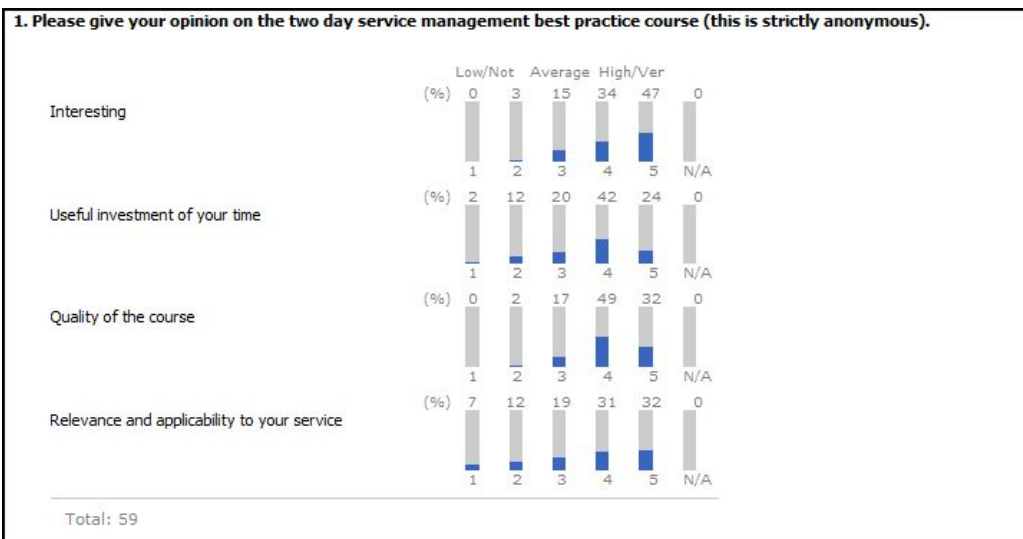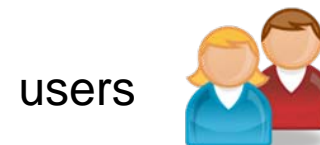# Service Management Best Practice

Next steps

What was done

- 24th of April 2009: Presentation GLM
- 18th --> 20th of May 2009: Holiday Inn workshop & 1st GoAhead
- 8th of June: Next Steps Presentation in GLM
- 9th of June --> 13th of July: Interviews GS Service Catalogue.
- 16st of July: Service Catalogue review with service managers.
- 14/15th, 22/23rd of July; 21/22 September:
  Service management awareness courses for 72 staff.
- 23 September; strategy meeting GS.

1. Please give your opinion on the two day service management best practice course (this is strictly anonymous).

	Low/Not		Average		High/Ver	
(%)	0	3	15	34	47	0
Interesting	1	2	3	4	5	N/A
(%)	2	12	20	42	24	0
Useful investment of your time	1	2	3	4	5	N/A
(%)	0	0	17	49	32	0
Quality of the course	1	2	3	4	5	N/A
(%)	7	12	19	31	32	0
Relevance and applicability to your service	1	2	3	4	5	N/A

Total: 59

AND: we have a Service Catalogue!

- Latest version available on cern.ch/gs-itil

customer

Services

users

functions

Next steps: What is proposed 1

- Introduce a service organization
  - Service management unit with mandate:
    - To manage service portfolio and catalogue
    - Assure governance of related processes
      - Incident management
      - Request fulfilment
    - Measure and monitor(Cockpit)
    - Service desk

Service Office

DH

SO

AIS   ASE   FB   ME   SEM   SI
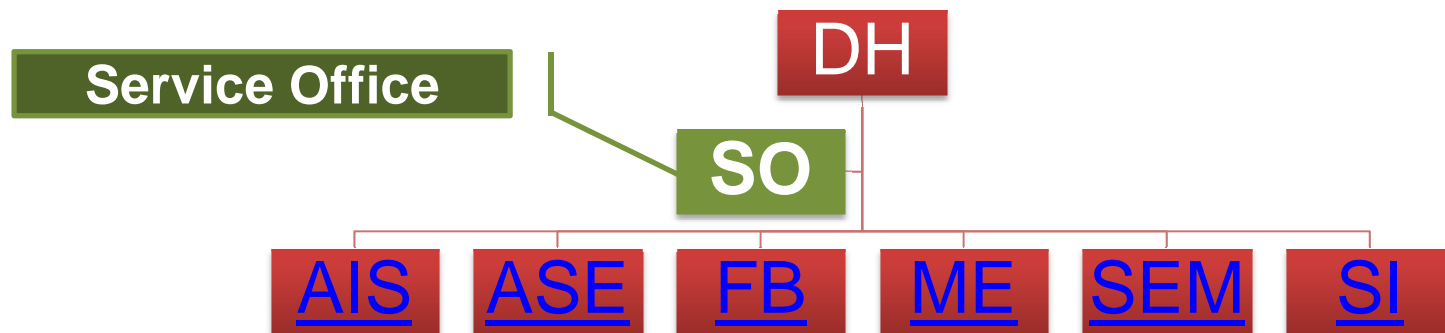
Next steps: What is proposed 2

- – Service owner (or service responsible)
  - A new operational role
  - Communicates with customers (and users)
  - Opportunity for (~10) people in the groups
  - In steady state couple of hours per week
  - Service managers remain in the groups

customer

Service owner

Next steps:

- Obtain management support and resources
- Communicate; Public Relations
  - Service portfolio on web **(6 aliases created this WE ☺)**
  - Posters
- Indentify, Train and Coach service owners
- Identify Customers
- Complete service catalogue (SLA's)
- Define and Introduce Processes for
  - Incident management
  - Request fulfilment
- Implement measures →Dashboard
- Activate the Service desk

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Next steps:

– Roadmap

- Resource this project (P&M) (Oct)

- Obtain top management commitment (Oct)

- Create mock-up service portal (Coming weeks)

- Service owners workshop (1 day) (14-Oct)

- Process workshop (2 days each) to define

  – Incident management process (6/7 Oct)

  – Request fulfilment process (15/16 Oct)

- Train/Coach

→ Service desk second quarter 2010

Potential Threats .....

- Conflict with IT service desk **(but no real reason)**

- Lack of strong management backing

- Lack of resources?

  – Are you willing to contribute?

  – **IT helpdesk = 4 FTE & 830k CHF in 2009**
    (excl VIP support and desktop support)

- Lack of your support ☺

  BANZAAAAAAAAAAAAAAAAI

Questions and Suggestions