

About ITSM Academy



- ◆ Certified Woman Owned Business
- ◆ Accredited ITSM Education Provider
 - ◆ ITIL® Foundation/Bridge, V3 Capability, V2 Practitioner, Service Manager / Bridge
 - ◆ ISO/IEC 20000 Foundation and Advanced
 - ◆ Process Design (CPDE)
 - ◆ MOF Foundation
 - ◆ Practical Workshops – Visible Ops, Apollo 13, Implementing ITIL
- ◆ PMI Global Registered Education Provider
- ◆ Public Training in Fort Lauderdale, Dallas, DC and Metro NY
- ◆ Corporate on-site classes
- ◆ Over 18,000 learners trained since 2003

2007 - Awarded Federal Government Schedule Contract (GSA) allowing ITSM Academy to become a premier provider of ITSM education to the US Government

Results Matter



ITIL® v3 and the Metro Government of Nashville

Metro Nashville ITS

- 19,000 Metro Employee Customers
- 6+ Data Centers
- 239 Physical Sites
- 20 SONET Locations
- 650 Managed Routers and Switches
- 7,500 Managed Desktops
- 750 Police Mobile PCs
- 350+ Servers
- 6 Storage Area Networks
- **110 Terabytes Assigned Disk Space**
- **4 Tape Libraries**
 - **400 Linear Hours of Backups per Night**

Ryman Auditorium



Metro's ITIL Journey

- 2005, 2006 – Assessments based on ITIL® v2
- 2006 – Foundation trained management and key IT staff
- Early 2007 – Achieved Service Manager certification
 - Learned about Train-the-Trainer
- June 2007 – ITIL® v3 Foundation
- Sept 2007 – ISO20K Foundation
- March 2008 – ITIL® v3 Service Manager Bridge



Why ITIL® v3? (1)

- **The Service Lifecycle**
 - **Compliments project lifecycle**
- **Request Fulfillment**
- **Security Management**
- **Knowledge management**
- **Service Asset and Configuration Management**
 - **CMDB(s) – CMS – SKMS Hierarchy**
- **Continual Service Improvement**

Batman Building



Why ITIL® v3? (2)



- **Aligned with ISO/IEC 20000**
 - ISO/IEC 20000 “shalls” and “shoulds” provide the prescription for ensuring our processes are efficient and effective
- **Aligned with Results Matter**
 - Government-wide strategic planning and performance measurement initiative
 - Helps provide every department with the tools and data needed for employees to focus on delivering results for customers

Results Matter – Platforms

- The purpose of the Platforms line of business is to provide hardware, software, technical support and data center facility products to Metro departments and agencies so they can continuously and effectively store, access, and process data.
 - Percentage of Calls for Service resolved by Technical Support Service Center
 - Percentage of agencies surveyed showing satisfaction with supported desktops
 - Percentage of time supported servers are available

In-house Training

- Completed ITSM Academy train-the-trainer program
- Customized curriculum to
 - Accommodate resource constraints
 - 5 days, 4.5 hours per day
 - Demonstrate the benefits
 - Apply concepts to a real world situation
 - Apply to what we should do

So... who's going to do all of this?

Metro Government Roles and Responsibilities

- Designated Process Owners
 - For implemented processes
- Multiple process managers
- Team approach
 - Accept resource constraints
 - Identify quick wins
 - Consolidate project activities



Idea Sheet – Subject Tree

	A	B	C	D	E	F	G	H	I
1	REQUEST FOR SERVICE								
2		Level 1	Level 2	Level 3	Level 4	Description	Visible to Customer	Info required to process request	MAP TO
3	SERVICES								
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Subject Tree

Reports

Pain Points

Features-Functions



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Subject Tree

Reports

Pain Points

Features-Functions

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Subject Tree

	Level 1	Level 2	Level 3	Level 4	Description	Visible to customer	Required to diagnose
Buddy	PC- DESKTOP/LAPTOP						
Buddy		Deployment					
Buddy			New		New system deployment	Y	user name, department, supervisor
Buddy			Assignment		Assigning new user/profile	Y	user name, department, supervisor
Buddy			Relocation		Moving to new location	Y	user name, department, supervisor, from and to location
Buddy			Revolving Fund Replacement		Revolving Fund deployment	Y	user name, department, supervisor
Buddy			Replacement Upgrade		Replacement of non-faulty equipment, not Revolving Fund	Y	user name, department, supervisor

Report Development

Microsoft Excel - Copy of Saved Subject Tree Doc - Lori Mar 19 (2).xls

File Edit View Insert Format Tools Data Doc Mgr Window Help

Type a question for help

75%

Reply with Changes... End Review...

	A	B	C	D	E	F	G	H	I	J	K	L	M
	REPORT NAME		MAGIC REPORT NAME	INPUT PARAMETERS	DESCRIPTION	OUTPUT	SOURCE	Individual	Team	Executive	Customer		
38	INCIDENT MANAGEMENT												
39		1-Group Members Report	Group Members Report.rpt	No input data required - Select "Show Report"	Group ID with corresponding group member user ID names	Data: Group ID, Support Staff ID	METRO - ITS						
40		2-Group Severity and 2 Detail Report	Cindys group report.rpt	FDate and FT Date	Critical incident by group	Data: Critical Incident By Group Chart, Assigned Technician ID, Severity, Open Date, Status, Client ID, State	METRO - ITS						
41		3-Group Work Detail Report	Group Work Detail Report.rpt	FDate and FT Date, Group	Group Incident detail report	Data: Sorted by Group, Incident #, Opened Date, Closed Date, State, Status, Assigned To, Closed by, Subject Description	METRO - ITS						
42		4-Incident Aging	IncidentAging.rpt	FDate and FT Date, Assigned To (All), Status (Both)	Aged incidents with status and severity	Data: Incidents Opened From To, State, Incident #, Opened On, Due On, Closed On, Status, Client, Opened By, Assigned To, Closed By, Opened Group, Assigned Group, Closed Group, Category, Severity, Days Old	METRO - ITS						
43		5-Incident Call Summary By Group	Incident Call Summary Report By Group.rpt	FDate and FT Date, Group, State	Incident Call Summary Report By Group	Data: Sorted by Group & Assigned Staff Member, group name, From date, Total	METRO - ITS						
44		6-Incident Summary (Short)	IncidentSummaryShort.rpt	FDate and FT Date, Group and Order by (staff, group, client, company, status, department, category, client ID)	Summary of incident by group with sort	Data: Date Range From To, Incident #, Opened On, Due On, Closed On, Status, Client, Opened By, Assigned To, Closed By, Opened Group, Assigned Group, Closed Group, Subject, Severity, Metric	METRO - ITS						
45		7-Incident Top 10	IncidentsTop10.rpt	FDate and FT Date, Group, Order by	This report shows the top ten subjects used in an incident for a selected date range.	Data: Opened From To, Group Order Selected, Incidents Chart, Department, Incident #, Status, Severity ID, Opened On, Closed On, Due on, Client, Department Name, Division Name, Open Group, Assigned Group, Closed Group, Opened By, Assigned To, Closed By, Category Description, Configuration ID, Asset Tag	METRO - ITS						
46		8-Incident Volume	IncidentVolume.rpt	FDate and FT Date, Group by, (Day of week, hour of day, month of the year, week of month), First Day of the week	Incident volume sorted by group	Data: Incident Volume From To, Grouping Selected, Incidents Chart, Day #, Total Incidents	METRO - ITS						
47		9-Ten Most Referenced Departments in a Date Range	Hdg8n.rpt	FDate and FT Date	This report shows the top ten Departments with incidents in Magic.	Date From and To Date of information to view, Department ID in Magic incident was opened for (i.e. ITS Department).	METRO - ITS						
48	INCIDENT REPORTS												

EVENTS Features-Functions (Tool Imps) Pain Points (Proc Improvments) Report Dev WATER APPS LIST

Ready

NUM

Pain Points (Process Improvements)

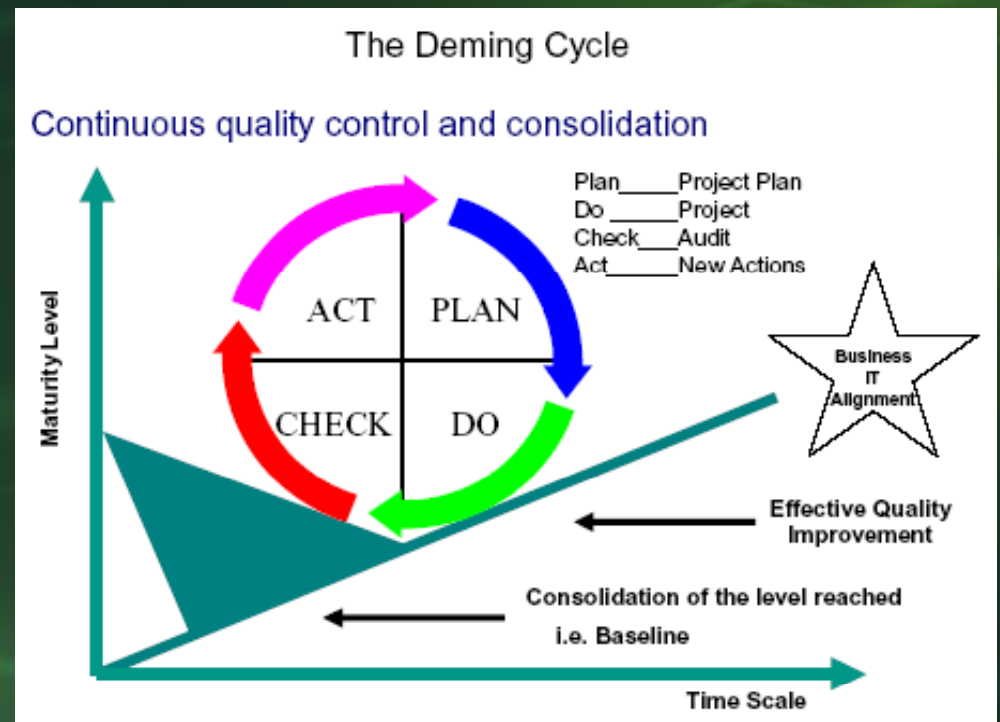
	A	B	C	D	E
	Source	Issue	Priority Code	Recommended Action	Comments
1					
2	Assessment	Incident process documentation for different areas does not exist	+		
3	Assessment	No standardized process in place or documented for New Employee/Transferred Employees/Terminated Employees. No SLA or published info on time to process for customers.			
4	Assessment	No link from HR employment processes for new hires/transfers/terminations to IT needs.			
5	Assessment	Nothing in place to track all aspects of employment for employees (i.e., permissions granted, card-key access, applications where employee has user accounts, assets assigned to employee, etc.)			
6	Assessment	Disable MAGIC profile following completion of work order for terminated employee			
7	Assessment	Technician closing the last work order should close the ticket			
8	Assessment	No standardization in the way incidents are processed for groups and/or departments			
9	Assessment	Evaluate the possibility of adding a voice message when calling the help desk that notifies callers of outages.			
10	Assessment	Inconsistency in how tickets are managed and routed after normal working hours.			

Features–Functions (Tool Improvements)

	A	B	C	D	E
1	Source	Issue	Priority Code	Recommended Action	Comments
2	Assessment	No link between client record in MAGIC/About Me data or AD requiring updates to be made to employee information in multiple places.			
3	Assessment	AD Account User Name naming convention does not match MAGIC User Name system always			
4	Assessment	Evaluate MAGIC definition to differentiate between incident, request problem.			
5	Assessment	Evaluate MAGIC to see if it can close the ticket automatically when the 1st WO is closed (based on result of pain point)			
6	Assessment	Work Order Generator to manage the New Employee/Transfer Employee/Terminate Employee process			
7	Assessment	Evaluate use of quick tickets for MAGIC tickets.			
8	Assessment	Evaluate use of dynamic forms based on subjects to prompt capturing of different types of data based on the subject chosen (i.e. printer name for printer problems, etc.)			

Real World Challenges

- Adopting and adapting ITIL is hard work
- ITIL is not prescriptive
- Common practice RULES
- ISO/IEC 20000 can help



Thank you!

Lori Smiley

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Want to Learn More?



- **Now available**

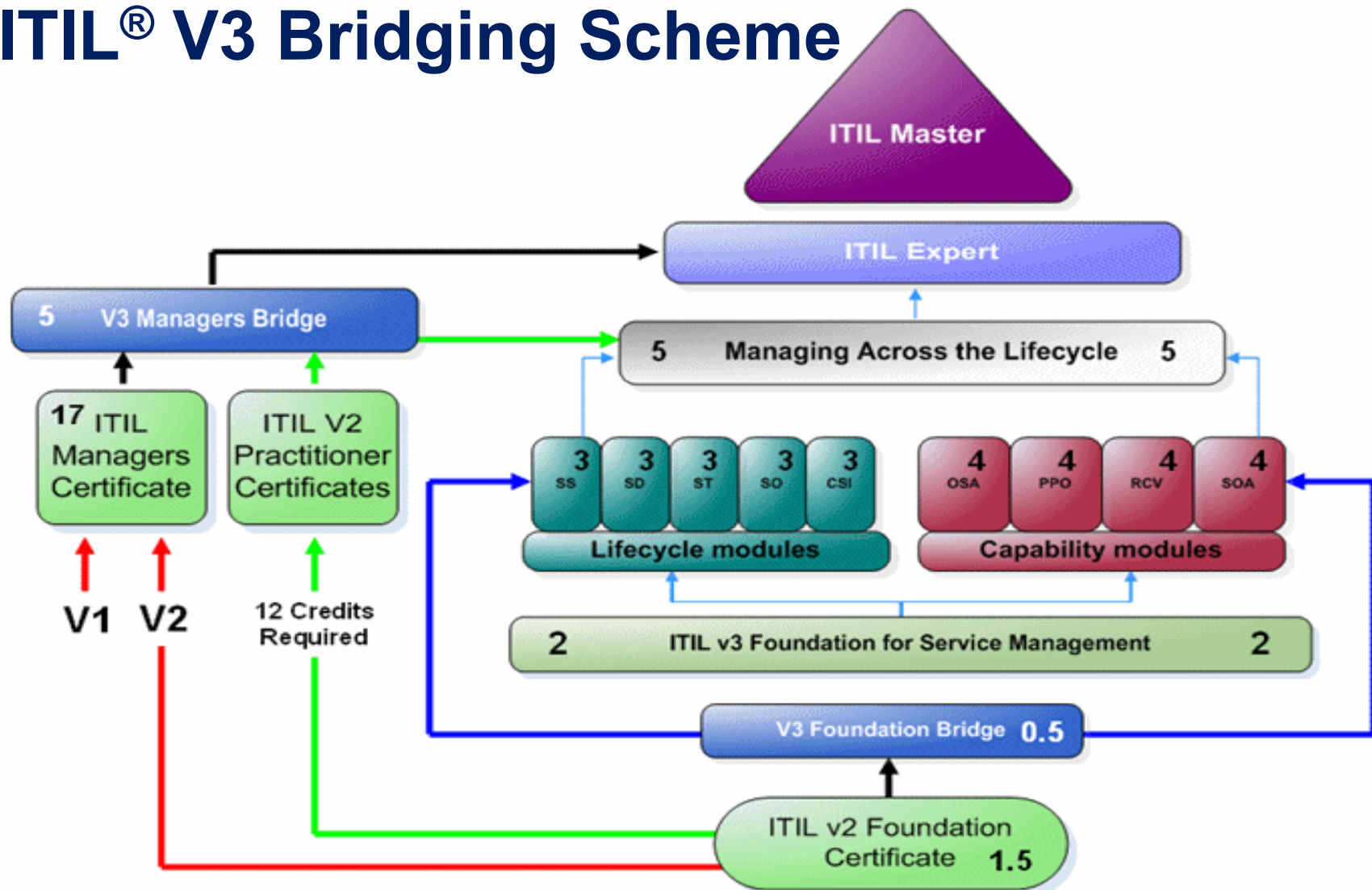
- **ITIL® V3 Foundation / Bridge**
- **ITIL® V3 Capability – RCV & OSA**
- **ITIL® V3 Service Manager Bridge**
- **ITIL® V3 Books**
- **ISO/IEC 20000 (ISO 20K) Foundation**
- **Certified Process Design Engineer (CPDE)™**
- **MOF 4.0 Foundation**

- ◆ **Coming soon**

- ◆ **More V3 Capability, Lifecycle, Managing Across the Lifecycle**
- ◆ **ISO 20K Professional Level Modules**



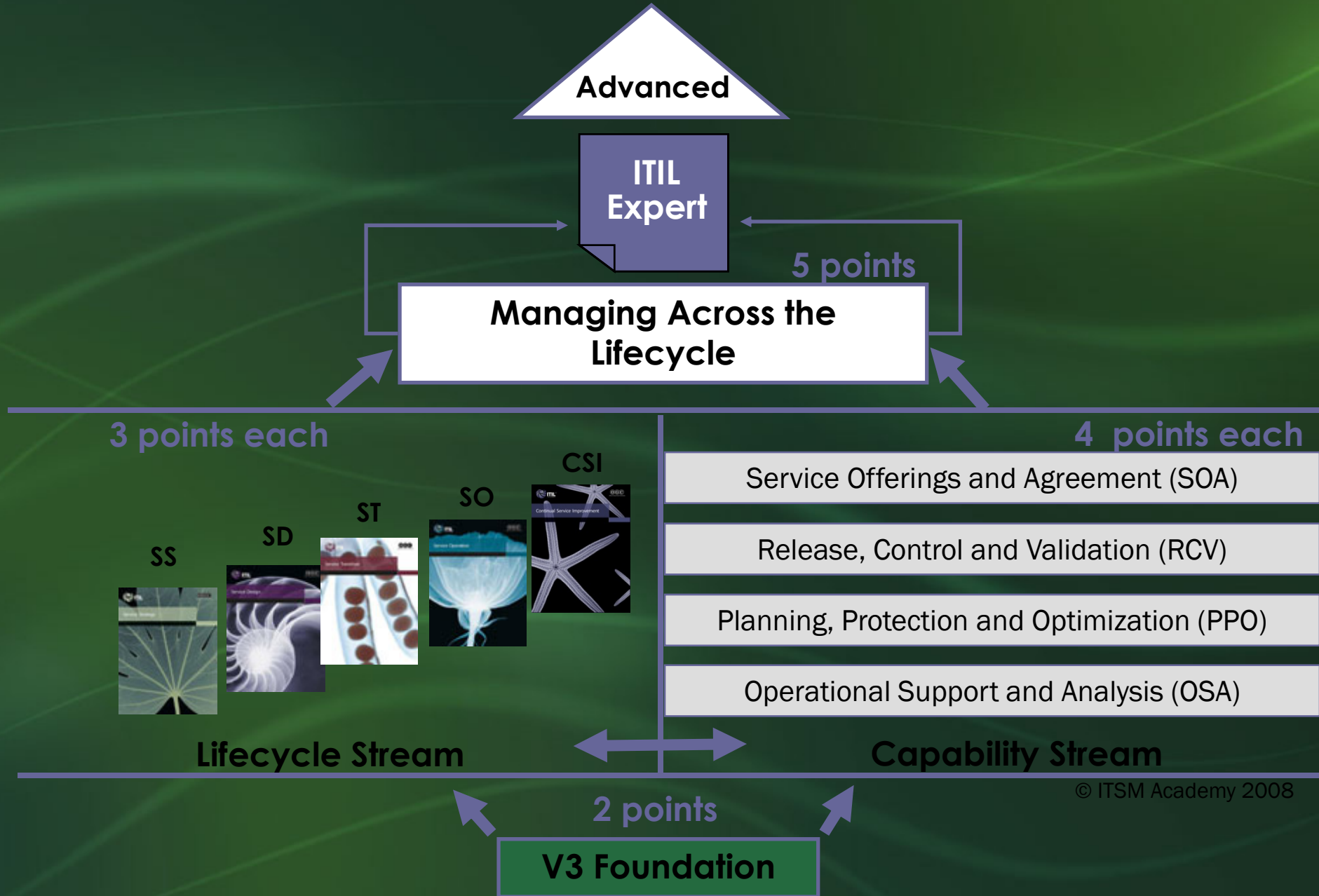
ITIL® V3 Bridging Scheme



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V2 Practitioners with at least 12 credits must take the V3 Managers Bridge and the Managing Across the Lifecycle courses in order to achieve ITIL Expert certification.

ITIL® V3 Certification Scheme



ITSM Academy, Inc.

