ITIL4 – Holistic Approach to Service Management

Navigating through Complex systems can be challenging!

Navigating Through ITIL4 ISLAND for Managing Professionals

ITIL4 Seven Guiding Principles

Lead The Way!

Focus on Value

Focus on Value

. Everything the organization does should link back, directly or indirectly, to value for itself, its customers and other stakeholders. This value may come in various forms, such as revenue, customer loyalty, lower cost or growth opportunities

Understand and identify the service consumer

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Understand the consumer's perspective of value

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Map value to intended outcomes, which change over time

↓

Understand the customer experience (CX) and/or user experience (UX)

Applying Focus on Value

- Know how consumers use each service
- Focus on value during operational activity as well as during improvement initiatives
- Encourage a focus on value among all staff
- Include a focus on value in every step of any improvement initiative

Start Where You Are

Start Where You Are

Having a proper understanding of the current state of services and methods is important to selecting which elements to reuse, alter or build upon.

- Look at what exists as objectively as possible
- Apply risk management skills in the decision-making process
- Determine if successful practices or services can be replicated or expanded
- Recognize that sometimes nothing from the current state can be reused

Keep IT Simple and Practical

Keep it Simple and Practical

- Ensure value
- Simplicity is the ultimate sophistication
- Do fewer things, but do them better

- Respect the time of the people involved
- Easier to understand, more likely to adopt
- Simplicity is the best route to achieving quick wins

Every activity should contribute to the creation of value.

ITIL Seven Guiding Principles

Guiding Principles Lead the Way!

The Island is evolving!

Progress Iteratively With Feedback

The Island is evolving!

Progress Iteratively With Feedback

By organizing work into smaller, more manageable iterations that can be executed and completed in a timely manner, the focus on each effort will be sharper and easier to maintain.

- Working in a time-boxed, iterative manner with feedback loops embedded in the process allows for
  - Greater flexibility
  - Faster responses to customer and business needs
  - The ability to discover and respond to failure earlier
  - An overall improvement in quality

- Seeking and using feedback before, throughout and after each iteration will ensure that actions are focused and appropriate

Collaborate and Promote Visibility

Guiding Principles Lead the Way!

FOCUS ON VALUE

START WHERE YOU ARE

KEEP IT SIMPLE AND PRACTICAL

COLLABORATE AND PROMOTE VISIBILITY

PROGRESS ITERATIVELY WITH FEEDBACK

The Island is evolving!

Collaborate and Promote Visibility

Engage your stakeholders

- When initiatives involve the right people in the correct roles, efforts benefit from better buy-in, more relevance and increased likelihood of long-term success

Collaborate and Promote Visibility

- Collaboration does not mean consensus
- Communicate in a way the audience can hear
- Make decisions based on visible data

Insufficient visibility of work leads to poor decision-making.

Think and Work Holistically

The Island is evolving!

Think and Work Holistically

- Recognize the complexity of the systems
- Collaboration is key to thinking and working holistically
- Where possible, look for patterns of interactions between system elements

Automation can help facilitate end to end visibility and enable us to "Think and Work Holistically"

ITIL 4 Text – 4.3.5.1

Optimize and Automate

The Team works as a Unit

Optimize and Automate

- Simplify and/or optimize before automating
- Define your metrics

Apply Guiding Principles

- Progress iteratively with feedback
- Keep it simple and practical
- Focus on value
- Start where you are

LEAN, AGILE, DEVOPS, COBIT…

Reflected in ITIL4 Guiding Principles

Focus On Value – Hello! Business and CUSTOMER Value!

Start Where You Are –"Honor the Past – But don't be bound to it!"

Progress Iteratively with Feedback – Small, more frequent releases!

Collaborate and promote visibility – A cultural shift for many!

Think and Work Holistically – Think BIG…Act small ☺

Keep It Simple and Practical – "Common Sense" factor is Good!

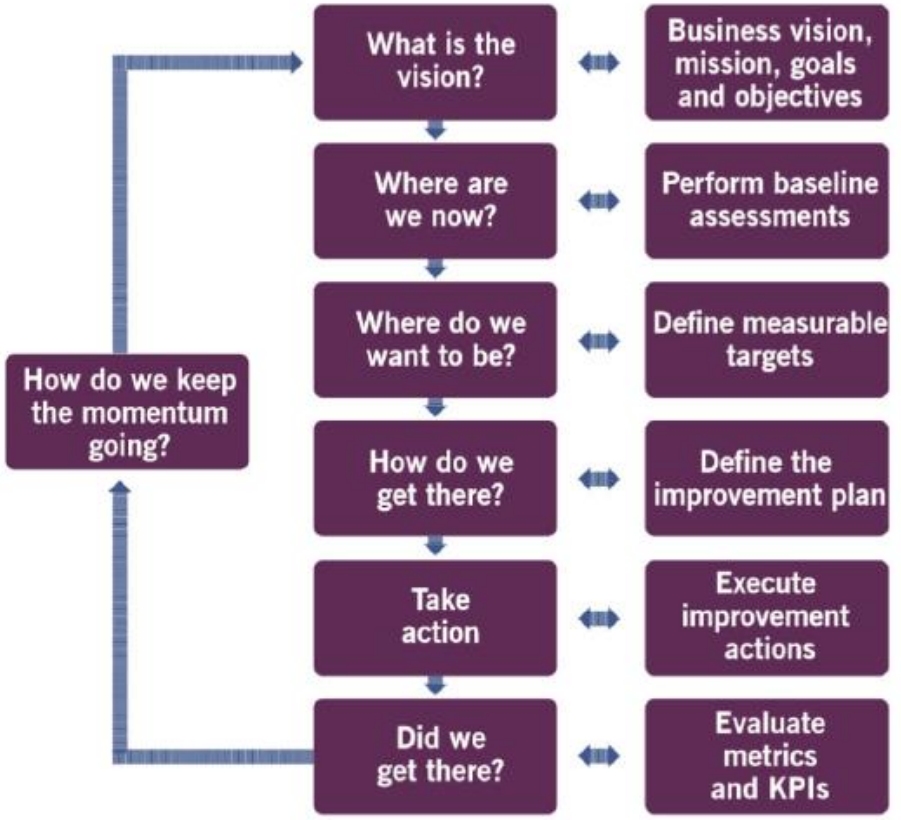
Optimize and Automate – It is not just the tools!

Guiding Principles Support Continual Improvement

Continual Improvement is a good thing!

- Only effective when it is **embedded in the culture** - It doesn't happen by itself!
- Continual improvement happens when the organization has a **culture that supports, promotes and empowers people** to make improvements naturally, as part of their approach to daily work

Every Guiding Principle should be reviewed for each occasion to determine how appropriate they are.



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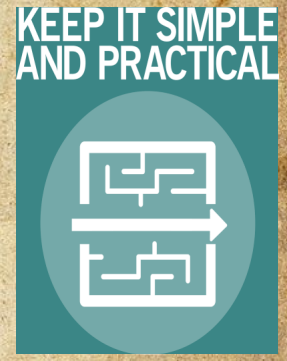
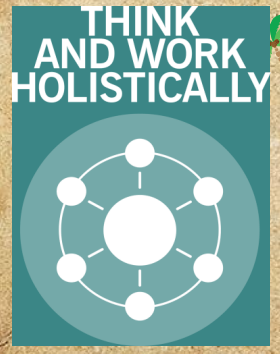
The Island is always CHANGING

- *The way consumers work, and our business needs are consistently evolving*
- **We are NEVER done!**
- *STAY THE COURSE -FOLLOW THE ITIL4 GUIDING PRINCIPLES to REAL CUSTOMER VALUE*!





ITIL4 Guiding Principles Support Continual Improvement

Also… Put into CHAT
What were some key take Aways?

- What did you learn that you did not know before?
- Or; What stood out; What was significant for YOU?
- What is one thing that inspired you to take action? What is your next step?
- What is in this for YOU, Your Team, or Your Organization?

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Q and A

THE JOURNEY CONTINUES:
BEGIN THE ADVENTURE NOW AND START YOUR PATH TO EDUCATION, TRAINING AND CERTIFICATION THAT LEADS TO THE REAL TREASURE!

ITIL4 PROVIDES GUIDANCE INCLUDING

- THE SERVICE VALUE SYSTEM
- CO-CREATION OF SERVICE
- THE FOUR DIMENSIONS
- PRACTICES AND , , ,

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