FrontRange SOLUTIONS®

"Stop thinking like an IT Department.....
....Start Delivering Services like a Business

Bill Irvine
Solutions Strategy

Agenda

How Do We Change?

How Do Businesses Deliver Services?

"Stop thinking like an IT Department..... ...Start delivering Services like a Business"

Service Provision

How Do IT Departments Think?

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How Do Businesses Deliver Services?

How Do We Change?

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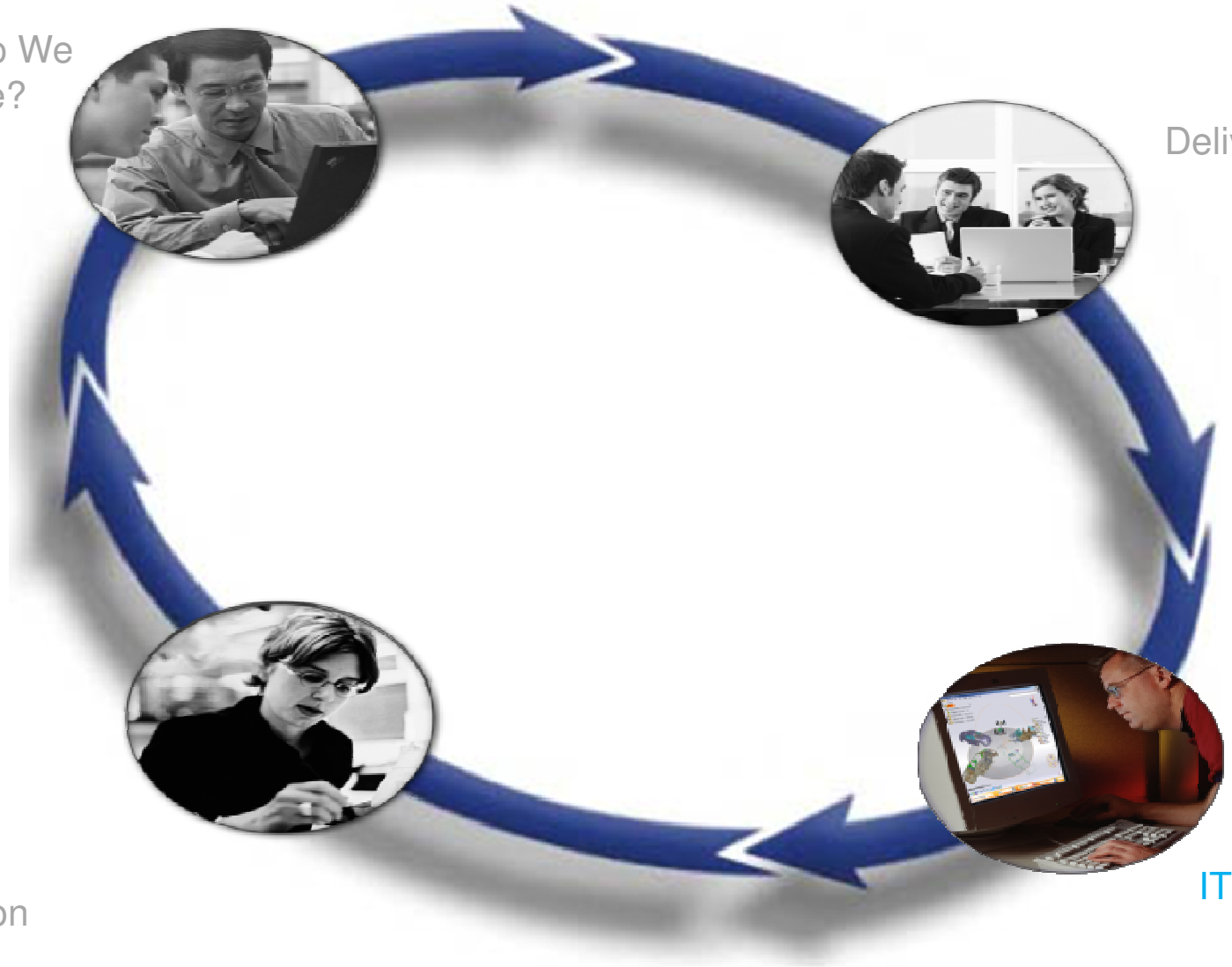
How Do IT Departments Think?



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How Do IT Departments Think?

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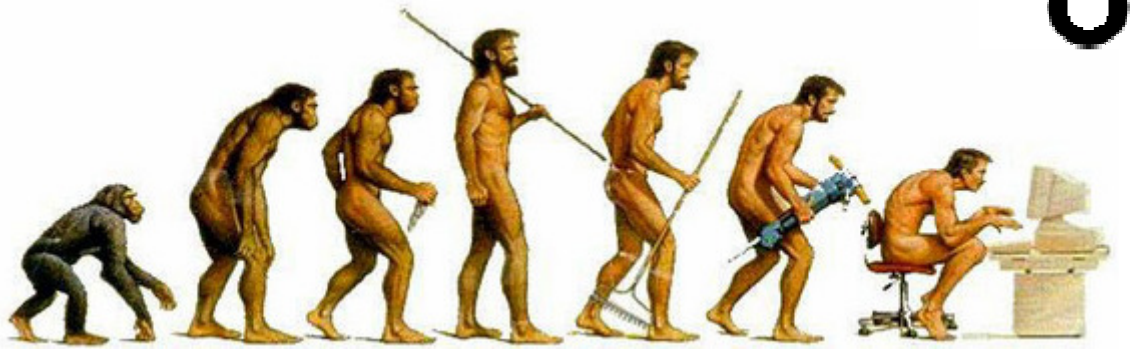
IT Departments Think About Technology



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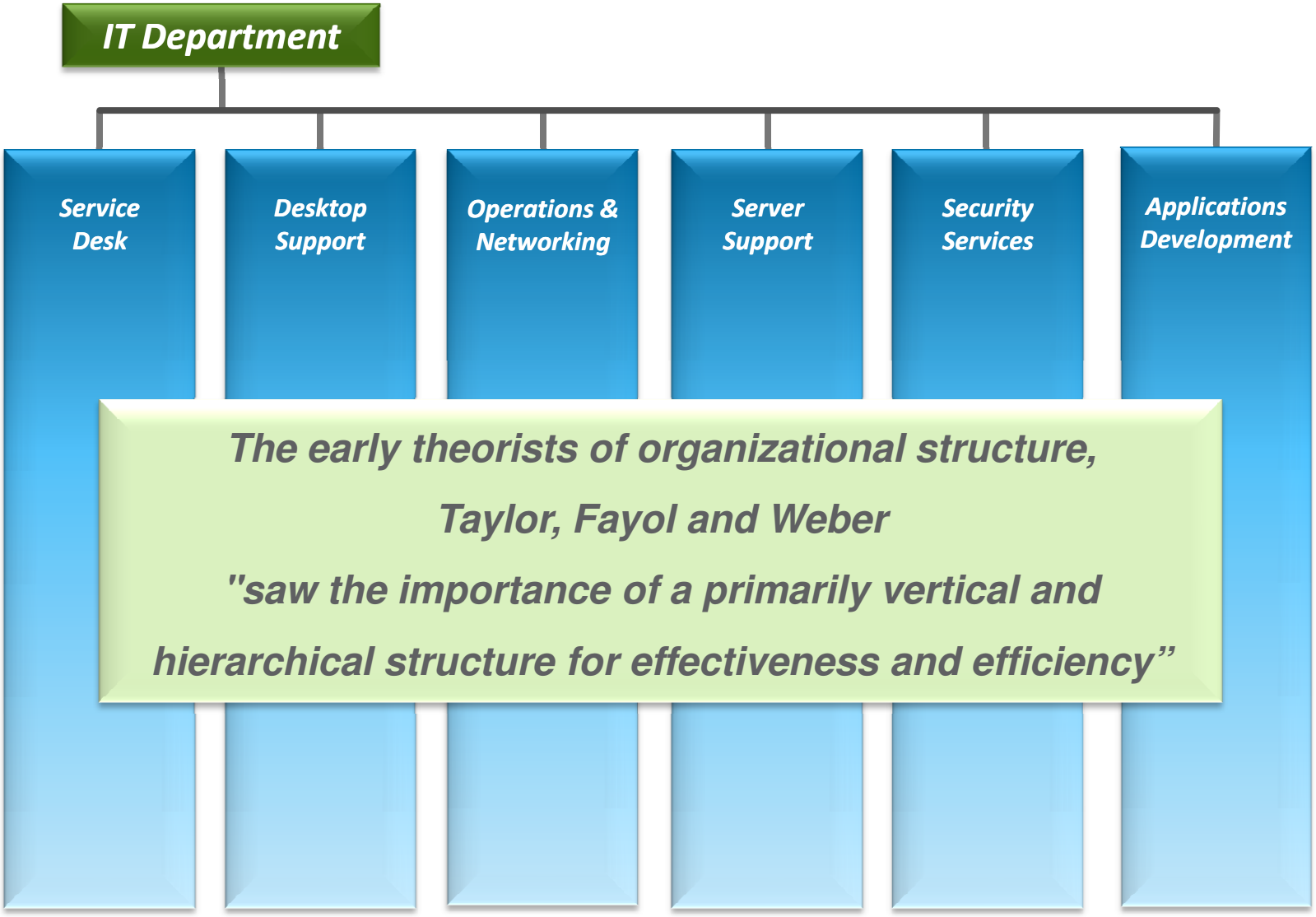
IT Departments Do IT Vertically in Silos



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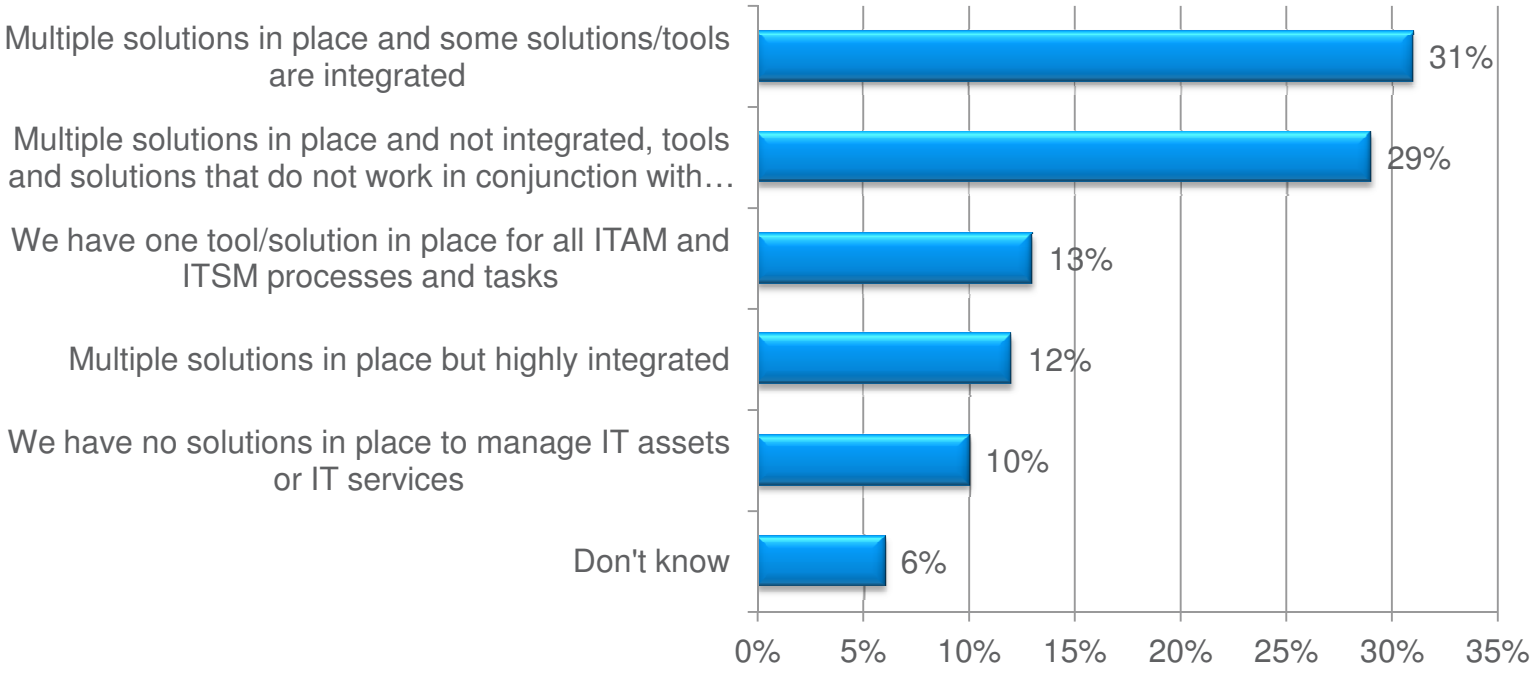
Service & Asset Mgmt Integration



Key Barriers

- Disparate end user, service management, inventory, client management tool sets
- Organizational silos
- Lacking defined end-to-end processes / workflows
- Technical challenges and cost of integration of many point solutions

Opportunities

- Lack of focus / understanding on these process opportunities - more attention given to troubleshooting and support
- Moving towards improved standards and policies
- Reduced maintenance and specialized skill sets
- Effective fiscal management is now a key ongoing business driver

Source: IDG Research Survey, September 2011

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Service Provision

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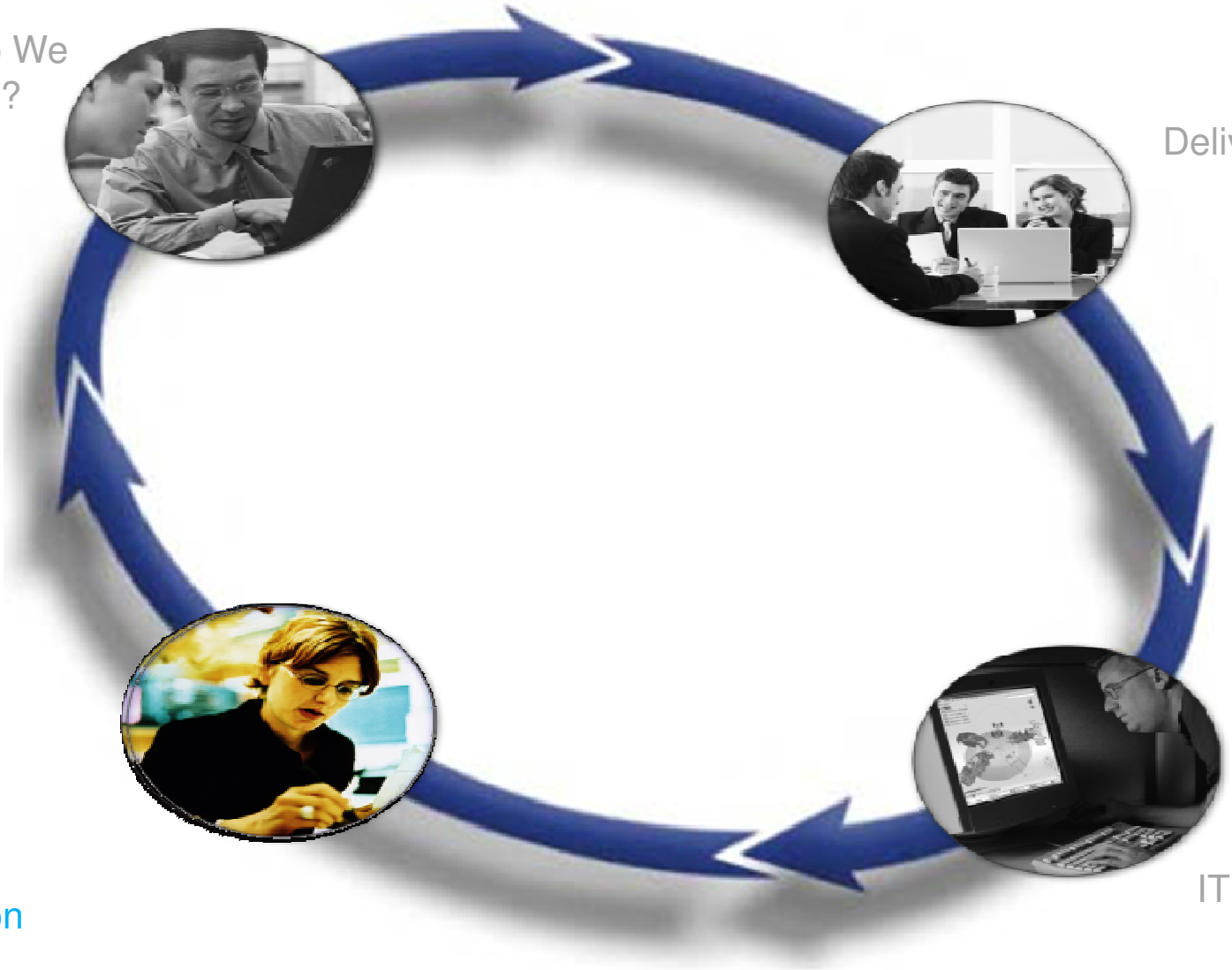

Service Provision

How Do IT Departments Think?

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Service Providers Think About Customers

Service Strategy

Service Design

Service Transition

Service Operations

Continual Service Improvement

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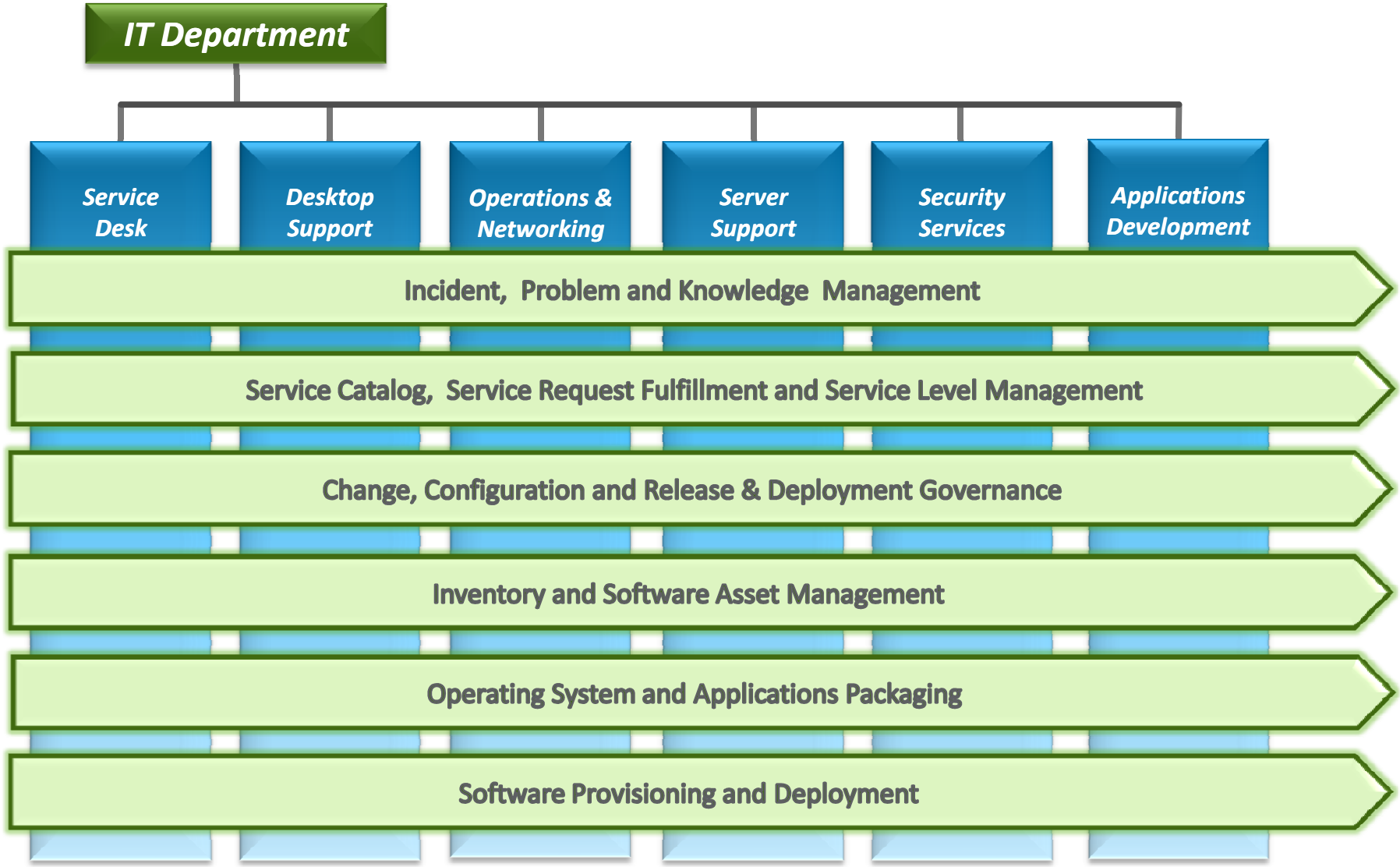
Service Providers Do IT Horizontally



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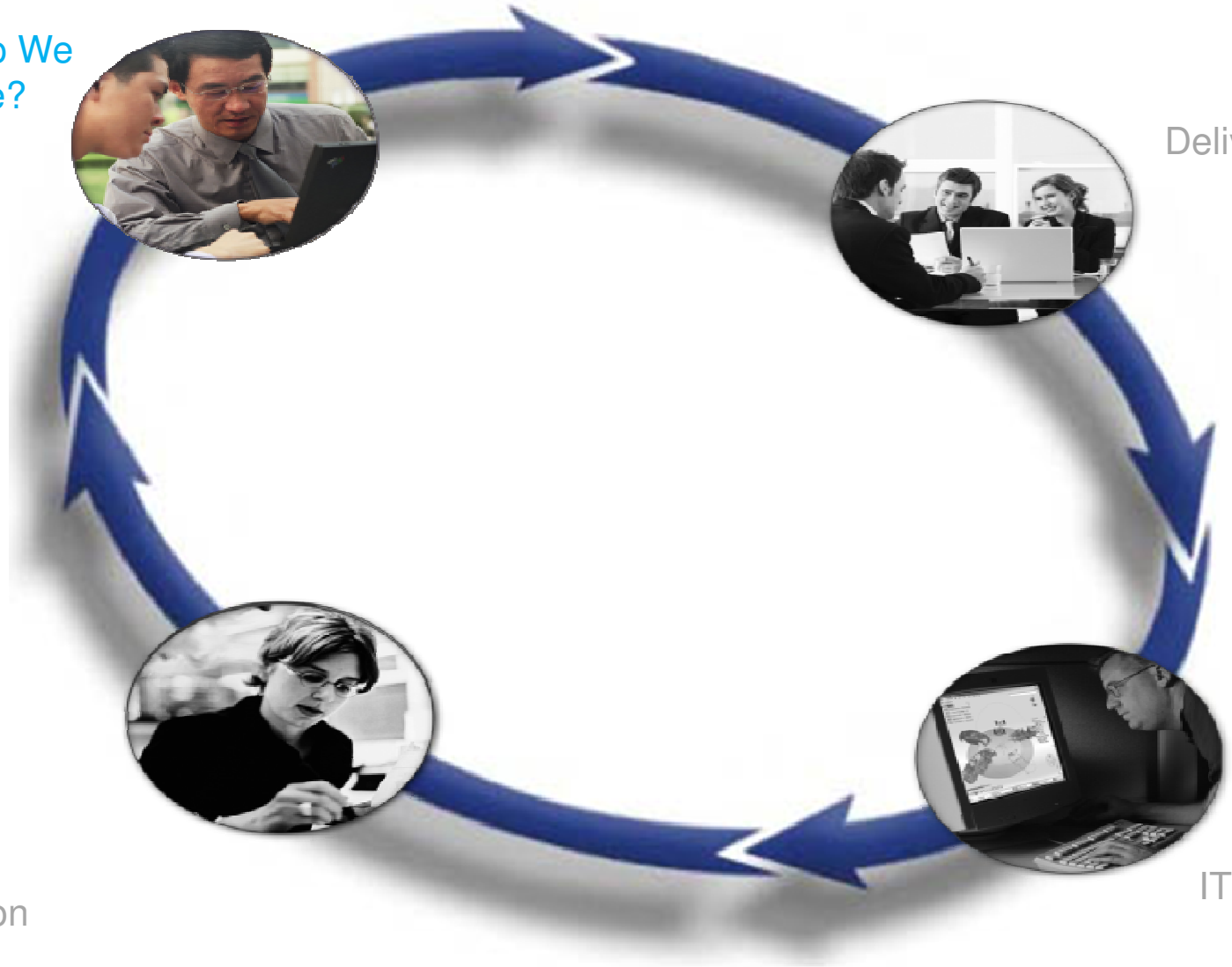
How Do We Change?



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Typical Difficulties in Service Provision

- *Still struggling with defining Services and becoming a Service Provider who can deliver them…….we still see Services defined in IT terms*
- *Inability to provide status and feedback to customers*
- *Not very good at Marketing our Services or the associated value we provide to the organization*
- *Formalized SLAs with the business are limited and rarely defined*
- *"Other" organizations are not engaged in the processes*
- *Support and Fulfillment of Requests is still too resource intensive*
- *Missing the management information to run IT as a business unit in a Service Provider model with KPIs, SLAs, OLAs, Ucs and Usage*
- *Disparity of "silo" based toolsets with limited integration*
- *Lacking the end to end processes with associated automation required to ensure consistency of fulfillment*

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IT Operations Management Automation

- ***Automation*** is one of the keys to transforming Service provision
  - Assists with the journey from Reactive to Proactive
  - Increase end user usage of self help and resolution
  - Capture and share Knowledge
  - Improve process compliance with standard templates
  - Automate repetitive activities (auto-ticket creation)
  - Pre-configured & consistent workflow for all processes and requests
  - Dynamic routing, task assignment, approvals, escalation, notifications, responses / acknowledgements
  - Improved management of contributors and suppliers
  - Enable monitoring and management of Service Outcomes
  - Increased efficiency with higher quality

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Moving to Service Provision

- *Delivering end to end services requires end to end processes and a different culture to support them – Dr Kotter (Harvard University)*
- *Allocate time and resource for strategy, design, transition and operationalize these Services*
- *Need specialized expertise to manage the customers and the services they consume*
- *OLAs from your internal support teams and UCs from your suppliers*
- *All organizations must be involved including App Dev (DevOps)*
- *Multi Channel Support – Voice, Chat, Web, Mobile, Social Media*
- *Increase focus on proactive processes such as Problem Management and Continual Improvement*
- *Aim for practical Service & Asset Management processes and solutions*
- *Be patient !*

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Panel Session

Dave Jones
Pink Elephant

Panel Members

- **Dave Jones – Chair & Panelist**
  Head of Solutions & Design - Pink Elephant
- **Rosh Hosany - Panelist**
  IT Manager - Alliance Bernstein
- **Roy Illsley - Panelist**
  Principle Analyst - Ovum.

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Thank You for Attending