

It's A Trap! - SACM

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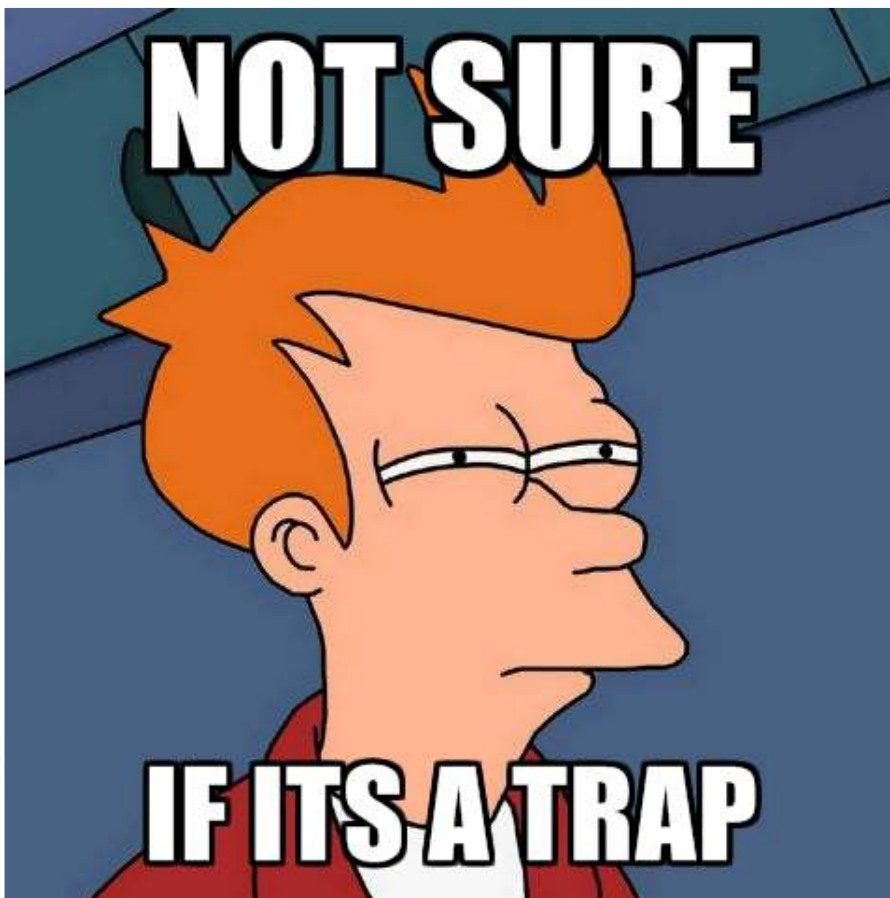




Introduction

- There are many reasons why SACM has a reputation of being expensive and difficult to implement
- Lots of organisations fall into the same common traps
- This presentation will discuss how to avoid the common traps

What is SACM



- SACM promises so much
 - Cost of Service
 - Quicker Incident Resolution
 - Problem Identification
 - Discover Unauthorised Changes
 - Predict impact of Changes
 - Location and ownership of all IT Assets
 - Lifecycle of IT Assets
 - Software Licensing control and reporting



Excitement

- CIO's and IT Managers are told that SACM will give a lot of benefit very quickly
- Technical Teams believe that they will press a magic button and no longer have to think about impact or document
- Change Managers believe that there will never be an unauthorised change they will not know about



Visions

Technical Teams



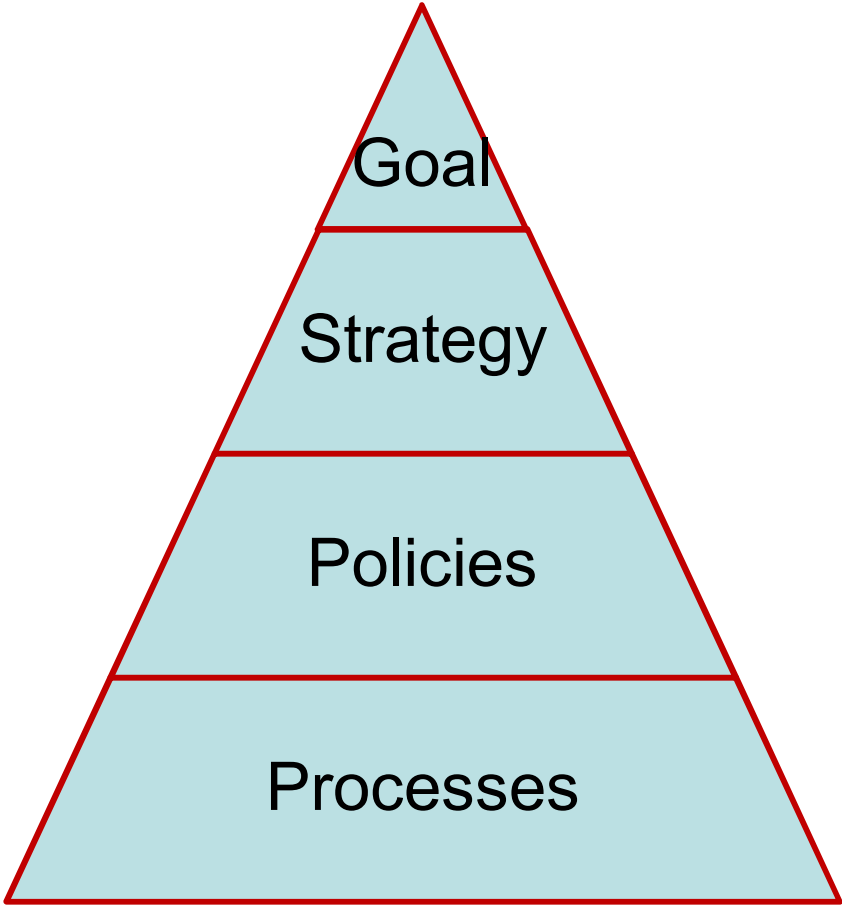
IT Management





Can SACM Work?

- Yes - SACM Supports Business
 - Goals
 - Strategy
 - Policies

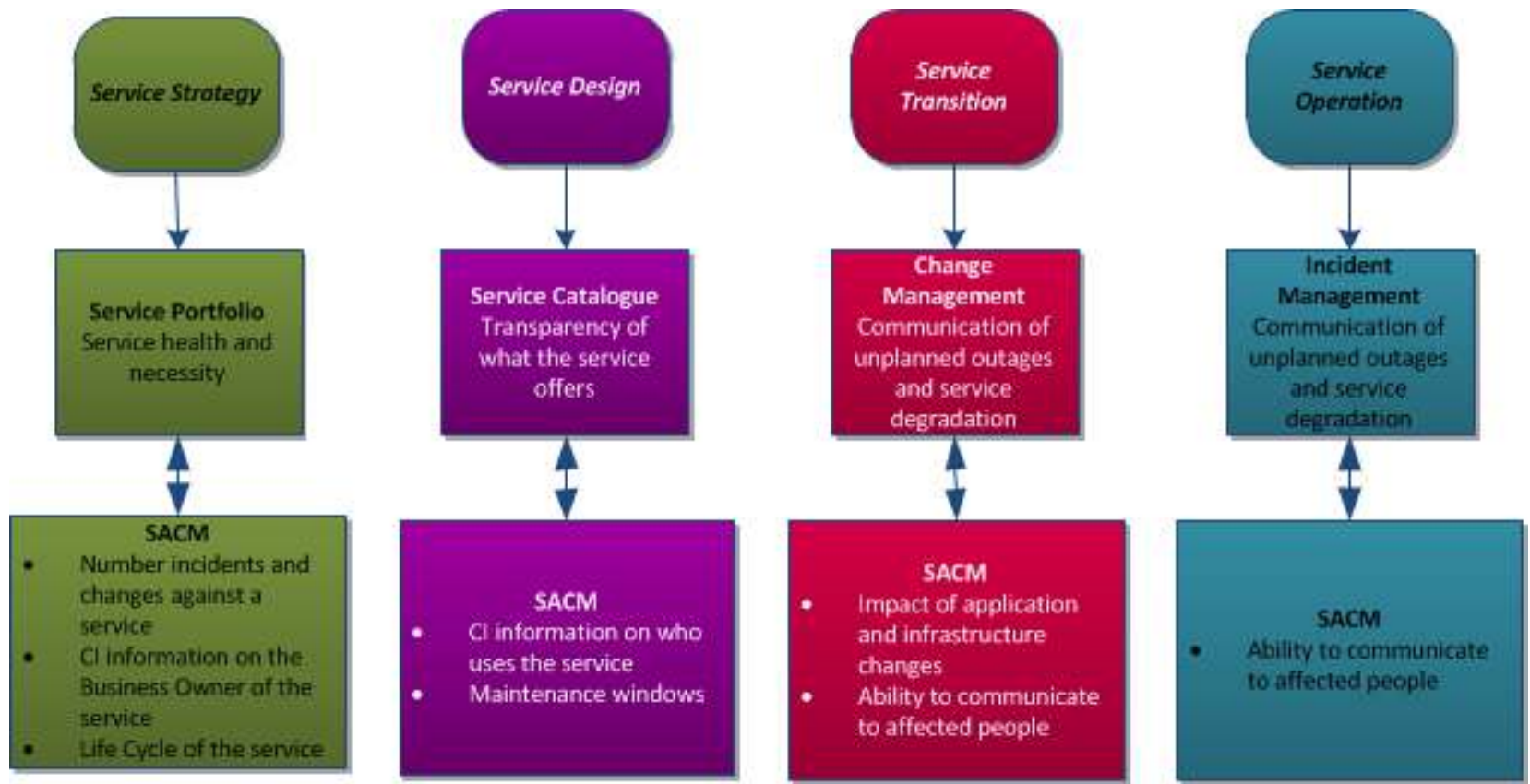




How Can SACM Work

- Goal (Service Management)
 - High level of customer satisfaction
- Strategy
 - Open and transparent communication and customer engagement
- Policy
 - All planned and unplanned service outage's, service degradation and changed services to be communicated to key stakeholders
- Processes
 - Service Portfolio, Service Catalogue, Change Management, Incident Management will support the policy and SACM will support the processes

Simplistic View of SACM





Perception of SACM Failure

- SACM and other processes are often seen as being a failure and waste of time due to;
 - Expectations of different areas not met
 - Process is too hard and complicated
 - There is nothing in this for me
 - Information is wrong



Reality of Process Failure

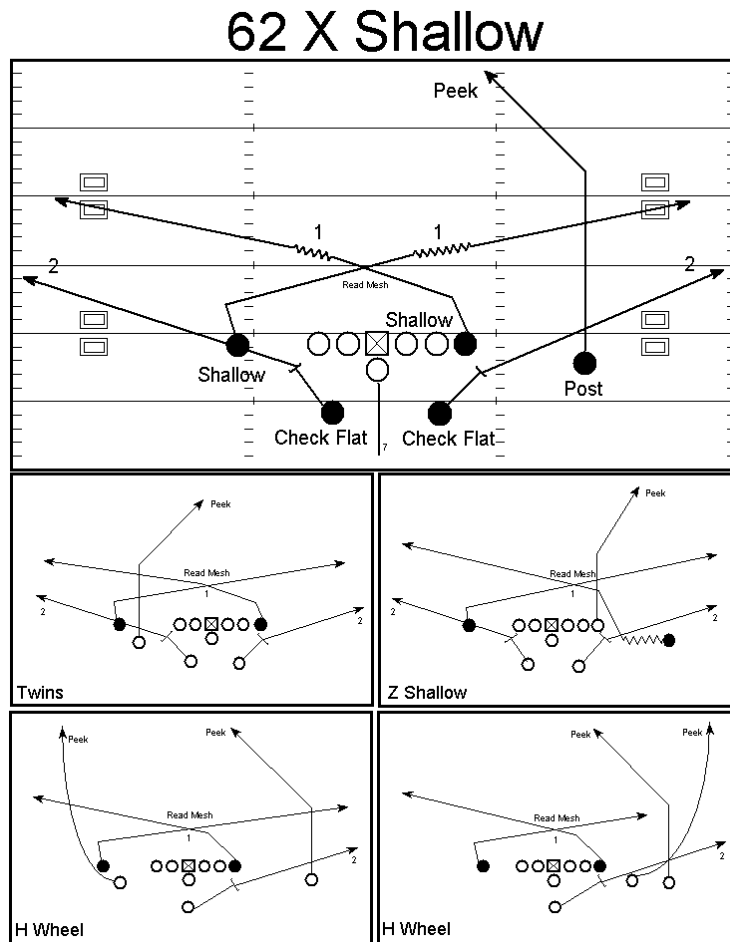
- The business goals/objectives are not clear
- The IT goals/objectives are not clear
- IT strategy is
 - Non-existent
 - Too high level
- The policy
 - Is non-existent
 - Does not support the strategy
- Brainstorming of what is needed from SACM is done without aligning to policy and strategy



Reality of Process Failure cont.

- SACM Process
 - Built off a wish list
 - Unrealistic expectations have been set
 - Promised funding has not occurred
 - Promised technology has not been implemented

Process



- Playbook

- Directions on how to achieve an outcome
- Different possibilities to cover different scenarios
- Documented player roles

Policy

- To be a player at the club players are to
 - read and understand their roles
 - attend training
 - attend recovery sessions



Strategy



- Planning for success
- Define game day play methodologies
- Run per week
 - 6 training sessions
 - 2 recovery sessions

Goal

- The Goal
 - The goal was to win (too high level)...
 - Oops wrong type playbook for this game – it does not fit
 - The player does not know how to adapt the playbook to the different game





Analogy Reversed

Goal

- To win the football season

Policy

- Players must
 - Attend training
 - Understand their role

Strategy

- Define game day methodologies
- Schedule training sessions
- Define number required wins

Process

- Define a playbook for each type of play in line with the game day methodologies

Outcome





Implementation – SACM Goal

- To support Incident and Change Management processes with communication
- Provide usage information to Service Catalogue and Service Portfolio processes



Implementation - Strategy

- Include in the CMS
 - Topology of Services
 - Key stakeholders and users of Services
- Integrate other CMDB's
 - Network discovery tools
 - General Discovery tools
- Train IT staff on how to use the CMS and SACM process



Implementation - Policy

- General
 - Communicate planned outages to stakeholders
 - Communicate unplanned outages to stakeholders
- SACM
 - CI types required
 - CI attributes required
 - Relationships required
 - All of the above must adhere to change management practices
 - All tickets must have an associated CI and service



Implementation - Process

- This is a document to guide users of the process on how to adhere to the SACM Policy
- Train staff on the process, policy and what outcomes are expected



Action Plan

- **Configuration Management Plan**
 - Goals\Required Outcomes
 - Strategy to support the goals
 - Policy to support the strategy
 - Process to support the policy
 - Process specific Policy to support the process
 - Procedures to support the process and policy
 - Metrics so that Critical Success Factors can be measured
 - Build the CMS



Recommendations

- Do not fall in the trap!
 - Start small and build from your foundation
 - Be transparent and communicate what SACM will deliver
 - Do not implement just because ITIL says that it is great; understand why you are implementing
 - Ensure the sponsor understands the dependencies
 - Start from the top



Additional Resources

- <http://au.linkedin.com/pub/david-chambers/4/5b7/524/>
- david.chambers@unimelb.edu.au

Questions





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