ITIL HACKS THAT WORK!

Fast-Track Your Way to ITIL Maturity

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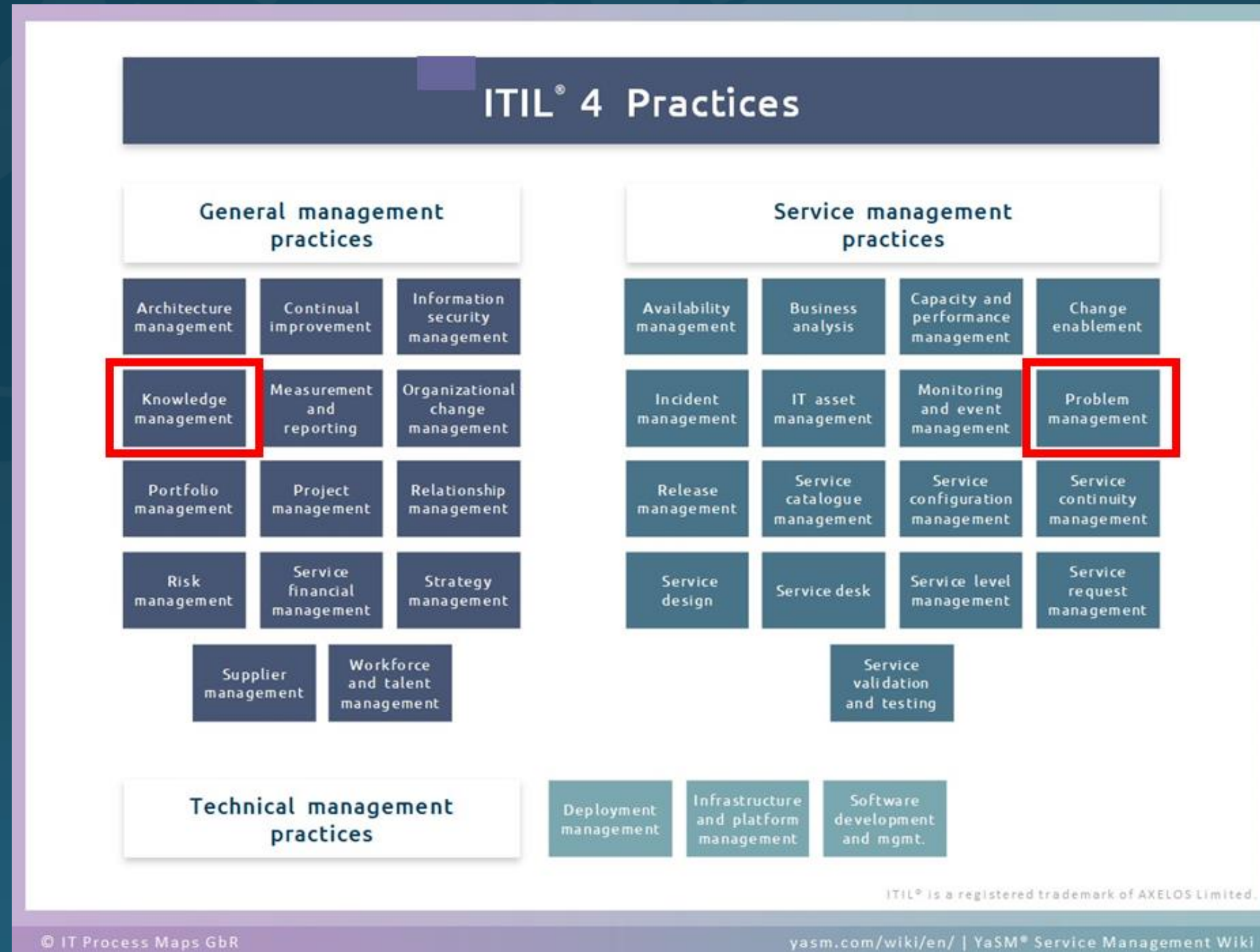ITSM ACADEMY
...educate & inspire®

EMPIRICAL OBSERVATIONS FROM OUR GLOBAL DATABASE

4,000+ Benchmarks

Global Benchmarking Database

70+ Key Performance Indicators

Nearly 120 Industry Best Practices

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ITIL 4 – 34 PRACTICES

MATURING KEY ITIL PRACTICES

THE TRADITIONAL APPROACH TO ITIL MATURITY

EMPIRICAL OBSERVATIONS FROM OUR GLOBAL DATABASE

4,000+ Benchmarks

Global Benchmarking Database

70+ Key Performance Indicators
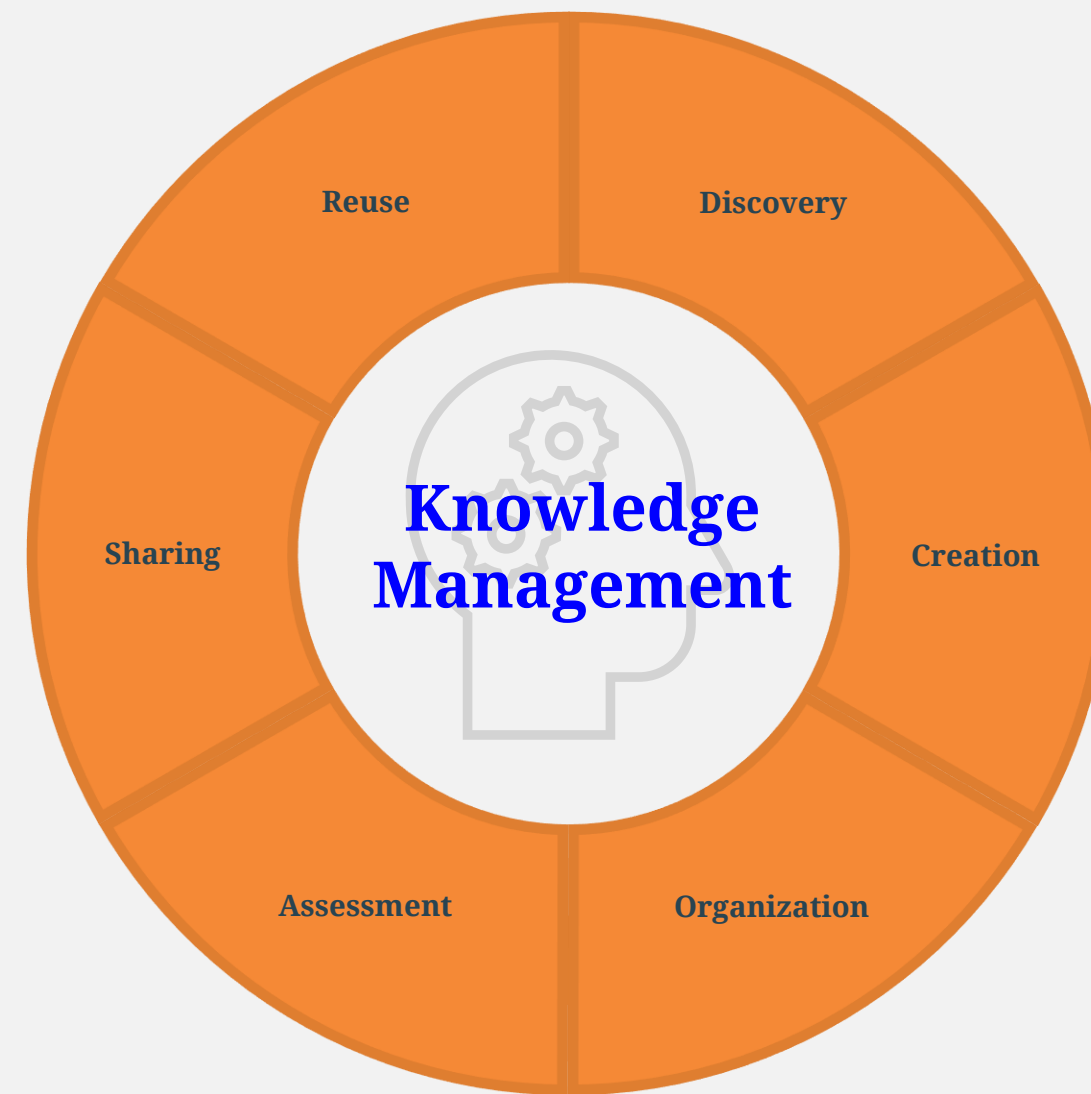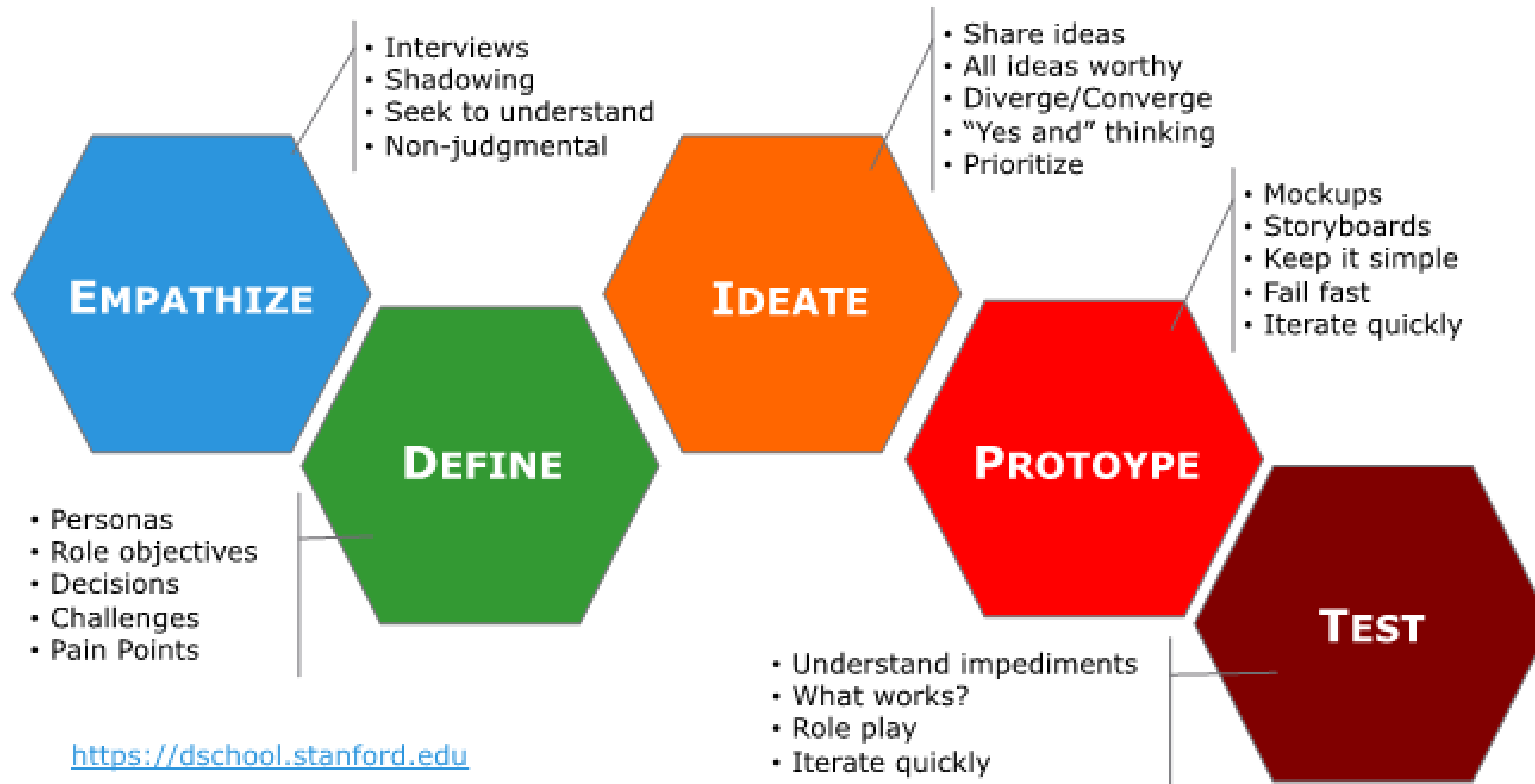
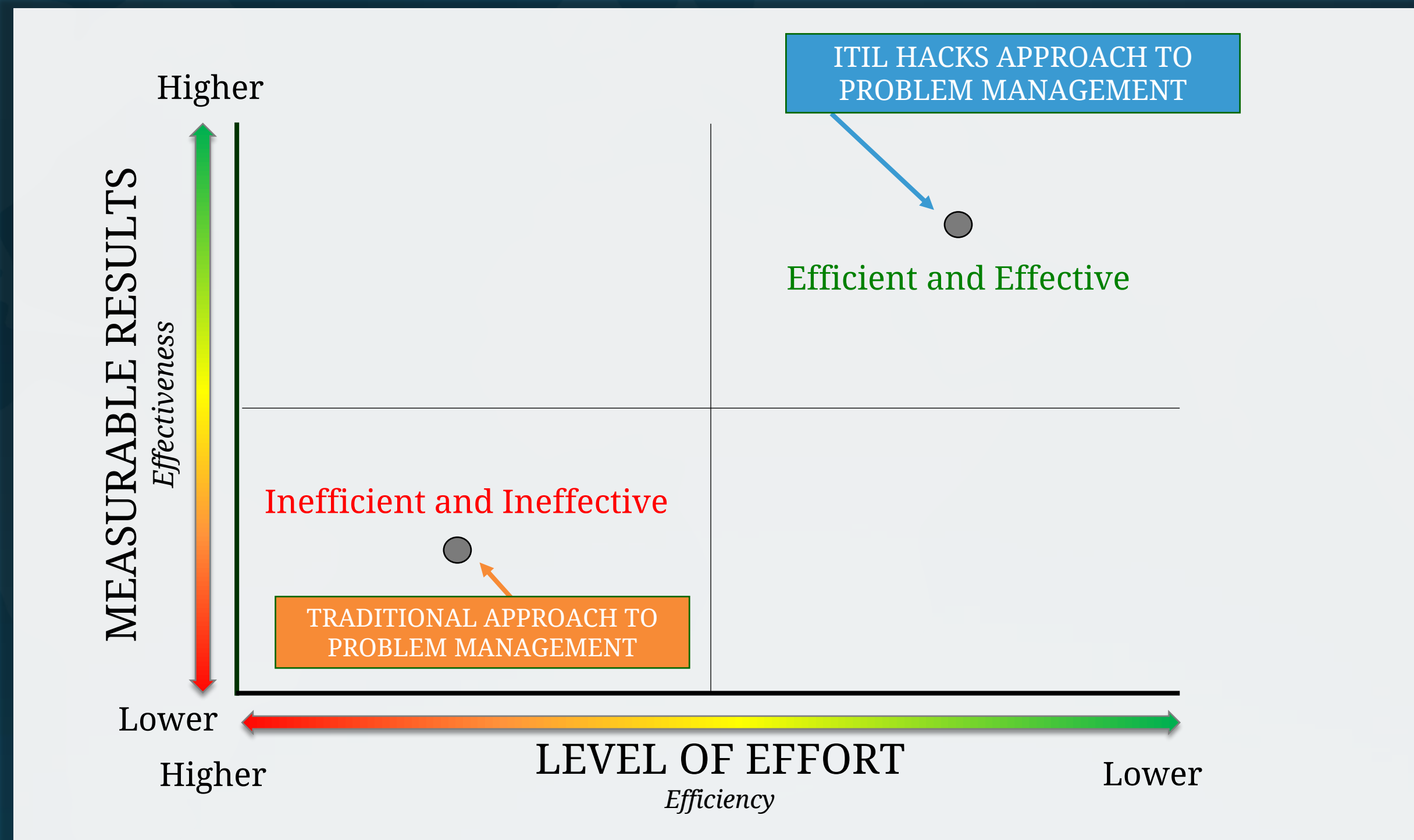Nearly 120 Industry Best Practices

WHAT'S AN ITIL HACK?

➤ An ITIL hack bypasses the traditional approach to ITIL

➤ It is results oriented, and involves design thinking

➤ It typically begins with the desired goal, and works backwards from there

➤ The methodology and approach is tailored for your unique organization

➤ Results are achieved in days or weeks, not months, years, or never

WHAT IS DESIGN THINKING?

Stanford d.school Design Thinking Process

- Interviews
- Shadowing
- Seek to understand
- Non-judgmental

- Share ideas
- All ideas worthy
- Diverge/Converge
- "Yes and" thinking
- Prioritize

- Mockups
- Storyboards
- Keep it simple
- Fail fast
- Iterate quickly

EMPATHIZE

DEFINE

IDEATE

PROTOYPE

TEST

- Personas
- Role objectives
- Decisions
- Challenges
- Pain Points

- Understand impediments
- What works?
- Role play
- Iterate quickly

https://dschool.stanford.edu

TWO APPROACHES TO PROBLEM MANAGEMENT

MEASURABLE RESULTS
Effectiveness

Higher

ITIL HACKS APPROACH TO PROBLEM MANAGEMENT

Efficient and Effective

Inefficient and Ineffective

TRADITIONAL APPROACH TO PROBLEM MANAGEMENT

Lower

Higher   LEVEL OF EFFORT   Lower
                              Efficiency

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9

THE METRICS OF PROBLEM MANAGEMENT

KPI	EFFECT OF PROBLEM MANAGEMENT
Monthly Ticket Volume	↓
Tickets per User per Month	↓
Total Cost of Ownership	↓
Tickets Prevented	↑

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THE ECONOMICS OF SHIFT LEFT

SUPPORT LEVEL

-2	-1	0	1	2	3	Field	Vendor
	$0	$2	$22	$69	$104	$221	$599
Search and Destroy	Problem Management	Self-Help	Service Desk	Desktop Support	IT Support	Field Support	Vendor Support

SHIFT LEFT

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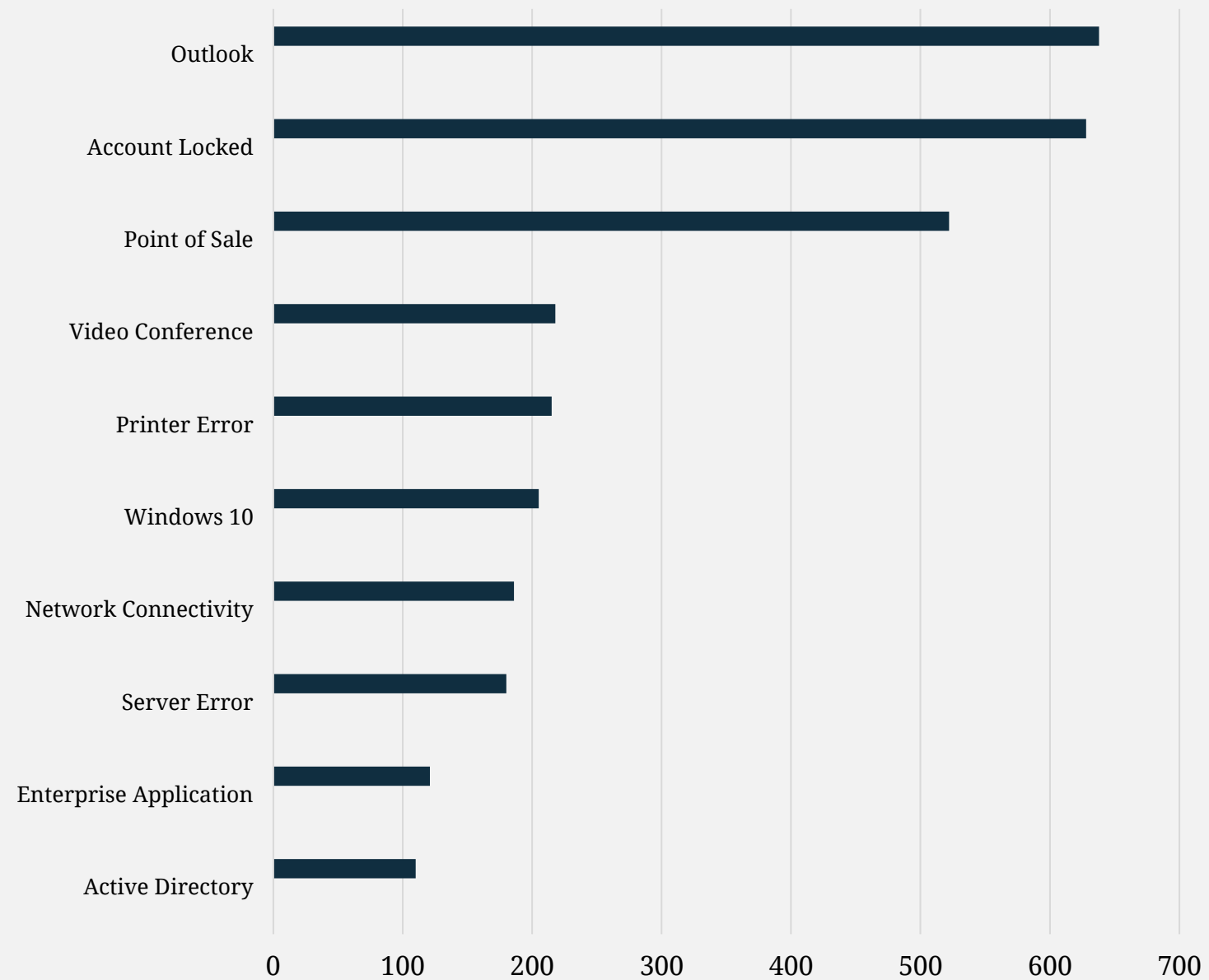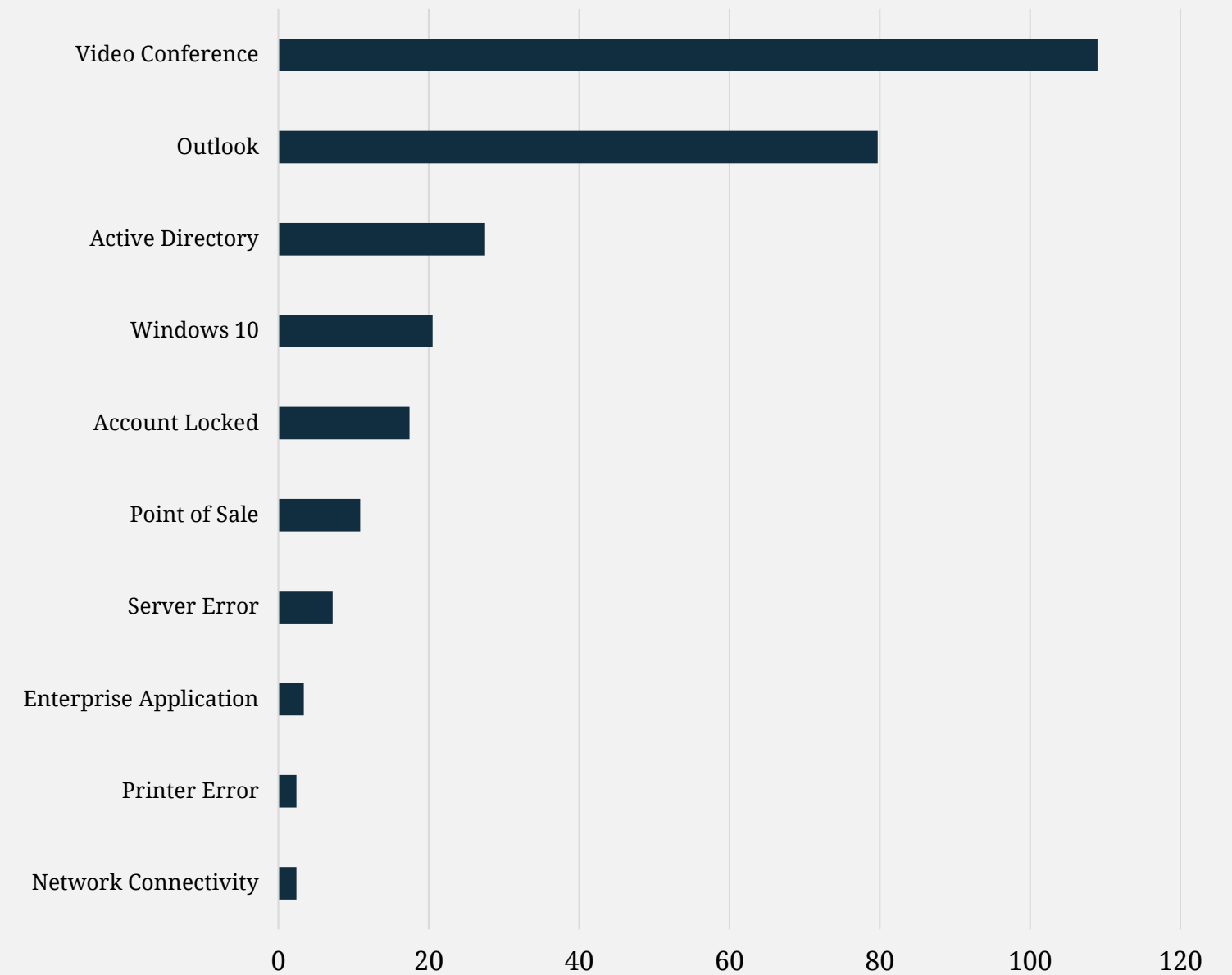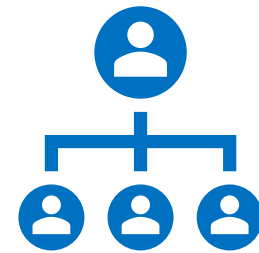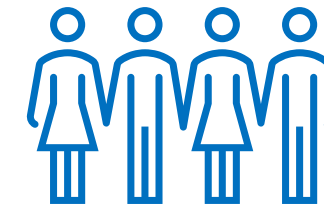
CASE STUDY EXAMPLE – SUMMARY

A benchmark revealed that end users were generating nearly 2X the number of incidents as a comparable peer group.

This red flag caught the CIO's attention and he tasked IT Service and Support leadership to reduce incident volume by 50% in 1 year.

A team was stood up to swarm the issue and they developed a metric that would enable them to achieve the CIO's imperative
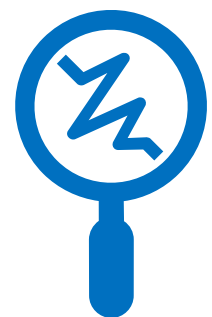
Using Problem Velocity, the team identified the problems that would have the greatest impact on incident volume

Application and product owners associated with the highest velocity problems were brought in to eliminate those problems

In less than 1 year, incident volume decreased by more than 50% - no formal ITIL training, no formal ITIL certification – simply an **unrelenting focus on getting results!**

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PROBLEM MANAGEMENT INDUSTRY CASE STUDY RESULTS

Key Performance Indicator	Before	After (one year later)
Tickets per Month	164,900	79,200
Tickets per User per Month	2.21	1.03
Total Cost of Ownership	$59.4 mm per year	$28.2 mm per year
Tickets Prevented	N/A	85,700 per month

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THE METRICS OF KNOWLEDGE MANAGEMENT

KPI	EFFECT OF KNOWLEDGE MANAGEMENT
Contact Handle Time	↓
MTTR	↓
User Self-Service Completion Rate	↑
Customer Satisfaction	↑
Cost per Ticket	↓

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SELF SERVICE SUCCESS RATE

This KPI measures the percent of visits to your self-service portal that resulted in the user finding helpful knowledge that ultimately resolved their issue.
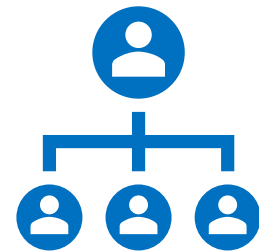
LINK RATE

This KPI measures the percent of tickets that have been closed with knowledge either reused or created.
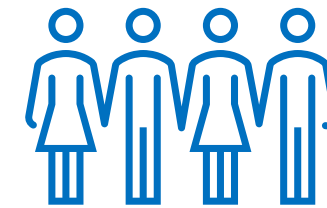
CASE STUDY EXAMPLE – SUMMARY

A benchmark revealed that had more than 5,000 knowledge articles, but many of the articles were out of date, and the knowledge base was rarely used.

This red flag caught the CIO's attention and he tasked IT Service and Support leadership identify the most frequently used knowledge articles and update them.

A team was stood up to swarm the issue and they developed a metric that would enable them to achieve the CIO's imperative

Using Knowledge Velocity, the team identified the articles that that accounted for the largest number of tickets

Application and product owners associated with the highest velocity knowledge articles were brought in to update those articles

In less than 1 year, almost 300 knowledge articles that accounted for more than 2/3 of all tickets were updated - no formal ITIL training, no formal ITIL certification – simply an **unrelenting focus on getting results!**

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KNOWLEDGE MANAGEMENT INDUSTRY CASE STUDY RESULTS

Key Performance Indicator	Before	After (one year later)
Contact Handle Time (Minutes)	14.9	9.2
MTTR (Business Hours)	16	4
User Self-Service Completion Rate	N/A	17.5%
Customer Satisfaction	81.5%	92.0%
Cost per Ticket	$27.87	$21.34

ITIL HACK SUCCESS FACTORS

➢ Support from senior leadership is critically important

➢ Focus first on high velocity problems and knowledge articles

➢ Involve application, product and infrastructure owners

➢ Perform Root Cause Analysis, update high velocity knowledge articles

➢ Eliminate high velocity problems and focus on high usage knowledge

➢ Provide 'just enough' education and understand that formal ITIL training and certification is not necessary

➢ Relentlessly focus on getting results as quickly as possible!

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EFFECTIVE PROBLEM MANAGEMENT WILL...

KPI	EFFECT OF PROBLEM MANAGEMENT
Monthly Ticket Volume	↓
Tickets per User per Month	↓
Total Cost of Ownership	↓
Tickets Prevented	↑

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EFFECTIVE KNOWLEDGE MANAGEMENT WILL...

KPI	EFFECT OF KNOWLEDGE MANAGEMENT
Contact Handle Time	↓
MTTR	↓
User Self-Service Completion Rate	↑
Customer Satisfaction	↑
Cost per Ticket	↓

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QUESTIONS?

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THANK YOU!

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ABOUT METRICNET

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COMPETITIVE DIFFERENTIATORS

MetricNet offers a portfolio of competitive differentiators including those listed below.

CREDIBILITY AND EXPERIENCE

MetricNet has conducted benchmarks and assessments for more than half of the Global 2000.

BENCHMARKING DATABASE

MetricNet has the largest database of process and performance indicators in the industry.

OBJECTIVITY

MetricNet's clients receive objective recommendations that are free from any vendor bias.

JEFF RUMBURG
Managing Partner and CEO

ANGELA IRIZARRY
President and COO

TIMOTHY COVER
Executive Project Director

EXECUTIVE TEAM

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MEET SOME OF OUR CLIENTS

THANK YOU!

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