

How to Play the Game of Good Service Management

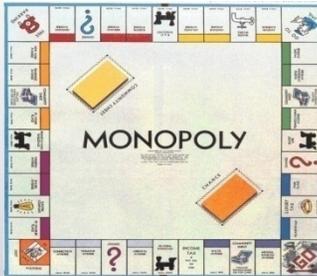
About ITSM Academy



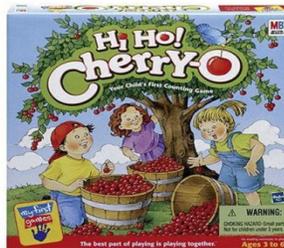
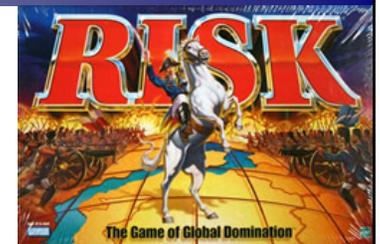
- ◆ Accredited ITSM Education Provider
 - ◆ ITIL® Foundation (V2 and V3)
 - ◆ ITIL® Foundation Bridge Course
 - ◆ ITIL® Practitioner, Service Manager
 - ◆ ISO/IEC 20000 certifications
 - ◆ Practical workshops
- ◆ PMI Global Registered Education Provider
- ◆ Public Training Center in Fort Lauderdale, FL
- ◆ Corporate on-site classes
- ◆ Over 13,000 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

Agenda



- ◆ Establishing the Rules
- ◆ Establishing Boundaries
- ◆ Choosing Teams
- ◆ Equipment
- ◆ Playing the Game
- ◆ Settling Disputes
- ◆ Having Fun

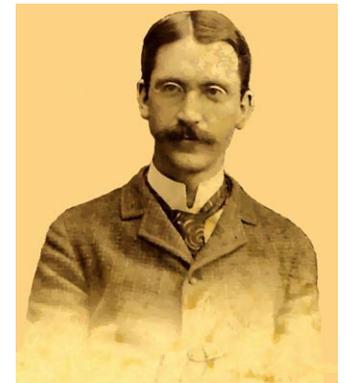


Establish the Rules

- ◆ “What game are we playing?”
 - ◆ Choose your framework (ITIL, 6σ, CMMI)
- ◆ “Has anyone read the rules?”
 - ◆ Get educated and do awareness early
- ◆ “Free Parking?”
 - ◆ Adopt and Adapt

“Children at recess or after school play games. The games involve rules, and these rules order their conduct. ...Without rules there is no game.”

~ John Dewey



Establish Boundaries

- ◆ In-bounds? Out of bounds?
 - ◆ Set scope and stick to it
- ◆ “That’s not fair...”
 - ◆ Set high expectations and watch people achieve them
- ◆ “Can I join?”
 - ◆ Decide on additional processes or roles



Choose Teams (1)

- ◆ “Who wants to be the banker?”
 - ◆ Trust someone with authority to make changes
- ◆ “One, two, three—not it!”
 - ◆ Develop accountability charts
- ◆ “Monopoly tokens”
 - ◆ Identify roles needed for your implementation



Choose Teams (2)



- ◆ Eenie, Meenie, Minie, Moe...
 - ◆ Use a balance of personalities, not skills or randomness, to organize
- ◆ “Who’s my partner?”
 - ◆ Use experience wisely—mentoring and coaching
- ◆ “Go to jail, go directly to jail...”
 - ◆ People are not ‘broke’—don’t try to fix them

Identify Equipment



- ◆ “Let’s look in the rules”
 - ◆ Put pieces where they belong on the “board”
- ◆ “Is an Ace one or eleven?”
 - ◆ Don’t try to make pieces “fit”—avoid imbalance
- ◆ “Whose turn is it?”
 - ◆ Establish and stick to process and procedure

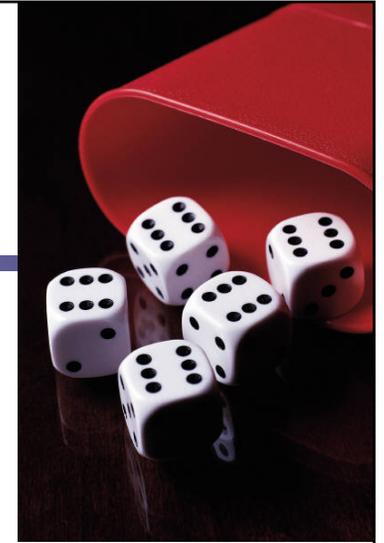
Distribute Equipment and Positions

- ◆ “What’s the score?”
 - ◆ Avoid the tendency to “fix” the score
- ◆ “You’re too young to play”
 - ◆ Avoid keeping people out of the game due to inexperience-coach them
- ◆ “What color do you want?”
 - ◆ Get input from the “players”



Start Playing the Game!

- ◆ “Roll the dice”
 - ◆ Start with easy first steps
- ◆ “Ready, Set, Go!”
 - ◆ Step forward regardless of the risk or consequences
- ◆ “Go Fish!”
 - ◆ Sometimes it will be good and sometimes not so



Settle Disputes



- ◆ “Move back two spaces”
 - ◆ As a challenge arises look in the rules or make a “house” rule acceptable to everyone
- ◆ “Adding houses and hotels”
 - ◆ Adding processes and roles as you move forward
- ◆ “I quit”
 - ◆ Prepare for resistance or burn-out



Have Fun!

- ◆ “Gin rummy!”
 - ◆ Celebrate the results
- ◆ “I could’ve won that hand”
 - ◆ Also celebrate the effort
- ◆ “Who wants to play again?”
 - ◆ Keep people motivated and on track



Want to Learn More?

◆ Now available

- ◆ ITIL® V3 core and complementary books (www.itsmbookstore.com)
- ◆ ITIL® V3 Foundation
- ◆ ITIL® Foundation Bridge
- ◆ ITIL® V3 Service Manager Bridge

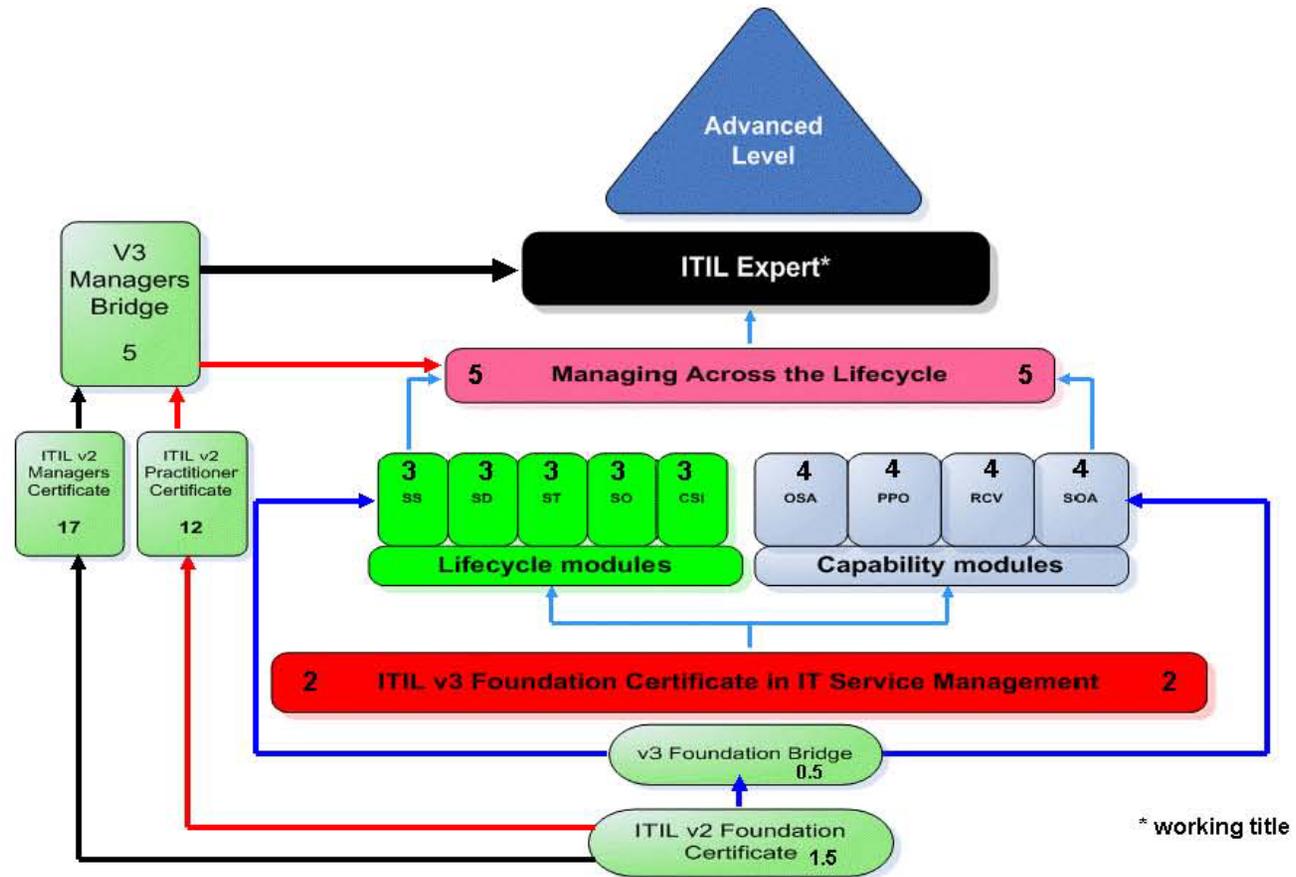


◆ Coming soon



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