

BISHOPSGATE LONDON
18th - 19th November

ITSM19

SIAM in an ITIL v4 Context



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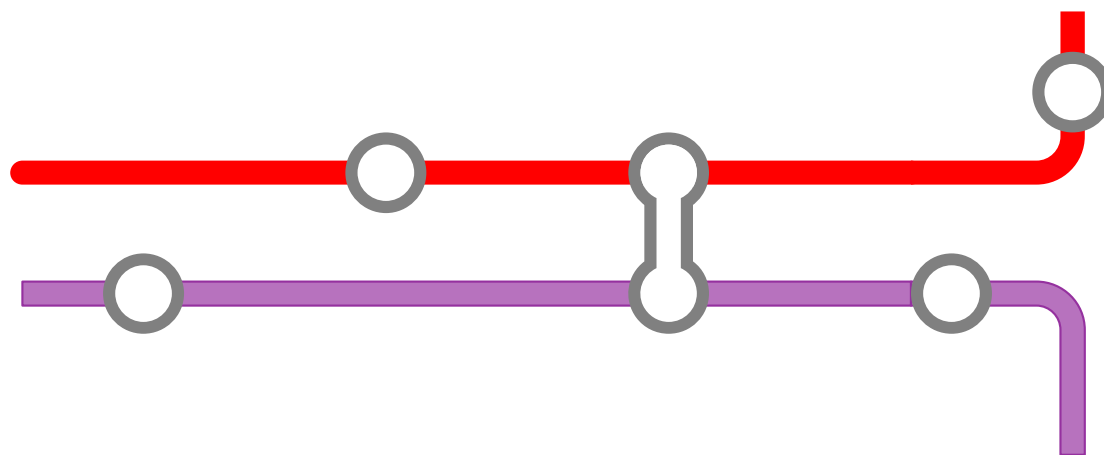
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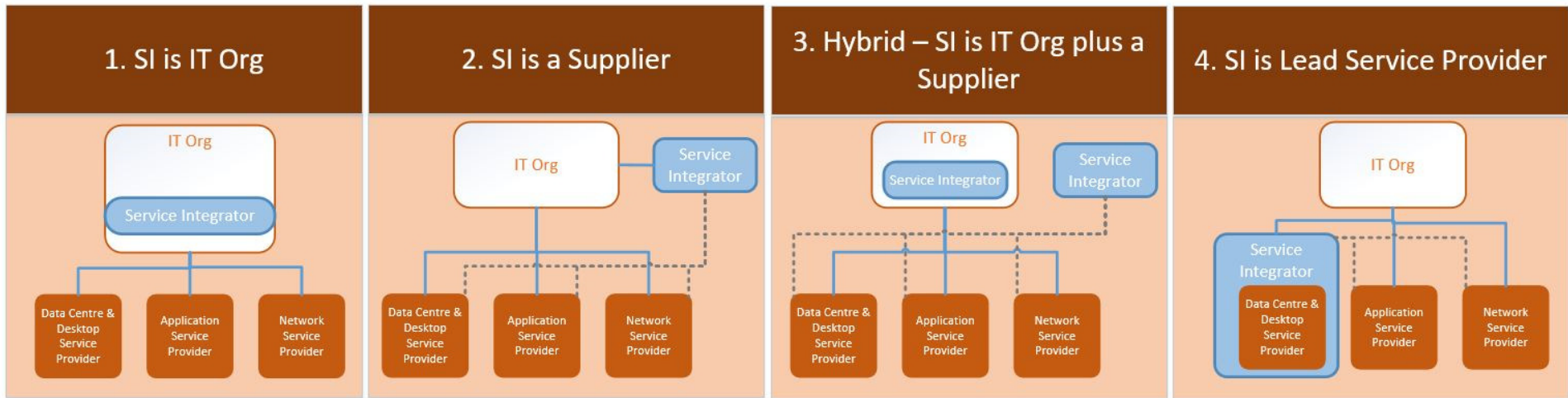
About the SIAM SIG

- First meeting held in October 2015, published and maintained a focused ToR
 - Initially we formed 4 groups – Process, Business Case, Tooling, People and Change
 - Barclay asked the Sig to focus on “What is SIAM”
 - The SIG analysed process comparison with COBIT V5, ITIL 3 to support whitepapers
- Whitepapers, available through ITSMF
 - Level 1 Considerations when establishing a SIAM model (Q and A) (Published at ITSM17)
 - Producing a SIAM Business Case (Nominated for an award at ITSM18)
 - Governance in a Multi-Supplier Environment
 - Consideration in the adoption of a Service Integration and Management (SIAM) model and behavioural Characteristics
 - Understanding current and future state process model to underpin the chosen SIAM Model
 - SIAM: Understanding the Impact on the Policy Framework and Policies
 - What Processes should be in a SIAM Model (Nominated for an award at ITSM18)
- Our current Terms of Reference key points are:
 - Comment on the suitability of SIAM
 - Identify the benefits and disadvantages
 - make reference to appropriate real-life client case studies
 - To agree upon a set of common challenges and key risks in a SIAM environment
 - Recognize developments across the IT Industry which may relate to SIAM

SIAM or ITIL 4 Where do we go?



What is SIAM



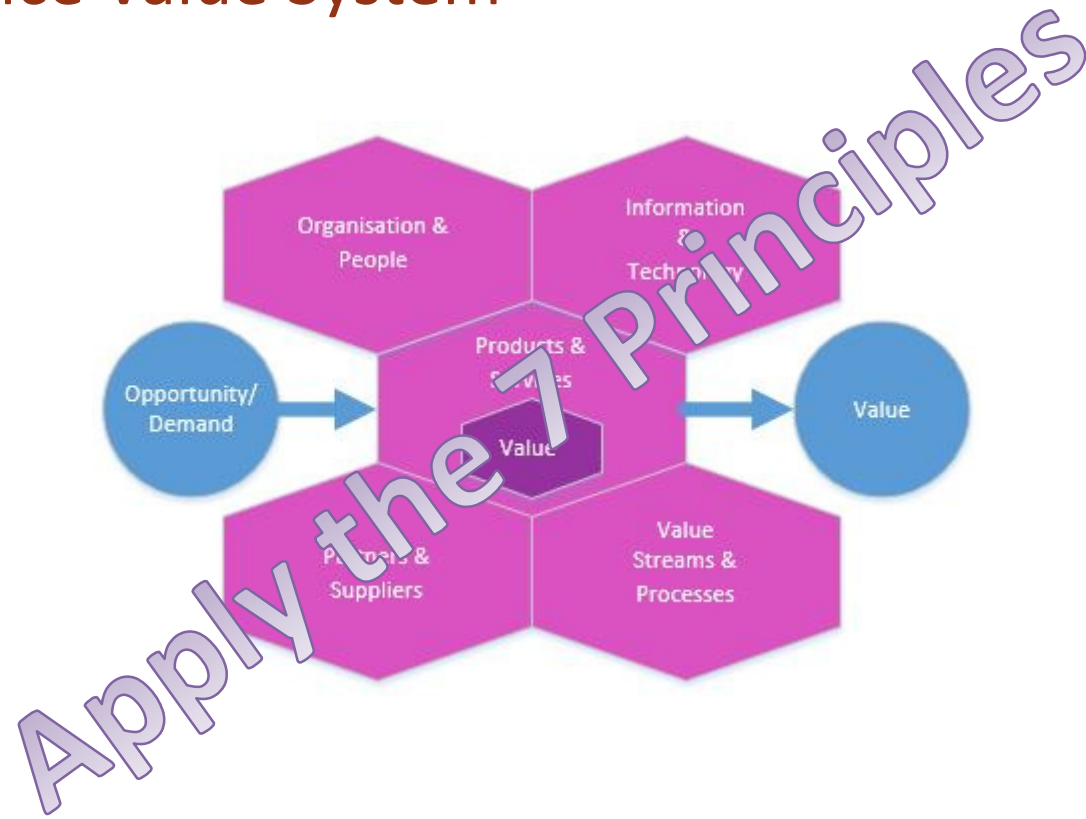
Model 1 – Retained Service Integrator function

Model 2 – Outsourced Service Integrator independent of the Service Providers

Model 3 – Hybrid - Service Integrator delivered jointly by the retained organisation and a sourced Service Integrator partner

Model 4 – Service Integrator is delivered by a Service Provider as lead supplier

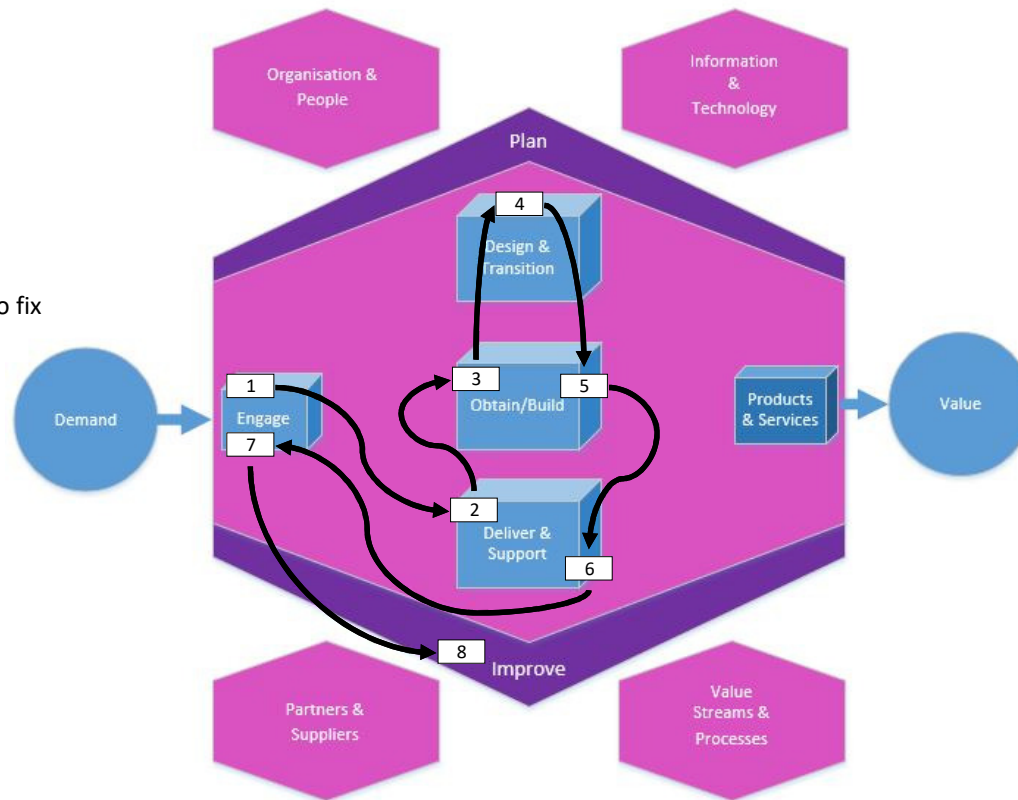
ITIL 4 Service Value System



Service Value Chain

Example

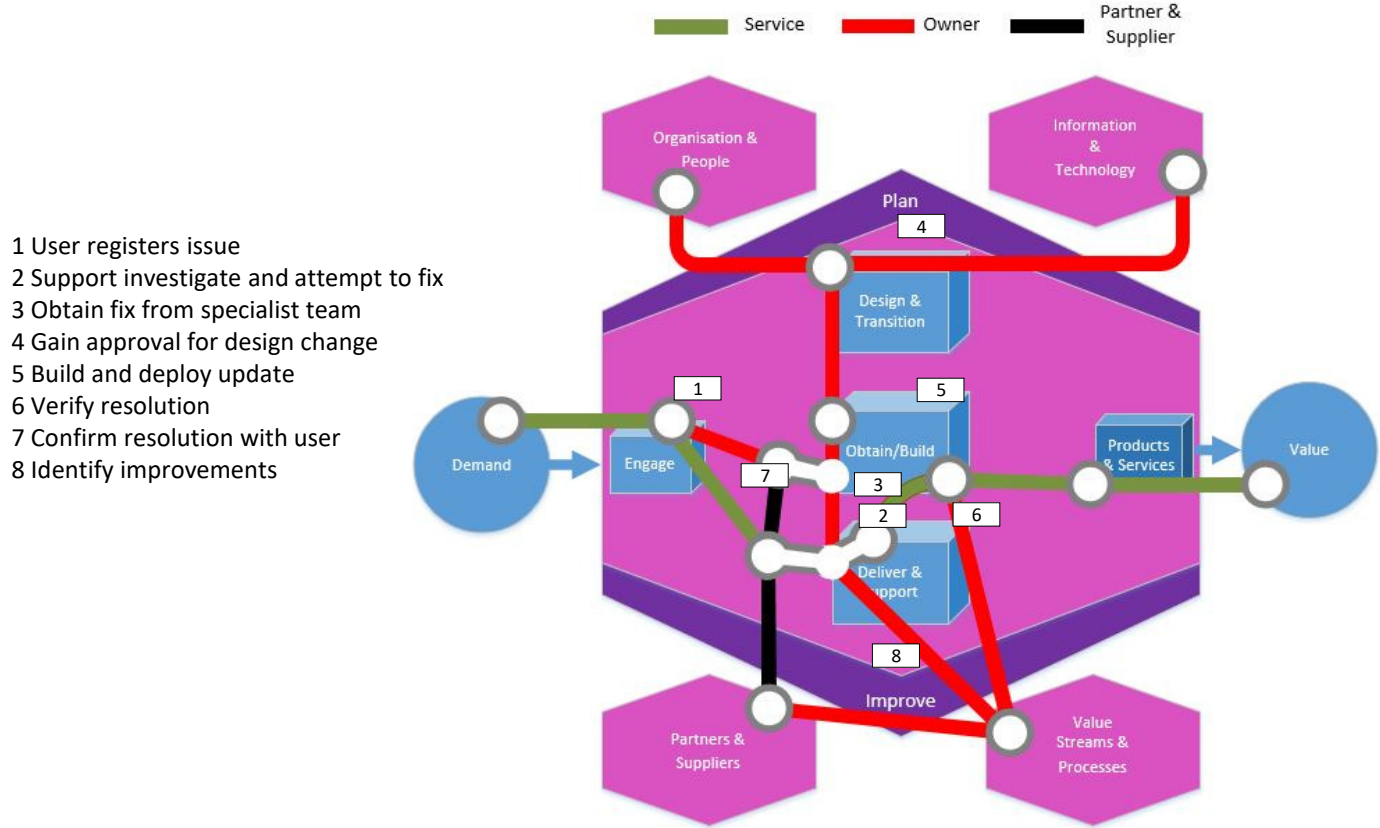
- 1 User registers issue
- 2 Support investigate and attempt to fix
- 3 Obtain fix from specialist team
- 4 Gain approval for design change
- 5 Build and deploy update
- 6 Verify resolution
- 7 Confirm resolution with user
- 8 Identify improvements



Example Service Blueprint

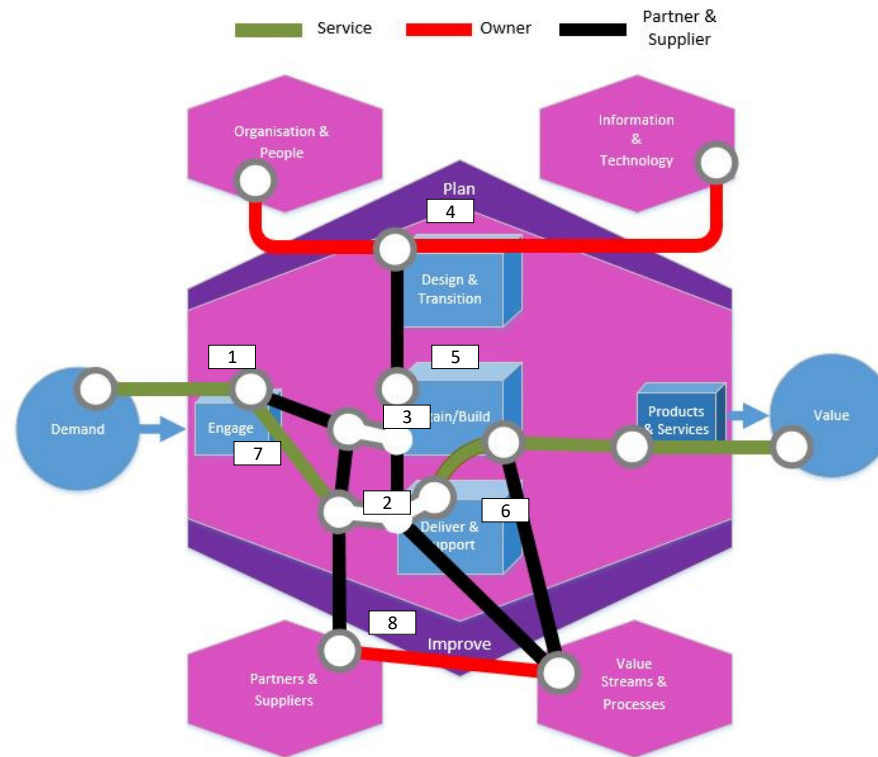
	1	2	3	4	5	6	7	8
Physical Evidence	Service Portal	Incident Record	Incident Record	Change Record	Change & Incident Record	Change & Release Record	Incident Record	CSI Record
Customer actions	Raise Issue						Validate Resolution	
Customer Engagement	Record Issue	Transfer Incident to 2 nd Line	Incident Record update		Incident Record update		Confirm Resolved	Validate Resolution
Support activities		Attempt 2 nd Line Fix	Transfer to 3 rd Line for solution	Seek approval to update design	Build, test and Deploy update	Validate fix is effective & Close Change Record		Confirm Resolved
Value Stream / Process	Incident Management	Incident Management	Incident Management	Change Management	Change & Incident Management	Change & Release Management	Incident Management	Incident Management
Information & Technology	Service Desk / AD	Service Desk / AD	Service Desk / AD	Service Desk / AD / Design Artefacts	Service Desk / AD / Design Artefacts	Service Desk / AD	Service Desk / AD	Service Desk / AD

Retained Service Integrator Service Value Chain



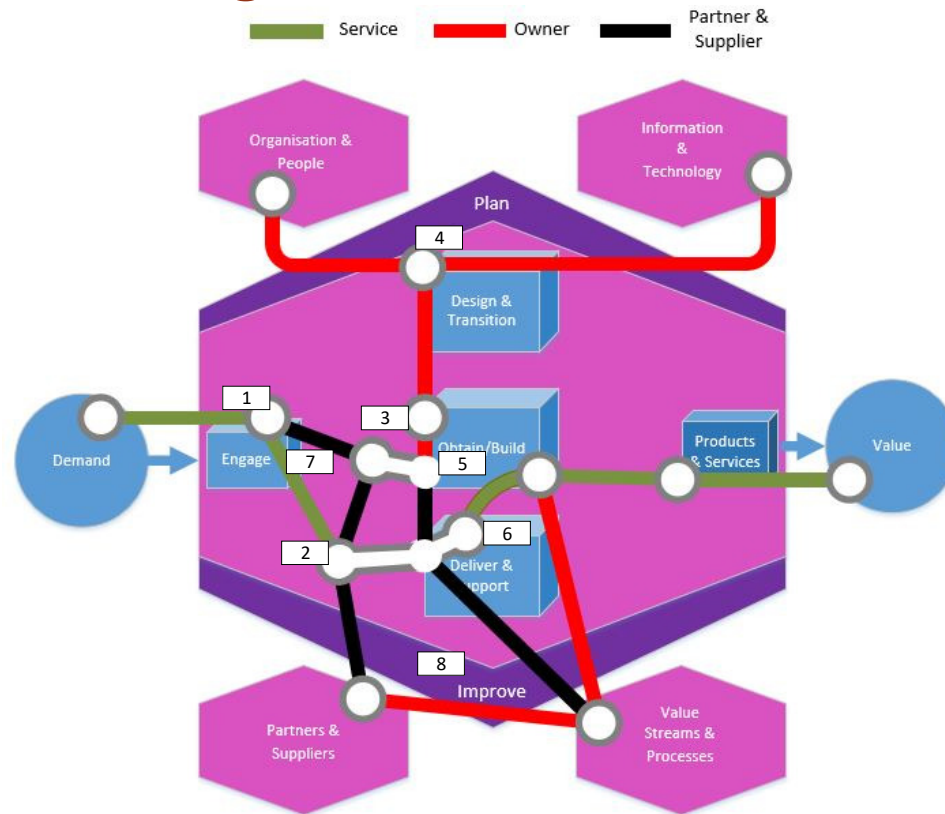
Outsourced Service Integrator Model Service Value Chain

- 1 User registers issue
- 2 Support investigate and attempt to fix
- 3 Obtain fix from specialist team
- 4 Gain approval for design change
- 5 Build and deploy update
- 6 Verify resolution
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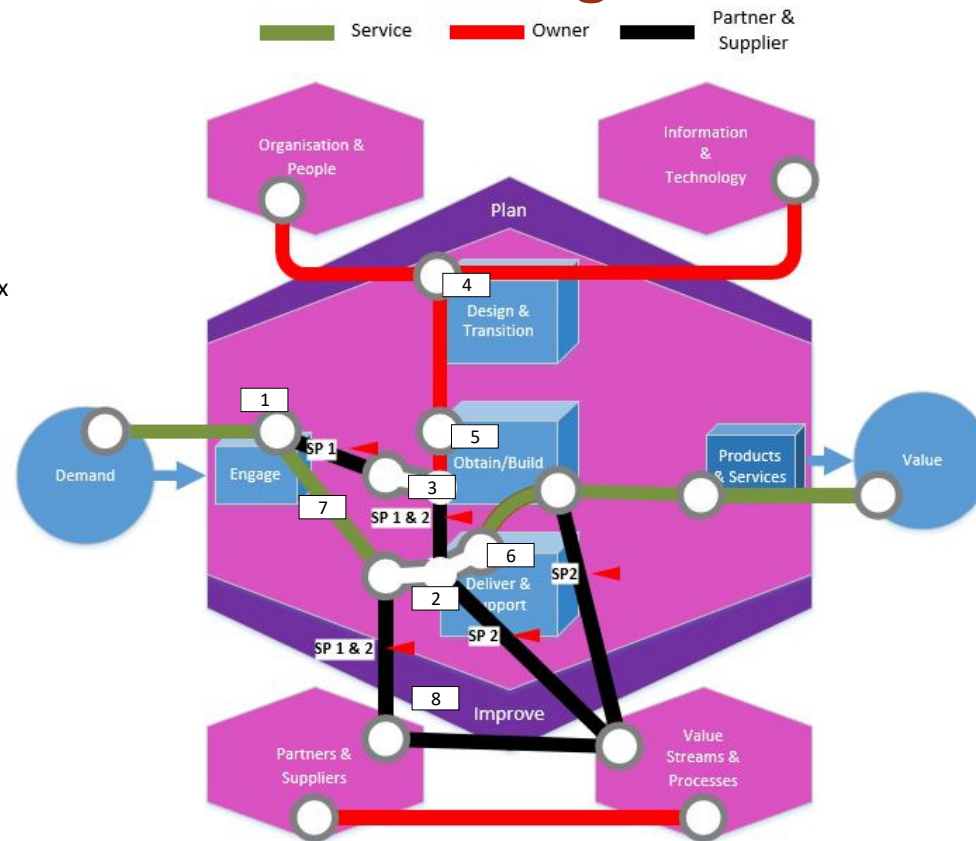
Hybrid - Service Integrator Model Service Value Chain

- 1 User registers issue
- 2 Support investigate and attempt to fix
- 3 Obtain fix from specialist team
- 4 Gain approval for design change
- 5 Build and deploy update
- 6 Verify resolution
- 7 Confirm resolution with user
- 8 Identify improvements



Service Provider as Service Integrator Model Service Value Chain

- 1 User registers issue
- 2 Support investigate and attempt to fix
- 3 Obtain fix from specialist team
- 4 Gain approval for design change
- 5 Build and deploy update
- 6 Verify resolution
- 7 Confirm resolution with user
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ITIL 4 and SIAM Sig Terminology Comparison

ITIL 4 Management Practices	SIAM SIG Processes for Outsourced Integrator
	Addition and Transfer of Providers into the eco system
	Access Management
IT Asset Management	Asset Management
Availability Management	Availability Management
Relationship Management	Business Relationship Management
Capacity and Performance Management	Capacity Management
Change Control	Change Management
	Complaints and Escalations Process
Service Configuration Management	Configuration Management
Continual Improvement	Continual Service Improvement
Architecture Management	Enterprise architecture design
	Governance (Across SIAM framework)
Monitoring and Event Management	Event Management
Service Financial Management	Financial Management
Incident Management	Incident Management
	Major Incident Management
Service Continuity Management	IT Continuity Management
Information Security Management	IT Security Management
Knowledge Management	Knowledge Management
Problem Management	Problem Management
Project Management	Programme and Project Management
Release Management	Release Management
Service Request Management	Request Management

ITIL 4 Management Practices	SIAM SIG Processes for Outsourced Integrator
Risk Management	Risk Management
Service Desk	Service Desk/Bridge
Portfolio Management	Service Portfolio
Service Catalogue Management	Service Catalog
Service level Management	Service Level Management
	Service Provider Management
Measurement and reporting	Service Reporting
Service Design	SIAM Design
	Standards and Policies
Supplier Management	Supplier management
	Systems Integration
Organisational Change Management	
Strategy Management	
Workforce and Talent Management	
Business Analysis	
Service Validation and Testing	
Deployment Management	
Infrastructure and Platform Management	
Software Development and Management	

The Way Forward

Roadmap SIAM to ITIL4 and Vice Versa



Align and Adapt – Get the best of both worlds

- SIAM within ITIL 4
 - The Service Value System enables SIAM
 - SIAM can be defined as a Service Value Chain
- The SIAM Framework is and will remain a key option
 - It can be used to adopt ITIL 4
 - Align it to business change, not for the sake of it
 - Doing so will help to exploit ITIL 4 adoption by your service providers
 - Keeps the language aligned
 - Maintains commonality with industry best practice

Summary

- There are synergies between SIAM and ITIL 4.
- ITIL 4 has SIAM within it, not fully defined but it has the potential to define Service Value Chains.
- SIAM frameworks can support implementing ITIL 4 if there is a business need to change the ITSM framework.
- ITIL 4 is not going to break your current SIAM operation.

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