



Welcome!

# Your Presenter – Jayne Groll



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- Industry contributor

Since 2003, ITSM Academy has trained tens of thousands of learners on all levels of IT Service Management including ITIL, ISO/IEC 20000, Certified Process Design Engineer (CPDE) and non-certification workshops.



# Agenda

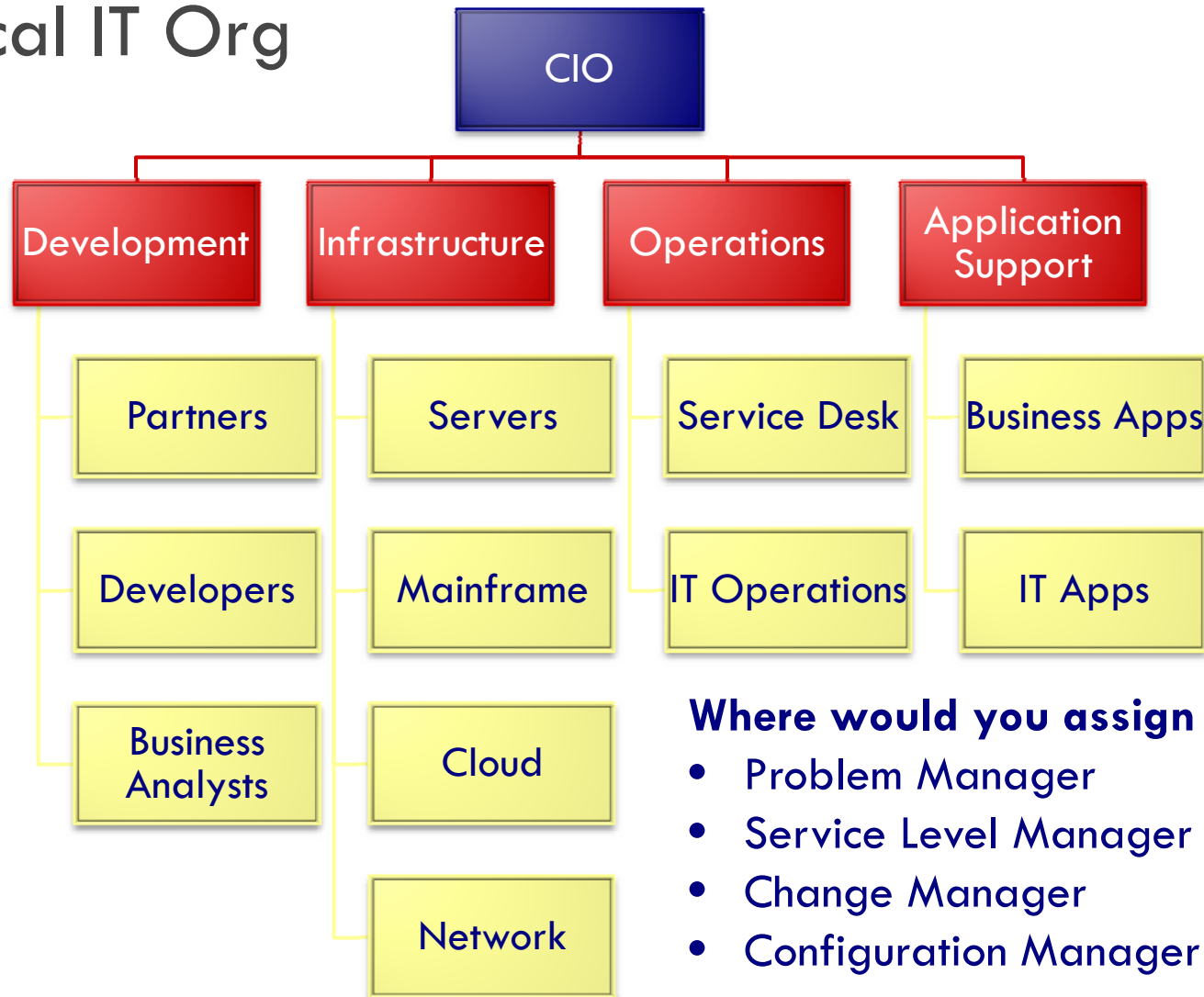


- The basics: What is a Service Management Office?
- Resourcing the SMO
- Considerations for establishing a SMO

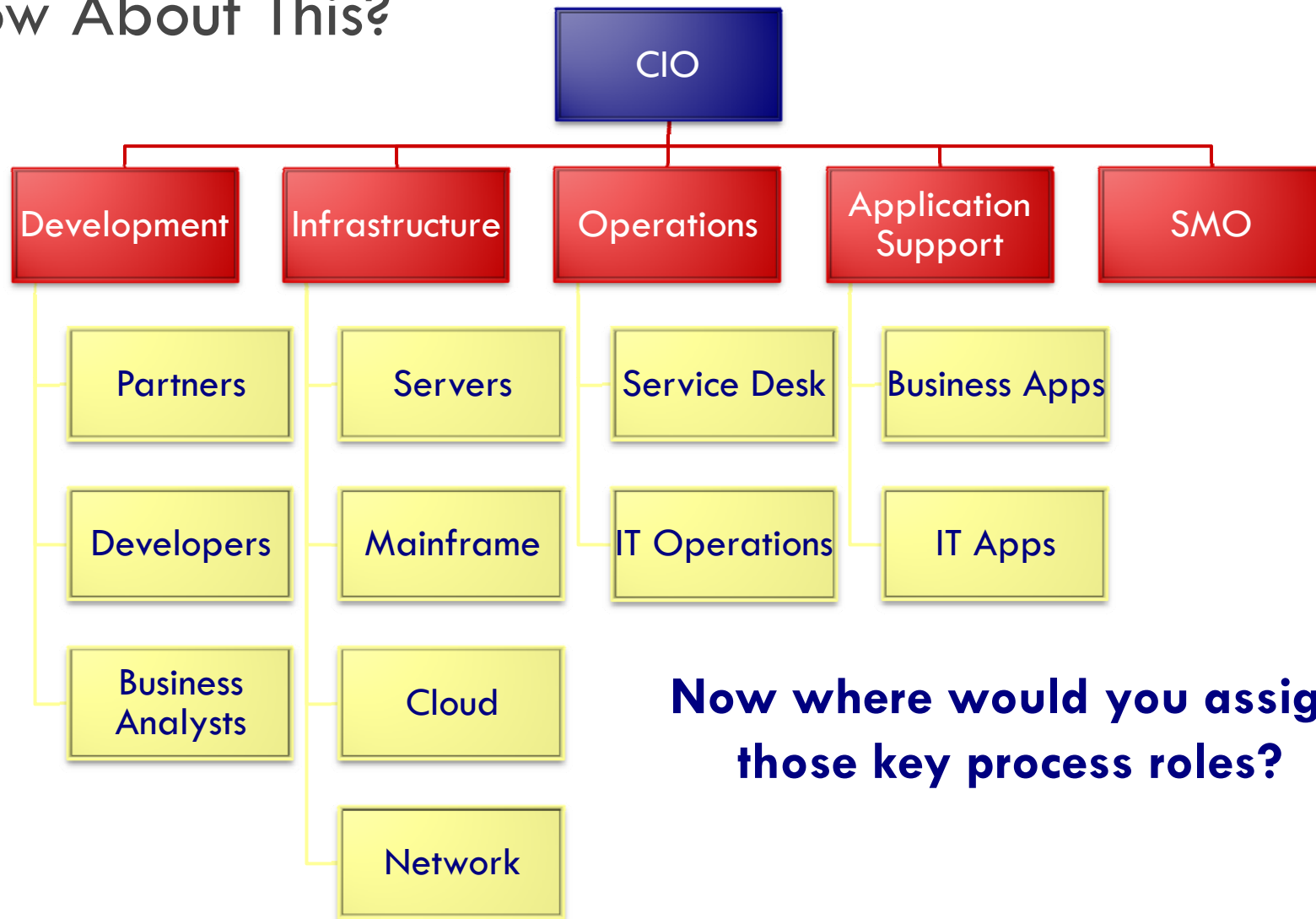


# Let's Start with the Basics

# Typical IT Org



# How About This?



**Now where would you assign those key process roles?**

# What is a Service Management Office?

***The SMO is an internal team that is accountable for the quality of the service management program.***



# Modeled after the PMO



- The SMO is modeled after the Project Management Office (PMO) in that it
  - ✓ Demonstrates IT's commitment
  - ✓ Legitimizes service management
  - ✓ Provides governance
  - ✓ Improves effectiveness and efficiency
  - ✓ Increases IT service quality



# SMO Responsibilities



- Establish and govern policies and plans
- Define, implement and manage processes that meet business needs
- Ensure process alignment and interfaces
- Manage communications and training
- Coordinate efforts such as the CAB
- Ensure continual improvement
- Increase customer satisfaction

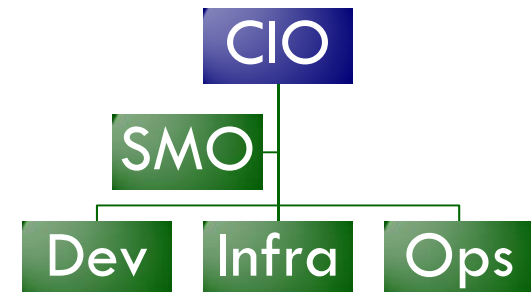


# Resourcing the SMO

# The SMO and the Org Chart

- The SMO is a strategic team that should
  - ✓ Report to senior management
  - ✓ Be empowered with sufficient authority and resources
  - ✓ Be built from direct and indirect reports
  - ✓ Delegate tasks to local process practitioners

***Can't change the org chart?  
Start the SMO as a committee.***



# SMO Roles



- Leader
  - ✓ A trained service management professional
- Direct reports
  - ✓ Process management roles that justify a FTE
- Indirect reports
  - ✓ Process management roles that can be incorporated into other positions

***Too many processes?***

***Consider grouping process roles into “stage managers” .***

# ***Should the Service Desk report to the SMO?***





# Considerations for Establishing a SMO

# Should YOU Establish a SMO?(1)

- **Yes, if**

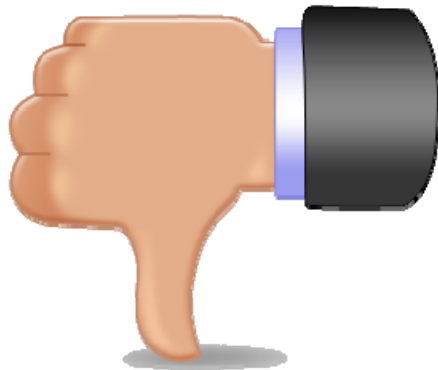


- You are a large organization, have a wide footprint and/or high volumes of change
- You can identify and/or train the right leader
- You are having difficulty assigning ownership
- The owners need an organizational structure
- The SMO will have sufficient authority and resources

***Think you are too small for a SMO?***

***Start with one empowered person to orchestrate service management through indirect relationships***

# Should YOU Establish a SMO? (2)



## ▪ **No, if**

- ✓ You are already succeeding with roles
- ✓ You are already struggling with too many silos
- ✓ You cannot identify a qualified leader
- ✓ You will not have sufficient support and resources

***Process maturity is not necessarily a factor in determining whether or not to start a SMO.***



# Summary: Benefits of a SMO

## Business

- Improved alignment
- Controlled costs and better use of resources
- Consistent service levels
- Better communication and support
- Ongoing improvements
- Higher quality services

## IT/Service Desk

- Clearer policies, plans and documentation
- Less re-work, firefighting and bureaucracy
- Improved communication
- Better process integration
- Realistic OLAs
- Higher customer satisfaction

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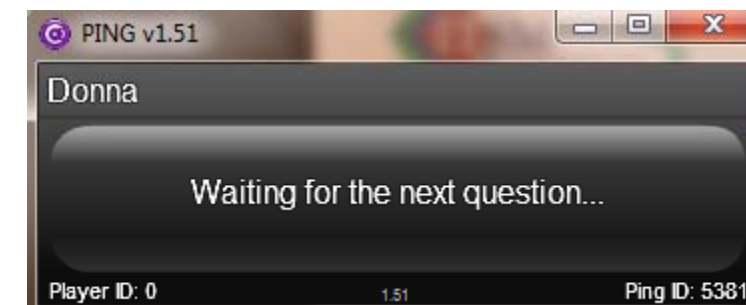
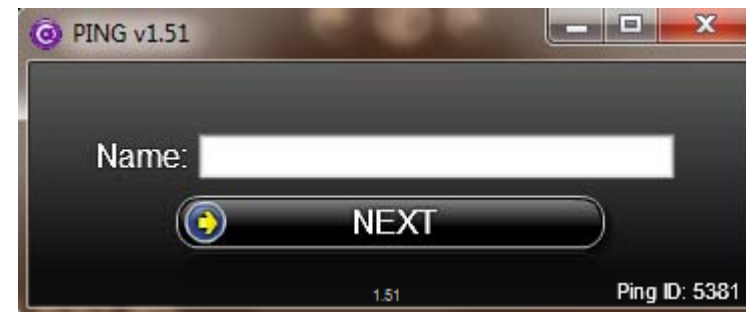
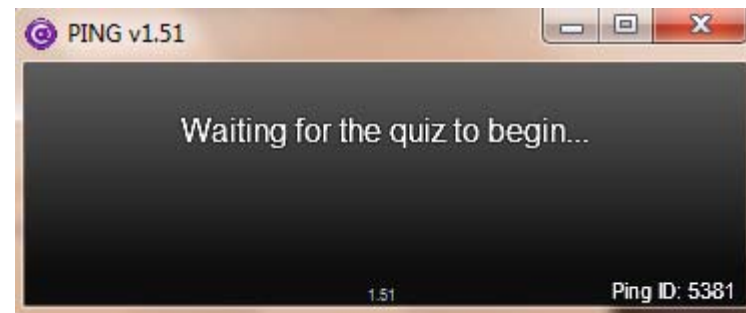
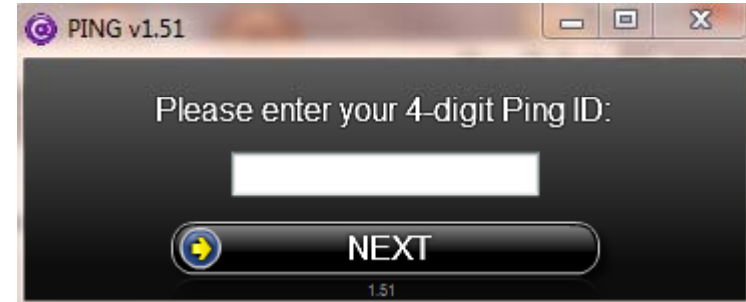
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# Questions?

