ITIL 4 – Session 5
Guiding Principles and going forward

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ITIL 4 – Session 5
Guiding Principles and going forward

Agenda

• Introduction and course background
• Recap from session 4
• Guiding Principles
• Continual Improvement
• 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
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Guiding Principles and going forward

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
ITIL 4 – Session 5
Guiding Principles and going forward

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
What is a Process Practice?

A set of organizational resources designed for performing work or accomplishing a specific objective.

Inputs → Organizational Resources → Outputs

Turns inputs into defined outputs.
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Practice Grouping

- General Management Practices (14)
- Service Management Practices (17)
- Technical Management Practices (3)
Incident Management Practice

Process 1: Incident handling and resolution

Figure 3.2 Workflow of the incident handling and resolution process
Why are we talking about practices now?

This

Not this
GUIDING PRINCIPLES

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Guiding Principles and going forward
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Guiding Principles and going forward

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

The Big Rules

Governance
Plan
Design and Transition
Obtain or Build
Deliver and Support
Products and Services

Plan
Improve
Engage
Focus on value

The Story

As an electric utility, we need a better way for our customers to report bad poles which could be a safety or reliability issue.
Start where you are

The Story

While the mapping system exists and is supported in house, there is no system to which can integrate the location provided by the customer in the customer relationship system with the mapping system.
Progress iteratively with feedback

The Story

The server team builds the virtual servers required to host the new system.

The Pole Report team installs the new system with the assistance of the server team and the manufacturer.
Collaborate and promote visibility

The Story
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Think and work holistically

The Story
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Keep it simple and practical

The Story

Engage

- Design and Transition
- Obtain or Build
- Deliver and Support

Products and Services

Improve
Optimize and automate

The Story
Guiding Principles

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ITIL 4 – Session 5
Guiding Principles and going forward

Continual Improvement
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Going forward

The Continual Improvement Model

• Key component
• All levels
• Everyone in the boat
The user survey
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What is the vision?

I can see clearly now
• High level direction
• Initiative
• Stakeholders and roles
• Expected value
• Responsibility

If this step is skipped?
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Assessment

• Existing services
• Through objective measurement

Processes and procedures

Perception

Competencies and skills

If this step is skipped?
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GUIDING PRINCIPLE ALERT
Keep it simple and practical

What’s the gap?
• Vision versus now
• Options
• Objectives

If this step is skipped?
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Guiding Principles and going forward

GUIDING PRINCIPLE ALERT
Progress iteratively with feedback

How do we get there?

The plan

• Creation
• Iterations

If this step is skipped?
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Ready, Set, Go!

• Approach
• Focus
• Important factors
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Are we there yet?

- Check progress
- Check value
- What if

If this step is skipped?
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How do we keep the momentum going?

Delivered expected value

Didn’t achieve expected results

*If this step is skipped?*
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Guiding Principles and going forward

Going forward

The Continual Improvement Model

- Key component
- All levels
- Everyone in the boat
Guiding Principles

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Where do I / what I do fit in?
• Which guiding principle do you relate to the most and why?
Thank you!!

December 16th

Session 6: Governance and Conclusion