

Enterprise – the Next Generation (ITIL beyond IT)



ITIL v3.0 is 10 Years old

Released in 2007



The world has changed since then !!!

- The entire Obama administration
- Prince Harry slipped three places
- ITIL v3.1 was released in 2011 (edit update)
- 10 AFL Grand finals and Melbourne Cups
- Global Financial Crisis (GFC)
- Kyoto and Paris Agreements on Climate Change

And 10 years in the Services Space?

- **Agile Methods** – Projects, Development, Kanban
- **Lean Thinking** – Remove waste in time, processes, logistics, resources
- **DevOps** – Continuous Development, Integration and Deployment – Automation on steroids
- **Internet of Things (IoT)** – Data Driven Services, AI, Chatbots, the internet connected light globe
- **Enterprise Service Management (ESM)** - Managing non-IT Services. Why wouldn't the same principles apply?

Apply new thinking to ITIL

- **Agile Methods** – Deliver an MVS and regularly improve on it in small steps
- **Lean Thinking** – What steps of the base, and extended ITIL process to remove
- **DevOps** – What happens to Change and Release Management with end-to-end automation?
- **Internet of Things (IoT)** – Define the service. Where does the service, and SM begin?
- **Enterprise Service Management** – What does a ‘Change’ mean? Which CIs to track?

ITIL must adopt and adapt itself

Every Enterprise is a Service Provider

- Commercial
- Government
- Manufacturing
- IT/IS
- Digital
- Not for Profit
- Agricultural



“Every successful Product business needs to become a Service business.”

Thomas L Friedman – Understanding Globalisation

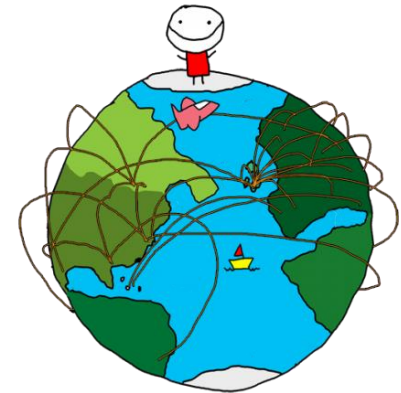
ITIL is for all Service Providers

The World is now **Digital**

(Social Media, Mobility, and the Internet of Things)

Hence the drive is for

- more services,
- faster delivery,
- greater customer targeting,
- high adaptability and
- self-service (no salesperson)



That means

“Better Managed Services”



Why not 'ITILise' every Enterprise?

Many departments within enterprises are following ITIL (ESM) processes without knowing it

- A customer Service Desk and self-service portals
- Recording Incidents to restore the services
- Processes to make updates to their processes
- Processes defined on how to handle certain events
- What strategy do we apply to improve our services and our market share
- Feedback loops to improve services
- Etc.

Business Adopting ESM

It's so cute. What is it called?

It is called ESM

Great.
Let's adopt it



What must we do?

- ❖ Earn a seat on the Table
- ❖ Look for the early adopters
- ❖ DON'T mention ITIL
- ❖ Look for business problems
- ❖ Be Agile and Lean – MVS
- ❖ Explain the Services Model



Trust Me, I provide your IT Services

Best play along
Spock, until we
find out their
ulterior motives

Captain, do you trust these
IT people?



What is in it for IT?

- ❖ IT Service Alignment with Business
- ❖ Greater Business understanding of IT Services
- ❖ Better integration with Business
- ❖ Getting involved with the Enterprise Strategy
- ❖ Diversity of teams
- ❖ Less waste in service provision



ESM to the rescue



Early Adopters

It is BIGGER then just IT, and it is happening.

Other parts of your enterprise are going down
this path

Typical Early Adopters (outside of IT)

- HR - Facilities Management - Finance

Some early terminology being used

- BSM – Business Service Management
- CSM – Customer Service Management



Take HR for Example

What Service do they provide?

- On Boarding
- Training
- Dispute Handling
- And more...
- Off Boarding
- Career Development
- Special Conditions Employment

- Are these services, their scope and practice, well defined?
- Are the processes behind these services well understood, efficient and effective?
- Are the processes lean and agile?

What do new ITIL processes look like?

- **Change and Release Management** – which defines the level of change requiring review, and certifies automated development, integration, testing and deployment
- **Incident and Problem Management** – which defines an impact to services and how to manage service restoration (automated, deploy and destroy)
- **Capacity, Availability, Continuity Management** – which ensures the warranty of services from the infrastructure, human, logistics, etc.
- **Service Level and Financial Management** – can you put a price on great service? Yes you can. It is the value to the customer

How do we spread the word?

- Find out what the current status of ESM implementation is in your enterprise and collaborate with current initiatives
- Carry out an assessment of current maturity of the ESM
 - Are you introducing or improving the processes?
- Select an internal service provider as a pilot, **use their terms and processes**, and see how much they already fit
- Adopt an Agile approach
 - Deliver small enhancements and get rapid customer feedback
 - Fail fast, rapid customer feedback and learn from it, apply the feedback
- Ensure Support and Buy-In from all levels, including Suppliers and Customers
- Start an ongoing Awareness Campaign

And ensure its adoption?

- Start with the processes that will have the most immediate benefit to the enterprise
- Implement a Continuous Service Improvement Program to oversee the discreet process improvement projects (Optimisation Reviews)
- Train staff and customers
- Build a Service Portal and support it with a Service Desk
- Introduce Incident, Problem and Change Management
- Expand to other service providers within the enterprise
- Celebrate and publish the successes
- Select **an ESM tool**
 - Remember tools must support processes not vice versa
- Do not be overambitious

ITIL V4.0?



S ervice

M anagement

I nfrastructure

L ibrary (for)

E nterprises



Thank you

Any Questions ?



Now go forth and **SMILE** !

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