

the world's leading **itSMF UK 08**
it Service Management
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Does your IT service organisation
measure anything useful?

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IBM Global technology Services

Does your IT service organisation measure anything useful?

- **First - What is a Service Organisation?**
- **Delivers services to customers**
- **So ...first steps –**
 - What services?
 - Which customers?



Consider these claims and statements

- My car has the best wheels money can buy
- This football team only cares about defence
- I use this airline because the seats are so comfortable
- We are excellent at running our IT systems

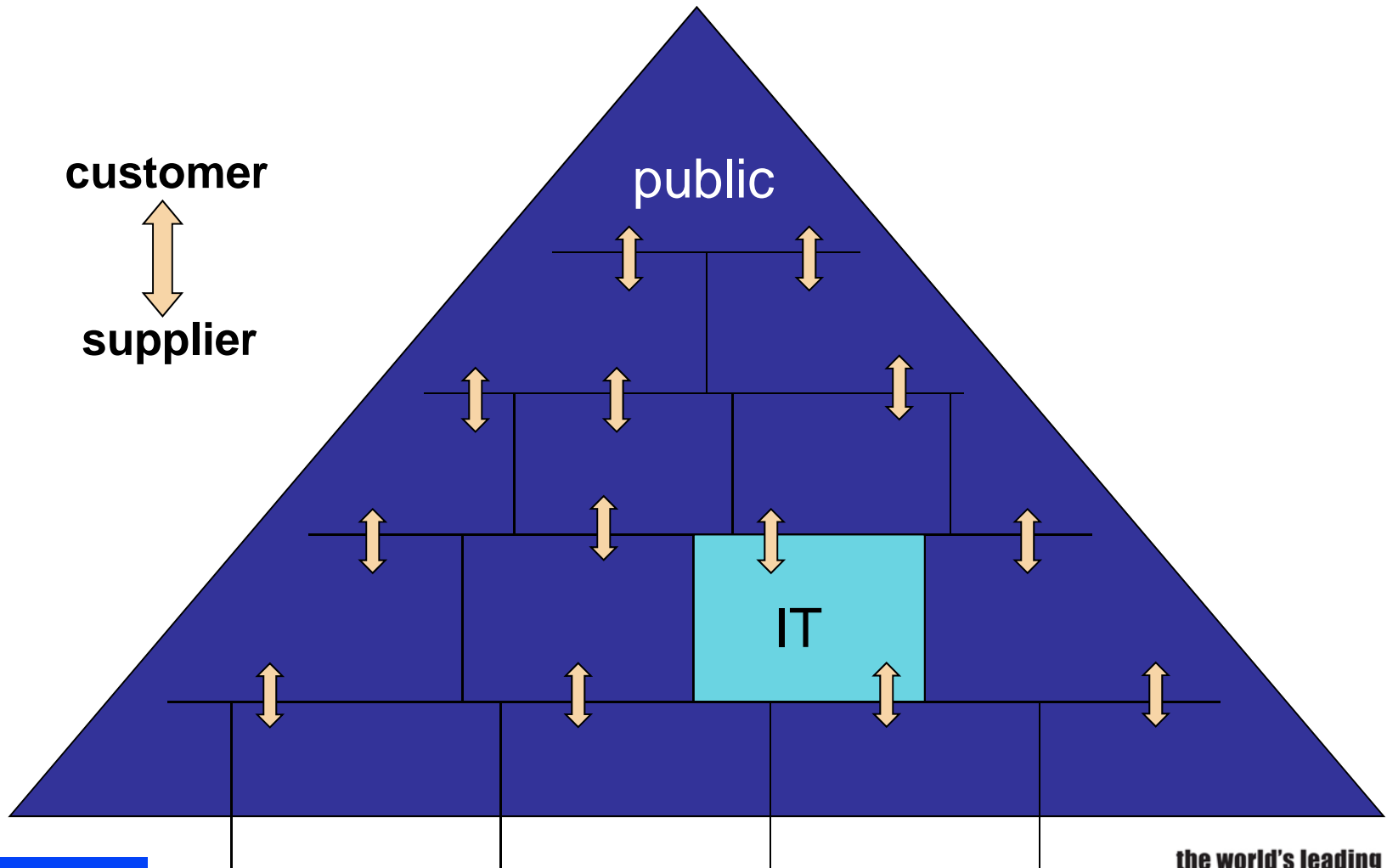


Seeing the service

- **However impressive the bits might be**
 - Applications are important
 - But they don't deliver a service on their own

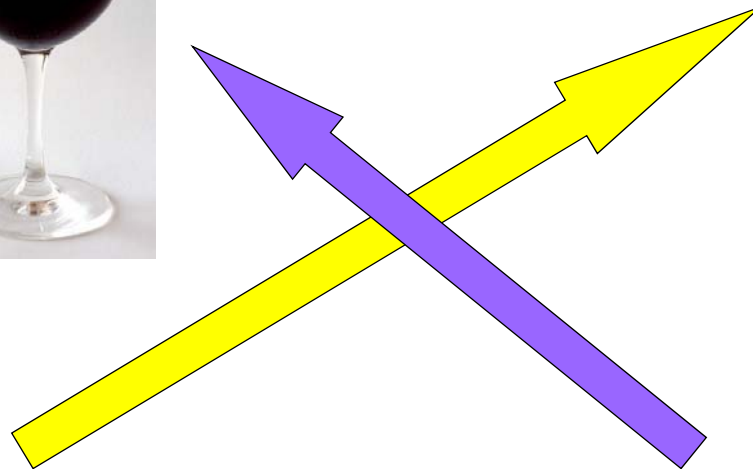


Who is the service for?



Service catalogue – the basics

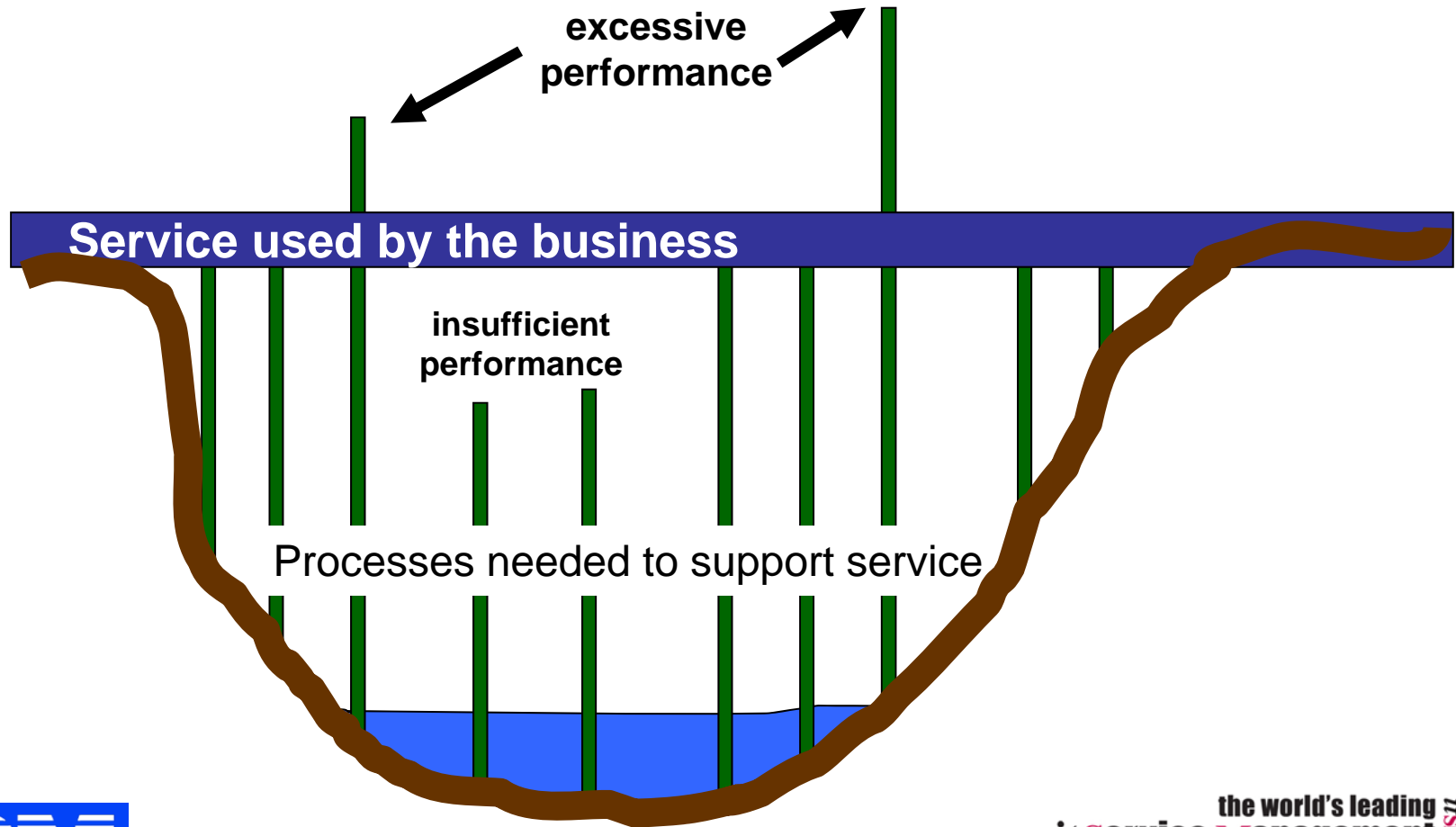
Matching services to customers



Not always so easy for real

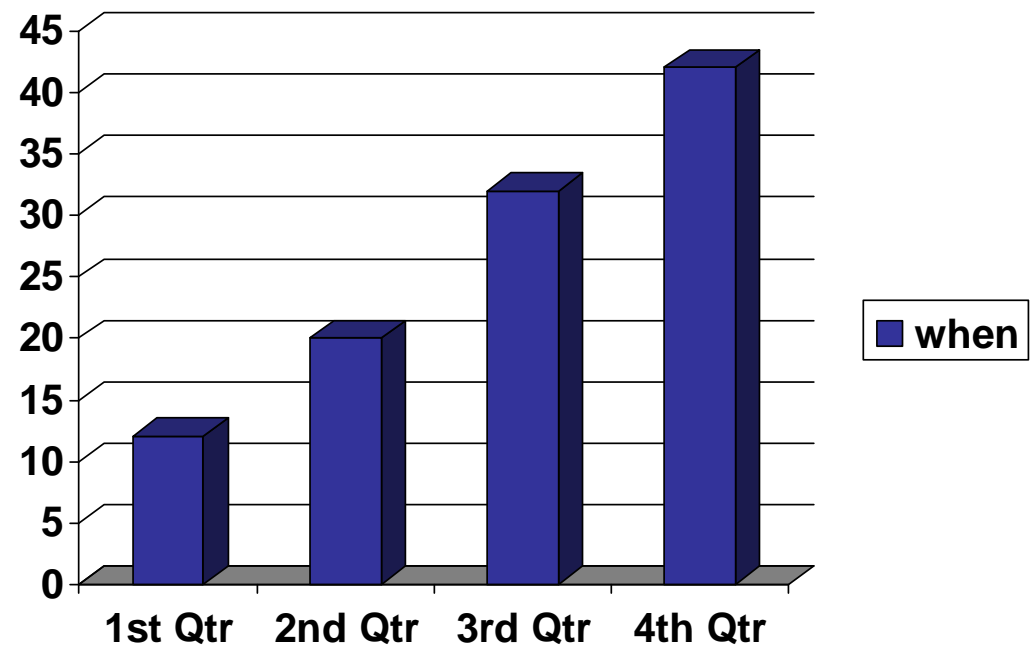


Right Service needs right level of processes



Measurement attitudes

- Find a number
- Make it bigger
- Feel smug and relax



We are supposed to be useful

- So express in terms of making life better
- Measure business service
 - As used
 - Independent of delivery
 - Every kind of change is valid input



- Not about sharing sleepless nights with the CEO
- It is making sure they sleep all night



Green car , green measure or real green?

- MPG?
- MPY?
- Cost?
- Carbon?



- Car?
- Family?
- Company?
- Planet?



Bigger is not always better

- **Not always intuitive**

- Prisons
- ATMs
- Floodlights

- **Measuring real effects**

- Corporate costs (not IT costs)
- Lost sales
- Hospital deaths



Success doesn't always look like it

- **Some thoughts from a friend – North West Memorial hospital**
- **Strategy – Align your goals with the business and build a framework that will keep it moving.**
- **Outcome Improvement – Transform improvements in process into improvements in business outcomes through aggressive goals.**
- **Process Improvement – Identify and improve troubled areas and begin to socialize the concepts of service management.**

“IT has become a risk to the organization.”

Problem Statement? No – it's a success statement!

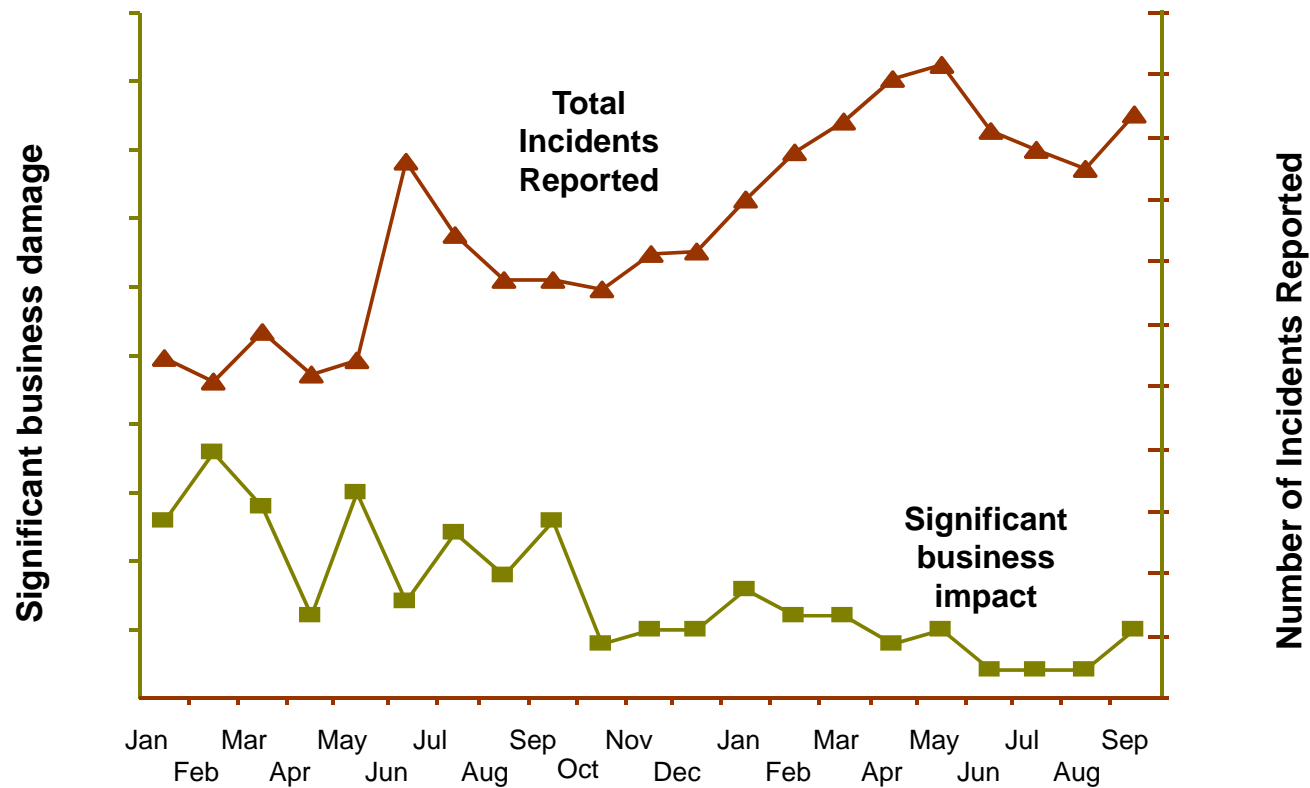


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Good may be - up, down both or neither



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Unexpected consequences

- Many companies are heterogeneous
- Can you please all the people all the time?



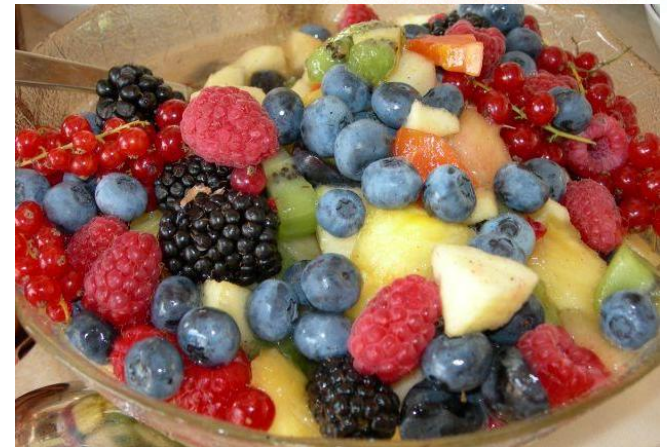
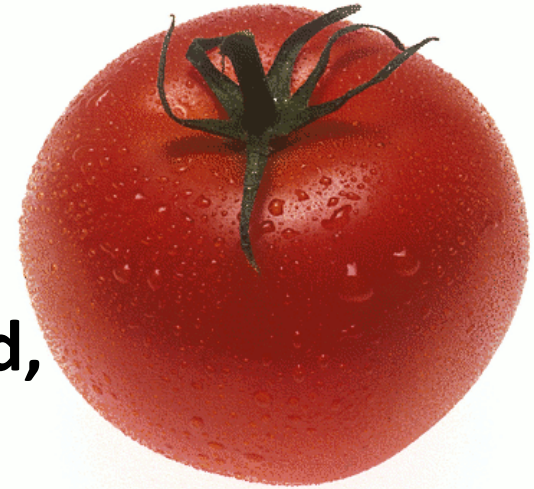
Growing up

- **The old favourites were easy**
 - Availability percentages
 - Response and repair times
- **New world will be harder**
 - Less to do with our equipment
 - Driven by other people's opinions
 - Underpinning society and survival



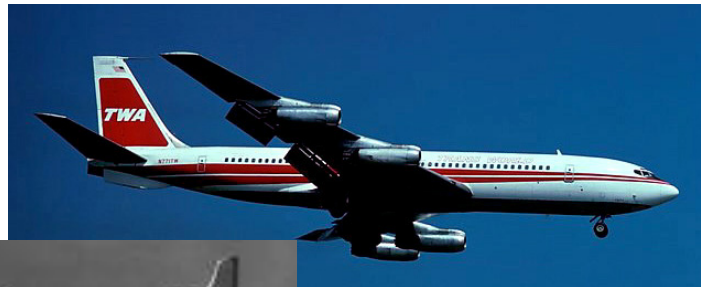
Customers need to learn their role

- Know what suppliers don't
- Understand their commitments
- Some things can not be outsourced, bought or escaped from
 - Knowing what is better
 - Judgement
 - accountability
 - Knowledge and wisdom



We live in interesting times

- Stay as you are – survival is not compulsory
- People do not change quickly
- And it is mostly about people
- Remember that HR is a service industry too



Summary

- Need to see the bigger picture before you can think of measuring it
- Measuring all the details doesn't necessarily give you all the measures you need
- Try to go from 'required measurement' to necessary data – not from available data to easy report
- Bring your inner customer to work with you and listen to them
- Efficiency is a tool to help you achieve targets – not the target itself



Thank you

Questions, comments, opinions - now or later ...

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