



Welcome!

Lessons from the ITSM Trenches

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About ITSM Academy



- Accredited 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)
 - ✓ ITIL Service Manager Bridge
 - ✓ ISO/IEC 20000 Foundation
 - ✓ MOF Foundation
- Practical, Value-Add Workshops
 - ✓ ITSM Leadership
 - ✓ ITIL, MOF, ISO 20K Overviews
 - ✓ Apollo 13, Visible Ops: The Class
 - ✓ And more!
- Since 2003 - *Tens of Thousands Trained and Certified*
- ITSM Professional Diplomas
 - ✓ Change/Support/SLM
- Public Classes throughout U.S.
- Corporate On-Site Classes
- Virtual Classes
- Courseware Licensing
 - ✓ Corporate & Partner (GEM)
- Alumni Program
- PMI Global Education Provider
- Federal Government (GSA) Contractor
- Certified Woman-Owned

Welcome!

Agenda

How would you like a job where, every time you make a mistake, a big red light goes on and 18,000 people boo?

Jacques Plante



Thanks for joining us today.
Please use the chat feature to send in your questions.



Lessons
from the
Trenches

10

Do...

Make your program
about service
management and
continual improvement,
not ITIL®



Lessons
from the
Trenches

9

Do...

Nail down executive
sponsorship and
establish process
governance

Lessons
from the
Trenches

8

Do...

Ensure there is a clear service management strategy; establish a steering group to execute that strategy



Lessons
from the
Trenches

7

Do...

Focus on process first;
ensure all stakeholders
are engaged



Lessons
from the
Trenches

6

Do...

Manage organizational
change

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from the
Trenches

5

Do...

Make heroes of

- Early adopters
- People who work to change policies and processes
- Admit to mistakes



Lessons
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Trenches

4

Do...

Baseline and continually
assess process
capability and
performance



Lessons
from the
Trenches

3

Do...

Tie end-to-end services
to business processes



Lessons
from the
Trenches

2

Do...

Start where you're at
and don't stop

Lessons
from the
Trenches

1

Do...

Get to the behaviors
behind the metrics

Tie measurement systems and metrics to employee performance plans, performance appraisal systems and compensation plans.

Lessons
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Trenches

10

Do not...
Label metrics and
reports "TBD"; measure
things you can't explain

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Trenches

9

Do not...

Lead with a tool and
hope it will fit; heavily
customize your tools



Lessons
from the
Trenches

8

Do not...
Place blame

Lessons
from the
Trenches

7

Do not...
Go too long without
reminding people that
service management is
important

Lessons
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Trenches

6

Do not...
Confuse roles with
job titles



Lessons
from the
Trenches

5

Do not...
Go it alone



Lessons
from the
Trenches

4

Do not...
Try to go faster than
you are capable

Lessons
from the
Trenches

3

Do not...
Overlook the
importance of ongoing
education and training



Lessons
from the
Trenches

2

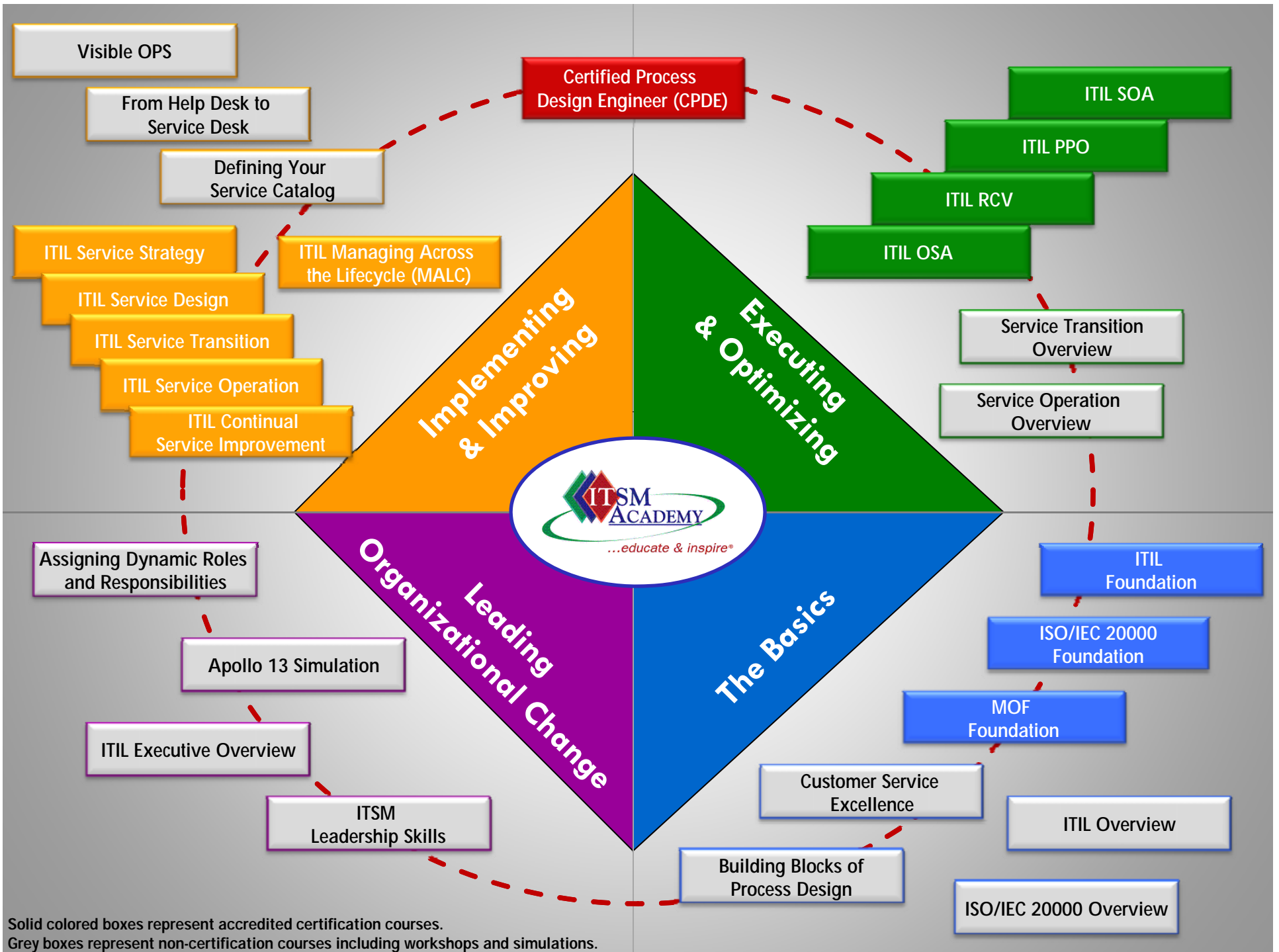
Do not...
Expect perfection day
one

Lessons
from the
Trenches

1

Do not...

Miss an opportunity to
celebrate successes and
communicate wins



Questions?





ITSM Academy Affiliates



IT Service Management Professional (ITSMP)[®] Diplomas

ITSM Academy is Licensed by the Commission for Independent Education, Florida Department of Education, offering occupational ITSMP[®] Diplomas.

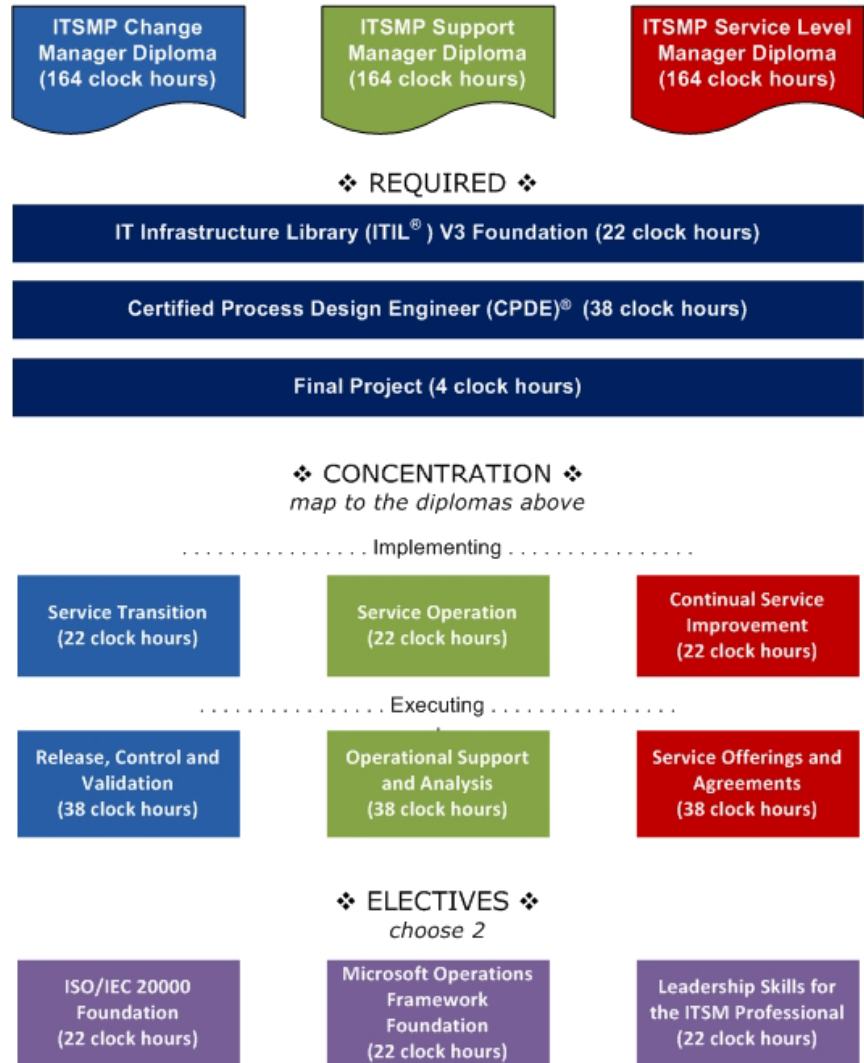
On our website, this symbol



indicates courses which accrue clock hours toward a Diploma as:

- Change Manager •
- Support Manager •
- Service Level Manager •

Achieved by earning 168 or more clock hours by completing 2 Required Courses, 2 Concentration Courses, 2 Electives and 1 Final Project



Want to Learn More?

