

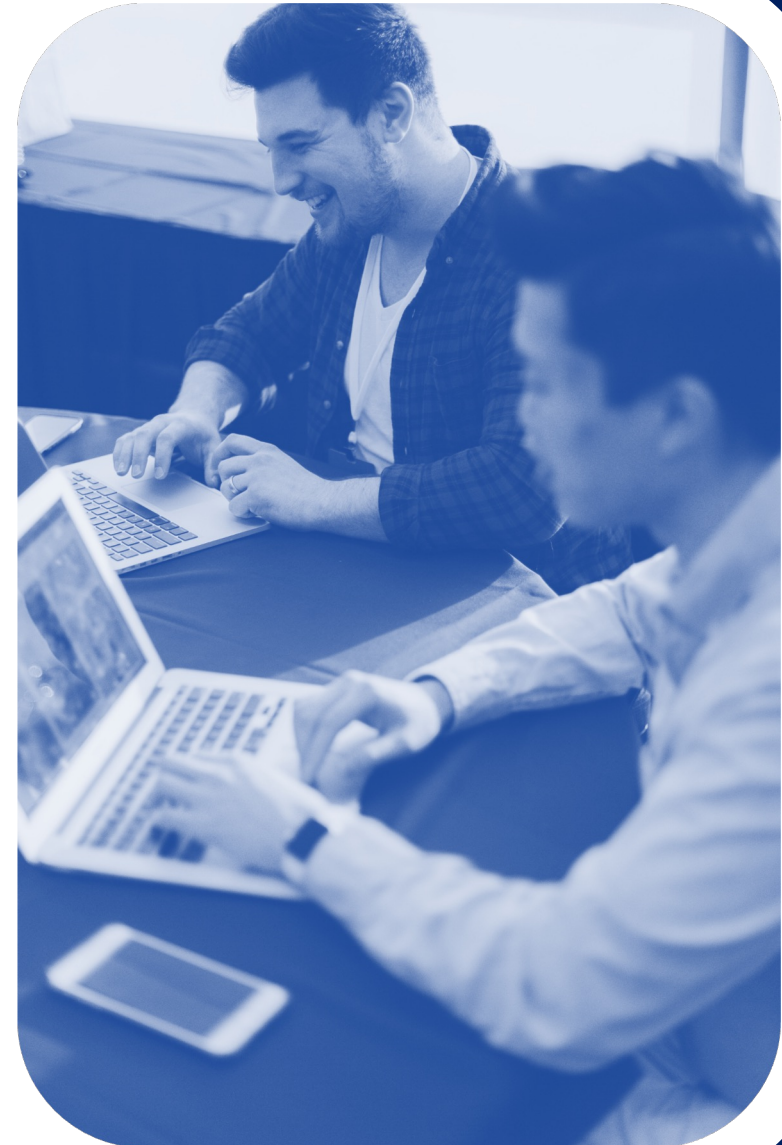
NAVVIA™
Learning Center

ITSM Awareness

2023



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Welcome to the Training!



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Faiza is a Senior ITSM consultant and trainer with over 25 years of practical ITSM experience across multiple industry sectors.

Agenda



- 1 WHAT IS ITSM?**
 - ITSM History
 - ITSM Frameworks
 - ITSM Benefits
 - ITSM Services and Processes
- 2 ITSM Implementation – Overall Roadmap**
 - Organization structure
 - Defining practices and processes
 - Selecting and implementing the tools
- 3 ITSM Governance and Continual Improvement**
- 4 Common ITSM Challenges**

What is ITSM?

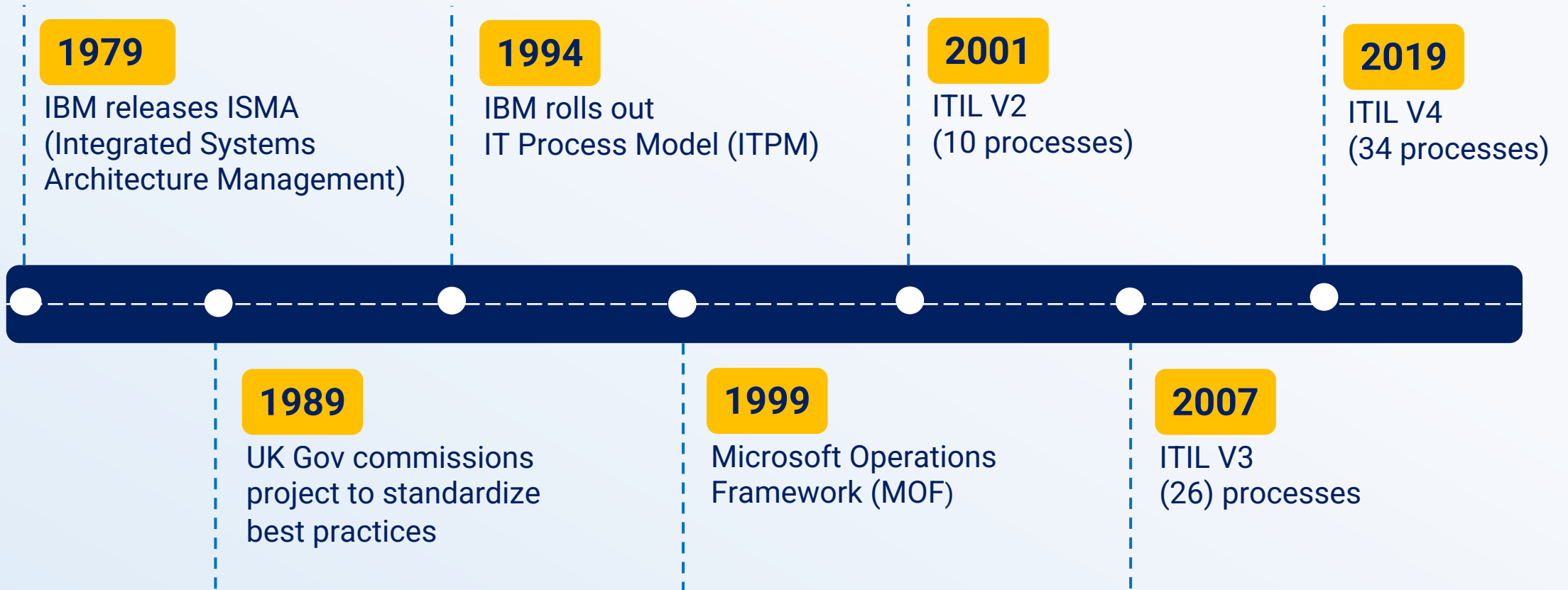
IT Service Management (ITSM) is an approach that Information Technology Organizations use to optimize how they design, build, implement, operate, and improve the services they deliver to their customers.

ITSM combines elements of organizational structure, processes, and supporting tools to support this mandate.



IT Service Management

ITSM History



Implementing a Process Management Foundation

 ITIL

 COBIT

 ISO

 LEAN

 SIX SIGMA

 PMBoK

 PRINCE2

More ITSM Frameworks!

Many **ITSM** frameworks are available to ITSM practitioners, including:



International Organization for Standardization



Microsoft Operations Framework (MOF) 4.0



eTOM . Now known as the [Business Process Framework](#)



USMBOK, the [Universal Service Management Body of Knowledge](#)



USM, the [Unified Service Management method](#)



Lean IT

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Which IT Service Management Framework is Best?

ITIL

Focuses on processes and practices.

COBIT

Looks at things from a control objective (audit) perspective.

Lean IT

It is all about reducing waste and streamlining processes.

- » You can also leverage project management methodologies such as [PMBOK](#) or [PRINCE2](#) to manage your ITSM initiatives.
- » It's not a question of which ITSM framework is best, but what are the best elements of each ITSM framework you can leverage.

What is the difference between ITSM and ITIL?

ITSM



VS

ITIL



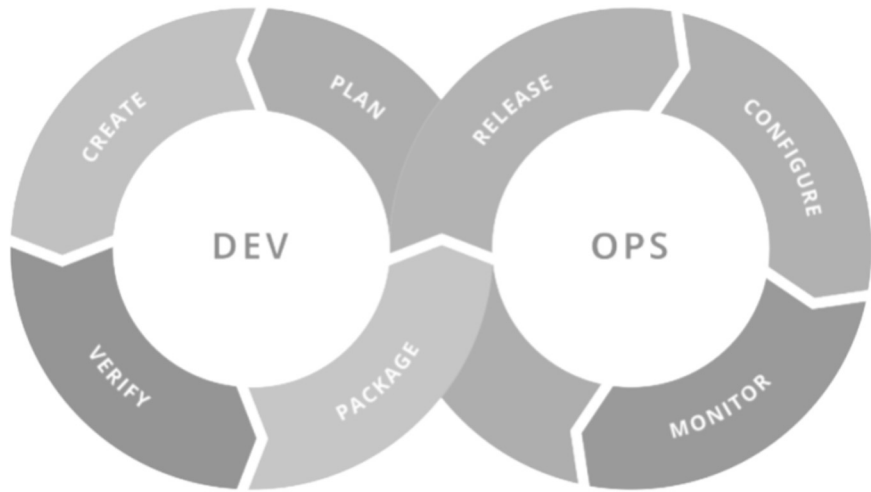
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We see ITIL as a subset of ITSM. ITSM is everything you do to manage your IT Services.

ITSM encompasses strategy, planning, management oversight, organizational structure, roles, tools, processes, procedures, infrastructure, operations, and more.

ITIL is just one source of best practices that can guide you on elements of your ITSM program.

DevOps vs ITSM



DevOps



ITSM

ITSM Benefits



1

Improved reliability and availability of services

2

Cost-effective delivery of services

3

Mitigation of risk

4

Better customer experience

5

Enhanced efficiency and effectiveness of IT staff

What is a service?

"Something of value provided to a customer where the provider assumes the cost and risk of building and delivering the service in exchange for some form of payment."

ITSM Services



ITSM Services

(continued)



The Service Level Agreement (SLA) defines such things as:

»»» Detailed Description of the Service

»»» The Parties Involved

»»» The Service's Term

»»» The Service's Cost

»»» Availability of the Service

»»» Support, and Penalties for Breach of Service

ITSM Practices/Processes

You can't discuss ITSM without talking about processes

Why are processes essential to your organization?

- »» Processes are critical for getting people on the same page.
- »» Are processes as overly restrictive and bureaucratic and get in the way of agility and speed?
- »» Well-defined and implemented processes will save your organization significant time and money by streamlining operations, reducing rework, and mitigating the risk of failure.



ITIL Management Practices

| General management Practices | Service management practices | Technical management practices |
|---|--|---|
| <ul style="list-style-type: none"> ▶ Architecture management ▶ Continual improvement ▶ Information security Management ▶ Knowledge management ▶ Measurement and reporting ▶ Organizational change management ▶ Portfolio management ▶ Project management ▶ Relationship management ▶ Risk management ▶ Service financial management ▶ Strategy management ▶ Supplier management ▶ Workforce and talent management | <ul style="list-style-type: none"> ▶ Availability management ▶ Business analysis ▶ Capacity and performance management ▶ Change enablement ▶ Incident management ▶ IT asset management ▶ Monitoring and event management ▶ Problem management ▶ Release management ▶ Service catalogue management ▶ Service configuration management ▶ Service continuity management ▶ Service design ▶ Service desk ▶ Service level management ▶ Service request management ▶ Service validation and testing | <ul style="list-style-type: none"> ▶ Deployment management ▶ Infrastructure and platform management ▶ Software development and management |

The highlighted practices are the 15 core ITIL practices

The 34 ITIL Practices

COBIT Domains

ISACA organized COBIT's governance and management controls into five domains and 40 processes.

The five domains are:

Evaluate,
Direct, and
Monitor
(EDM)

Align, Plan,
and Organize
(APO)

Build,
Acquire, and
Implement
(BAI)

Deliver,
Service, and
Support
(DSS)

Monitor,
Evaluate, and
Asses

Use cases for COBIT include IT Audit, process assessment, and implementation and governance of other frameworks such as the NIST Cybersecurity Framework. [ISACA](#), a global professional association focused on IT governance, created COBIT.

Examples of COBIT Controls

COBIT identifies four controls for Change Management >>>

An auditor looks for evidence that you are meeting these objectives.



BAI06.01: Evaluate, Prioritize and Authorize Change Requests



BAI06.02: Manage Emergency Changes.



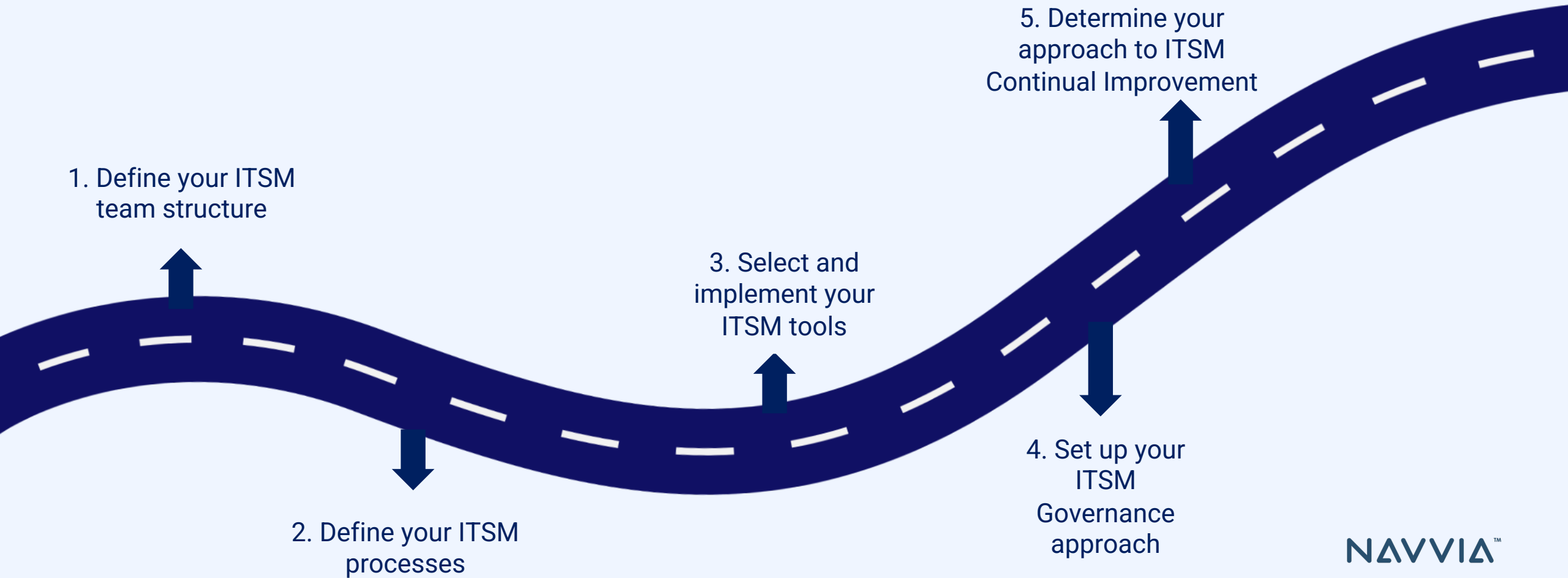
BAI06.03: Track and Report Change Status



BAI06.04: Close and Document Changes

ITSM Implementation Roadmap

How does an organization go about implementing ITSM?



Organizational Structure

One of the first steps in setting up your ITSM program is determining the organizational structure.



There is one thing for sure: a successful ITSM program requires focus. **Implementing a Service Management Office** is one of the best ways to bring focus to your ITSM program.



Some organizations centralize the function while others operate in a more distributed way.



A service management office (SMO) is a center of excellence within your organization chartered to improve the quality, effectiveness, and efficiency of delivering ITSM services.

Incident
Management

Problem
Management

Defining Practices and Processes

The ITIL framework defines 34 processes/practices spread across three categories (general management, service management, and technical management).

The core ITIL practices are >>>

Change
Enablement

Service
Request

Service Level
Management

Service Desk

Continual
Improvement

A Well-documented Process Contains



Selecting and Implementing ITSM Tools

We are in a fortunate time now as there are large number of ITSM tools available in the marketplace.

- »» You need to evaluate and select a tool that is right for your organization.
- »» Consider Features, scalability, cost-don't pay for features you don't need.
- »» Choose between integrated ITSM suites or a combination of point products.
- »» Such as: IT Asset Management software or monitoring solutions.
- »» Choose between cloud-based or on-prem solutions

Examples of these ITSM tool suites include



[ServiceNow®](#)



[BMC Helix](#)



[EasyVista](#)



[Ivanti](#)



[FreshService](#)

Identify your needs

Determine what IT services your business requires. This will help to narrow down the list of ITSM tools that are suitable for your organization.

1

Research ITSM tools

Do some research on the different ITSM tools available in the market. This includes analyzing their features, pricing, and reviews.

2

Determine your budget

Consider the costs of implementing, training, licensing, and maintaining the ITSM tool. Ensure the tool selected fits within your budget.

3

Demo ITSM tools

Take a demo of the ITSM tool before you finalize your decision. This helps to understand the features, usability, functionality, and user interface.

4

Choose the tool

Once you have analyzed and evaluated the ITSM tools, choose the one that aligns with your business requirements and budget.

5

Govern the process

Governance is critical

7

Remember to educate

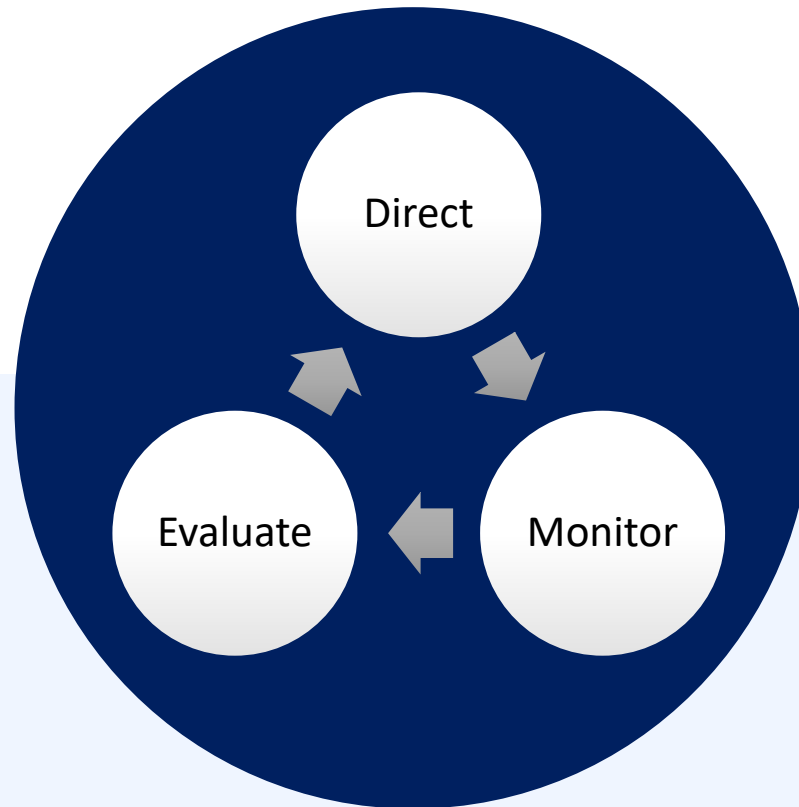
Training and education is critical

6

7 steps to a successful ITSM tool implementation

Selecting an ITSM (IT Service Management) tool can be a complex process. Here are some steps to guide you through the process:

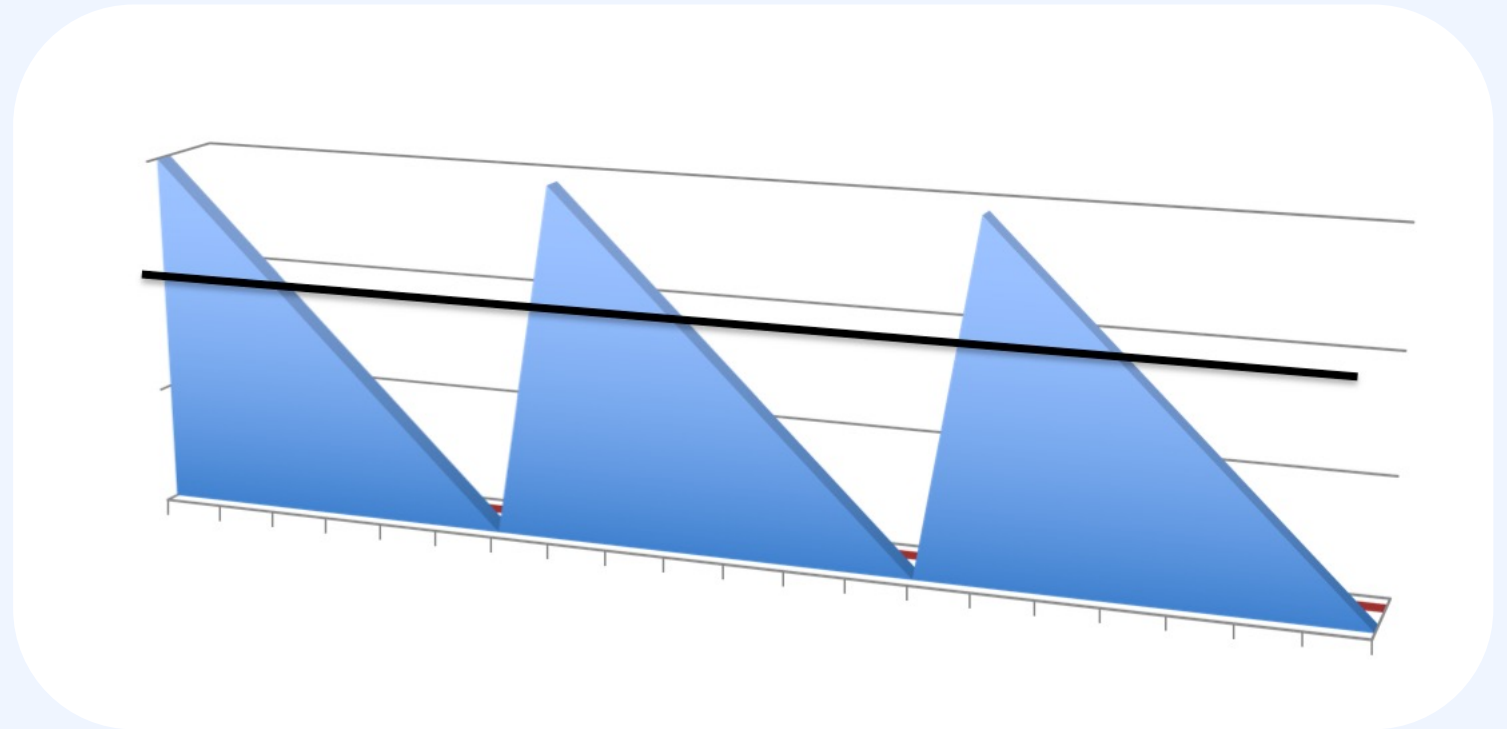
ITSM Governance & Continual Improvement



Without good governance, processes will ultimately fail. Take your eye off the ball, and entropy takes hold leading to process failure.

ITSM Governance & Service Delivery

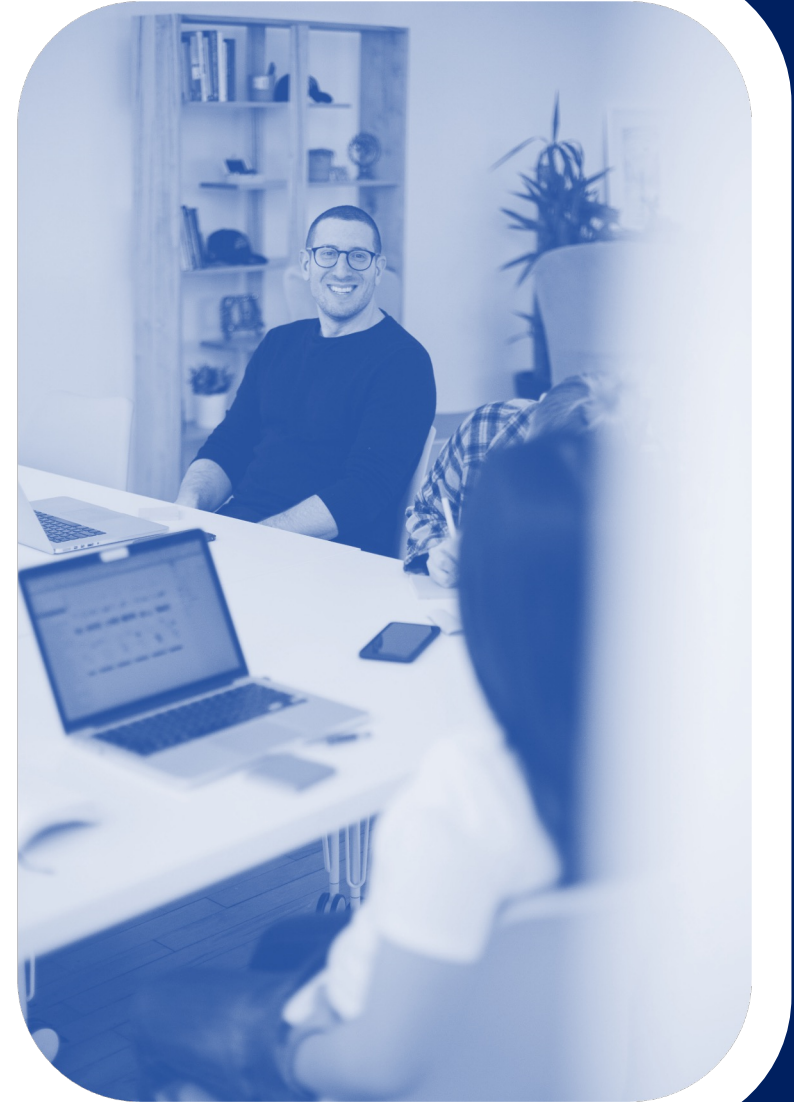
- »» Ungoverned processes “wear down” over time.
- »» The result is service variability versus consistency.
- »» More effort to manage / less customer satisfaction.



■ Actual Service Levels ■ Desired Service Levels

Governing the Process

- »» Define the controls, policies & standards then make people accountable
- »» Define your governance organization and structure
- »» Define the controls & frameworks you're required to report against
- »» Governance is key to CSI
- »» Governance of cloud applications means extending your controls to your vendor
- Remember, you are still accountable



Continual Service Improvement

ITSM Continual Service Improvement aims to find opportunities to improve IT processes and services and track the results of these improvements over time.

One approach for ITSM CI is ITIL's seven Step Improvement Process.

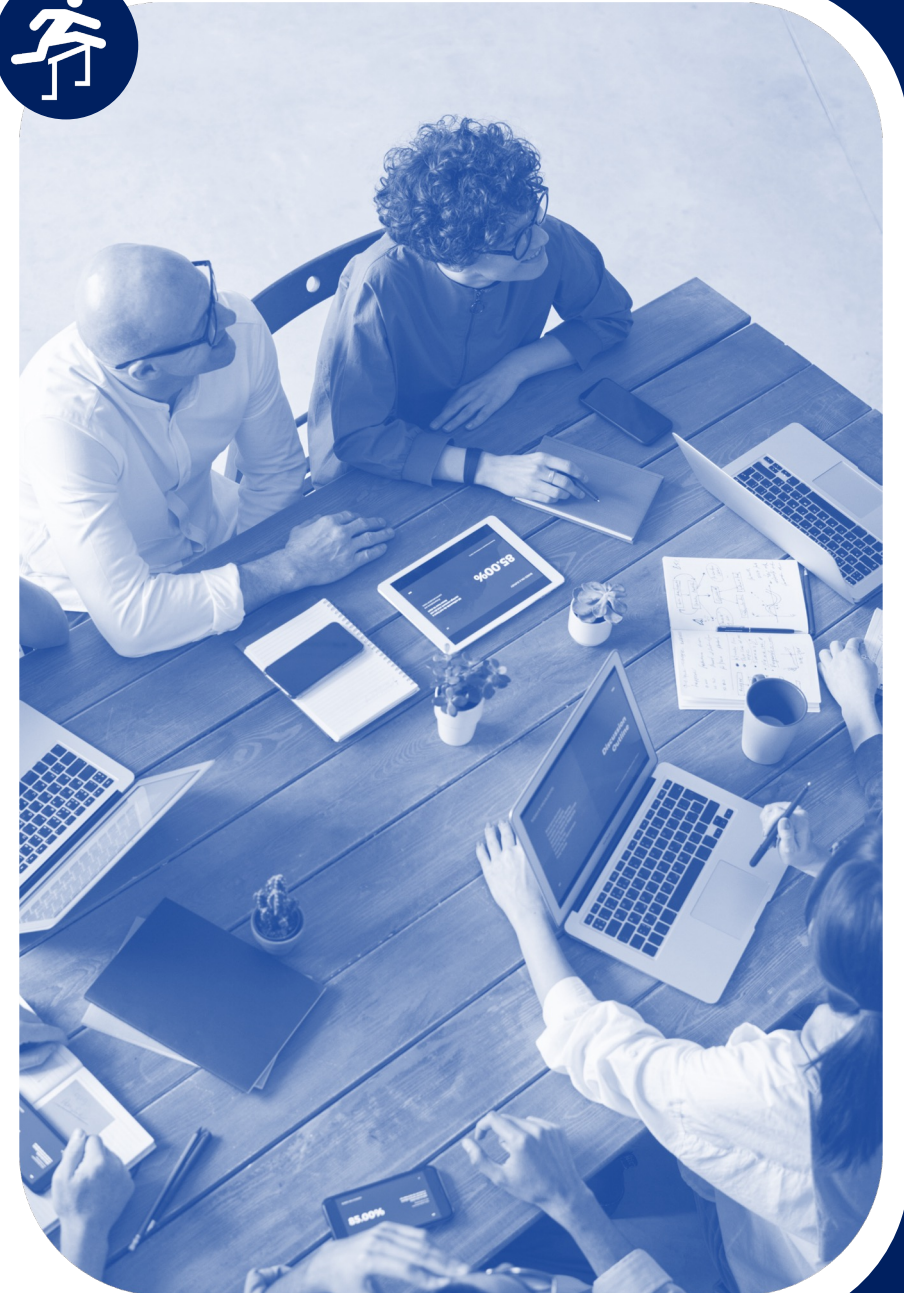




ITSM Challenges

Every IT organization practices some form of service management.

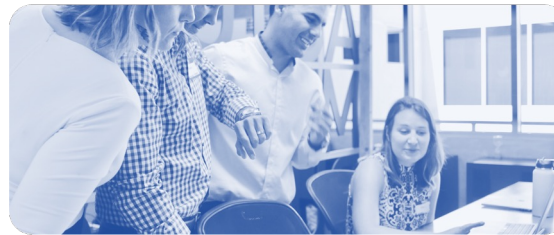
- »» Not a one-time project.
- »» It's a fundamental change in how you operate.
- »» Executive sponsorship is essential.
- »» “There is no time”.
- »» Implementing a framework like ITIL as if it's the law.



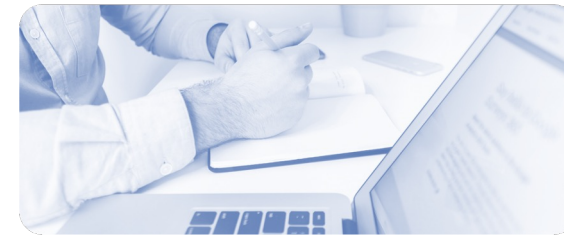
The Bottom Line



ITSM is a set of best practices that have evolved from the early days of computing.



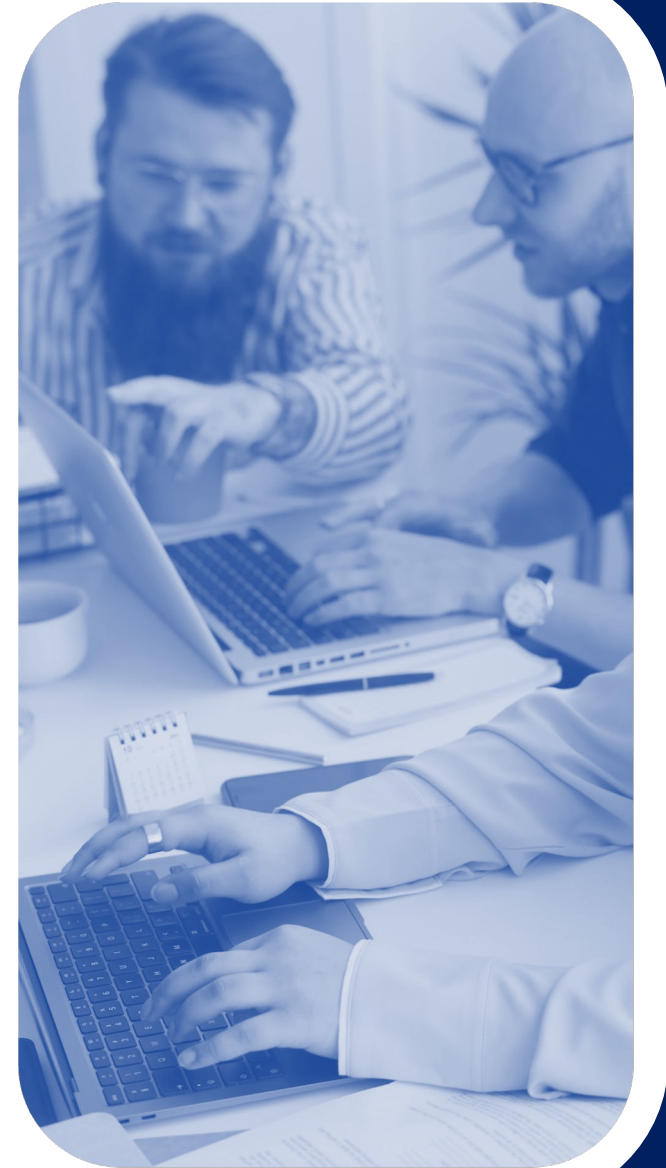
Born from necessity, ITSM has improved the reliability, availability, and cost-effectiveness of Information technology organizations.



With Digital Transformation and the rapid digitization of business workflows, ITSM is even more essential to your business.

Thank you!

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