

Technique Over Technology

- The rise of service management

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BCS-SMSG Chair



Background

Early career – communications design and micro-chip applications

1990s – founded 2 IT businesses, leading to trade sale

Current – 2 businesses based in Cirencester

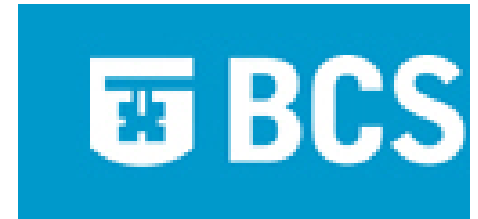
software - for documenting complex IT environments

services - to deliver asset and configuration management

In addition

- helped form the BCS Service Management Specialist Group
- speaking/organising various events ITSMF, CMG, BCS etc.
- participate in ITSMF CCRM Special Interest Group

BCS-SMSG



- BCS Service Management Specialist Group
 - <http://www.smsg.bcs.org> or look on BCS main web site
 - formed in July 2005
- Focus group within BCS
 - Introduction to service management processes
 - Increase existing personal skill sets and knowledge
 - Promote service management and liaise with other groups
- Activities
 - Meet on Monday evenings in BCS London offices
 - Planning daytime events for 2007

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Themes and Trends

- Reducing the cost of providing IT
- Faster implementation of systems (within budget)
- Delivering more reliable IT services
- Developing better controls

Typical management choices

Virtualisation

Outsourcing

Best practice frameworks ITIL, ISO17799, CoBit

Why Service Management?

- Change IT culture
 - project focussed to service focussed
 - solve problems by agreeing common processes rather than buying software or toolsets
 - Reduce communications gaps often based on technology groups
 - Measure effectiveness of service delivery
- Improve the Business/IT interface so that services are appropriate to need

Reducing Costs by Implementing Service Management

Incident management	40%
Managing/supporting servers	30%
Change management	28%
Managing/maintaining networks	23%
Managing applications	10%

Source IDC

What is Service Management

IT Service Management is a top-down, **business driven approach** to the management of IT that specifically addresses the strategic **business value** generated by the IT organisation and the need to deliver a high quality IT service. IT Service Management is designed to focus on the **people, processes and technology** issues that IT organisations face.

OGC ITIL website

Or... Common sense written down and followed

Example 1



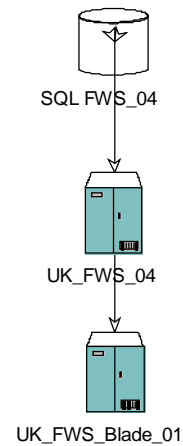
Providing a PC to a new user

- Buy a new one or use from stock
- Define machine name
- Install standard operating system
- Install specific software for department/function
- Check cabling and network connection (order/change)
- Allocate a user ID and access rights to systems
- Set up local printing
- Test
- Deliver

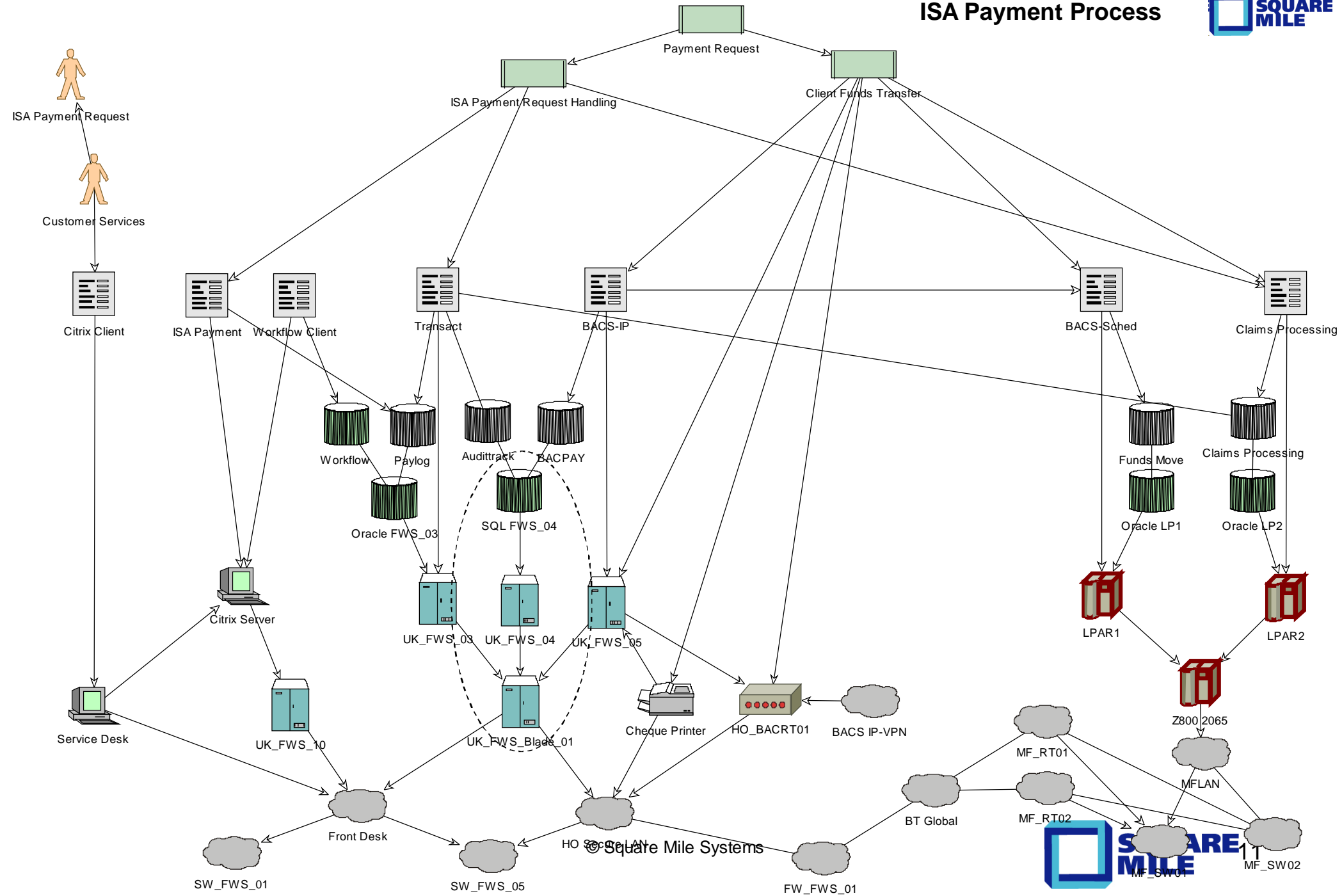


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Example 2 – Upgrade a server



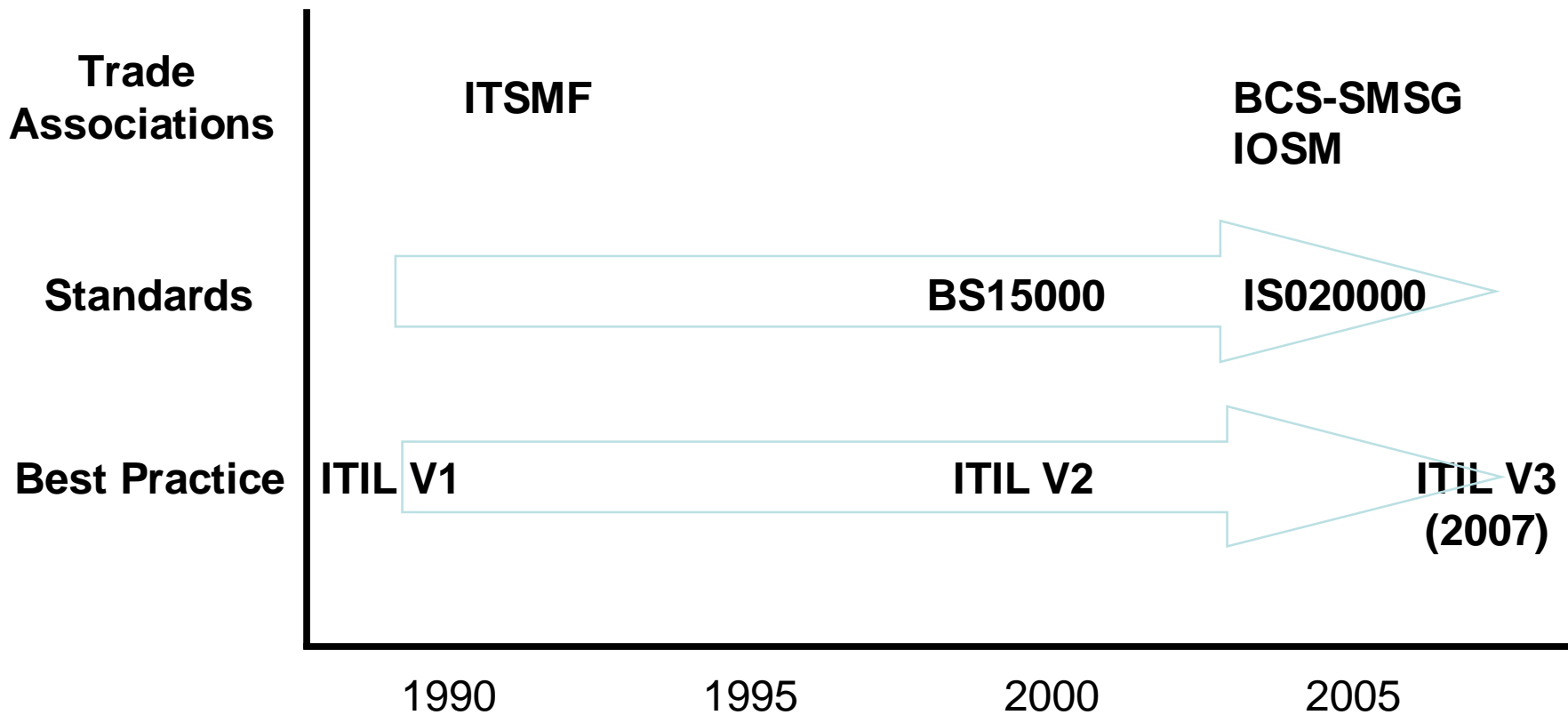
ISA Payment Process



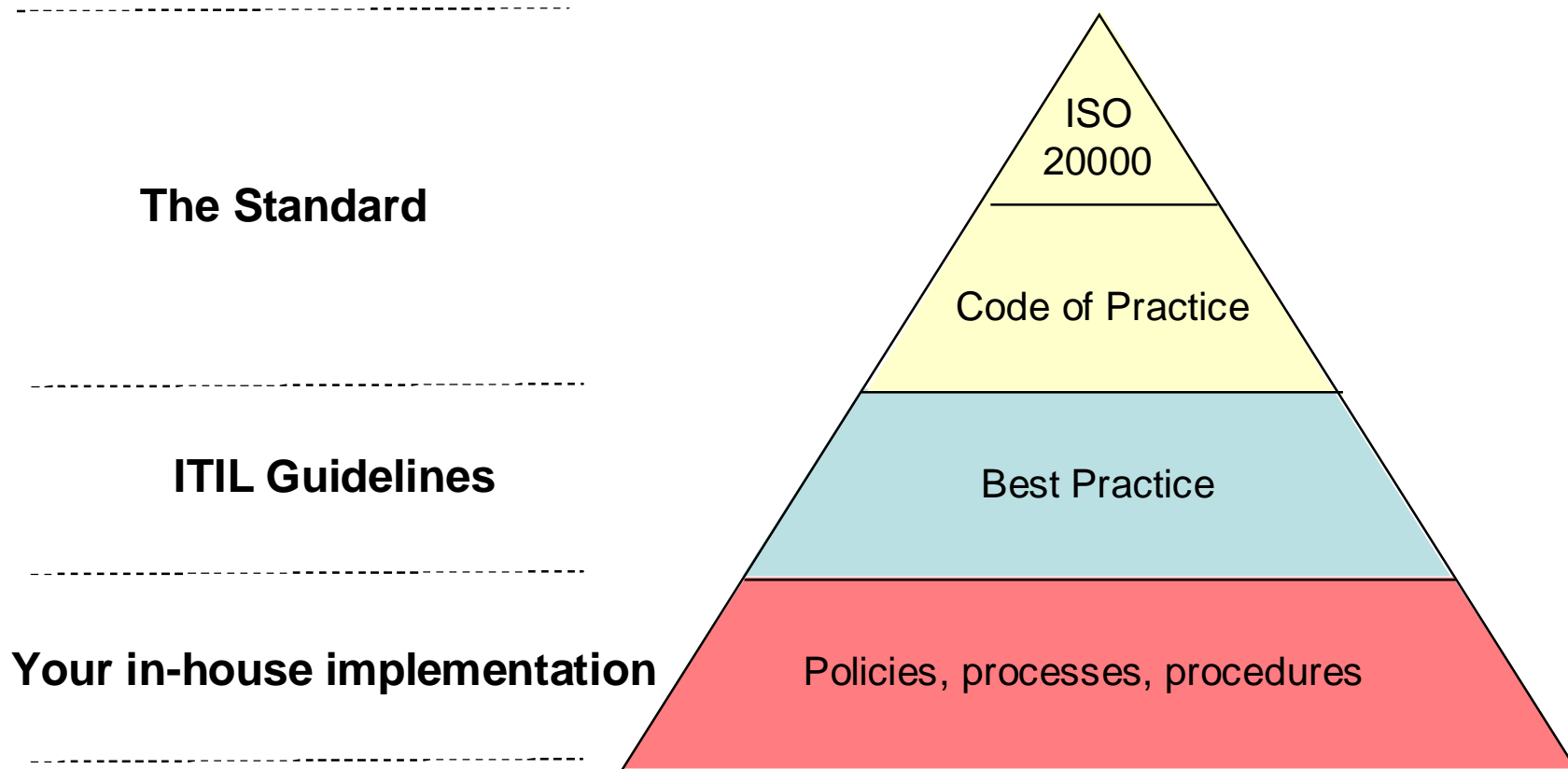
The Rise of Service Management

- Started with the OGC (then the CCTA) in the late 1980s developing best practice booklets
- Became the ITIL (IT Infrastructure Library) and has evolved with industry changes and experience
- IT Service Management Forum formed 1991
- Through the BSI and ISO, it has become an international standard (2005)
- Institute of Service Management (IOSM) formed 2005
- Adopted by most UK government organisations and most many commercial businesses

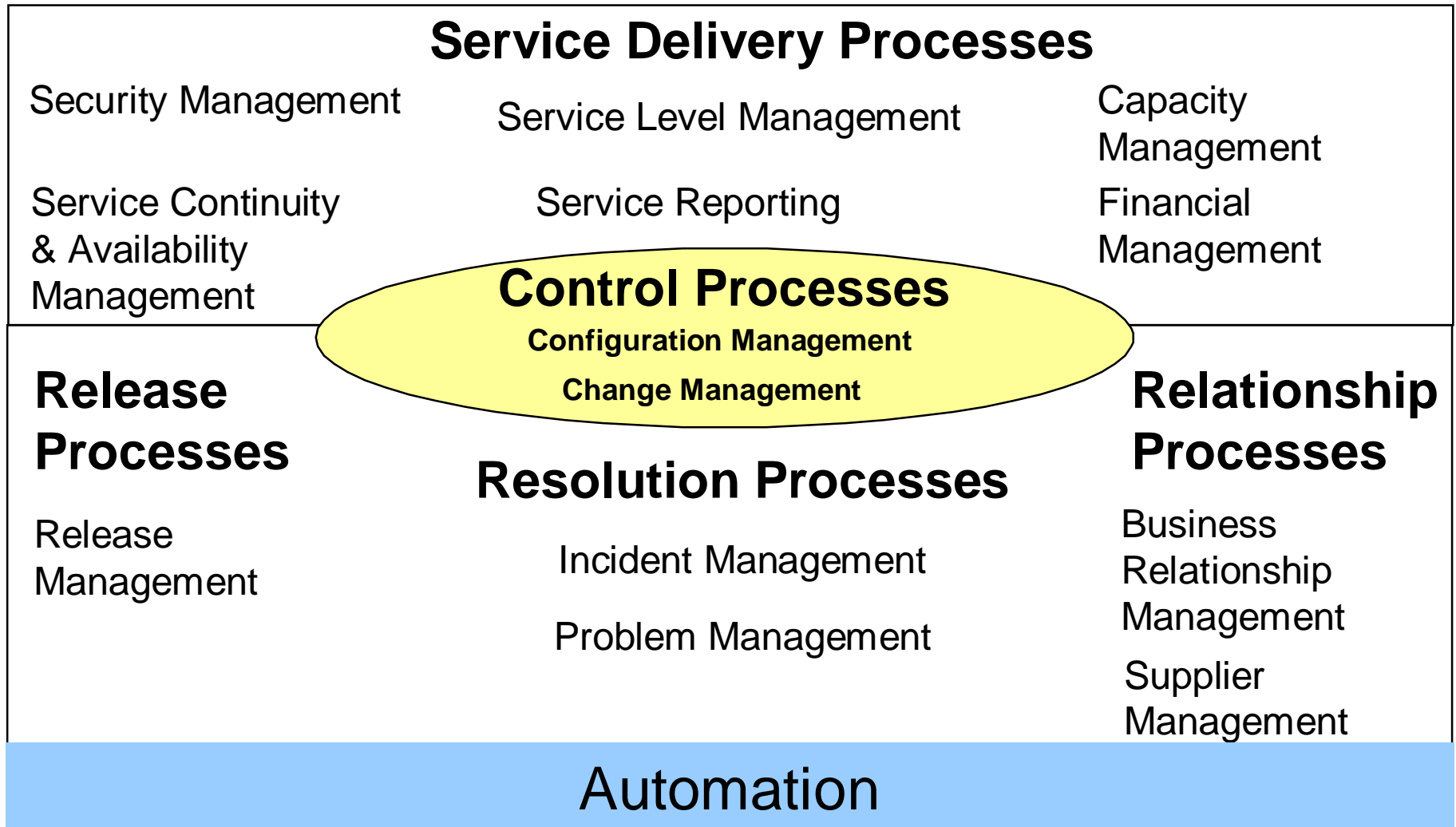
Service Management Evolution



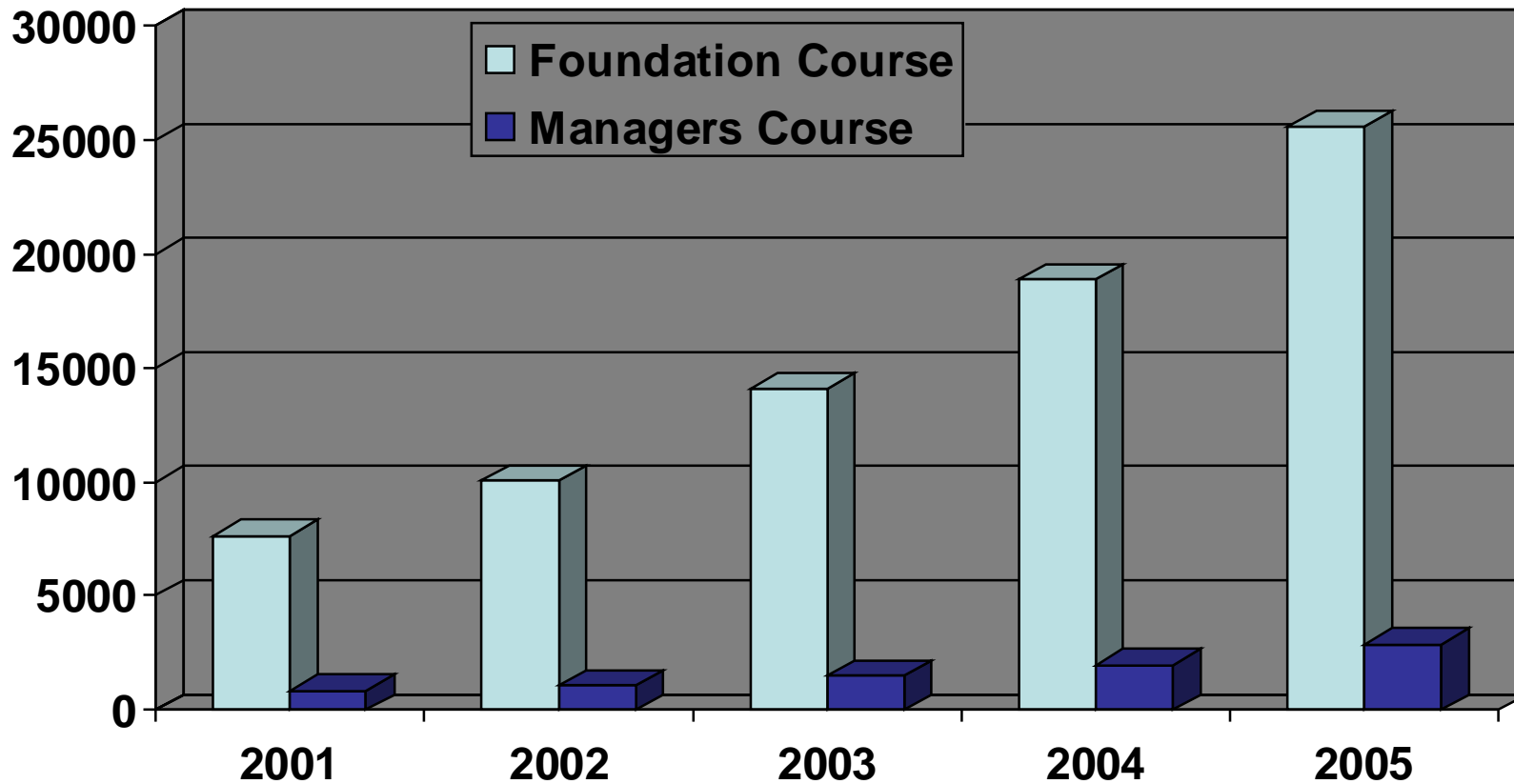
ITIL and ISO/IEC 20000



ITIL / ISO 20000



Certification



Source ISEB

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Typical Approach

- Define immediate quick wins to improve business services
 - Incident management
 - Change control
- Develop processes, service offerings and controls through use of a service desk toolset
- Expand and develop as required

Example 3 Defining a Service Remote Access

Contents of service catalogue

Performance

Hours of service

User base

Responsibilities

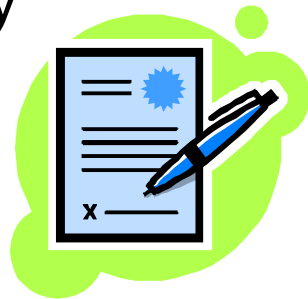
Delivery components

Recovery

Availability

Charging

Reporting



It becomes easier

To log an incident

Measure availability

Measure performance

Predict impact of change

Analyse root causes

Perform recovery tests

Introduce service changes

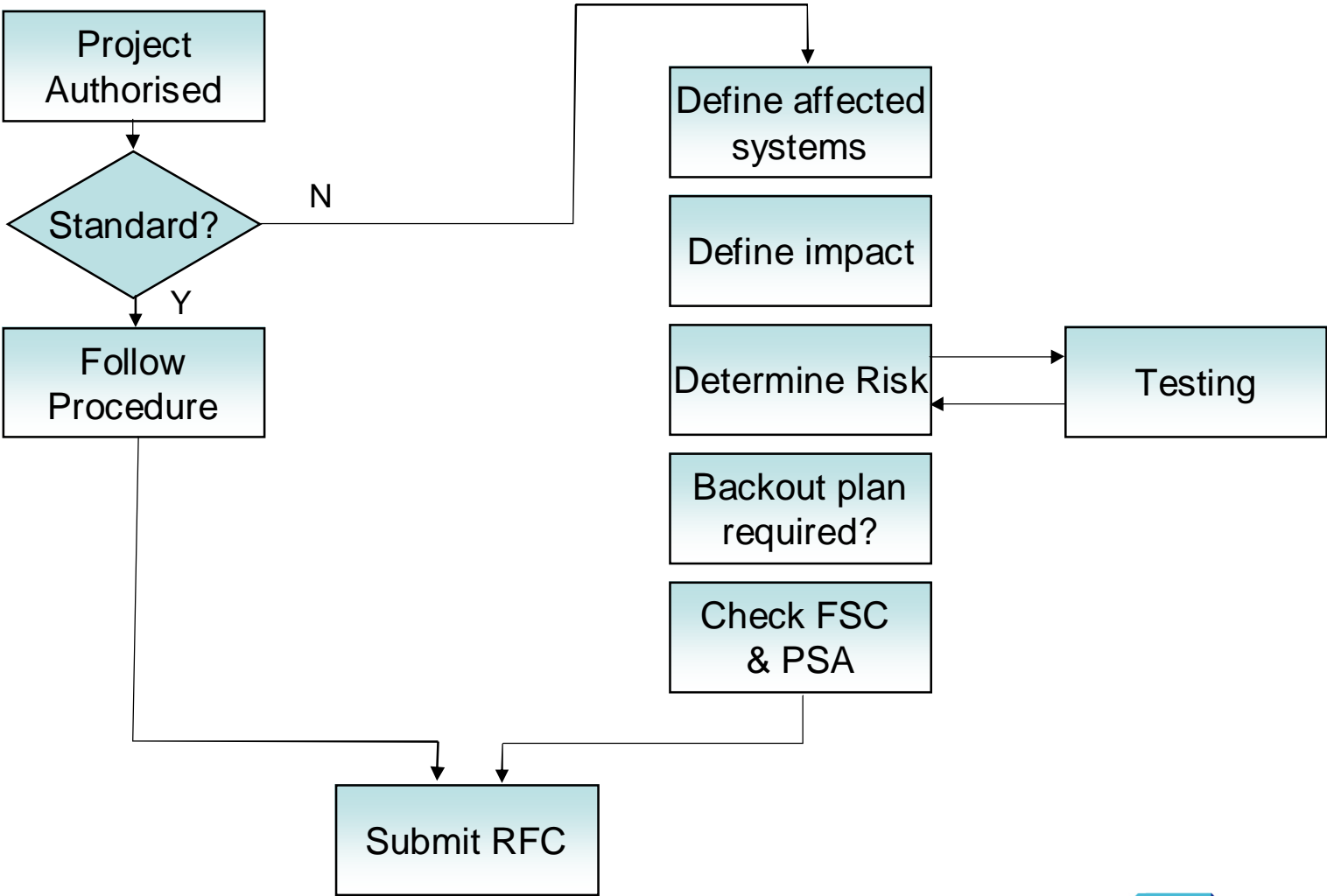
Release new changes

Justify costs and controls

Example 4 Change Control

- Policy with roles/responsibilities
- Change request process
- Categorise changes
 - Standard
 - Change request
 - Emergency change
- Approval process
 - Change manager
 - Change advisory board (CAB)
- Manage changes
 - Forward schedule of changes (FSC)
 - Projected service availability (PSA)
- Metrics
 - Successful, failed, rejected, numbers of emergency changes

Change Request Flow



Current News

ITIL3 Refresh - A life cycle approach

Service Strategy

Service Design

Service Transition

Service Operations

Initial core documents are in review – due end Nov.

Due to be released in April 2007

Qualifications due for end 3Q, 4Q 2007

ITIL 3 Deliverables

- **Category 1 - Core Publications**
- **Category 2 - Web Offerings**
- **Category 3 - Complementary Guidance**
- **Category 4 - Translation Strategy**
- **Category 5 - Qualifications Scheme**
- **Category 6 - Standards Alignment**
- **Category 7 - Presentations Planned**

Update on ITSMF website

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More Understanding

Acquire literature/books

Go to seminars/conferences - ITSMF, HDI and regional groups

Online discussion forums

Meet and talk with suppliers, existing adopters

Get trained

In practice, it is refining your own best practices and ensuring common terminology, processes and roles are appropriate for the business.

Further Information

www.itil.co.uk

www.itsmf.com

www.smsq.bcs.org

www.hdi-europe.com

www.itil.org.uk

www.bsi-global.com

www.service-futures.org

OGC web site

ITSMF web site

BCS Service Management Group

Help desk Institute

TSO ITIL books

BSI Web site for ISO20000, other materials

Service futures web site