

*People, Process, Tools;
Don't leave YOUR tool behind!*

Leslee Piper

11.00am – 12.00pm

Session 102



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PPT; Don't leave YOUR tool behind!

Why am I here?

- › Government and private industry experience...
- › Service Management
- › ITIL V3...
- › Blah blah blah
- › I have a story to tell.
 - › Good with a texta

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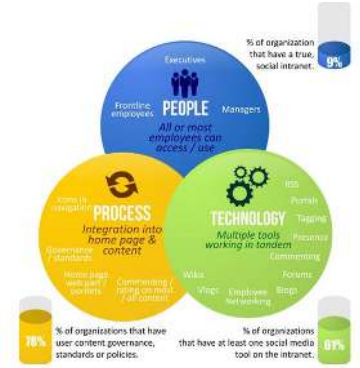
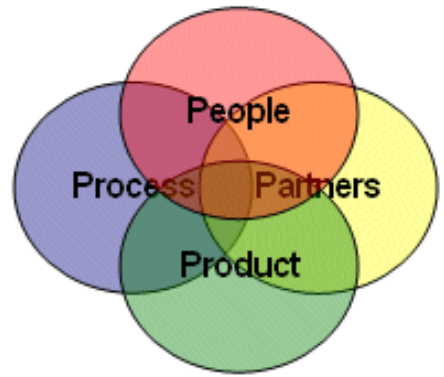
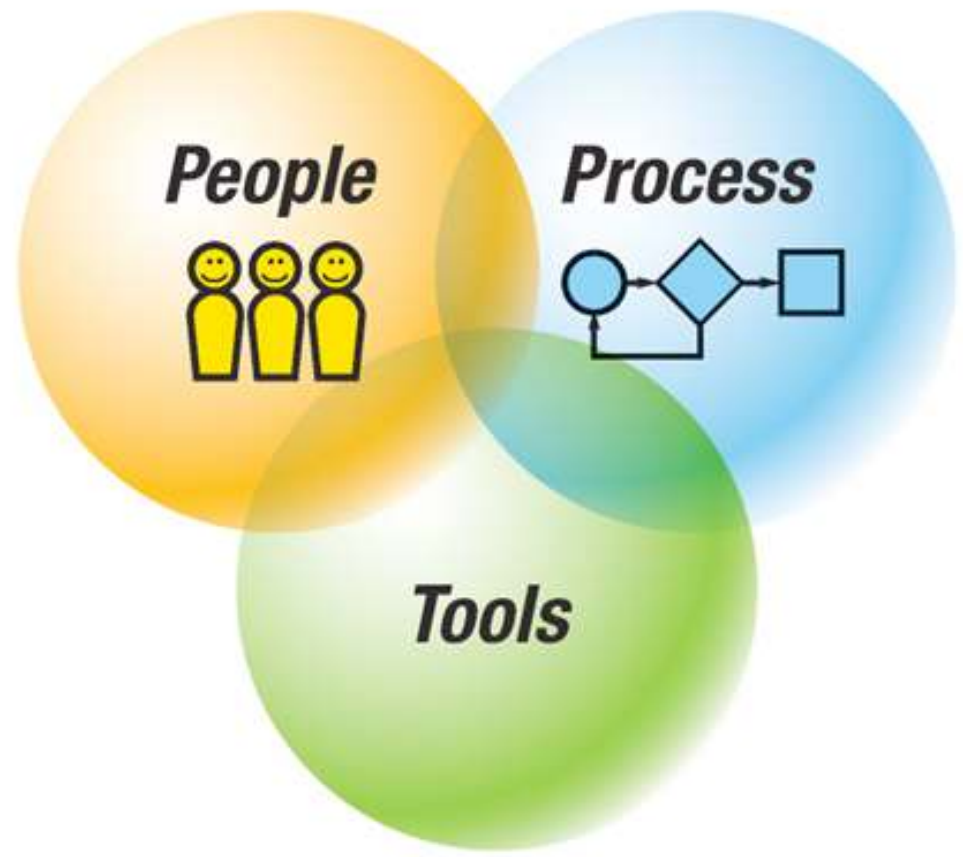
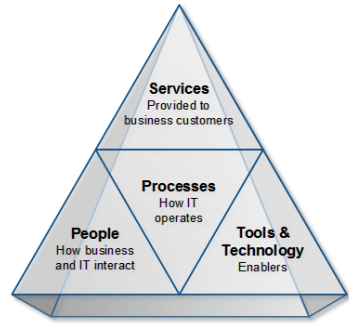
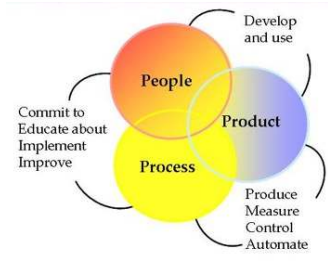
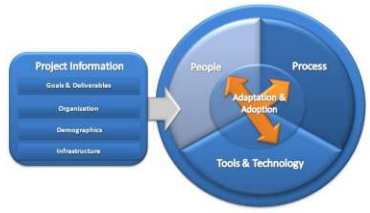
What is that story?

- › Implementing ITSM Tools
- › 3 Real Life scenarios
- › The pitfalls
- › The wins and losses
- › A wrap up and then questions

...and what's with the cat in the sink?



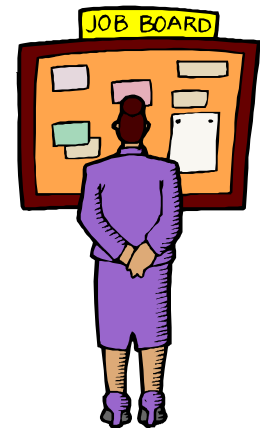
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- The business helpdesk
 - Upgrade from “IT” a product used by HR
 - Provision to 200+ HR users of an SM tools
 - Mass pandemonium!
 - Training
 - Understanding
 - ITIL?
 - End state?

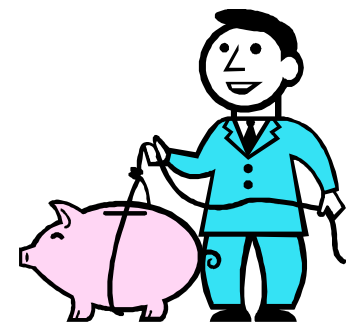


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- The finance helpdesk
 - Online “requests” for finance related queries
 - Implementation of a business service catalogue
 - iServe – 120 services implemented
 - Switch from “incident” to “request”
 - Uptake?
 - Over-solution?



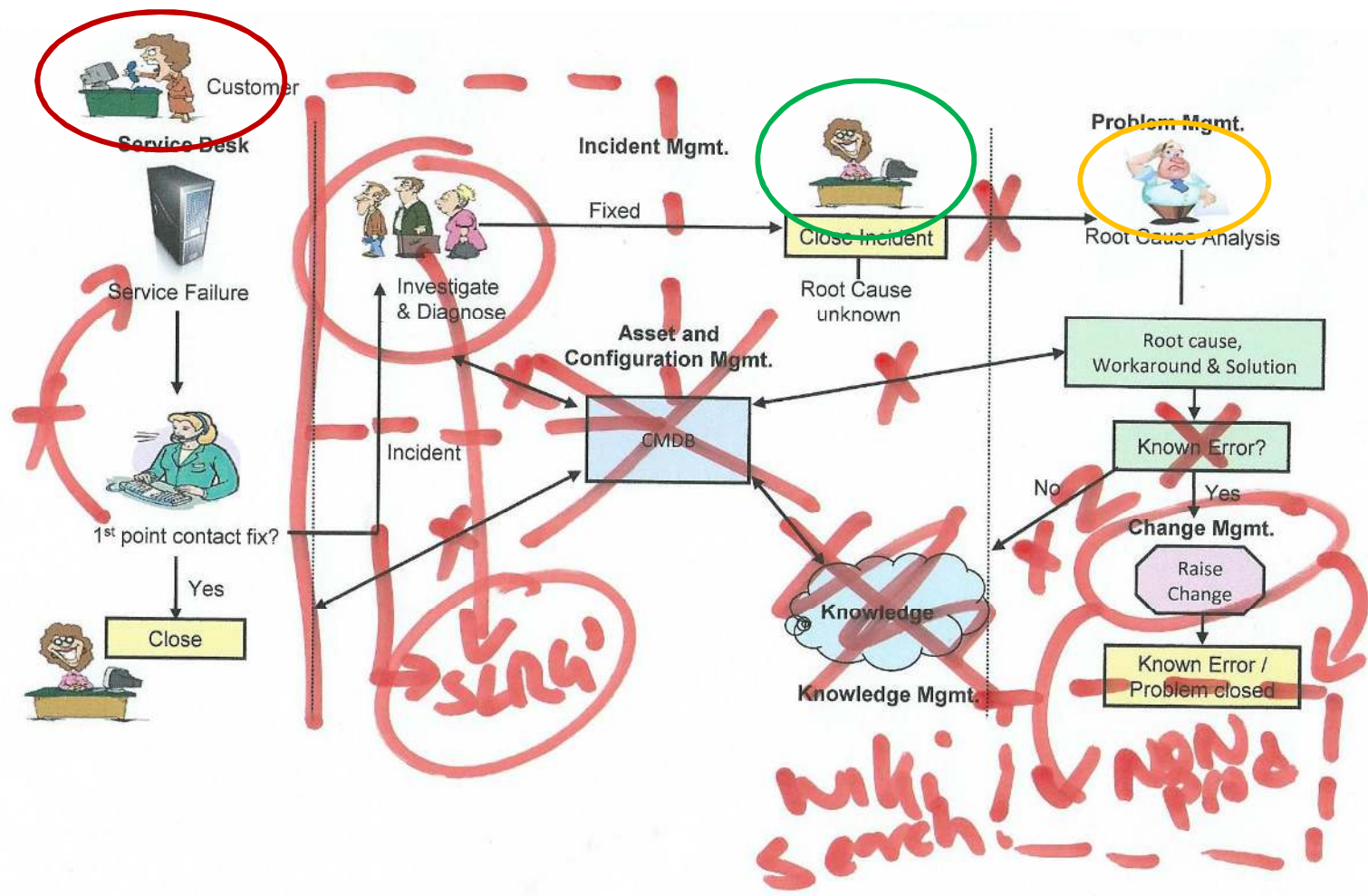
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- So what next?
 - Multiple SM tools
 - Business users and technical users
 - B2B interfaces
 - Incident, services requests, change requests
 - Reporting issues
 - Service level issues
 - Missing portions of a full solution
 - CMDB, AM, SRC

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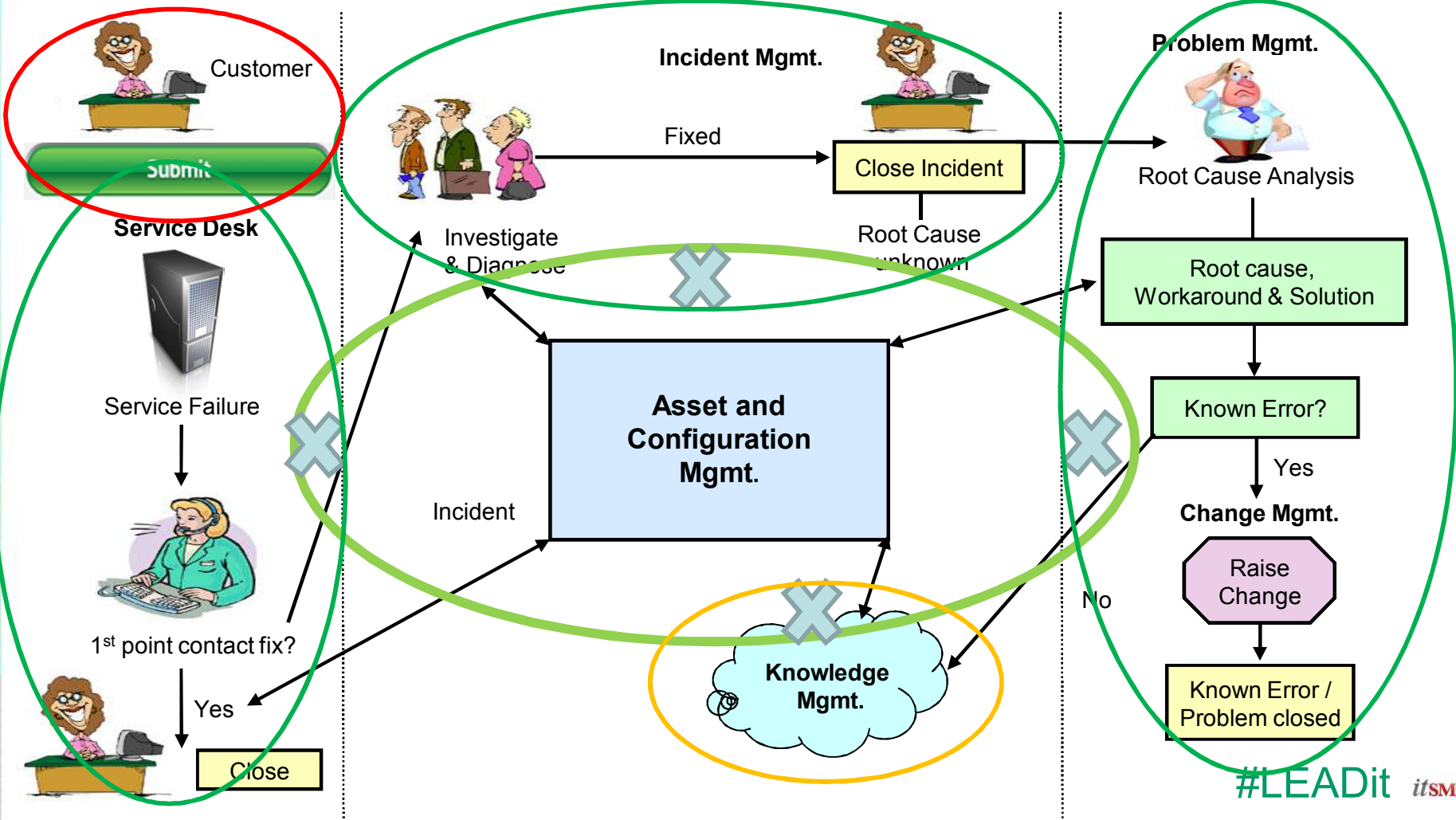
The big bang whole shebang....

- › Consolidated end to end solution
 - Appliance based
 - Vendor supported
- › Whole solution
 - One Service Management tool
 - Product suite
- › A front door for all products and services
- › CMDB discovering 100% of all environments on the internal network

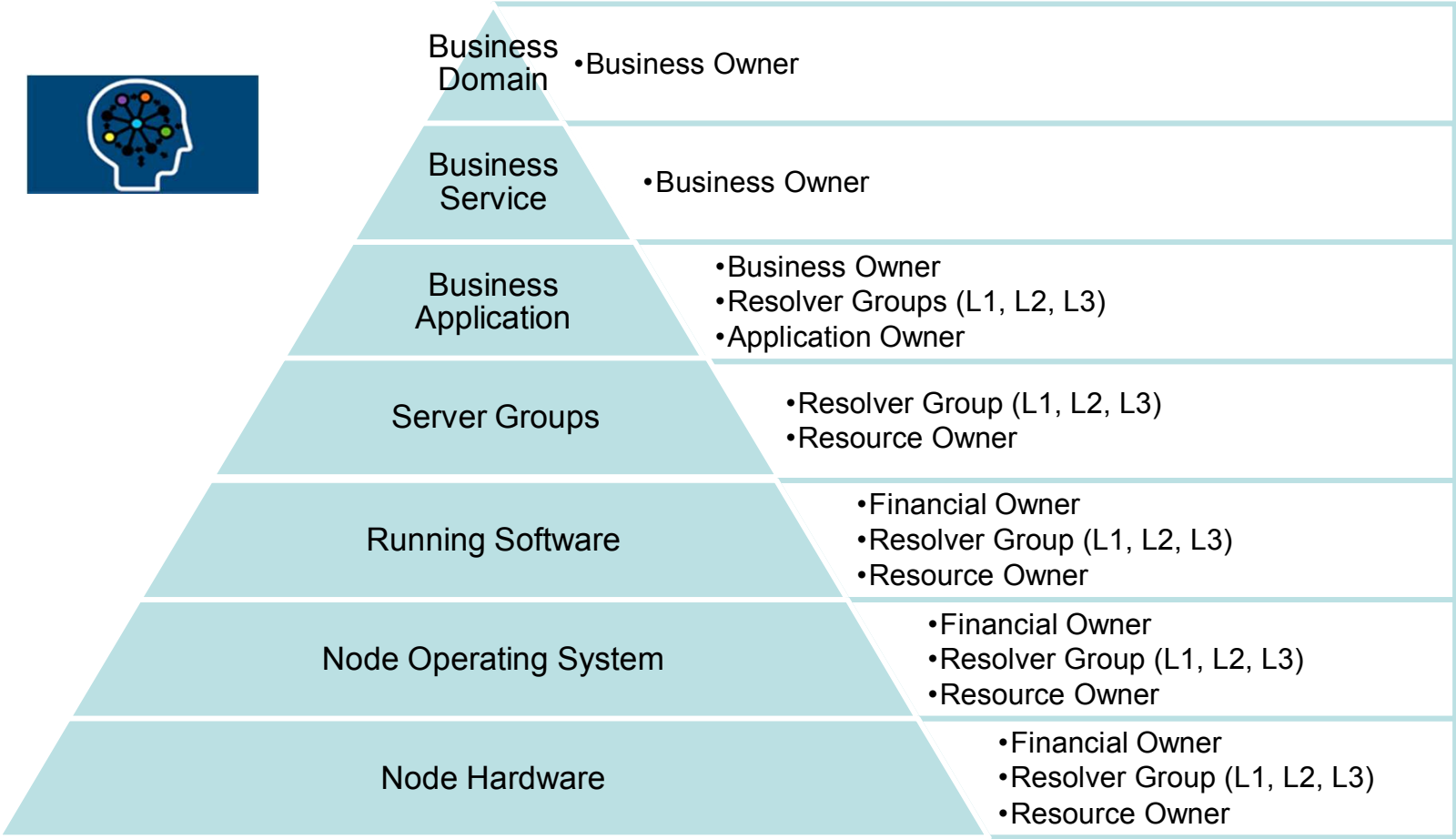


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Things to consider in any solution;

- › ITIL v's "BAU"
- › OoB v's Customisation
- › Customisation v's Configuration
- › Configuration v's Decisions
- › Decisions v's Process
- › Process v's Workflow
- › Project v's BAU



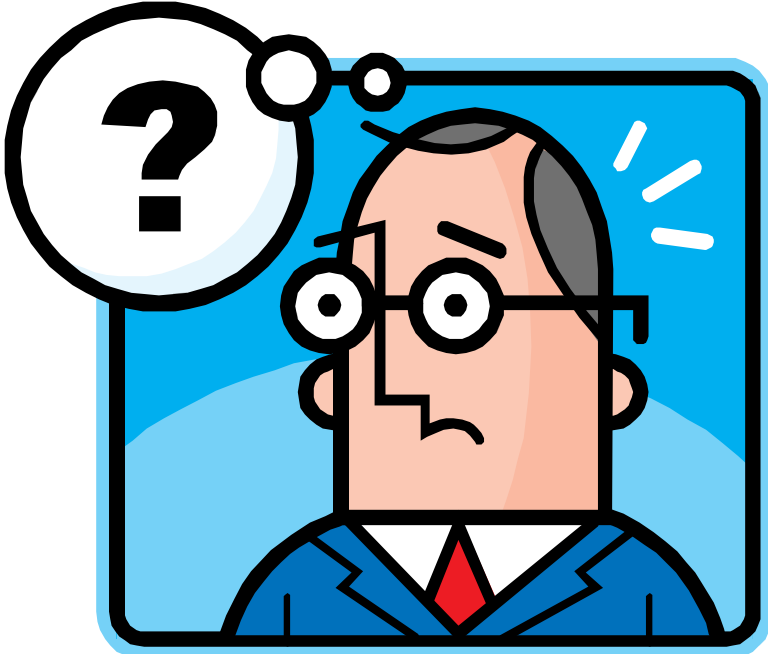
Recommendations

- Comms, Comms and more Comms
 - Overview sessions, training, eLearning, newsletters, t-shirts, floor walking.
- Roadmap
 - Have one! Governance & policy also.
- The 4 C's
 - Carefully Considered Configurations & Customisations





Question Time



Leslee.Piper@immi.gov.au

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Additional Resources

Refs and links;

- <http://www.myitstudy.com/blog/2013/05/how-to-get-it-to-accept-itol/>
- http://www.itilnews.com/ITIL_Compliant_toolsets_and_Santa_Claus.html
- <http://www.woxiprogrammers.com/delivery-capability.php?value=1>
- <http://www.ademiller.com/blogs/tech/2009/08/tooling-is-a-third-order-effect/>
- <http://www.scrumalliance.org/community/articles/2012/august/scrum-and-stars>
- <http://ygraph.com/chart/2066>
- <http://articles.sysev.com/defining-implementing-collaboration-model/>
- <http://soamastery.blogspot.com.au/2009/05/my-take-on-governance-people-process.html>