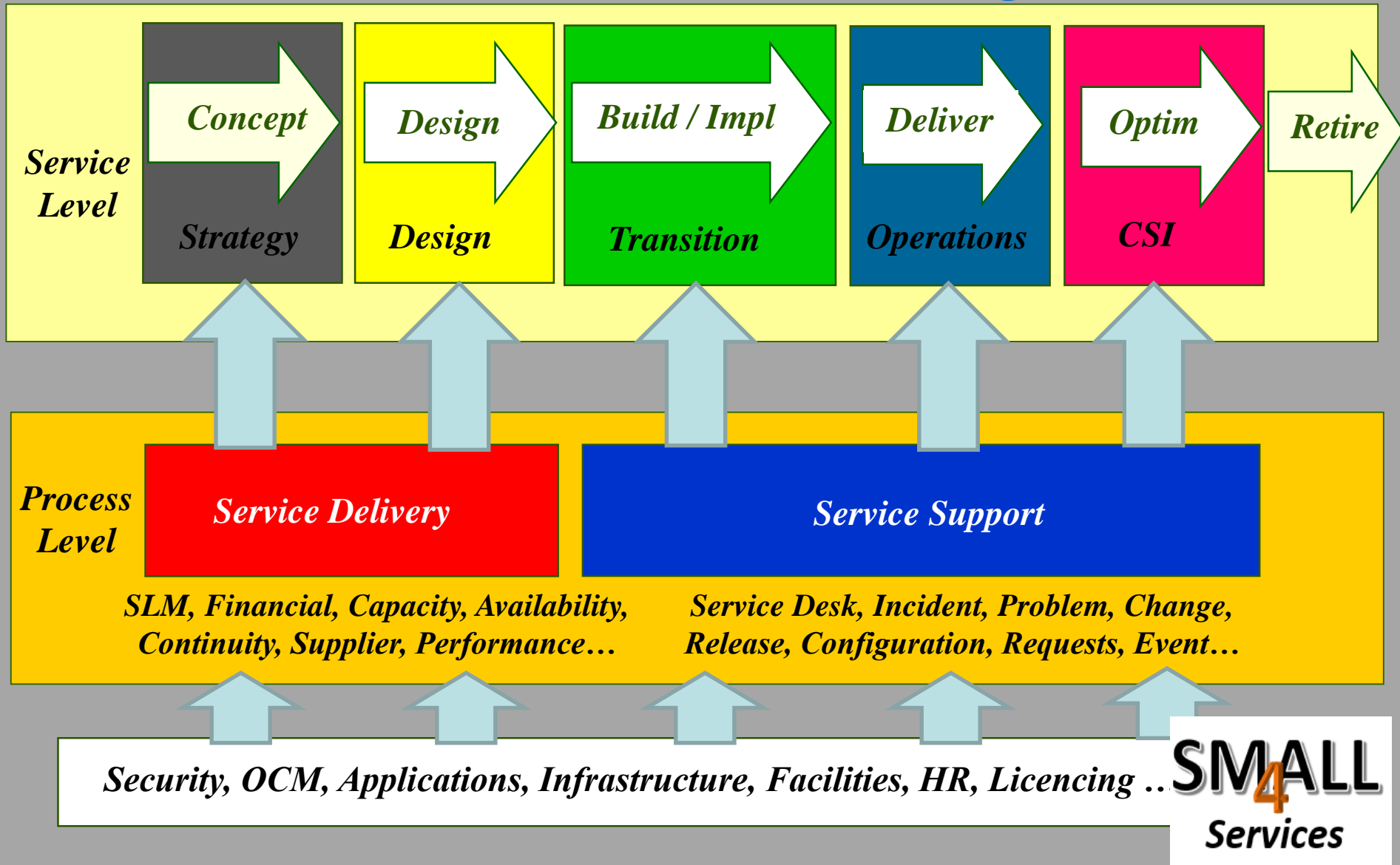


# Enterprise – the Next Generation (ITIL beyond IT)



# Where we are now – *Two levels of Service Management*



# The 'Space' Around us

- Cloud Computing
- Digital Transformation
- Agile Methods
- Lean Thinking
- DevOps
- Internet of Things (IoT)
- And more to come

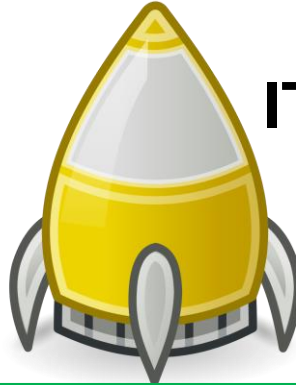
**ITIL must adopt and adapt itself**

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

Thomas L Friedman – The Lexus and the Olive Tree -  
Understanding Globalisation



# Upward and Outward



ITIL V 4.0

Environment Level

Service Level

Process Level



**SMALL**  
4  
*Services*

**Enterprise Service Management**  
is simply applying  
Service Management principles and  
processes across the breadth of an  
enterprise – to each element in the  
enterprise that provides services to  
internal, or external customers



# Business Adopting ESM

It's so cute. What is it called?

It is called ESM

Great.  
Let's adopt it



# Mission Statements

## HR Mission Statement

Our Human Resources Department works in partnership with managers and their teams, with individual employees, and with other groups to provide programs and services that improve the work environment of employees, promote empowerment and involvement, and support business.

## Fleet Mission Statement

To provide vehicles, equipment and services to the officials and employees of the organisation so that they can provide services to wherever and whenever required.

## Education Mission Statement

The mission of the University of Cambridge is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence.

## Facilities Mission Statement

To provide consistently high-quality environmental conditions and customer services that support and enable the provision of an outstanding staff experience.

## Mission Statement

Our mission is to provide the ultimate travel planning experience, while becoming a one stop shop for every travel service available in the industry..



# Why not 'ITILise' every Enterprise?

**Many enterprises are following ITIL (ESM) processes, perhaps 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

# 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?



**SMALL**  
**4**  
*Services*

# What's In It For IT?

- Be an Enterprise player
- Recognised for collaboration
- Aligned to business
- Allies when in budgetary discussions
- Vital contributor to company strategy



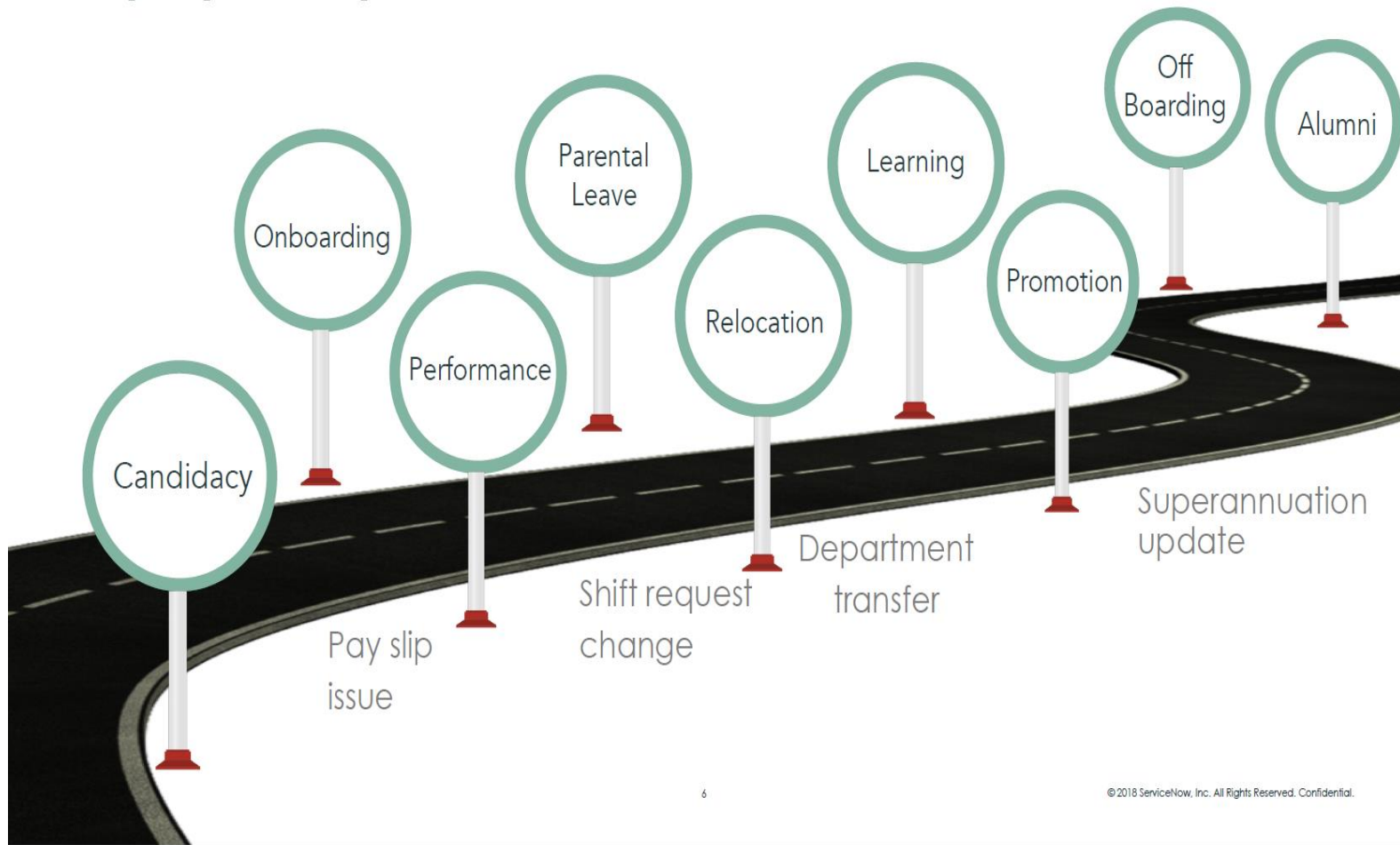
# ESM team to the rescue



# What do we need to do?

1. Earn a seat at the table
2. Pick an interested area to pilot
  - a. Are their services and customers well defined?
  - b. Do they have clear and immediate issues?
  - c. Can we talk their language?
3. Work with them to define some of their services
4. Build some of their process flows
5. Hand administration and control over to them
6. Expand to other services/issues
7. Get them to talk on your behalf

# Lifecycle Events in HR



## HR services

- On Boarding
- Training
- Event Handling
- Off Boarding
- Career Development
- Special Conditions Employment

## Language

Each person has a Case file

Each event is a **change** in a person's situation

Counsellors to support staff

# Universities





# Universities have a spectrum of service departments and faculties

- Teaching
- HR
- Facilities
- Research
- Finance
- Fleet

## Language

Deans of the Chancellery.

Lectures, curriculum and courses

Academic divisions, On campus, multiple campuses

Enrolment, Examinations, Tutoring

Financial, Emotional and Physical support

# Targeting

Enterprise



Industry

# 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 some key Services, and supporting 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 the equivalent of 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



**S** ervice  
**M** anagement  
**I** nfrastructure  
**L** ibrary (for)  
**E** nterprises



**Thank you**

Now go forth and **SMILE** !

Any Questions ?



**Gary Percival**

[gary.percival@sm4all.com.au](mailto:gary.percival@sm4all.com.au)

[www.sm4all.com.au](http://www.sm4all.com.au)

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**4**  
**Services**