Using ITIL®
to Manage Prostate Cancer -
one Expert's journey

Stream:
Inspire! Think differently about SM

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- In 2013, Ralph was diagnosed with Prostate Cancer
  - It was an emotional journey over the next few months
  - One way of coping was the use of humour

- This presentation will talk about that journey, and how humour, combined with ITIL helped

- Initially, only family and close friends were informed

- Then, in December, Ralph decided to advise his work-related colleagues, using an ITIL-related analogy
  - What was intended to be a single email turned into an on-going chain of emails – a stream of ideas

- This is that story – subsequently enhanced

Event Management

- Event Management (added to ITIL in v3) has three main activities:
  - Detect events
  - Make sense of them
  - Determine the appropriate control action
- An "Event" is a "change of state of a CI ..."
- Events are classified as:
  - Informational   (normal state)
  - Warning   (something may need to be looked at)
  - Exception   (something is probably wrong)
- Event management is dependent upon active and passive **monitoring**
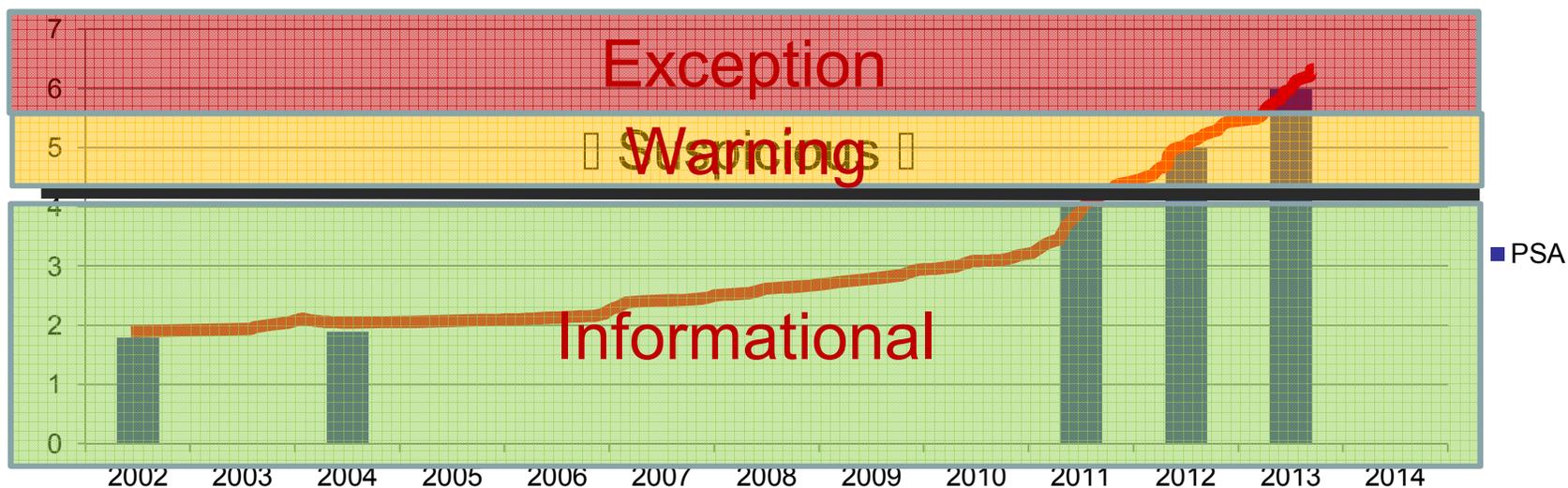
Event Management

- Monitoring for Prostate Cancer generally consists of:
  - Digital examination

    (which is actually analogue)
  - PSA* blood-test monitoring

<p align="right">* PSA = Prostate Specific Antigen</p>

Event Management

- Detect
- Make Sense
- Take Appropriate Action

PSA

Exception

Warning

Informational

■ PSA

2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 2014

Threshold management is an important part of Event Management

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Problem Management

- Investigates
- Determines root cause
- Identifies appropriate workarounds
- Identifies and evaluates alternative permanent solutions

- Requires higher level skills

Problem Management

- 1st Level
  - Self-management

- 2nd Level
  - General Practitioner (GP)

- 3rd Level
  - Consulting Urologist

- 4th Level
  - Surgeon/Urologist with Robotic Prostatectomy experience

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Problem Management

- PSA tests are indicative only NOT a diagnosis
- Need to escalate to Level 3
  - A biopsy is taken and confirms cancer
- PM (Levels 1 – 4 involved) examines options and evaluates:
  - Costs
  - Benefits
  - Implementation time (how long)
  - Timing (when to apply treatment)
  - Risks
  - Residual risks
  - Secondary risks and adverse impacts
  - Similar cases
  - Knowledge base
  - Post implementation reviews

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The Email - 11 Dec 2013

- I sent the email to my ITIL colleagues, in trainer/consultant-speak, describing:

  - The Event Management activities
  - The Problem Management process and outcomes

- I should have expected the impact, but I didn't ...

.

Feedback

"... a great case study in how to literally 'put a finger' on the problem"

"hopefully MTTR is not too long"
"... but please focus on MTRS as well"

"there is evidence of significant "Dutch courage" used in preparing the email"

"I started reading your missive and realised how little I know of the subject
(wonder if he meant ITIL or male anatomy)

"Keep it up"

"May your pilot testing phase be long and exhaustive"

Feedback

"As I understand it's a nut-case, but you do have the ballocks to tackle the problem and that's good.

As per proper process you should go through some testicycles to nail it, but I'm pretty sure you'll play hard-ball to get the results.

"You should write a testis too, fulfilling the knowledge management criteria and provide us with wisdom how to kick ball.

"Take care in 2014 and as per doctor's advice, start slowly playing lawn-balls before considering ball-room dancing."

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"Take care in 2014 and as per doctor's advice, start slowly playing lawn-balls before considering ball-room dancing."

Feedback Response

"Thank you for your submission below regarding the treatment and on-going management plan.

"Your suggestions were referred to a TOP team for assessment.

They were asked to rate your submission and score it out of 40 marks. Their scoring and feedback is below:

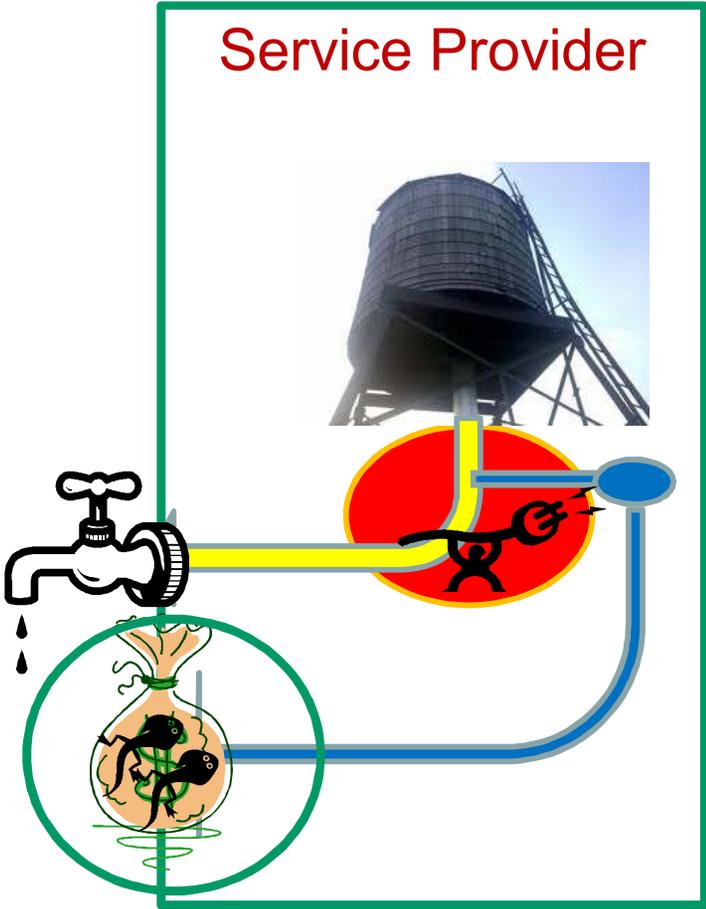*"This represents a bare pass (26 out of 40, or 65%, is the standard pass mark)."*

Critical Success Factors	KPI (out of 10)
Innovation / Originality	8
Customer Relationship (Empathy)	8
Cultural Alignment	9
Technical Understanding of Configuration	1
Total	26

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Configuration Management

- Keeps accurate records of Configuration Items (CIs)

- Records their status

- Records relationships between CIs

- Helps you understand the criticality of CIs to service delivery

- Provides a Model of the relationships

Configuration Management

Service Provider

1. Percy
2. Waste-water storage
3. U-tube
4. The pouch for breeding tadpoles
5. Tadpole escape path
6. The Gland
7. The Nerves

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Configuration Management

Service Provider

Response to Feedback

"The TOP team were particularly concerned about your apparent lack of understanding of the configuration model, and which configuration items are involved in this risk / problem. In summary, they said:
*"**He totally ballsed it up**".*

"Their recommended corrective actions are for an intensive ~~study~~
c~~~~ctice,
in~~~~g, as
w~~~~ions.
P~~~~p study options could be
considered."*

Censored

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Response to the response

"Harsh but fair Ralph.

"Anyway this is all a little too theoretical because we don't know what your SLA with your customer says about service availability."

- In fact, a number of responses referred to PSO, MTTR and MTTRS

- But you can't consider the SLAs until you have a good definition of the Services in the Service Catalogue

- Response:

  Because of the change in the capability of the available infrastructure and resultant constraints, new Service Level Agreements will have to be negotiated.

Change Management

Service Provider
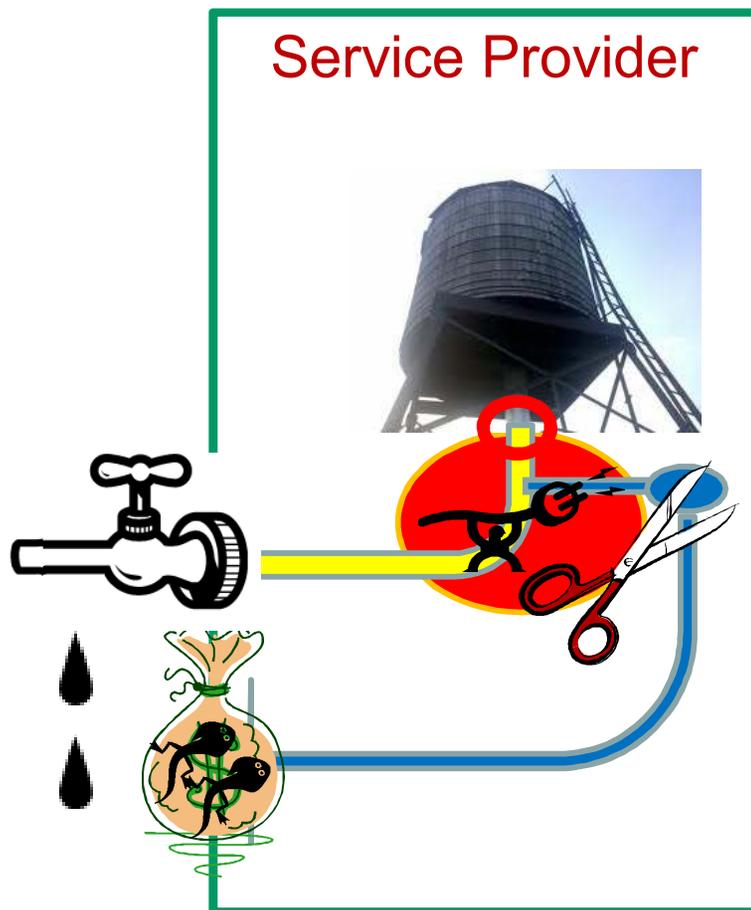
- ## What happens in a Prostatectomy?
  - Planned
    - Prostate Gland is removed
    - Tadpole escape is blocked
  - Possible side-effects
    - Percy leaks
    - Percy stays limp

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Service Catalogue Management

The critical infrastructure being removed supports or impacts three separate services:

Waste-water disposal service

Significant improvement is anticipated in this regularly used service, although some secondary faults leading to leakage may arise

Creation service

Loss of a critical infrastructure component will mean that this service is no longer available.
Interested parties will need to find alternative service providers

Enjoyment service

Loss of the infrastructure and damage to related components (nerves) provide unpredictable results, varying from minor impacts to complete shutdown of the service

Service Level Management

The impact of the critical infrastructure being removed will require amendments to the Service Catalogue and new SLAs

Waste-water disposal service

This is an internal service – a supporting service
No SLA or OLA required

Creation service

Amend the Service Catalogue – this is now a Retired Service.
Hasn't been used for nearly 40 years
Should have been removed years ago – Review SCM process

Enjoyment service

Attempted to negotiate SLA based on "best efforts"
ITIL consultants have advised against this
They recommended establishment of some Key Performance Indicators

Transition Planning and Support

- In preparation for the Prostate removal, advice was received to engage a specialist physiotherapist for *"Pelvic Floor Exercises"*

- It's really important that you understand the configuration

Facts about Prostate Cancer

- Prostate Cancer is the second most common cancer in men in Australia
  - after non-Melanoma skin cancer
- It is NOT preventable – the cause is not known
- It is **curable** if the cancer is in early stages
  - i.e. encapsulated within the Prostate
- However, early stage Prostate Cancer usually has NO SYMPTOMS
- It is slow growing
- It is age-dependent
  - (1 in 8 men over 75 will have Prostate Cancer)

Prostate Cancer Deaths

- Most elderly men will die WITH Prostate Cancer (but not BECAUSE of it)
- 20,000 men were diagnosed with Prostate Cancer in 2010 – and increasing
- 3,000 men die of Prostate Cancer each year in Australia (3294 in 2011)
  - BUT it is curable if detected and treated early
- More men die from Prostate Cancer than women die from Breast Cancer (2914 in 2011)
- It is the second-most cause of cancer death (after lung cancer)

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Action Plan

- For men over 50
  - Talk to your doctor about a monitoring programme
- For women
  - Nag your men about talking to their doctor (father, brother, partner, husband, son)
- Since I sent my email, several colleagues took action
  - They went to see their doctor for screening
  - And one went to learn more about ITIL Event Management

Additional Resources

- Cancer Council of Australia
  - www.cancer.org.au
- Prostate Cancer Foundation of Australia
  - www.prostate.org.au
- Movember – raising funds for Men's Health
  - au.movember.com

- Thank you for being brave in attending this session

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