Professional DESIGNATIONS

Introducing… ITSM Essentials

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PINK

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ITSM Academy
…educate & inspire®

Chat your answer:

What are we expected to be good at as an IT service organization?

"Set of capabilities and processes to direct and control the organization's activities and resources for the planning, design, transition, delivery and improvement of services to deliver value" ISO 20000-2018

"Service management is a set of specialized organizational capabilities for enabling value to customers in the form of services." ITIL® 4

"Service management processes aim to transform the service provider's resources into valuable customer services. These services are to be made available at agreed levels of quality, cost, and risk". YaSM®

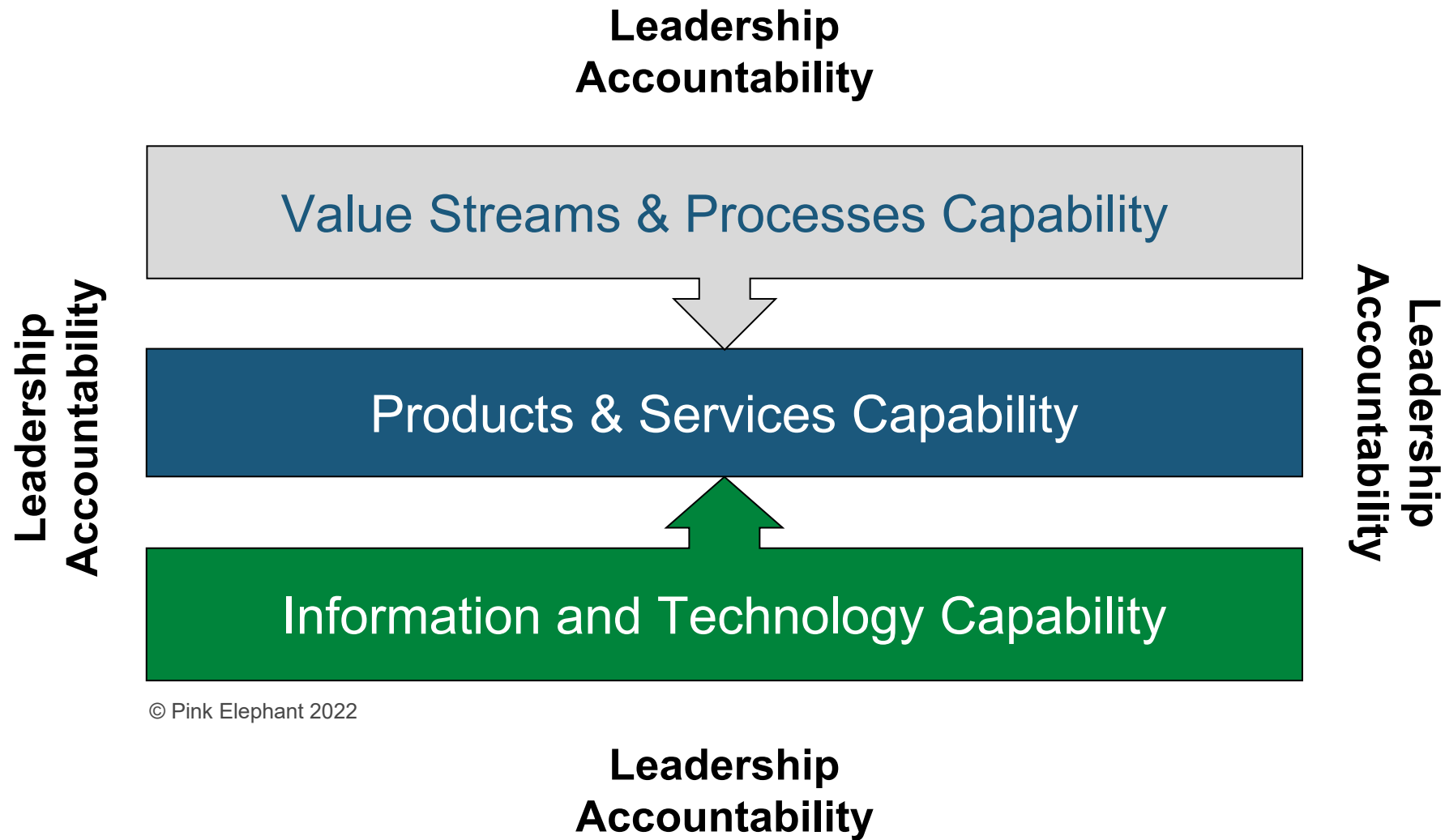"Service Management is "the management approach adopted by an organization to deliver value to consumers through quality products and services" VeriSIM™

"IT Service Management is the management of all people, processes, and technology that cooperate to ensure the quality of live IT services, according to the levels of service agreed with the customer. " MOF

"IT Service Management is the entirety of activities performed by an IT service provider to plan, deliver, operate and control IT services offered to customers" FiTSM

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YaSM®" is a registered trademark of IT Process Maps GbR.
VeriSIM™ is a registered trademark of IFDC.
FitSM is maintained by the ITEMO FitSM working group.

Capabilities of a Service Organization

Leadership Accountability

Value Streams & Processes Capability

Products & Services Capability

Information and Technology Capability

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Leadership Accountability
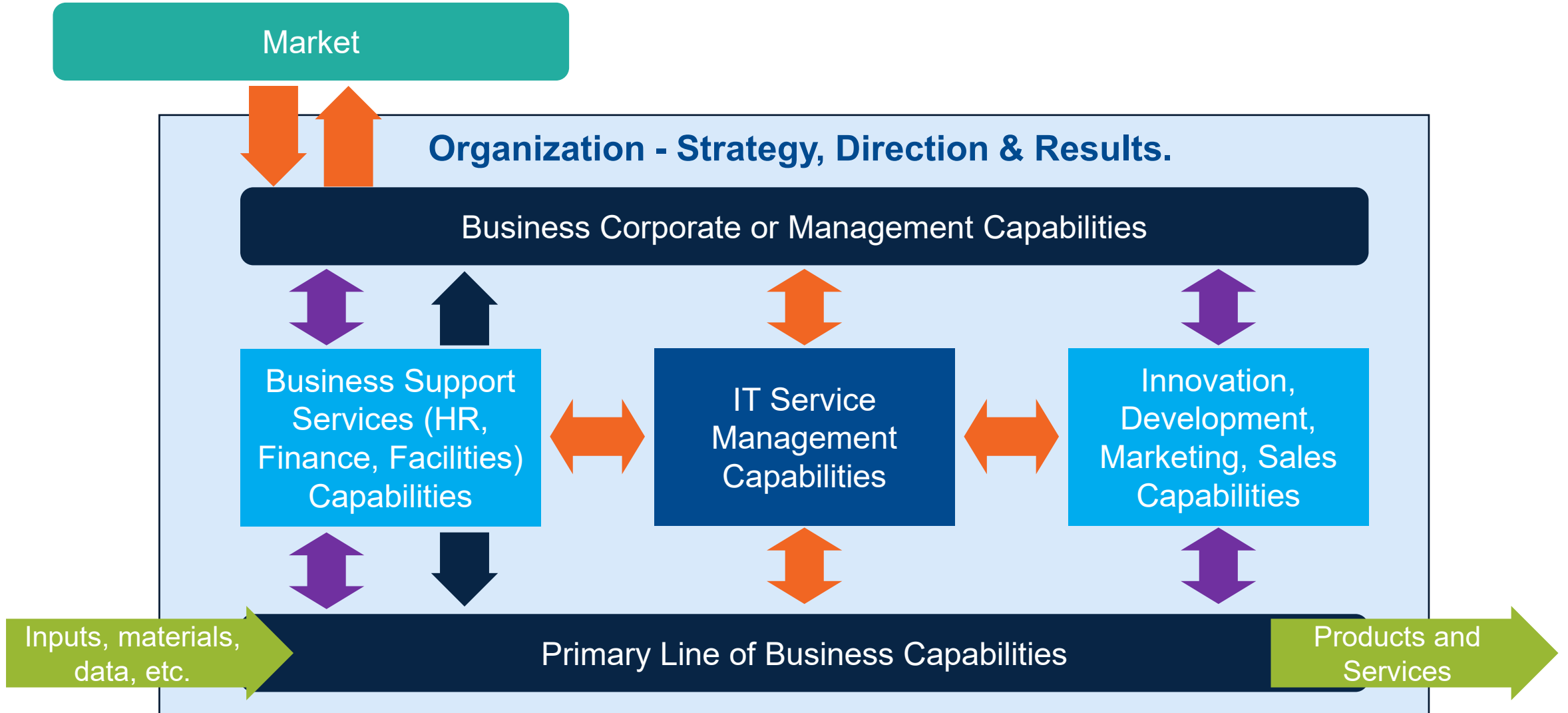
"It would be better if everyone would work together as a system, with the aim for everybody to win."

W. Edwards Deming

Business Capability Categories

Market

Organization - Strategy, Direction & Results.

Business Corporate or Management Capabilities

Business Support Services (HR, Finance, Facilities) Capabilities

IT Service Management Capabilities

Innovation, Development, Marketing, Sales Capabilities

Inputs, materials, data, etc.

Primary Line of Business Capabilities

Products and Services

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Integrated IT Capability Example

Request For Change

Change Management
- Approval → Scheduling

Release & Deployment Management
- Release Package
- Deployment & Release Models

Request For Change

Configuration Management
- CMDB
- IT Assets
- Asset Management

Problem Management

Incident Management

Service Request Management

Service Catalog

Service Desk

Business Relationship

New business requirements

Service Level Management

IT Products / Services

Incidents & Requests

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In an IT Management System includes both algorithmic / process and heuristic work and are integrated

Many IT capabilities such as Incident Management, Release & Deployment Management and Service Request Management can cover both linear process and custom work outcomes
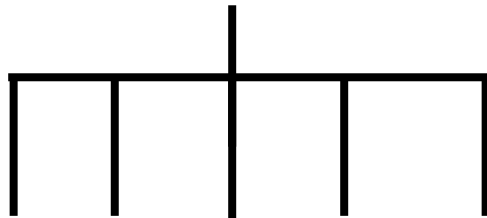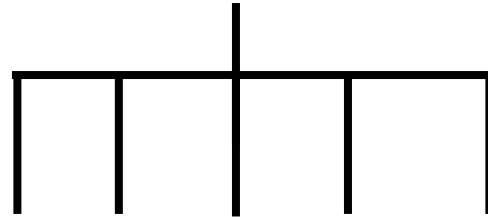
Consistency and Organizational Velocity

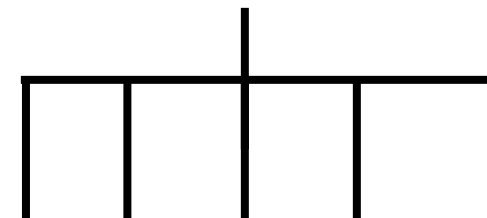## Capability {????}

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Business Partner Embedded IT **IT Service Provider** **Third Party Suppliers**

A primary consideration and decision of capability implementation and improvement is consistency of the Capability across the scope of the IT service provider stakeholders
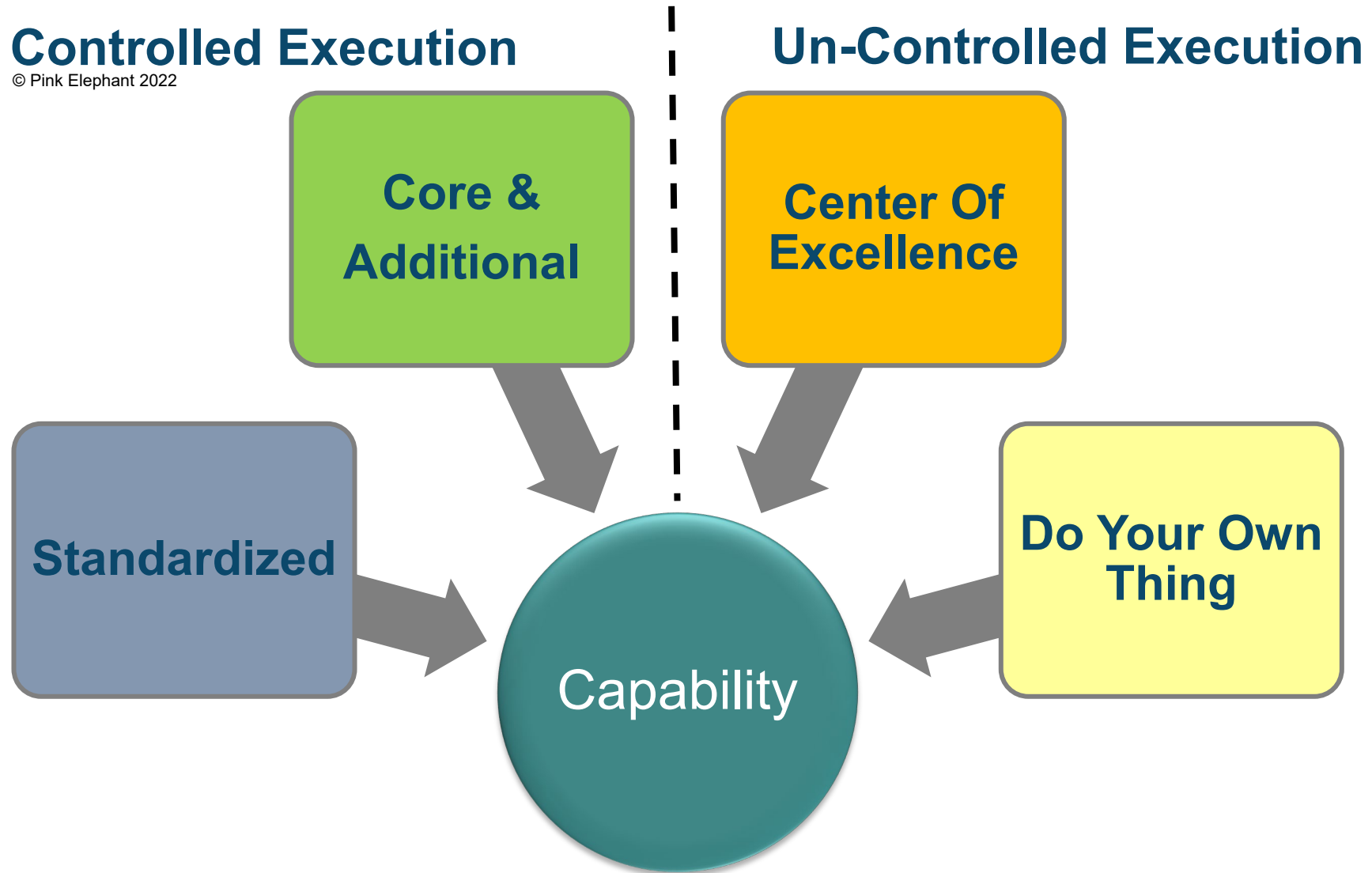
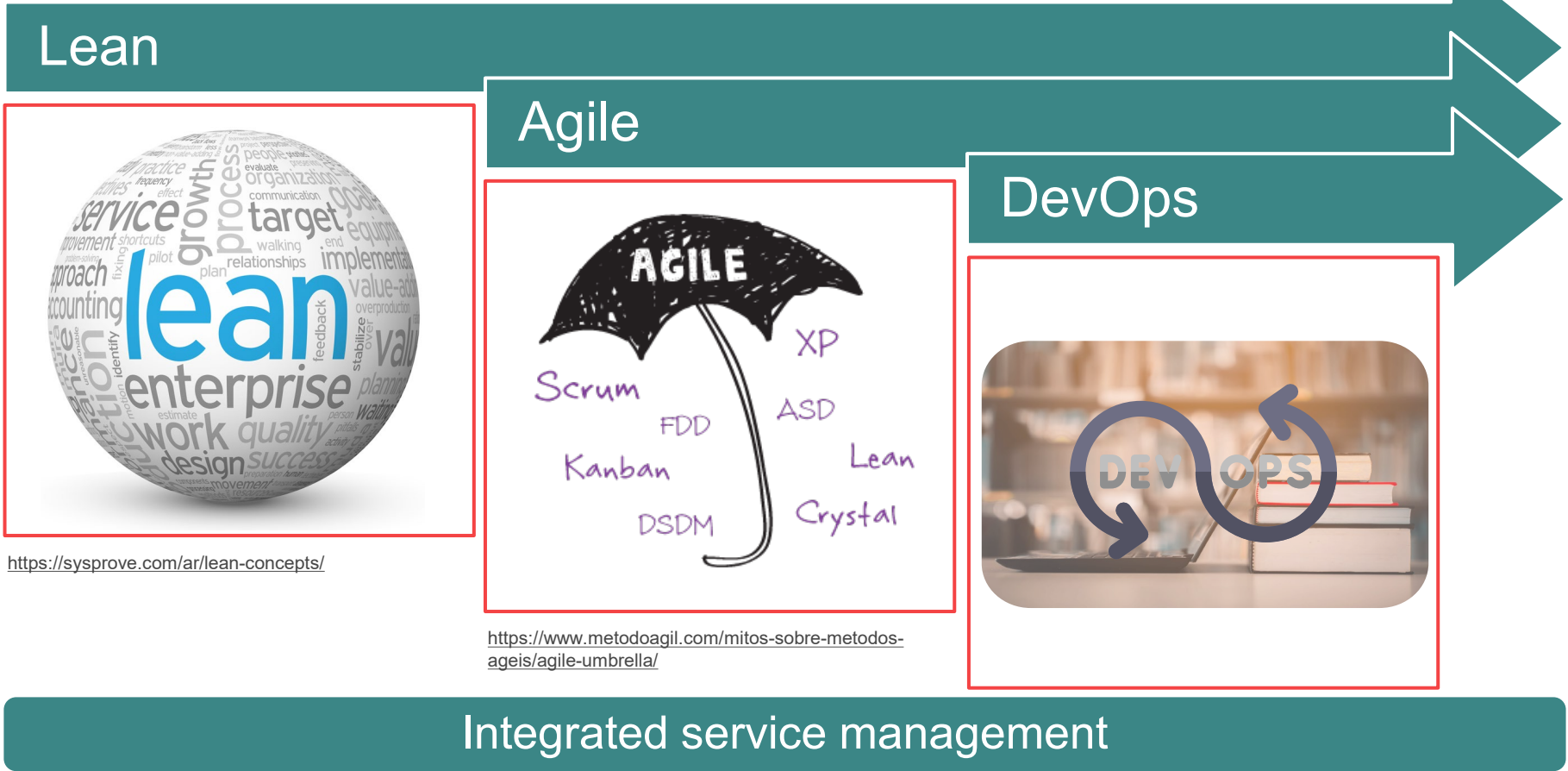**Velocity = Speed with Direction**

Capability Standardization Levels

Service Management Accelerators
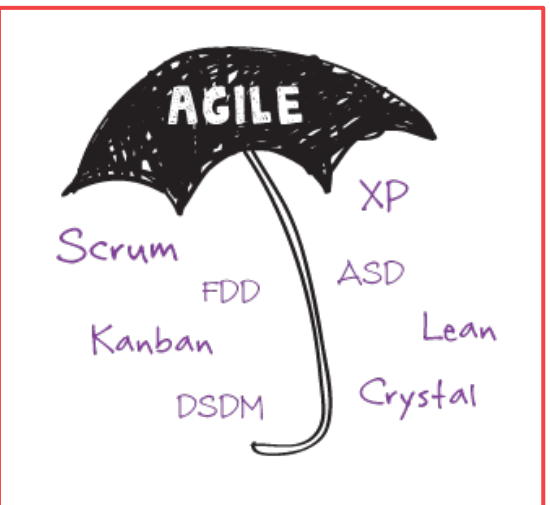
Lean

https://sysprove.com/ar/lean-concepts/

Agile

https://www.metodoagil.com/mitos-sobre-metodos-ageis/agile-umbrella/

DevOps

Integrated service management

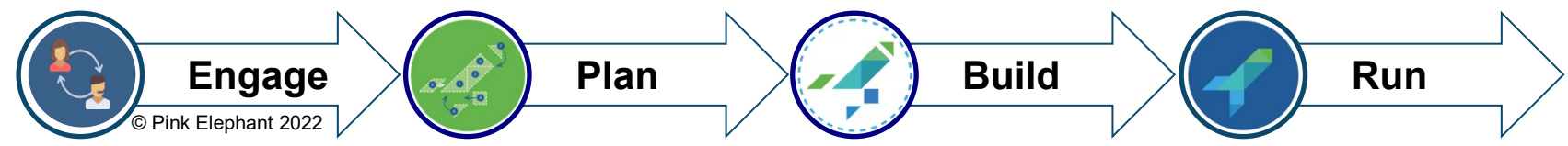Engage → Plan → Build → Run

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Achieving Organizational Velocity

- Can we agree to agree?

- Can we agree on one way to do something?

- Can we agree to focus on simplifying how that thing should be done?

- Can we agree to use one tool for collaboration if possible?

- Can we agree on an integrated solution over a best of breed point solution?

Leadership Enablers

- Leadership: Creating systems thinking and a constancy of purpose

- Culture: Moving from silo-based to collaborative relationships and shared goals

- Structure: Enabling velocity through cross-functional teams

- Performance: Moving to shared outcome versus activity-based measures

- Automation: Moving from best-of-breed point solutions to integrated suites

"*If the rate of change on the outside exceeds the rate of change on the inside, the end is near.*"

Jack Welch

About ITSM Essentials

Professional DESIGNATIONS
www.professionaldesignations.com

Coming
February 2023

- Introduction to service management
- Service management terms and concepts
- 10 Core operational and tactical IT capabilities
- Continual improvement and achieving business results
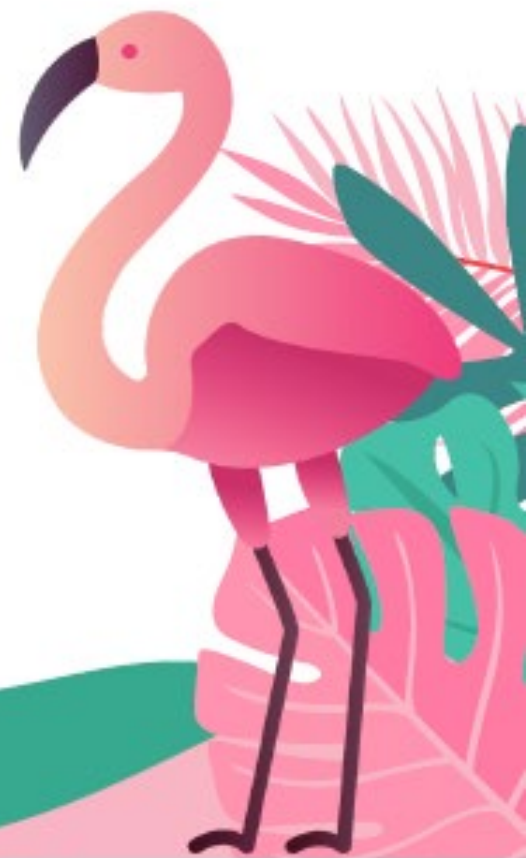
Want to Learn More?

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ITSM Academy Course Catalog

ITSM
- IT Service Management (ITSM) Essentials
- Key Concepts
- ITIL® 4 Foundation
- ITIL 4 Create, Deliver and Support (CDS)
- ITIL 4 Direct, Plan and Improve (DPI)
- ITIL 4 Drive Stakeholder Value (DSV)
- ITIL 4 High Velocity IT (HVIT)
- ITIL 4 Digital and IT Strategy (DITS)
- ITIL 4 Sustainability in Digital & IT

DevOps
- DevOps Key Concepts
- DevOps Foundation
- ITSM for DevOps
- DevOps Leader
- Site Reliability Engineering (SRE) Foundation
- Site Reliability Engineering (SRE) Practitioner
- DevSecOps Foundation
- DevOps Engineering Foundation (DOEF)
- DevOps in Action: The Phoenix Project Simulation

Employee Experience
- The Essence of Experience (XLA)
- Experience (XLA) Foundation
- Organizational Change Management Workshop
- Customer Service Excellence

Process Design
- Certified Process Design Engineer (CPDE)
- Process Engineering Key Concepts
- Service Integration and Management (SIAM) Foundation
- Apollo 13: An ITSM Case Experience Simulation

Agile
- Agile Service Management Key Concepts
- Certified Agile Service Manager (CASM)

Lean/VSM
- Value Stream Mapping Key Concepts
- Value Stream Mapping Fundamentals

Thank You for Attending!