



IT Service Management

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Agenda

- **Introduction**
- **Reliable service delivery**
- **ITSM**
- **ITSM Assessments**



Introduction



Anders Stenmark
Business Critical Consultant
HP Global Support Delivery, Sweden
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27 years with HP:

- Customer Engineer, Field support - commercial systems**
- Project Manager, Network Design & Implementation**
- Account Support Engineer, Proactive Support Delivery**
- Business Critical Consultant, IT Service Management Assessments**

ITIL Expert in IT Service Management
Managers Certificate in IT Service Management
Certified HP Mission Critical Lead Assessor
Certified HP Mission Critical Support Specialist



Reliable service delivery



“High application availability does not happen on its own, nor does it happen automatically by acquiring high-availability technology.

It takes strategy, planning, policy and implementation to achieve it....”

Gartner
24x7 Application Availability



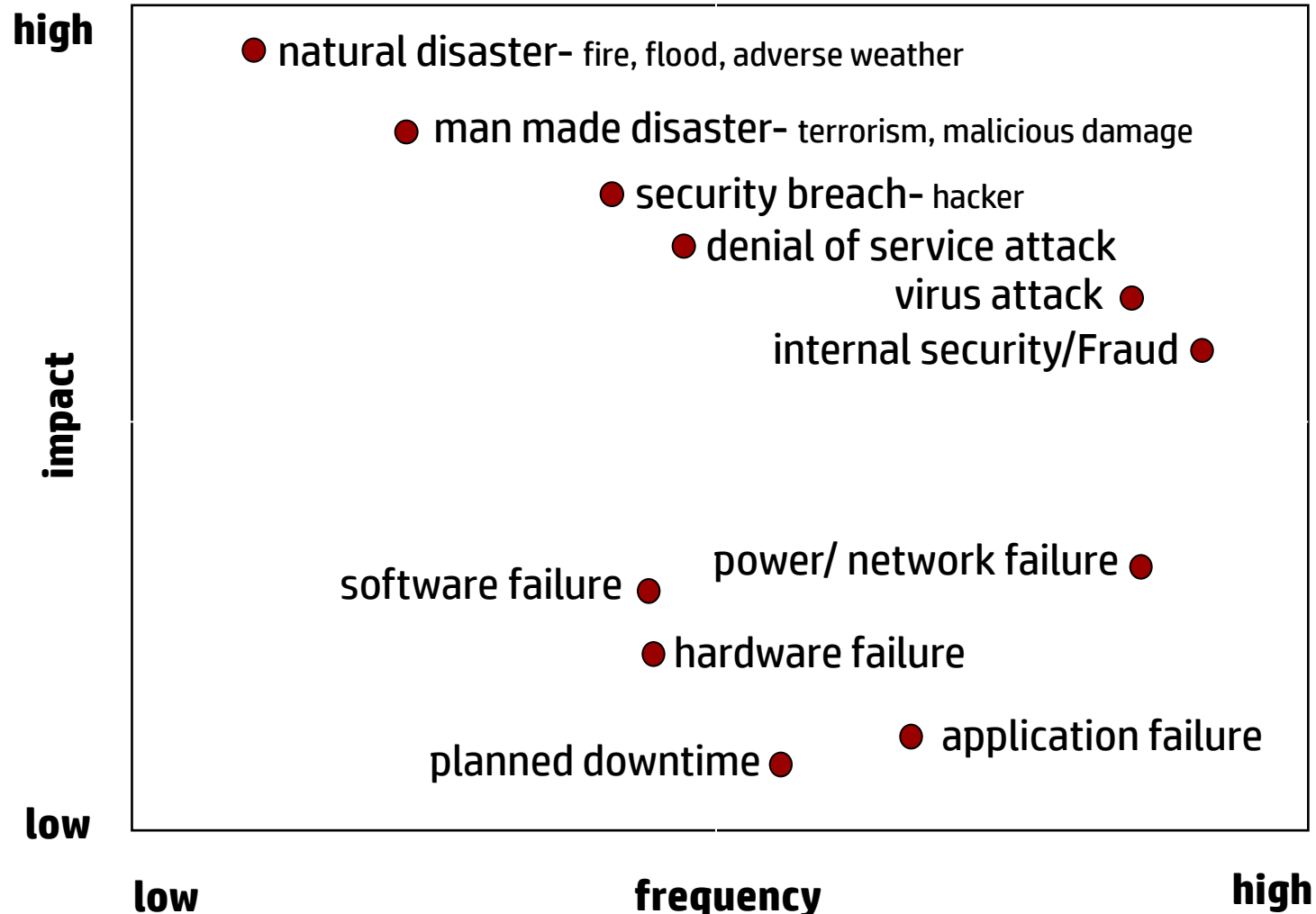
Causes of risk

Most Downtime is Not Caused by Technology Failure

With increased IT value chain complexity, management of IT is even more important in order to prevent downtime



What risks does your business face?



What risks to reliable IT Service delivery are you facing?



Business Impact of Downtime

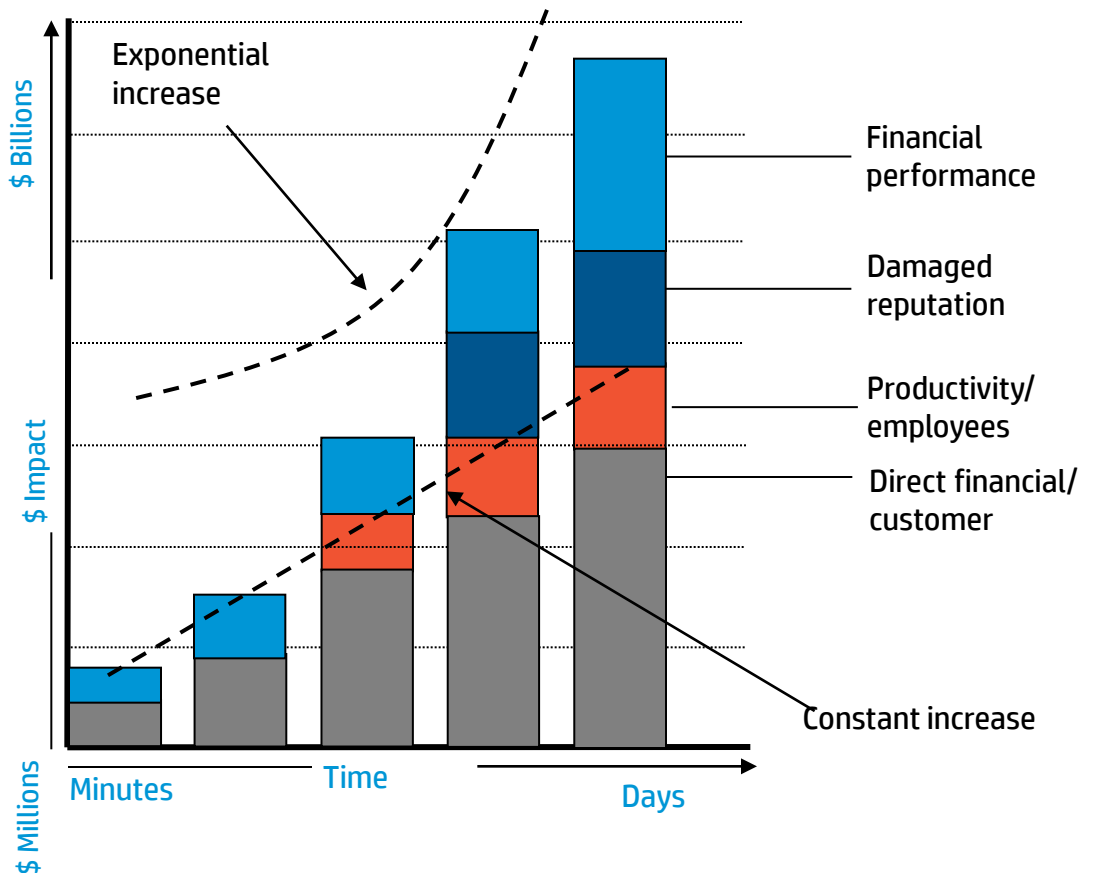
The risks to business performance

Financial performance:
Revenue recognition, cash flow,
credit rating, stock price, regulatory
fines

Damaged reputation:
Customers, competitors gain
advantage, suppliers, financial
markets, business partners

Productivity:
Number employee x impacted x hours
out x burdened hours = ?

Revenue:
Direct loss, compensatory payment,
lost future revenues, billing losses and
investment losses



Reliable service delivery

Delivering reliable IT Service to achieve desired business outcomes requires the right mix of...

Process: Service management best practices and continual improvement

People: Roles and responsibilities, skills, education, values, norms and experiences

Partnerships: Correct level of underpinning support agreements

Product: Tools and infrastructure



**Business
Success**

IT Service Management



What is ITSM?

“Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services”

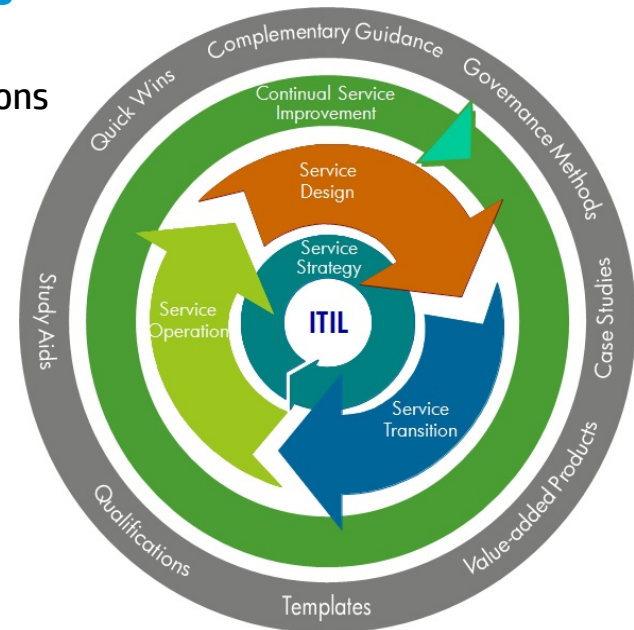
- **These capabilities include processes, functions, roles, skills, knowledge, organizations etc.**
- **An approach to managing IT**
- **Includes all areas related to management of IT**
Customers, Suppliers, Government, Regulators etc
- **Bridges the world of technology and the world of business**
- **The Basis for Professionalism**



What is ITIL?

“Provides a practical framework for identifying, planning, delivering and supporting IT services to the business”

- **A collection of best practices for IT Service Management**
 - Proven 'Good practices' that is in wide industry use
 - Based on the successful experiences of a number of organizations
- **Formally structured and documented**
- **A set of guidelines for practitioners**



Why ITSM/ ITIL?

”To create value for the business”

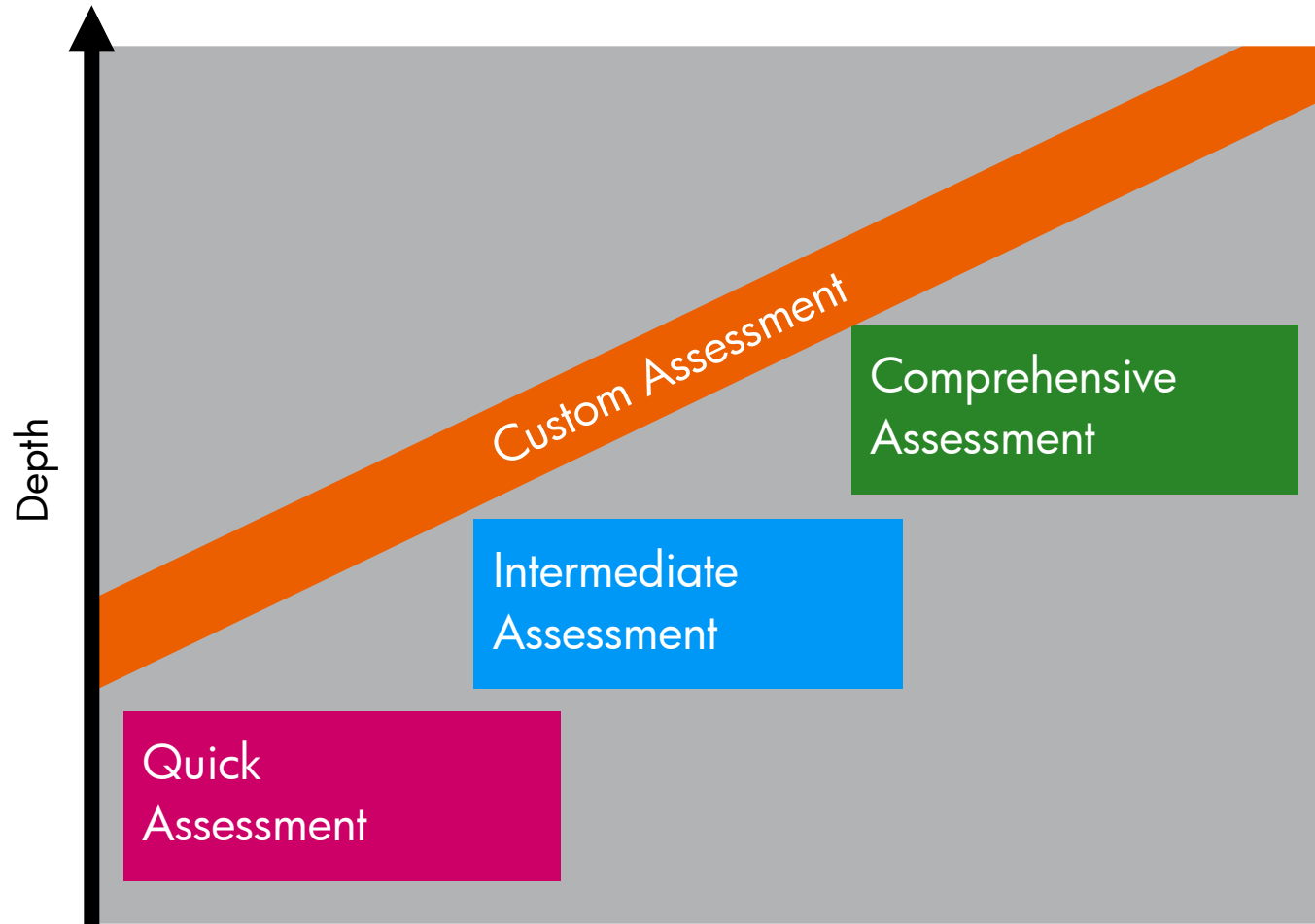
- **Ensure IT Services are constantly meeting business goals and delivering benefits**
- **Improved IT Service quality**
- **Reduced long-term costs**
- **Improved customer satisfaction through a more professional approach to service delivery**
- **Improved use of skills and experience**
- **Improved productivity**
- **Manage risks more effectively**



ITSM Assessments



HP ITSM Assessment service portfolio



Why HP ITSM Assessment ?

- **Helps you to compare and contrast your IT Infrastructure and processes with:**
 - Your business objectives and service level commitments
 - Industry best practice for reliable service delivery
- **Identifies gaps in IT Service Management implementation**
- **Identifies risks**
- **Analysis and presentation of findings**
- **Best practice recommendations for reliable service delivery**



Areas assessed in an ITSM Assessment

Continual Improvement & Automation

Service Measurement & Reporting
Service Improvement

Governance & Strategy

Service Management System
Risk Management
Relationship, Demand & Portfolio
Financial Management
Business Continuity Management
Workforce Management

Technology & Operation

Facilities Management
Technology Management Function
Server & Operating System
Storage
Database Administration
Network
Client & Printer
Application Management Function
Application & Middleware
Operations & Event Management
Problem Management
Incident Management
Request Fulfilment
Service Desk

Planning & Design

Program & Project Management
Service Catalogue Management
Service Level Management
Availability Management
Service Continuity Management
Capacity Management
Supplier Management
Information Security &
Access Management

Control & Transition

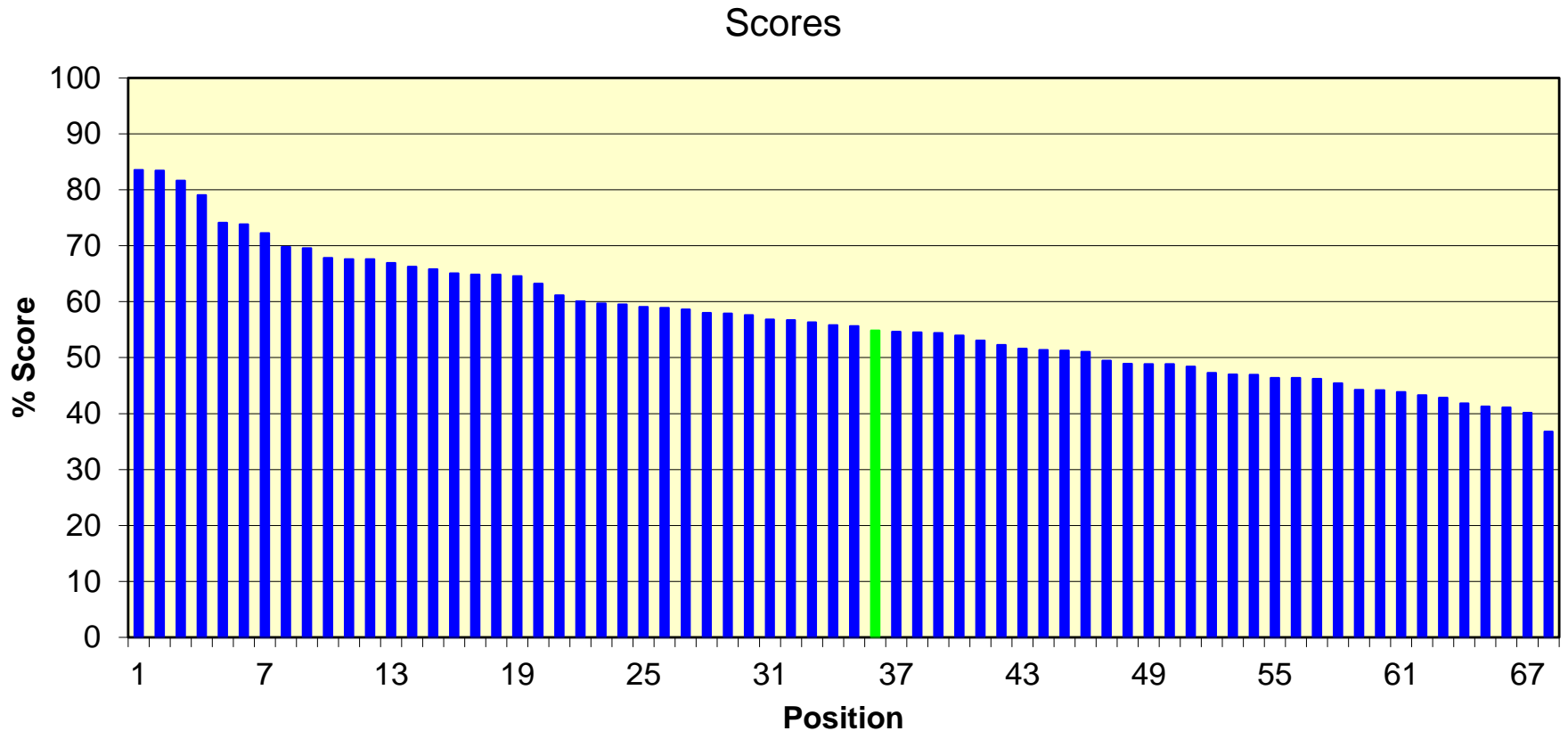
Transition Planning & Support
Release & Deployment Management
Validation & Testing
Change Management
Knowledge Management
Asset & Configuration Management

Criteria based upon industry best practice

- **IT Infrastructure Library (ITIL)**
- **COBIT – IT governance control**
- **HP Service Management Reference Model**
- **ISO/IEC 20000 – IT service management**
- **ISO/IEC 27001/27002 – Security management**
- **PMI/Prince2 – Project management**
- **Microsoft Operations Framework (MOF)**
- **PLUS our own 25+ years of Mission Critical Solutions design and support**

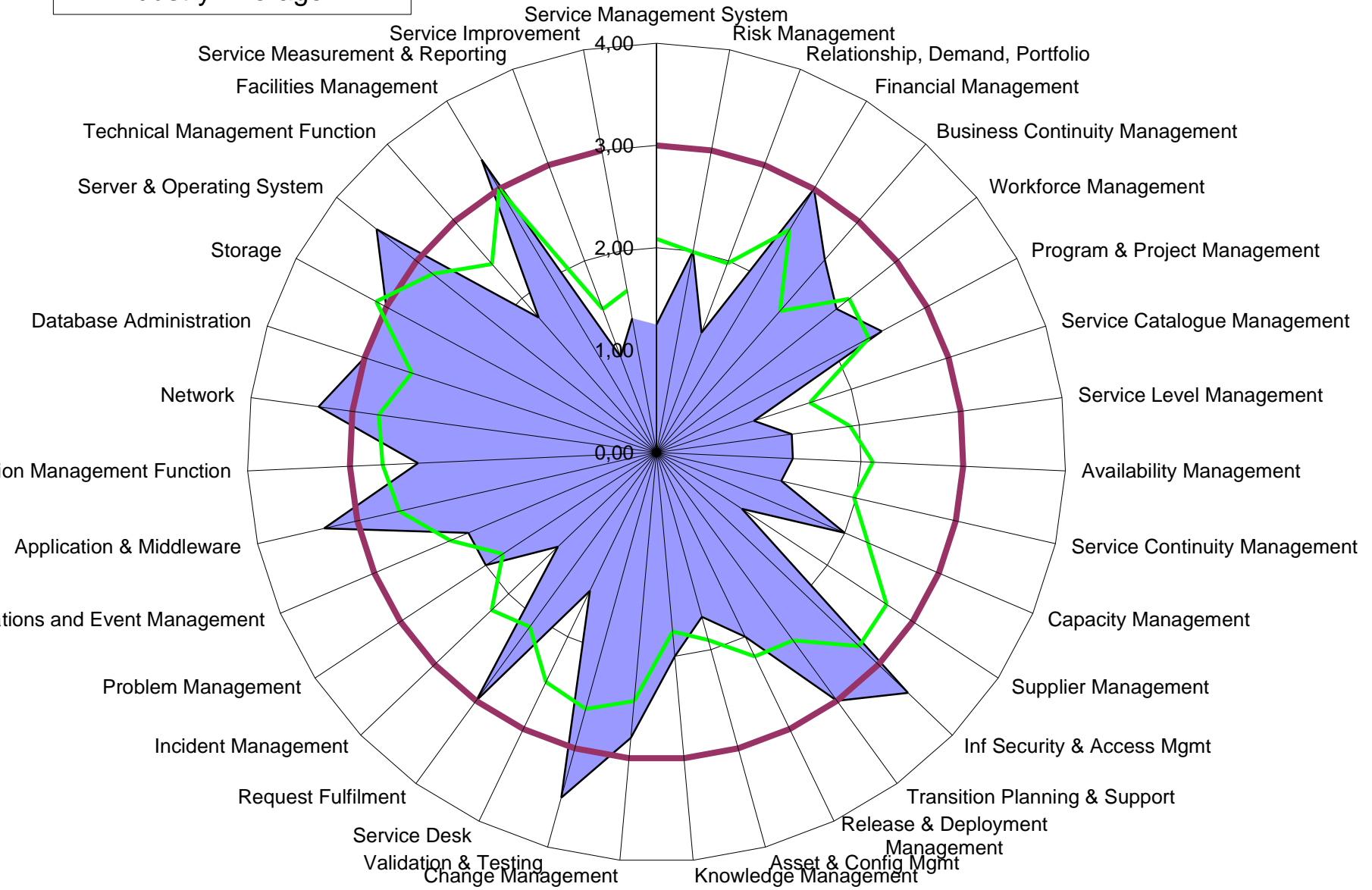


ITSM Assessment Example: Benchmark against other customers



Example: Current Position/Risk

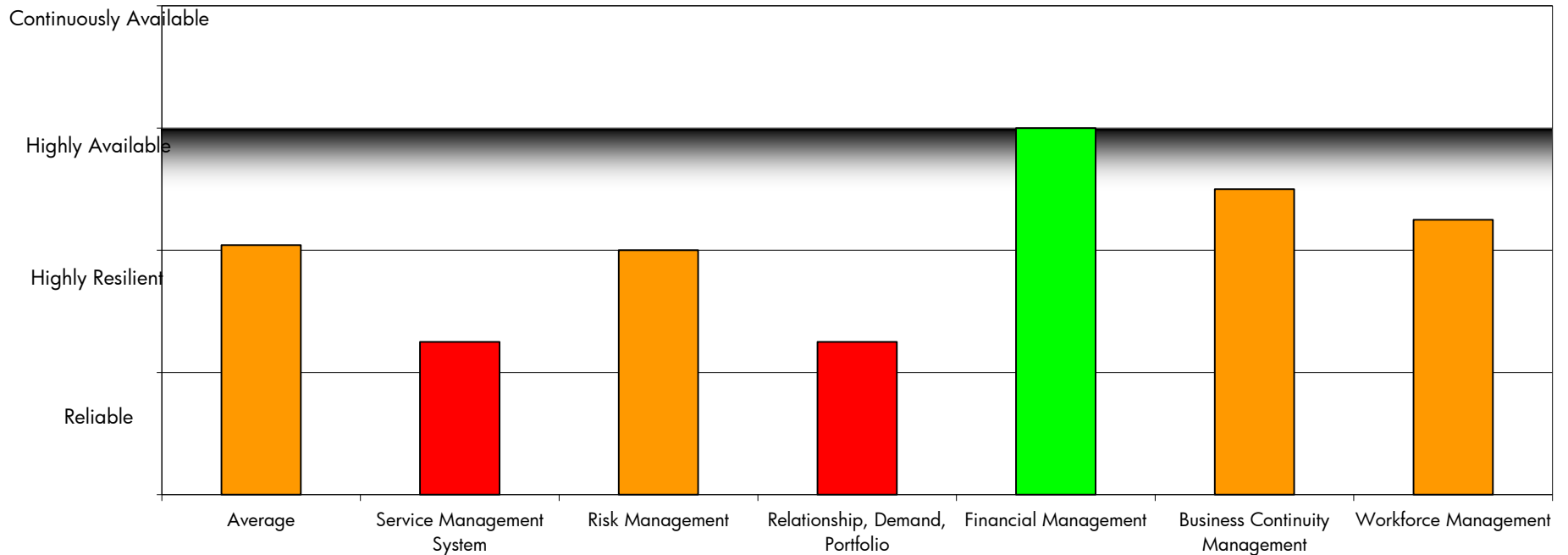
- Current Position/Risk
- Business Mission
- Industry Average



Example: Governance & Strategy area

Current position/risk

Assessment Data



Summary

- **Technology itself is causing low level of unplanned downtime**
- **(Lack of) Management of technology is causing most unplanned downtime**
- **Implement IT Service Management best practices meaningful to your organization – “Create value for the business”**
- **Make use of ITSM Assessments to evaluate your achievements, remaining gaps and risks on your improvement journey**



**When is it okay for your
business to be unavailable to
your customers?**

Never.



Thank you

