ITIL 4 – Session 6

Governance and Conclusion

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itSMF USA
Utilities Community of Interest
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Agenda

• Governance
• Recap
• Next steps
• Q&A and conclusion
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
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Governance

- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes
- Continual Improvement
- Guiding Principles

Opportunity and Demand
- Engage
- Design and Transition
- Obtain or Build
- Value and Support
- Deliver and Support
- Value Streams and Processes

Governance

Political
- Technological
- Environment

Outcomes
- Output
- Outcomes and Services

Value

Utilities Community of Interest

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Key points

• Every organization is directed by a governing body
• All sizes and types of organizations perform governance activities
• The governing body may be fill in the blank.
• The governing body is accountable
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Governance in the Service Value System

• The role and position of governance
• Application of the Service Value System
• Delegation of authority
• Oversite and alignment
And what’s crucial

- Alignment – SVS, Practices and governance
- Oversite of the Service Value System
- Shared principles objectives
- Continual improvement
Governance activities

- Evaluate
- Direct
- Monitor
Organizational examples and governance

- Board of directors
- Company
- Department
- Function
- Team
- Individual

Governance Activities

Evaluate – Direct - Monitor
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History of ITIL

IBM is researching Information Systems Management Architecture ISMA

Why ITIL?

• Most widely adopted
• Recognized globally
• Holistic approach to ITSM delivery
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.
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.
Key Concepts

**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.

- **Value for Stakeholders**
  - by way of Products and Services using Service Relationships while keeping in mind Outcomes, costs and risks
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.
**What is a Process Practice?**

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

**Turns inputs into defined outputs**

- General Management Practices (14)
- Service Management Practices (17)
- Technical Management Practices (3)
Process 1: Incident handling and resolution

Figure 3.2 Workflow of the incident handling and resolution process
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.
What is the vision?

Where do we want to be?

How do we get there?

Did we get there?

Where are we now?

How do we keep the momentum going?

**The Continual Improvement Model**

- Key component
- All levels
- Everyone in the boat

**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.
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.

Governance activities

- Evaluate
- Direct
- Monitor
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Next steps

• Knowledge and tools
• Certification
• Application
Knowledge and Tools

Personal continual improvement

https://www.axelos.com/

https://www.itsmfusa.org/
Certification

https://www.axelos.com/
Application

**Recommendations**
- Don’t accept the status quo
- Don't look back
- Practice an improvement mindset
- Remember small changes have big impacts
- Perfection isn't a requirement

**Ways to improve value**
- Identify IT processes / services you participate in
- Identify business services / processes you support (directly or indirectly)
- Follow the key concepts approach
- Apply the guiding principles
- Map the value stream(s)
- Use the continual improvement model
Any questions?
Thank you!!

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