



Key Ingredient for ITSM Success: Program Management



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About ITSM Academy



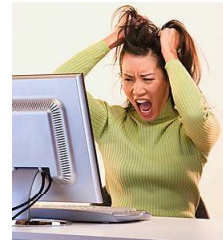
- ◆ Accredited Education
 - ◆ ITIL® Foundation (V3 / V2)
 - ◆ ITIL® V3 Foundation Bridge, Managers Bridge
 - ◆ ITIL® V3 Lifecycle, Capability and MALC
 - ◆ ITIL® V2 Practitioner, Service Manager
 - ◆ Microsoft Operations Framework (MOF) Foundation
 - ◆ ISO/IEC 20000 Foundation
 - ◆ Certified Process Design Engineer (CPDE)®
 - ◆ Practical, Value-Add Workshops
- ◆ Ft. Lauderdale, Dallas & Washington, DC - Public
- ◆ Corporate on-site Classes
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- ◆ Federal Government (GSA) Contractor
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- ◆ Tens of thousands of learners trained since 2003

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Welcome!

Many organizations adopt ITSM frameworks and experience great success, while others are left frustrated by lack of return on their investment.

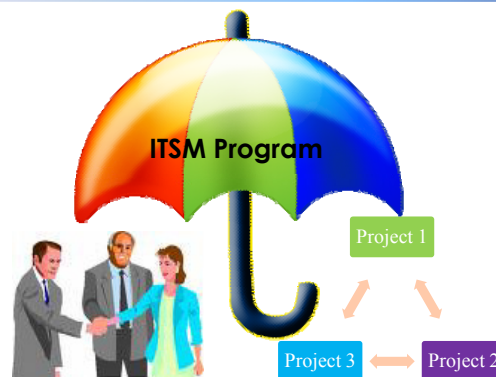
- ◆ Economic uncertainty is the top external factor influencing plans
- ◆ IT budgets for the last 2 – 3 years are essentially flat
- ◆ Technology costs continue to rise
- ◆ Less than half of ITSM programs are able to report measurable value



Despite all this, most IT professionals are planning strategic level ITSM programs in 2009.

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Organizations achieving the best results do more than simply send staff to training and declare they have 'adopted best practice'!



Successful organizations establish an ITSM Program to consistently and coherently manage Process Improvement Projects.

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Program Management is the *critical* ingredient that can make (or break) an IT Service Management initiative.

Program Management

- ◆ Manages inter-dependent projects to ensure they
 - ✓ Are coordinated
 - ✓ Reflect management's vision
- ◆ Project overlaps are minimized
- ◆ Gaps are minimized



ITSM Programs

- ◆ Coordinate planning
- ◆ Oversee
 - ✓ Awareness, Education, and Training (People)
 - ✓ Process design and improvement (Processes)
 - ✓ Automation projects (Technology)
 - ✓ Management reporting (Information)

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Program Management is centralized and coordinated to achieve strategic goals and benefits.

- ◆ Demonstrating alignment with business priorities is the most effective way to achieve Executive sponsorship and buy-in.
- ◆ Program Management often includes elements outside of the program.



Process improvement is simply the means to a strategic end.

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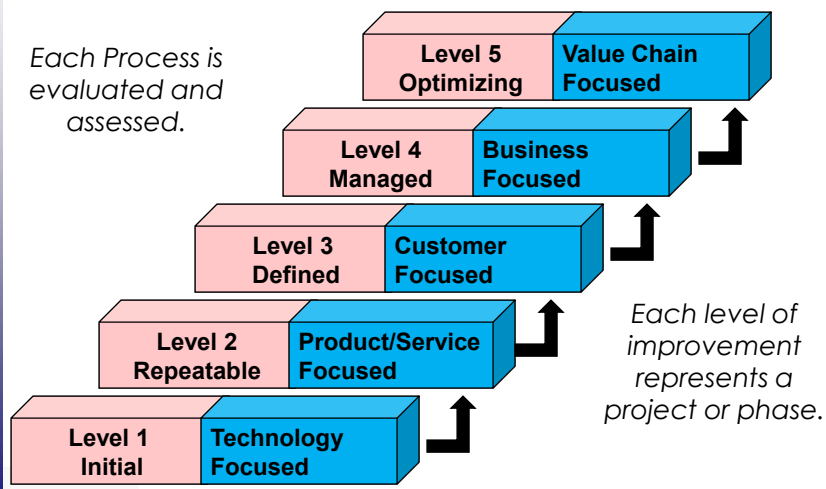
Other ingredients dramatically impact *quality* of ITSM results (too much salt; not enough flour?).

- ◆ Process Maturity Assessments
- ◆ Awareness, Education, and Training
- ◆ Program Organization
- ◆ Process Improvement Methodology

Each is necessary, but the appropriate mix will vary from one organization to another.

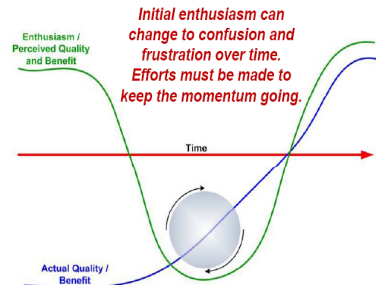
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Process Maturity Assessments define scope and clarify project planning.



Awareness, Education, and Training plans communicate a consistent, coherent, and timely message.

- ◆ *Awareness* - communicates benefits, goals and objectives
- ◆ *Education* – conveys ITSM context and scope
- ◆ *Training* – develops specific, project related skill sets



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Program Organization ensures structure with the right people, at the right time, in the right places.

Project Organization:

- ◆ Project management
- ◆ ITSM Process subject matter experts
- ◆ Tool/Technology resources

Considerations:

- ◆ ITSM implementation experience
- ◆ Resource Contention
- ◆ Cross representation

Program Organization:

- ◆ Sponsorship
- ◆ Process Ownership
- ◆ Permanent structure

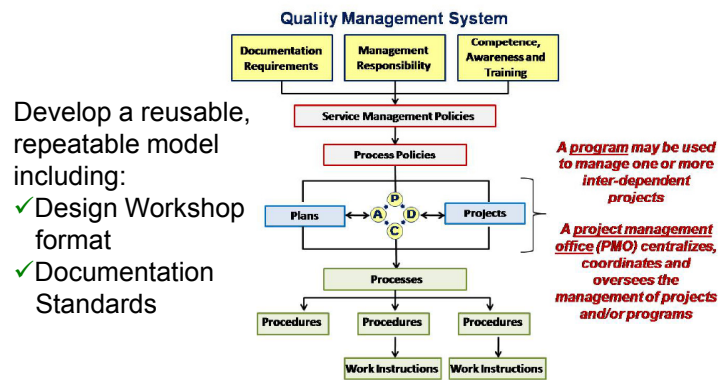
Considerations:

- ◆ Culture/Politics
- ◆ Budget allocation
- ◆ Portfolio priority

Projects, by definition, are temporary endeavors; the ITSM Program is intended to last.

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Process Improvement Methods and Process Design Standards should be consistently executed across improvement projects.



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Some ingredients determine *flavor* (wheat, rye, white - it's all good!).

Consider culture, budget, and logistics to select:

- ◆ ITSM Framework
- ◆ Tools and Technology



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Choose an ITSM Framework or Standard that has been proven in the industry.



Some organizations are selectively combining more than one framework to achieve specific goals.

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Choose compatible, complimentary, Tools and Technology.

- ◆ Technology underpins all service management processes
- ◆ Consider short and long term goals when selecting tools
- ◆ Incremental improvement in Process Maturity sometimes requires tool investment



Don't forget, automating bad processes simply yields bad results faster.

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Chances are, you have many of these ingredients on your shelf already.

- ✓ Program/Project Managers
- ✓ Process Maturity Assessments
- ✓ ITSM Frameworks
- ✓ ITSM Subject Matter Experts
- ✓ Education and Training
- ✓ Tools and Technology



But if you need to supplement your supply, there's never been a better time to buy.

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Questions and Answers?



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