Session 6 - Governance and Conclusion

- Session kickoff
- Agenda
  - Governance
  - Recap
  - Next steps
  - Q&A and conclusion
- Logistics for the meeting
  - 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
- Introduction
  - Instructor: Cyrus A. Howells
  - Senior Process Engineer
  - Been with DLC since November 2016
- itSMF Utilities COI
  - 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
  - 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.
- Governance
  - Key points, broken down:
    - Every organization is directed by a governing body, i.e. a person or group of people who are accountable at the highest level for the performance and compliance of the organization.
    - All sizes and types of organizations perform governance activities;
    - the governing body may be a board of directors or executive managers who take on a separate governance role when they are performing governance activities.
    - The governing body is accountable for the organization’s compliance with policies and any external regulations.
- Governance in the Service Value System
  - The role and position of governance in the ITIL SVS depends on how the SVS is applied in an organization.
  - The SVS is a universal model that can be applied to an organization as a whole, or to one or more of its units or products.
  - Some organizations delegate authority to perform governance activities at different levels.
  - The governing body of the organization should retain oversight of the SVS to ensure alignment with the objectives and priorities of the organization. *The buck stop here*
It is crucial:
- the service value chain and the organization’s practices work in line with the direction given by the governing body
- the governing body of the organization, either directly or through delegation of authority, maintains oversight of the SVS
- both the governing body and management at all levels maintain alignment through a clear set of shared principles and objectives
- the governance and management at all levels are continually improved to meet expectations of the stakeholders.

Governance activities:
- Evaluate - The evaluation of the organization, its strategy, portfolios, and relationships with other parties. The governing body evaluates the organization on a regular basis as stakeholders’ needs and external circumstances evolve.
- Direct - The governing body assigns responsibility for, and directs the preparation and implementation of, organizational strategy and policies. Strategies set the direction and prioritization for organizational activity, future investment, etc. Policies establish the requirements for behavior across the organization and, where relevant, suppliers, partners, and other stakeholders.
- Monitor - The governing body monitors the performance of the organization and its practices, products, and services. The purpose of this is to ensure that performance is in accordance with policies and direction.

Organization Examples and governance
- Every organization is directed by a governing body, i.e. a person or group of people who are accountable at the highest level for the performance and compliance of the organization.
  - Board of directors
  - Company - Executive Team
  - Department - IT Leadership Team
  - Functions - Directors and / or managers
  - Teams - managers and / or supervisors
  - Individuals
- Evaluate, Direct, Monitor applies at each level and aligned to the organization above

Recap
- Session 1 - Overview
  - Purpose of the course
    - Develop common terminology and understanding
    - Improve individual service management skills
    - Improve department service management capability
    - Improve customer service management experience
    - Improve understanding of the IT role, not just the IT Organization (what I do as opposed to where I sit in the organization)
  - Objective of the course
    - Understand what ITIL is (and isn't)
    - Where do I and what I do fit in
    - Understand how the ITIL framework can help
• Provide a reference for future needs - A detailed document will be provided to participants for each session
• Provide information to help you find a path forward

• History of ITIL
• Why ITIL

• Session 2 - Key components of the ITIL 4 framework
  ▪ ITIL Service Value System
    • ITIL service value chain
    • ITIL practices
    • Governance
    • ITIL guiding principles
    • Continual improvement
  ▪ Key Message: The ITIL SVS represents how the various components and activities of the organization work together to facilitate value creation through IT-enabled services.
  ▪ Four Dimensions of Service Management
    • Organizations and people
    • Information and technology
    • Partners and suppliers
    • Value streams and processes.
  ▪ Key Message: The four dimensions, and relationships between them must be addressed in balance. Failing to address all four dimensions properly may result in services becoming undeliverable, or not meeting expectations of quality or efficiency.

• Session 3 - Key Concepts of Service Management and the ITIL Service Value System
  ▪ Key Concepts
    • Value (for)
    • Stakeholders (by way of)
    • Products and services (using)
    • Service relationships (while keeping in mind)
    • Outcomes, costs, and risks
  ▪ Key Message: A shared understanding of the key concepts and terminology of ITIL by organizations and individuals is critical to the effective use of this guidance to address real-world service management challenges.
  ▪ The Service Value Chain
    • Plan
    • Improve
    • Engage
    • Design and Transition
    • Obtain or build
    • Deliver and support
  ▪ Key Message: A service value chain, the central element of the service value system (SVS), is an operating model that outlines the key activities required to respond to demand and facilitate value realization through the creation and management of products and services

• Session 4 - ITIL Practices
What's a practice?
- A management practice is a set of organizational resources designed for performing work or accomplishing an objective.
- Practices are what was known as processes before ITIL 4

Types of practices
- General management
- Service management
- Technical management practices

Key Message: A management practice is a set of organizational resources designed for performing work or accomplishing an objective.

Levels of a practice
- Practice
- Process
- Activity

Session 5 - Guiding Principles and going forward
- The ITIL 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

Key message: Guiding principles are universal and enduring recommendations to guide organizations in all circumstances, regardless of changes in goals, strategies, types of work, or management structure. These are the Big rules.

The guiding principles help guide organizations in their work as they adopt a service management approach and adapt ITIL guidance to their own specific needs and circumstances.

Continual improvement
- 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?

Key message: With continual improvement, the end is the beginning. Where we end, is where we start through the model again, and why continual improvement is a key component of the framework.

Session 6 - Governance
- Governance activities:
  - Evaluate
  - Direct
ITIL 4 - Session 6: Guiding Principles and going forward

Presenter
Cyrus Howells, ITSM Process Engineer, ITIL Expert
chowells@duqlight.com
Duquesne Light Company

- Monitor
- **Key message:** Every organization is directed by a governing body, i.e. a person or group of people who are accountable at the highest level for the performance and compliance of the organization.

- Next steps
  - Knowledge and tools
    - Axelos
    - itSMF
  - Certification
    - ITIL 4 certification path
  - Application