

Your Role as a Leader in IT Service Management

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Welcome!



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Objectives:

- Understand how IT Service Management Vision, Mission, Goals and Measures are crucial for success
- Discuss why having vision, mission, goals, measures=behavior improves results, builds teamwork, and enables leaders

Rate your boss on the following questions using a scale of 1 to 5,

5 means you are in total agreement; (1 means you totally disagree)

Then rate yourself in the 2nd column.



RATE 1 – 5

BOSS SELF

- I am concerned about long term planning over day to day problems and annoyances. ___ ___
- I allow the organization to invest into new technology, processes, training, and tools rather than save the budget for next year. ___ ___
- I have clearly defined vision, mission, goals and roles. ___ ___
- I hold myself and others accountable to high performance standards. ___ ___
- I permit the team to work on projects and with customers without looking over their shoulders. ___ ___
- I deal with difficult conversations with customers, staff and peers rather than avoiding the situation. ___ ___
- I admit mistakes freely and allow mistakes to be learning events. ___ ___

Who is J.T. Robertson?

Persistence Tip



Notes:

- 12 years old
- Saved cans and bottles to recycle
- Paid for friends to go on a train trip
- Saw that not all disabled individuals could attend
- Wrote and called Ty Pennington
- Ty and team redesigned entire train station and train cars

Vision-Mission-Goals-Measures=Behavior

The most powerful leadership process can be represented by four symbols:

V _____ = telescope
M _____ = binoculars
G _____ = glasses
and
M _____ = tape measure

Vision:



Mission:



Goals:



Measures:



Vision:

It's a _____ or _____ that you as the leader have for yourself and your organization.

The vision provides _____ and guides us to a place far away. It may be unattainable but we can try and focus our attention and make strides for getting there.

Mission:

Represents _____ you are going to do and _____ you're going to do it to carry out the vision.

It makes the vision come closer to us; it brings the vision alive for us and makes it more personal.

The mission begins to bring _____ to our vision.

Goals:

Bring 100 percent personal clarity to your vision and mission. It requires _____.

Think in terms of _____, _____, and _____
the actions will be carried out, and by whom.

The goals must be “SMART”:

S _____

M _____

A _____ (or actionable)

R _____

T _____

Metrics:

Symbolizes measurement and provides
_____ and _____.

It also acts as a compass letting us know if we are / are not on track and if our direction or behavior requires change.

Vision-Mission-Goals-Measures:

Dictate _____ of our leadership, team and organizational _____.

By creating them on purpose, rather than by chance or mistake, we will be more successful IT organizations and deliver better results for our customers, shareholders and ourselves.

All leadership processes must link to behavior V,M,G,M=B

- Hiring
- Rewards
- Training and Development
- Coaching
- Communication
- Change

IT Service Management Vision-

Sample Visions:

Be the worlds most respected
service brand.

or:

Be the world's best users of
technology.

IT Service Management Mission:

Sample Mission:

Provide 99.0% defect free, in budget,
on time support.

IT Service Management Goals:

Sample Goals:

- Have 0% downtime
- Dedicate 40 hours/person annually for technical and/or soft-skill development
- Retain high performers; < 5% attrition
- Publish results against goals monthly
- Request customer feedback quarterly

Linking “VMGM” To IT Service Management:

All key behaviors and processes
MUST
be linked to your vision, mission
and goals!

Direction and Strategy:

Is your organization:

- Operations excellent
- Customer intimate
- Product innovative

?

Operations Excellent:

- Focuses on PROCESS
- Is volume driven
- Usually low cost/high volume

Customer Intimate:

- Focuses on CUSTOMER needs and relationships
- Usually higher cost / less volume

Product Innovative:

- Focuses on the PRODUCT**
- Expenses are geared towards research and development**

Actions For Excellence:

- ✓ Determine what type of organization you are
- ✓ Create your VISION
- ✓ Have a MISSION that supports your vision
- ✓ Publish actionable GOALS to help you achieve your MISSION
- ✓ MEASURE whether you're being successful
- ✓ REWARD based on goal attainment
- ✓ Link training and coaching to your VISION, MISSION, GOALS and MEASURES

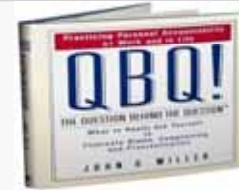
Note: Your Development Plan should link to your V,M,G,M

Commitment

Identify ONE leadership behavior you will change starting today as a result of this seminar.

Books Used as Resources:

- QBQ- John Miller- ISBN: 0966583299



- One Page Business Plan- Jim Horan ISBN: 1891315072



- The Five Dysfunctions of a Team and Overcoming the Five Dysfunctions of a Team Patrick Lencioni ISBN:0-7879-7637-7



Resources Continued:

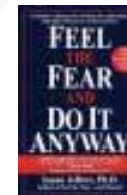
- Discipline for Market Leaders: ISBN: 0-201-40719-1



- E-Myth Revisited Michael Gerber



- Feel The Fear And Do It Anyway: Susan Jeffers, PhD ISBN:0-449-90292-7



In closing:

**The most powerful leadership
process in the world comes directly
from you.**

You make the difference!