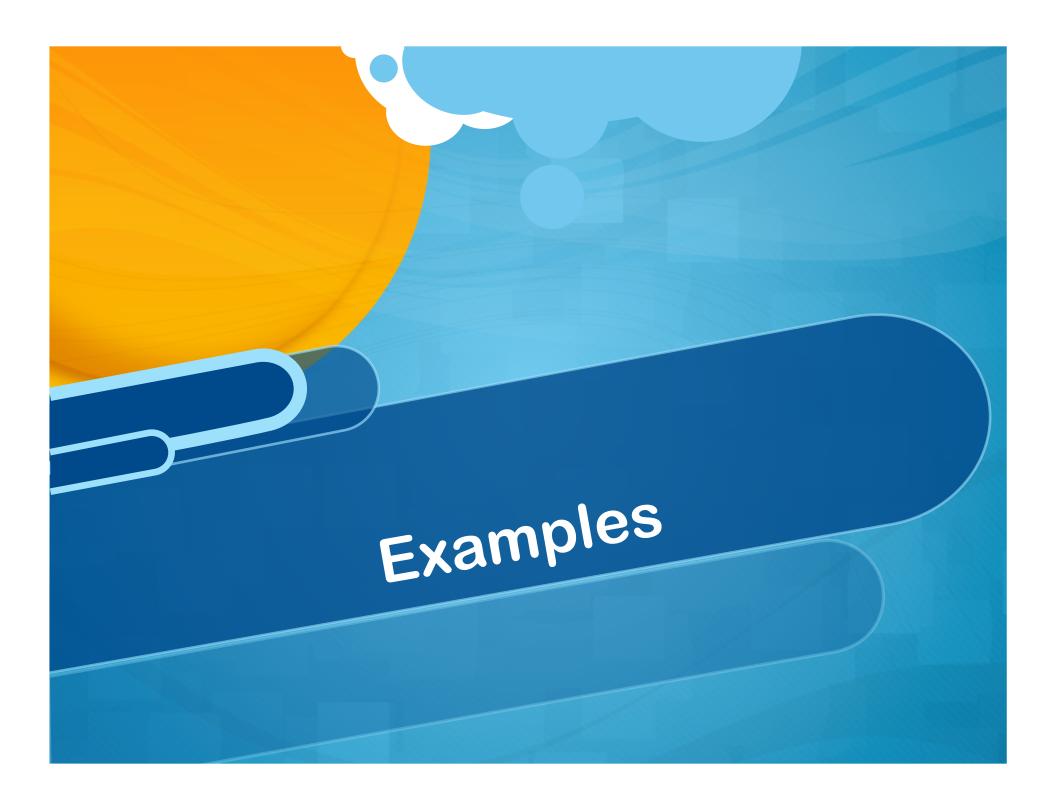
- To improve Employee Morale

CSI Approach

- What is the Vision?

- Where are We Now?

- Where do We Want to Be?

- How do We Get There?

- Did We Get There?

- How do We Keep the Momentum Going?

Getting the Ball Rolling

- Understand What Your Customers Value

- Have Clear Goals and Objectives

- Have Someone Accountable for CSI

- Set Up Simple Ways for Ideas to be Collected

- Look for Some Quick Wins

- Communicate

Common Challenges

- Lack of Knowledge of Customer Impacts/ Priorities

- Competitive Culture

- Measuring the Value of Improvements

Examples

Corporate IT Service Desk

- 30 Person Service Desk

- Supporting 6000 Employees 24x7

- Improving Training
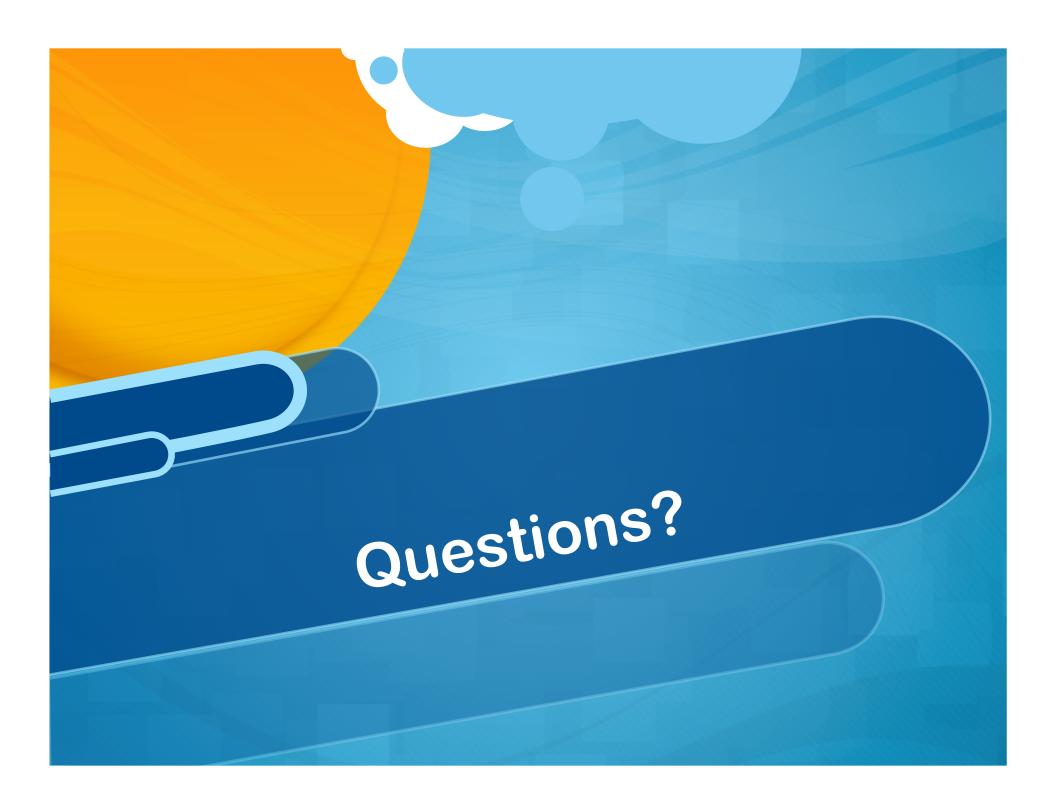
- Utilizing Metrics

Non-Profit Annual Conference

- 20 Person Volunteer Committee

- Conference for 1000 ITSM Professionals

- Documenting Roles and Responsibilities

- Improving Quality and Consistency

A Marketing Company

- ~ 200 Person Organization
- Simple, Effective Process
- It's Transparent
- Employee Enabled

Key Takeaways

- **Understand What Your Customers Value**

- **Set Clear Goals and Objectives**

- **Encourage Participation**

- **K.I.S.S.**

- **Measure the Value of Improvements**

- **Communicate, Communicate**

Bonus

- **The Chief Happiness Officer Blog**
  http://positivesharing.com/2014/02/kill-suggestion-box-heres-much-better-way/

- **Raving Fans by Ken Blanchard & Sheldon Bowles**
  http://www.kenblanchard.com/Store/Books/Raving-Fans