From ITSM Academy's Webinar on March 13, 2008. Presenter was Mike Cardinal.

HISTORY & ALIGNMENT

There were no Questions re: History and Alignment on this webinar.

CONCEPTS & TERMS

Has Mike used Six Sigma tools to augment ITIL?
At State Farm we did not use Six Sigma for our implementation, but it was being explored. I am familiar with the concepts and believe they are a good complement to ITIL, especially in the area of Continual Service Improvement. Six Sigma provides great analysis tools, but unfortunately most people do not have the statistical background or knowledge to do it justice.

Is there a danger in not picking a framework, but using all or some that are available?
Yes, just as when playing a board game, trying to play multiple games at once causes confusion. I feel it is better to concentrate on doing one framework well enough to feel comfortable on the value it brings, before moving on. Doing multiple efforts half-well stretches your resources and lowers the return and value.

Our organization is currently using framework ITIL to support IT technology and the CMMI framework to support IT application. Does ITIL V3 suggest any partnership of the two frameworks?
Yes, v3 has guidance on the use of the two frameworks. The concept behind the CMMI framework is inherent and fundamental to ITIL. CMMI (or a future Service Maturity Model) could be adapted and used to help benchmark the development of both a Service Management program and the design and implementation of Services.

I'm working with an ITIL project team and we have developed a 3 year plan to implement ITIL (Assets, Problem, Change, Config, SLM, and Availability). We are developing a partnership with vendor that says they can do our complete implementation for us (Process and Tools) in 9 months. Do you have any knowledge/experiences with vendors being successfully with this type implementation?
I personally have not had any experience or knowledge of a vendor being able to help and organization implement completely with 9 months. This is due to the fact that the "Journey to Service Management is the Destination". A vendor could help put processes and tools in place in 9 months, but that is not the end of the road; it is really only the beginning. I would be wary of any vendor or practitioner organization claiming to have a <u>complete</u> implementation in 9 months.

This is regarding mentoring vs. the "rule book." Can you talk about training (awareness thru certification) and which ITIL roles should have what? Should everyone be Foundation certified?
Let me start with the last question. Yes, everyone should be Foundations certified. It gives everyone the same language and definitions to able to effectively communicate about Service Management. Major ITIL roles (Process Owners, Process Managers and others) should have Lifecycle and Capability (v2 Practitioner) level classes at a minimum to be able to give them the tools to effectively fulfill their roles. Organization management (First line through Executive) and roles such as Business Relationship Manager, Service Level Manager and Service Manager should have all levels of Certification. This results from the fact that these roles work across processes and operational silos and must have a "bigger picture" view of the organization and its goals.

What are your thoughts on ways to help resolve some of the resistance and burn out?
I think the real key is one-on-one education. You can provide basic ideas, terminology and definitions in a mass setting. But to really get understanding mentoring and coaching is needed. Classroom learning is the starting line, but to implement requires someone to internalize Service Management. Internalization only happens through mentoring and coaching. When someone shows resistance or burn out, sit down with them and talk through their issues, answer their questions. Have a good healthy discussion and dialogue. This will go far in making "your worst enemy" into "your greatest champion".

What is the one key takeaway from "Playing the Game of Good Service Management"?
The key is that Service Management is about good processes and empowered people. If you have these two things in place, products and partners will come easily. If your processes are weak and people not given the opportunity and encouragement to live Service Management, then the implementation will struggle.

PUBLICATIONS

There were no Questions re: the publication on this webinar.

COURSES AND CERTIFICATION

There were no Questions re: the publication on this webinar, however, we have left some of the often asked questions as an FAQ:

What's a capability module?
The Capability modules in ITIL® V3 are comparable to the Practitioner courses in ITIL® V2. It is expected the Capability courses will be available later this year.

The ITIL® V3 Capability stream is role-focused and is designed to provide learners a deep level understanding of ITIL® V3 processes and roles. Each module in the Capability stream contains a cluster of processes and is intended to enable learners to apply the practices associated with the relative processes. The service lifecycle is illustrated as part of the curriculum; however, the primary focus is the process activities and their execution and use throughout the service lifecycle.

Capability Modules	Comparable to V2 ITIL® Practitioner
OSA - Operational Support & Analysis	Support and Restore (IPSR)
RCV - Release, Control & Validation	Release and Control (IPRC)
PPO - Planning, Protection and Optimization	Plan and Improve (IPPI)
SOA - Service Offerings & Agreements	Agree and Define (IPAD)

I have recently completed the ITIL Foundation Certifications. I am a Service Desk Manager. Again please explain the track I should take now.
If you hold a V2 Foundation certificate, a good next step for you is to take V2 ITIL® Practitioner Support and Restore (IPSR) course, which looks in depth at the Service Desk function and Incident and Problem Management processes. If you hold an ITIL® V3 Foundation certificate, the Capability module Operational Support & Analysis (OSA) – to be introduced later this year - is a good next step. It not only looks in depth at the Service Desk function, it looks at the other functions new to ITIL® V3 (Technical, Application and IT Operations Management), and It also covers the Event, Incident, Request Fulfillment, Problem and Access Management processes.

For someone with a v2 ITIL Practitioner Release and Control certificate - what would be a logical next step for v3 certification?
Get ready for the ultimate ITIL® answer… it depends.

If your goal is to quickly learn about V3, a great step would be the ITIL® V3 Foundation Bridge course, which is available now. It will provide you with a succinct overview of what is new in ITIL® V3. Obtaining the ITIL® V3 Foundation Bridge certificate will also make you eligible to take courses in the ITIL® V3 intermediate streams (Lifecycle or Capability) when they become available later this year. Keep in mind that your V2 IPRC certification is worth 3.5 credits according to the ITIL® V3 Qualification Scheme.

If your goal is to become, in time, a certified ITIL® Expert, another option would be to take the V2 Service Manager course. While intense, this course covers all aspects of Service Management and is widely recognized as an invaluable course in terms of understanding ITIL® best practices and how they benefit the business. You would still have to – when it is available later this year - take the ITIL® V3 Service Manager Bridge course to achieve the ITIL® Expert certification, but you would be able to bypass the ITIL® V3 Foundation and Managing through the Lifecycle courses.

Thank you all for attending!