

Welcome!

Process Integration, Metrics and Setting
Expectations

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- **NextGen ITSM[®] Education:**
 - ✓ Certified Process Design Engineer (CPDE)[®]
 - ✓ ITIL[®] Foundation
 - ✓ ITIL Capability (OSA | PPO | RCV | SOA)
 - ✓ ITIL Lifecycle (SS | SD | ST | SO | CSI)
 - ✓ ITIL Managing Across the Lifecycle (MALC)
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 - ✓ Certified ScrumMaster[®] (CSM)
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Donna Knapp

- Author
 - ✓ The ITSM Process Design Guide
 - ✓ Service Desk Concepts, 4th Edition
 - ✓ Customer Service Skills for Service Desk Professionals, 4th Edition
- Curriculum Development Manager
- Certified Process Design Engineer
- ITIL® Expert/ITIL Examination Panel
- Certified Scrum Master
- Certified ISO/IEC 2000 Consultant/Manager
- Certified in Knowledge-Centered Support (KCS) Principles



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Agenda

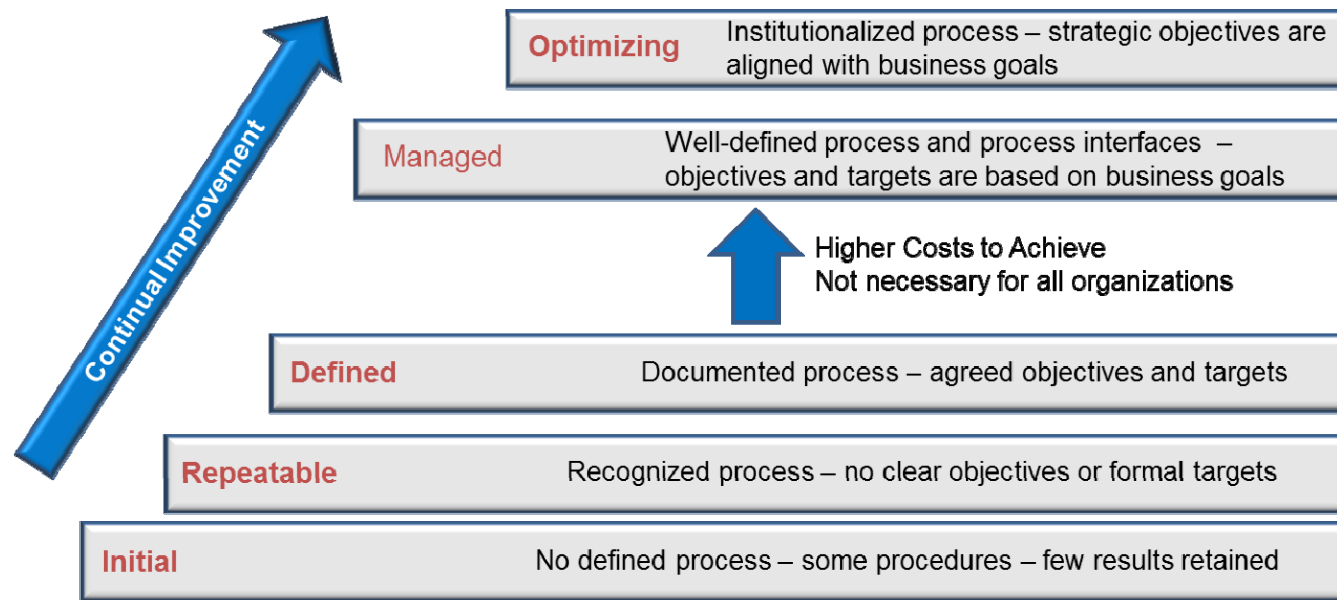
- Process maturity and integration
- Producing meaningful metrics
- Setting and managing expectations



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Process Maturity and Integration

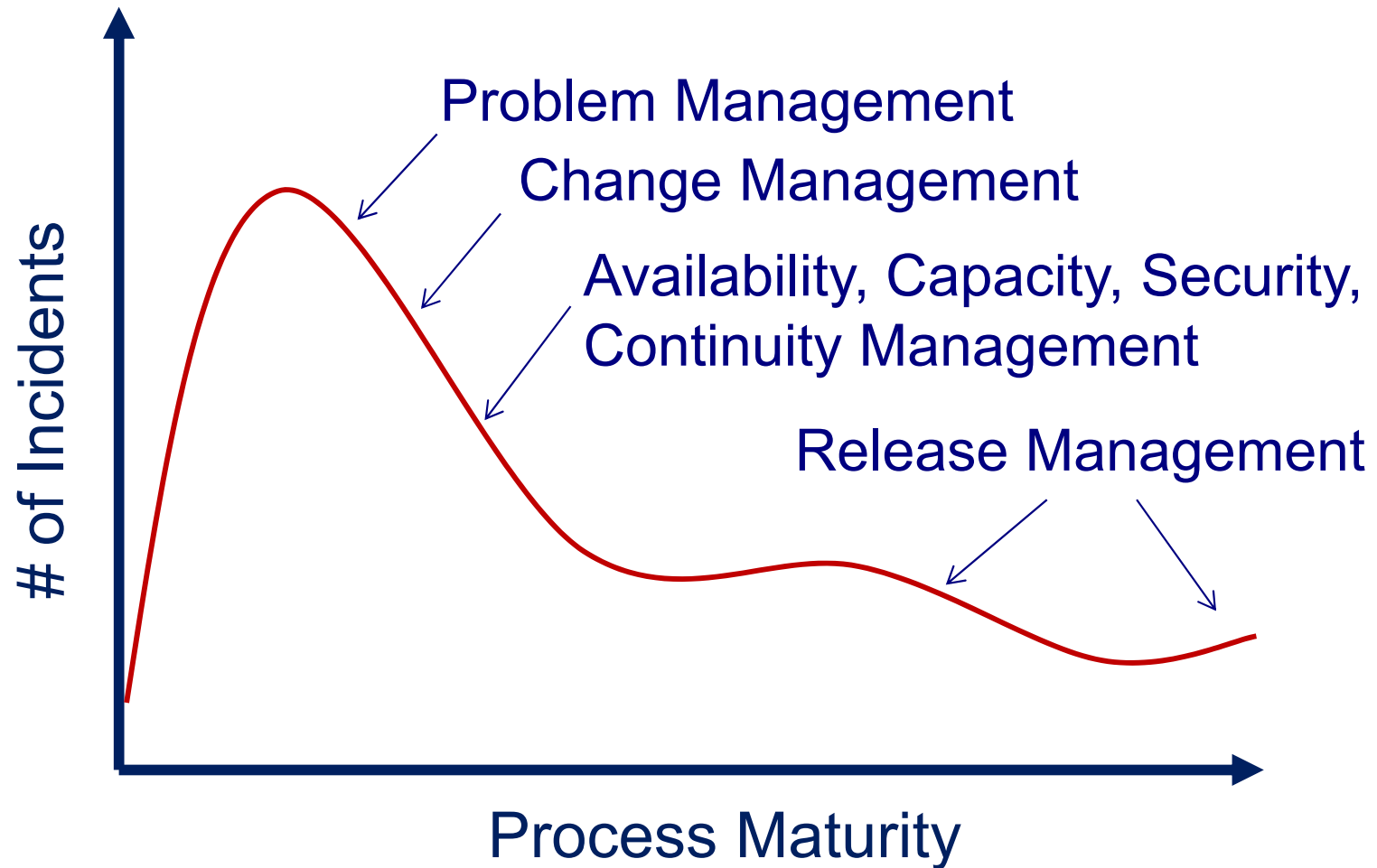
Stages of Process Maturity



ITIL Process Maturity Framework

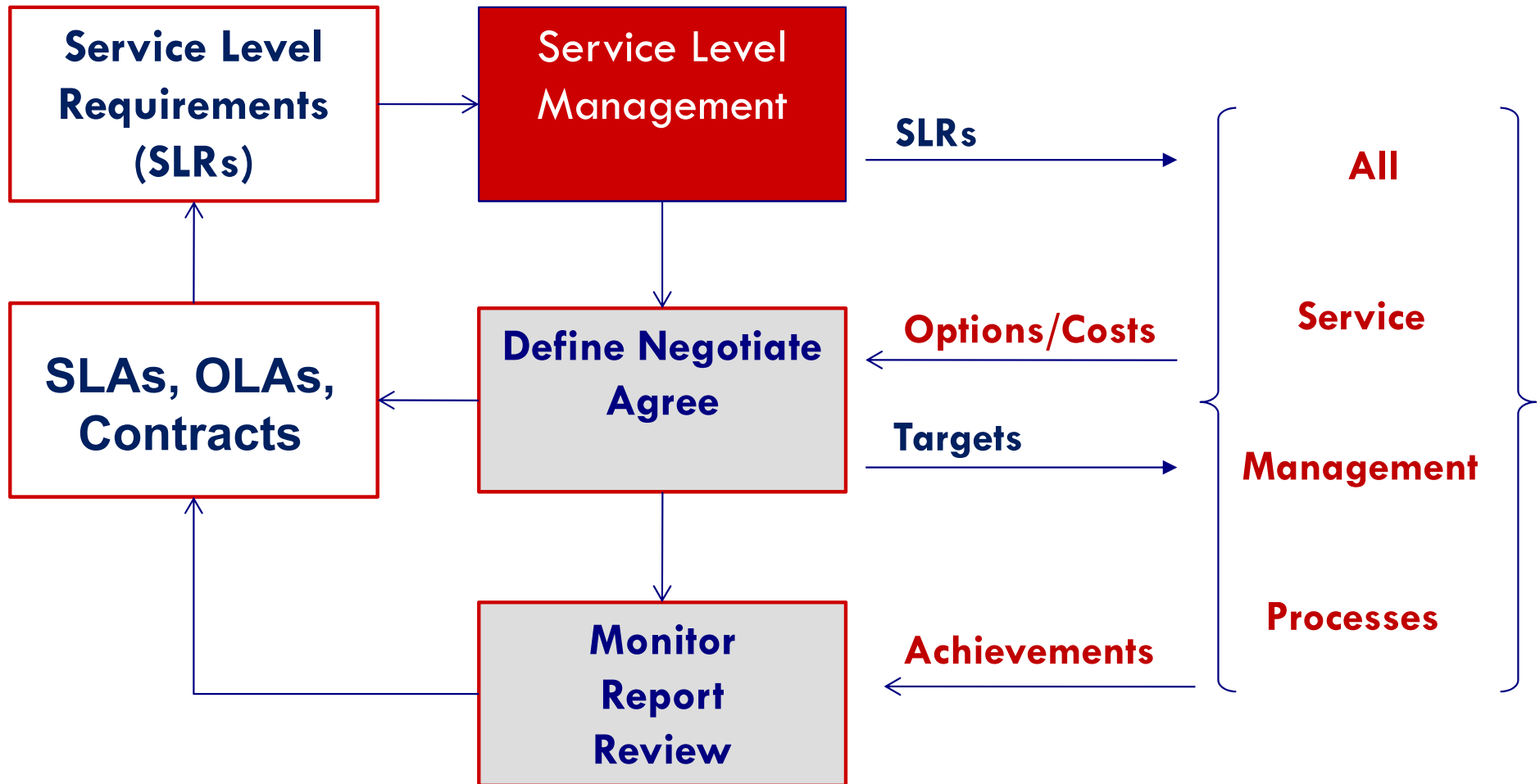
Process maturity refers to how well a process is defined, how capable it is of being continually improved through the use of measures tied to business goals and how well it is embedded in the organization's culture.

Measuring Process Integration

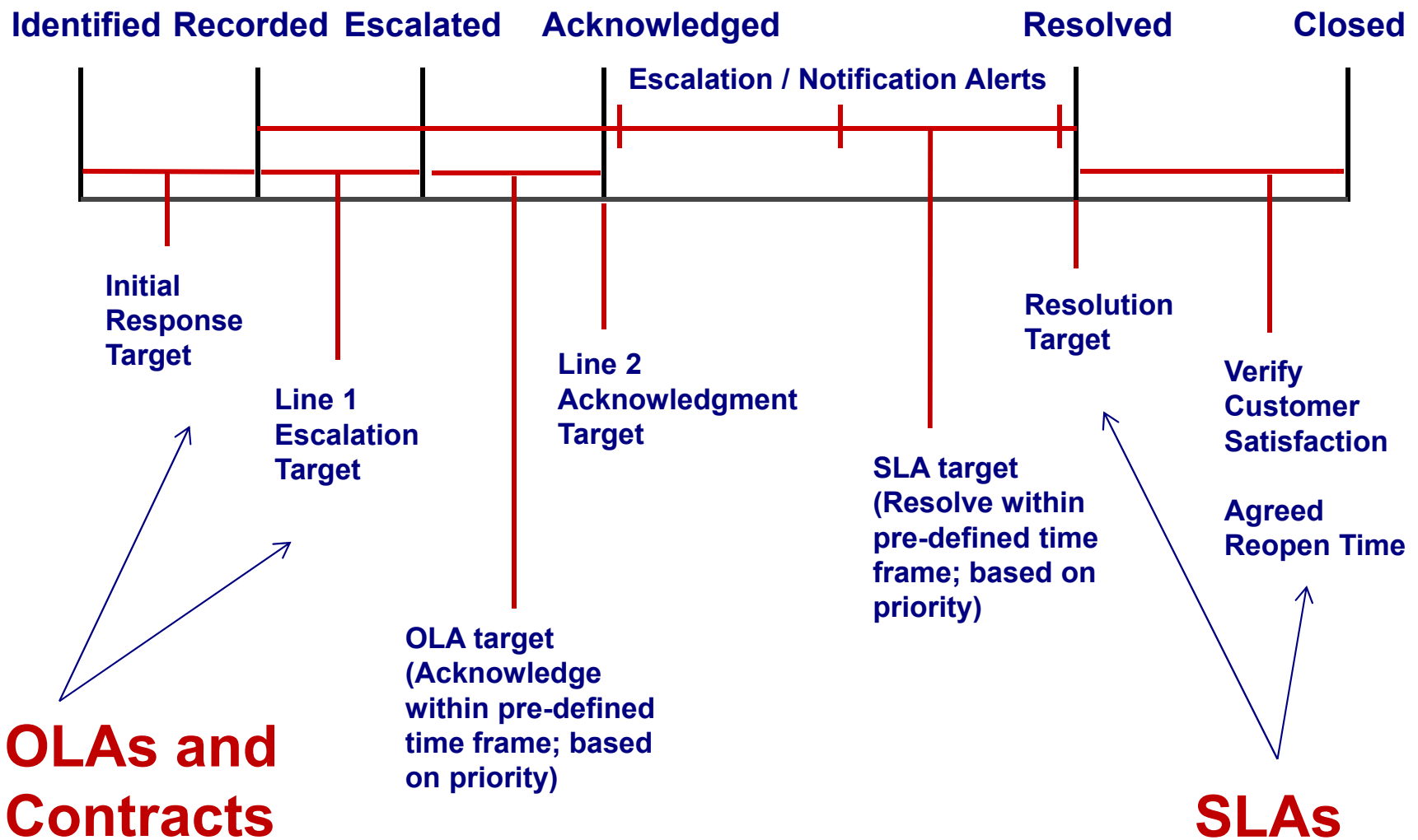


***Are “expected” incidents occurring?
Is Mean Time to Recover (MTTR) increasing? decreasing?
Is first contact resolution (FCR) increasing? decreasing?***

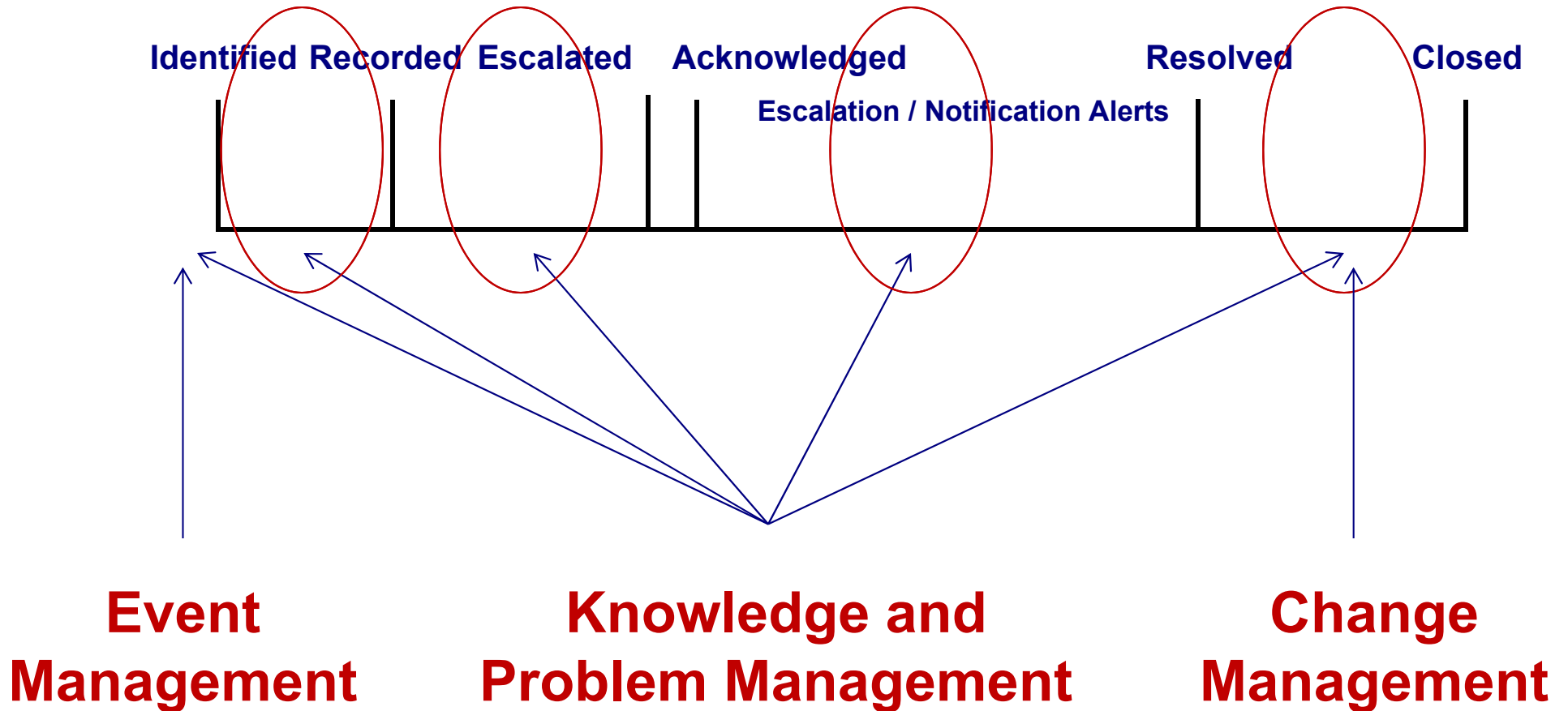
The Role of Service Level Management



Measuring Process State Changes



Baselining and Improving Process State Changes



Producing Meaningful Metrics

“You got to be very careful if you don't know where you're going, because you might not get there.”

Yogi Berra

What should we measure?

- Customer satisfaction
- Performance against service level targets
- User productivity
- Business impact
- Time to value
- Trends

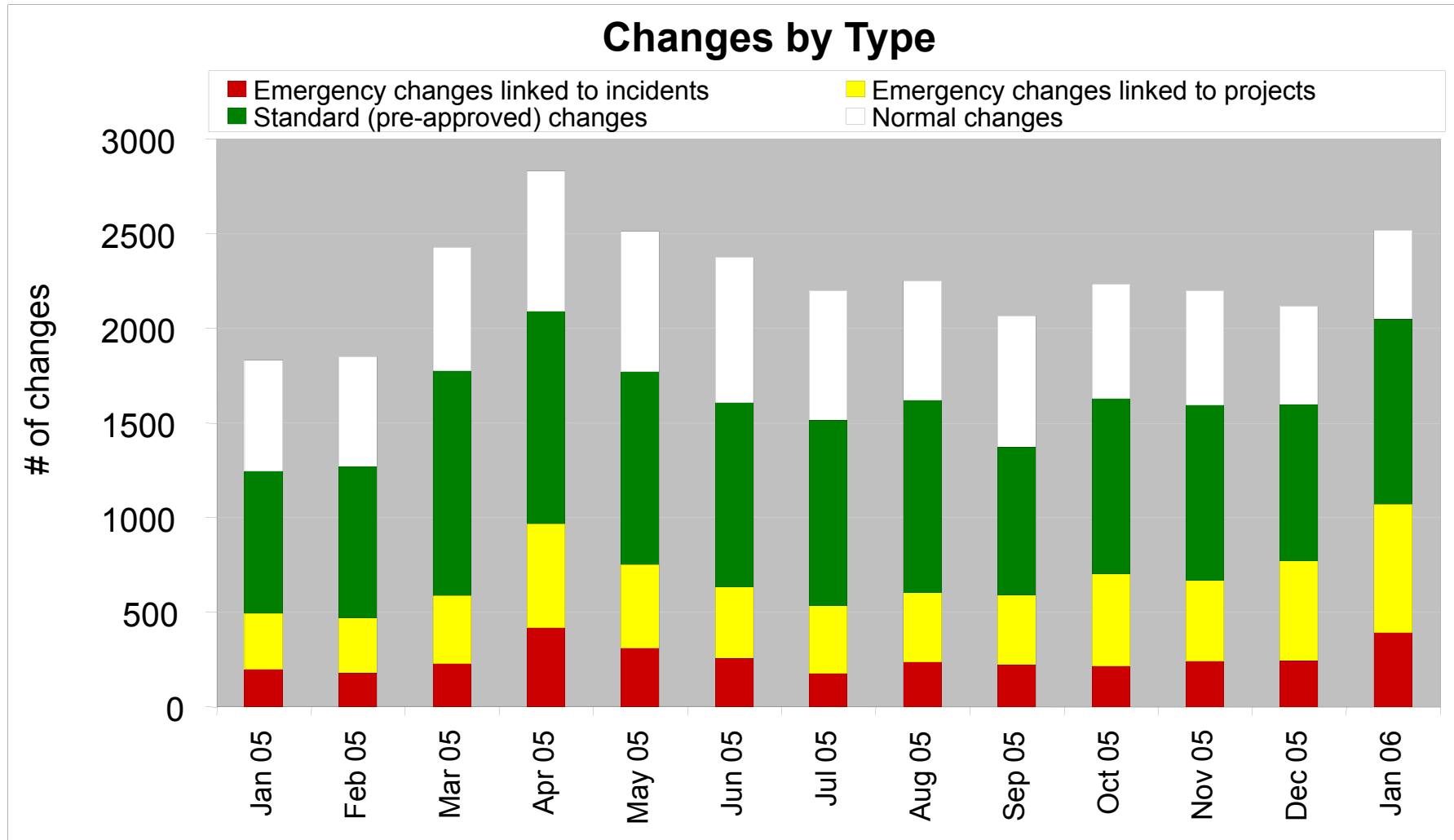
Measure things that matter to the business!

Measurement Framework

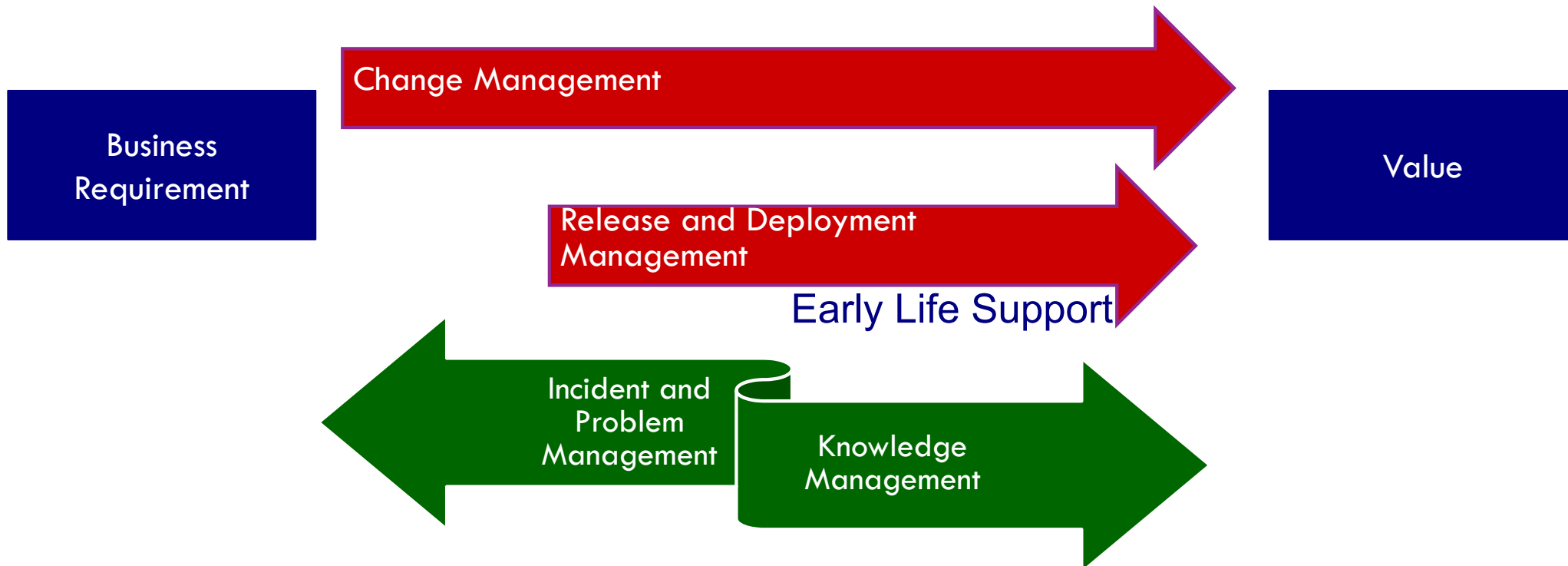


Critical success factors (CSFs) support business goals and objectives.

Monitoring KPIs



Measuring Time to Value



Time to Value measures the time it takes for the business to realize value from a feature or service.

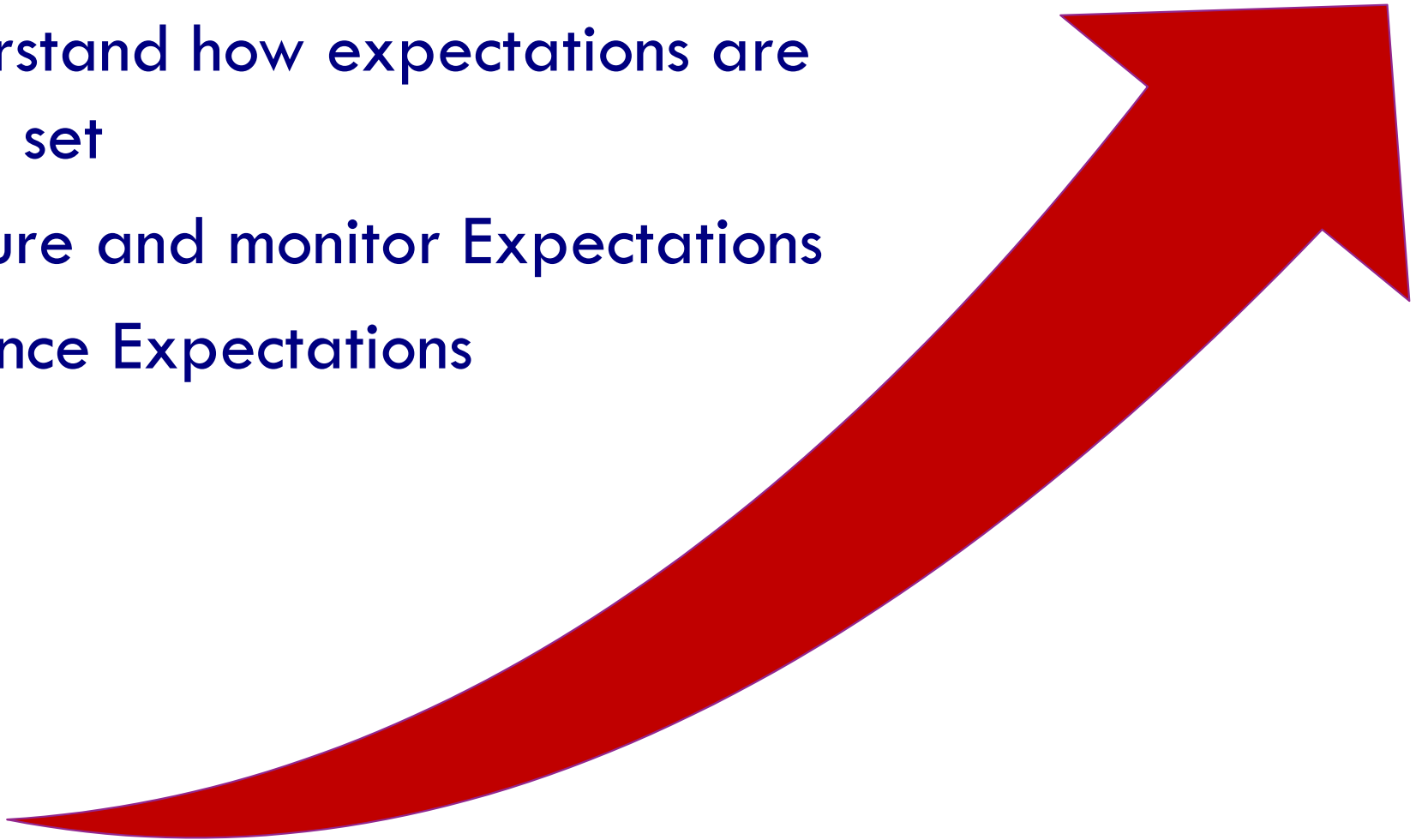
Setting and Managing Expectations

“There is nothing so useless as doing efficiently that which should not be done at all.”

Peter Drucker

Setting and Managing Expectations

- Understand how expectations are being set
- Capture and monitor Expectations
- Influence Expectations



Influencing Expectations

- Examine and overhaul your policies
- Communicate policies via Service Catalog, service desk web site, employee handbook, etc.
- Report and promote achievements

Policies

- Contact handling
- Complaint handling
- Incident management
- Request fulfillment
- Service transition
- Social media

Information
Security
Management

Service
Catalog
Management

Change
Management

Service Level
Management

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Final Thoughts

Making Process Improvements



- Designate and educate process owners
- Record and act on suggestions and complaints
- Manage process design and improvement efforts as projects
 - ✓ Tie projects to wildly important goals
- Manage process design and improvement projects as a program
- Communicate, communicate, communicate

Take initiative. Be persistent. Innovate!