**ITIL 4 – Session 2**

Key Components

Cyrus Howells  
*itSMF Utilities Community of Interest Manger, ITSM Process Engineer, ITIL Expert*  
chowells@duqlight.com

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ITIL 4 – Session 2
Key Components

Agenda

• Introduction and course background
• Recap from session 1
• ITIL Service Value System
• Session 1 takeaway exercise
• Four Dimensions of Service Management
• Takeaway exercise
Meeting logistics

- Stay on mute if not speaking
- Use chat for questions
- I'll have times to stop to answer questions
- I'll keep this as interactive and engaging as possible
- I will follow up with any questions I can’t get to during session
Cyrus A. Howells

- ITSM Process Engineer Duquesne
- Past President – Pittsburgh HDI
- VP Education – Moon Toastmasters
- Manager – itSMF Utilities COI
- ITIL v3 Expert
- Lean Six Sigma Greenbelt
- Husband
- Father
- Grandfather
- Cavapoo Dad

Past roles

- Field Technician
- Supervisor on Call
- Right of way Agent
- IT Analyst
- Service Desk Supervisor
- Client Technology Manager
- Service Level Manager
- Change Management Process Owner / Manager
- Operations Manager (Incident, Problem, Change)
- ITSM Process Management / Engineer
We provide a forum to discuss, development, and adopt IT Service Management (ITSM) principles and best practices in support of utility organizations.

We are not limited to but generally include companies who generate, distribute or resell; electricity, gas, water, sewer and telecommunications services.
itSMF USA is the premier membership association for Service Management professionals. We are a volunteer-led, vendor-neutral community dedicated to the promotion, adoption, and advancement of service management best practices and standards that help your organization run more effectively and efficiently to deliver bottom-line results.
Purpose

• Common terminology and understanding
• Individual service management skills
• Department service management capability
• Customer service management experience
• Understanding the IT role, not the IT Organization
Course Objective

• Understand what ITIL is (and isn't)
• Where do I and what I do fit in
• How the ITIL framework can help
• A reference for future needs
• Information for your path forward
Session 1 Recap

Best Practice Framework

IT Service Management (ITSM)

The use of IT today has become the utility of business.

Why ITIL

History – how we got here
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Key Components
ITIL Service Value Chain

Key Components:
- Engage
- Plan
- Design and Transition
- Deliver and Support
- Obtain or Build
- Improve
- Products and Services
ITIL Practices

- General Management Practices
- Service Management Practices
- Technical Management Practices

34 Practices
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Key Components

- Governance
- Plan
- Improve
- 34 Practices

- Engage
- Design and Transition
- Obtain or Build
- Deliver and Support
- Products and Services
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Key Components

Guiding Principles
- Focus on Value
- Start Where You Are
- Progress Iteratively with Feedback
- Collaborate and Promote Visibility
- Think and Work Holistically
- Keep It Simple and Practical
- Optimize and Automate
Continual Improvement Model

- What is the vision?
- Where are we now?
- Where do we want to be?
- How do we get there?
- Take action
- Did we get there?
- How do we keep the momentum going?
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Key Components

- Guiding Principles
- Governance
- Practices
- Continual Improvement

Service value chain

ITIL Service Value System

Opportunity And Demand

Value
Where do I / what I do fit in?

Examples

• List 1-5 IT processes / services you participate in
  • Applications Level 2 Support
  • Development, Testing, Deployment,
  • Planning,
  • System Administration

• List 1-5 business services / processes you support
  • Procurement
  • Field operation
  • Asset management
  • Storm restoration
  • Financials

• How do or could you have an impact on the external customer (positive or negative)?
  • Ensure internal outages don't delay line work.
  • Positive: Well-coordinated and planned field work can provide or restore service to customers in a timely cost-effective manner
  • Negative: System failures can delay field work due to un-ordered materials, miss-estimated plans, and scheduling inefficiencies.
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Where do I / what I do fit in?

**IT Practices**
- Architecture Management
- Capacity and Performance Management
- Change Control
- Continual Improvement
- Deployment Management
- Incident Management
- Information Security Management
- Infrastructure and platform management
- IT Asset Management
- Knowledge Management
- Measurement and Reporting
- Monitoring and Event Management
- Project Management
- Risk Management
- Service Configuration Management
- Service Continuity Management
- Service Financial Management
- Service Request Management
- Service Validation and Testing
- Software development and management
- Supplier Management
- Workforce and talent management

**Business Process**
- Billing and Revenue
- Business Development
- Communications Services
- Compliance
- Customer Experience
- Engineering
- External Affairs
- Field Operations
- Finance
- Human Resources
- Innovation Office
- Legal Services
- Operations
- Operations Services
- Procurement
- Regulatory Services
- Safety
- Workforce Development

**Business Services**
- Billing
- Community Action
- Customer Service
- Electric Service
- Energy Savings
- Financial Assistance
- Service Restoration
- Transmission Service

Example
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Four Dimensions of Service Management

- Guiding Principles
- Information and Technology
- Organizations and People
- Opportunity and Demand
- Governance
- Value
- Value Streams and Processes
- Partners and Suppliers
- Practices
- Continual Improvement

- Service value chain
  - Opportunity
  - And
  - Demand

Partners and Suppliers
- Information
- and
- Technology

Organizations and People
- Continual
- Improvement
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Value Balance

- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes
- Products and Services
- Value
**Key Components**

**Organizations and People**

**Key aspects**
- Roles and responsibilities
- Authority and communication
- Organizational culture
- Capacity and competency in the workforce

**Organization** - A person or a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives.
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Organizations and People

- Ring of Value - Customers
  - Business Line
  - Business Unit
  - Department
  - Function
  - Team
  - Individual

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ITSM Supply Chain Model

- Incident Management
- Change Management
- Problem Management
- Etc.

Service Owners

Process Owners

Roles

Operations Management: e.g. Analyst
Technical Management: e.g. Server Admin
Applications Management: e.g. DBA
Service Desk, etc.: e.g. Agent

e.g. Monitor Incident
e.g. Diagnose Incident
e.g. Recover Database
e.g. Log Incident

Process Activities

Requests

Reported Incidents

Services

Business End Users

Fulfilled Requests

Service Releases and Changes

Projects

External Suppliers

Customer

Business

IT Organization

Providers

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Key aspects

• Information and knowledge necessary
• Technologies required
• Inputs and outputs

Key questions - Information

• Information managed?
• Supporting information and knowledge?
• Information and knowledge lifecycle?
Key questions - Technology

- Compatible?
- Regulatory or compliance issues?
- Viable
- Align to strategies?
- Right skills?
- Automation capabilities?
- Additional capabilities?
- New risks or constraints?
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Key Components

**Key aspects**

- Relationships with other organizations
- Contracts and other agreements

**Factors influencing Supplier Strategy**

- Strategic focus
- Corporate culture
- Resource scarcity
- Cost concerns
- External constraints
- Subject matter expertise
- Demand patterns

**SIAM** - Service Integration and management
Key Components

Key aspects

- What is needed
- Integration and coordination
- Value creation for all

ITIL Service Value Chain Definitions

- **Value stream** - steps used to create and deliver products and services to a service consumer
- **Process** - interrelated or interacting activities that transforms inputs into outputs
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Key Components

- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes
- Continual Improvement
- Practices
- Design and Transition
- Engage
- Obtain or Build
- Deliver and Support
- Outcome
- Products and Services
- Output

Guiding Principles

Governance

Plan

Value Stream / Processes

Opportunity and Demand

Environmental

Political

Economic

Social

Technological
Key Components

Value Steam Optimization (Improve Productivity)
- Analyze the current state
- Identify workflow barriers
- Remove waste

Continual Improvement Model
- What is the vision?
- Where are we now?
- Where do we want to be?
- How do we get there?
- Take action
- Did we get there?
- How do we keep the momentum going?

Guiding Principles
- Focus on Value
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- Keep It Simple and Practical
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Results in Value
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Key Components

- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes

Guiding Principles
- Governance
- Plan
- Improve
- Practices
- Continual Improvement

Opportunity and Demand
- Value

Political

Environmental

Economic

Legal

Social

Technological

Engage
Obtain or Build
Deliver and Support
Design and Transition

Outcome
Products and Services
Output
Takeaway

Where do I / what I do fit in?

• List 5 organizations I'm part of (person, team, function, department, etc.)

• List a value provided by each of those organizations

• Challenge question: No response necessary but think about what value streams you play some part in.
  
  • Doesn't have to be perfect
  • Don't spend more than 15 minutes
  • Don’t provide sensitive or restricted information
  • Return to me by October 30th – chowells@duqlight.com
Thank you!!

November 4th

Session 3: Key Concepts and the Service Value Chain