The Most Important Critical Success Factor In IT Service Management

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Agenda

1. Our Biggest Challenge in IT Service Management Today
2. The Four Key Building Blocks For Successful IT Service Management
3. Frameworks, Models, Standards, Programs & Methodologies
4. Critical Success Factors
5. Next Steps: The ITSM RoadMap
Our Biggest Challenge In IT Service Management

Today:

- Lack of adequate control of IT assets (infrastructure & data) and therefore its effect on the availability, quality and integrity of IT services

Coming Soon:

- Even more de-centralized computing and lack of control – “Disruptive Technologies”
The Four Key Building Blocks in ITSM

1. People working in a variety of roles within ITSM
2. Processes to describe and enable workflows
3. Tools to manage data & enable expedited workflows
4. A Governance Framework to set policies and controls for how People, Processes & Tools combine to deliver IT Services.
Frameworks, Models, Standards, Programs & Methodologies

- **Frameworks**
  - ITIL; COBIT; TOGAF; Zachman; eTOM; MOF

- **Models**
  - CMMI

- **Standards**
  - ISO

- **Quality Programs**
  - Six Sigma

- **Project Management Methodologies**
  - PMI; Prince2; P3O
Critical Success Factors

Committing to a framework or standard does not guarantee success.

There are other critical factors that must be kept in mind and addressed.
Four Critical Success Factors

1. People: with the right knowledge & skills
2. People: with the right motivation
3. People: with the right attitude
4. People: with the right tools

It’s all about PEOPLE!
They need to be:
Understood
Led
Empowered
Managed
Critical Success Factors: Understand Your Team

The culture of your organization will dictate the attitude and behaviour styles of your people.

Culture =
- How your people interact with each other; particularly the quality of communication and mutual support between people & teams
- How empowered they are
- How much they respect rules
- How they analyze and use information
Example Culture Survey

Organization Climate Graph

Flexibility
Supportive
Focus On Individual
Respect For Rules
Innovative
Focus On Organization
Information Flow

ABC - Information Technology Services

Reference 21/22
Critical Success Factors: Lead Your Team

1. Explain WHAT needs to change & improve, and WHY - this means developing a Vision for ITSM
2. Explain HOW the improvements will be deployed – this means developing a Strategy for ITSM

If you don’t have a vision & strategy:
- Where are you going?
- Why are you going there?
- How are you going to get there?

If you don’t have a vision & strategy you probably won’t make it!
Critical Success Factors: Empower Your Team

- Roles & responsibilities need to be clear.
- Knowledge & skills need to be in place through education & training (experience will come later).
- Give them the right tools.
- Make sure they know the parameters for quality & success.
- Advocate on their behalf – removing obstacles that may get in the way - and make sure they know when they’re succeeding.
The ITIL Qualification Scheme

[Diagram of ITIL qualification scheme]

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Critical Success Factors: Identify The Right Tools

PinkVERIFY 3.1 Toolsets

The tools in the table below - listed alphabetically by vendor - meet 100% of the PinkVERIFY 3.1 general, core, and integration suitability requirements for the listed ITIL® V3 processes.

AVM = Availability Management
CAP = Capacity Management
CHG = Change Management
EV = Event Management
FM = Financial Management
IM = Incident Management
ITSCM = IT Service Continuity Management
KM = Knowledge Management
PM = Problem Management
REL = Release & Deployment Management
RF = Request Fulfillment
SACM = Service Asset & Configuration Management
SCM = Service Catalog Management
SLM = Service Level Management
SPM = Service Portfolio Management

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<th>Stamp Of Approval</th>
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Critical Success Factors: Managing Your Team

- Ensure you set relevant targets.
- Measure what NEEDS to be measured, not just what CAN be measured.
- Set expectations for improvement.
- Reward & celebrate success.

Remember: we’re managing against the objectives that come out of the Vision & Strategy (see “Lead Your Team” – earlier)
Rome was not built in a day, nor will your ITSM program!

(see more details in the hidden slides)
The ITSM Roadmap

But this is a whole other story for a whole other day!
Remember ….

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