



Process Approach & Key Concepts

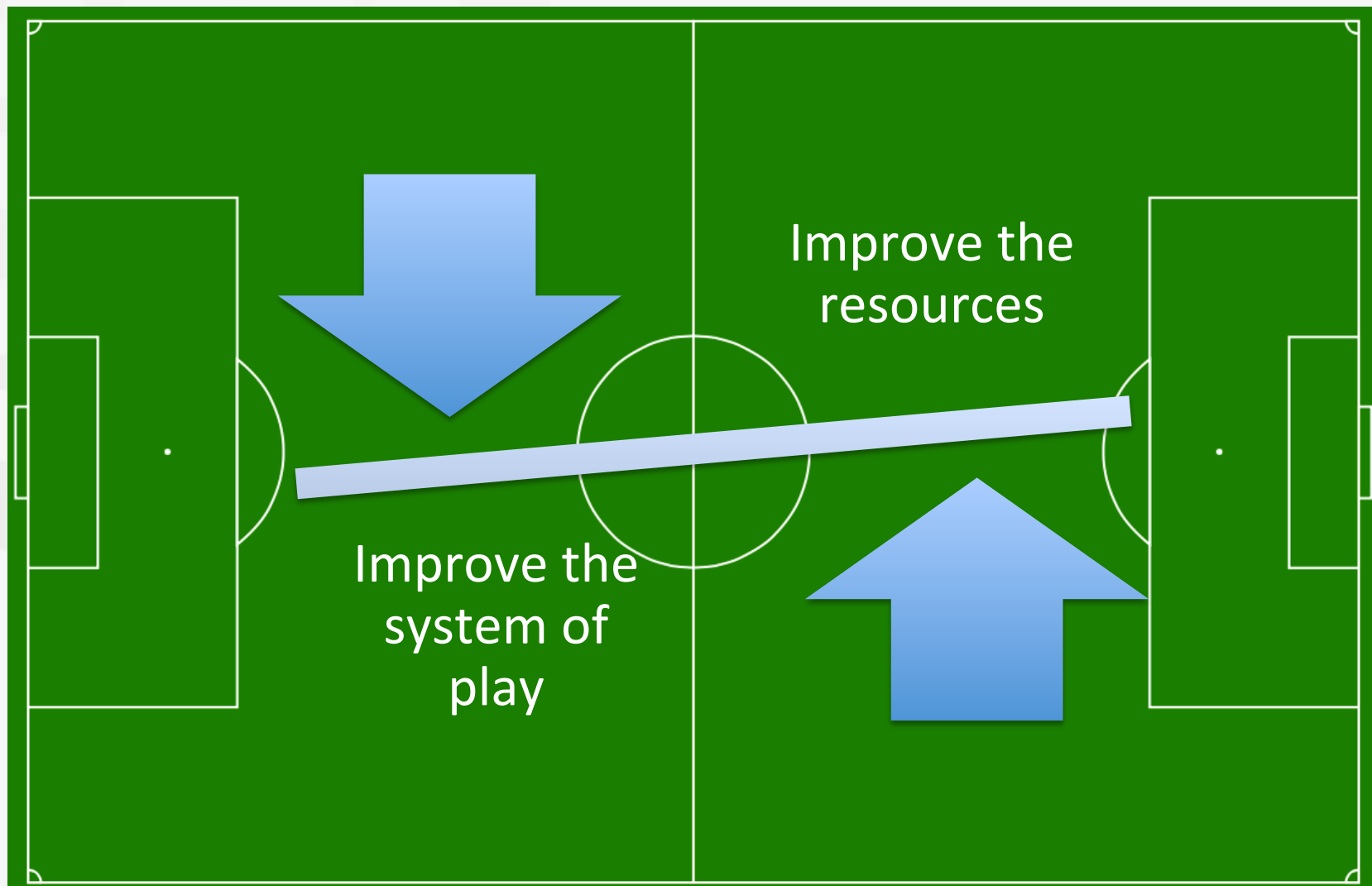
Michael Brenner
FedSM project

Why a process approach? Why a “management system”?

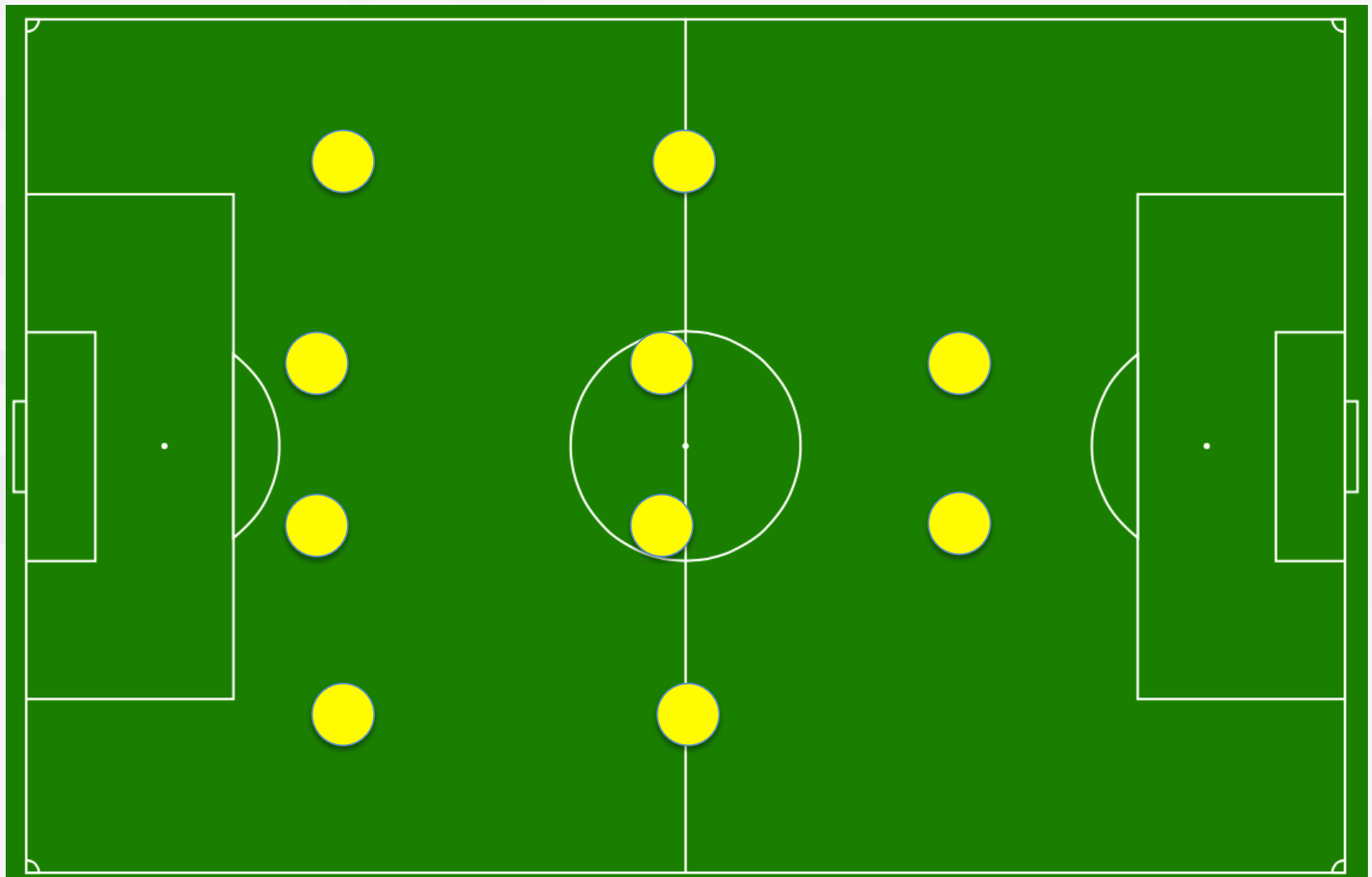


- Individual performance by the functions in your organization (departments, teams, staff members) is a major factor in the level of service quality you can achieve
- **But:** The other (often neglected) major factor is the coordination and management of your cross-functional processes!
- You already have process even if...
 - ...you do not manage them...
 - ...or are not even aware of them.

How to improve the quality of your team's play?



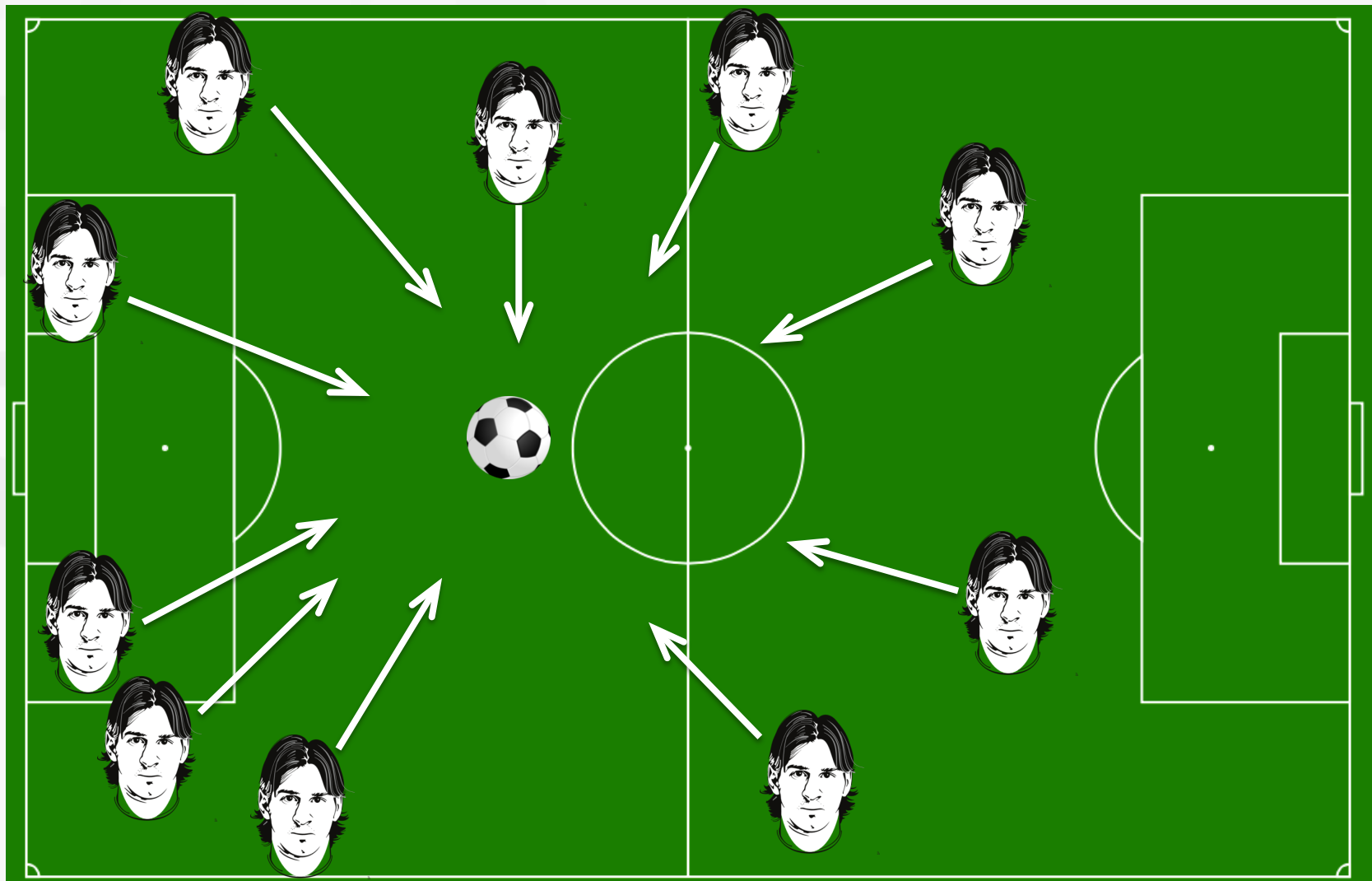
Introducing a best practice system of play...



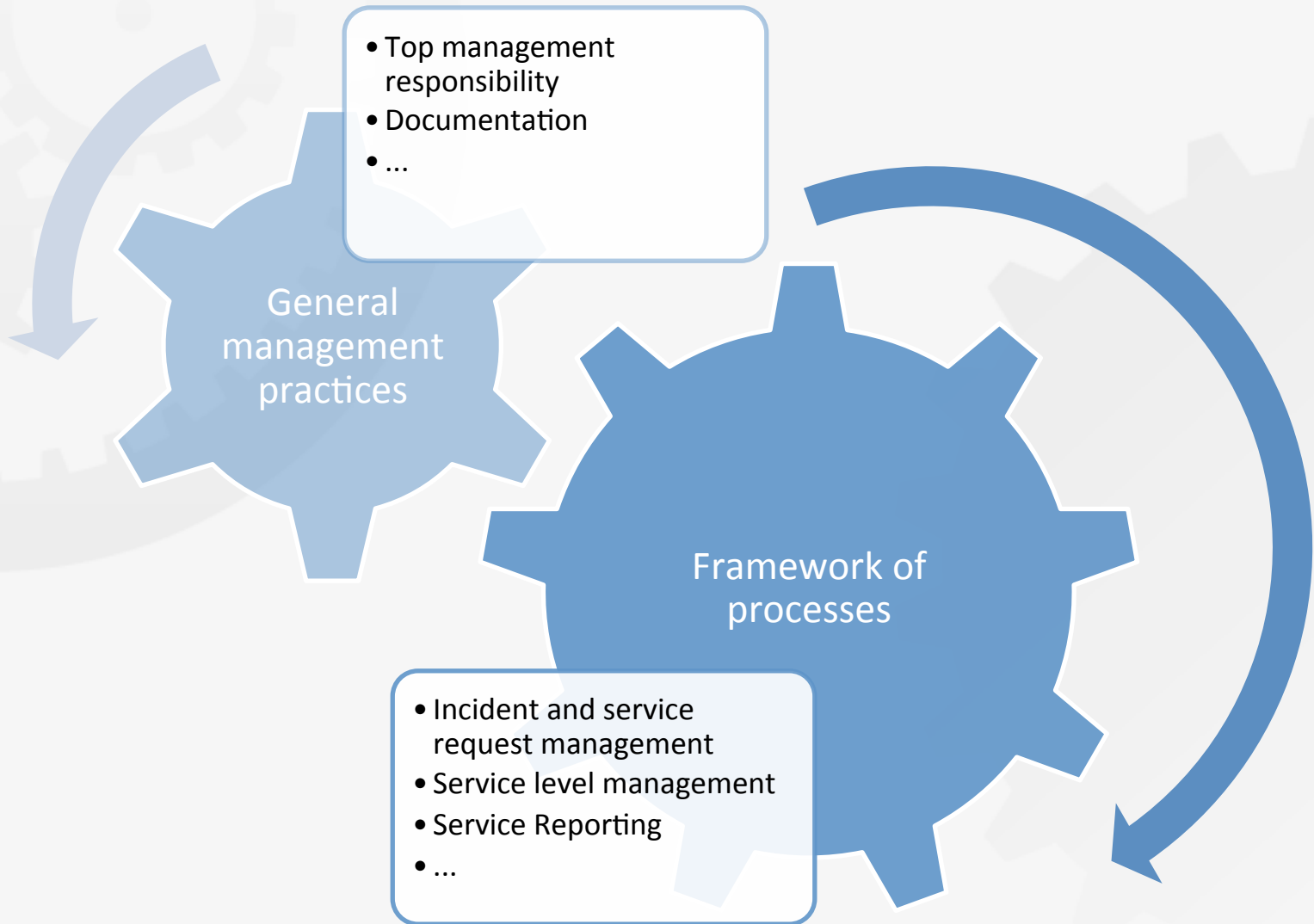
... or obtaining the best available resources?



... but a traditional (not quite best practice) system of play



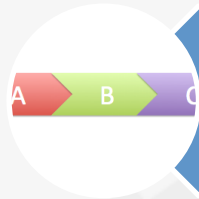
System of play for IT services: Service management system (SMS)



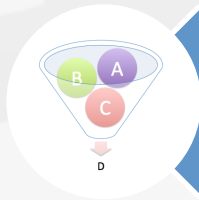
What comprises a process?



Objective / Goal



Set of interrelated activities



Transformation of inputs into outputs



Roles and responsibilities

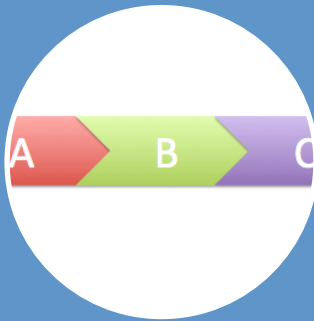
A simple, more down-to-earth example



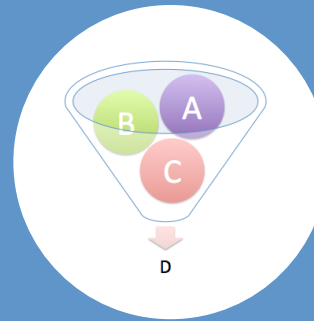
What comprises the pizza request fulfillment process?



Deliver hot, nourishing pizza in time – every time.



Take order; prepare pizza; deliver pizza



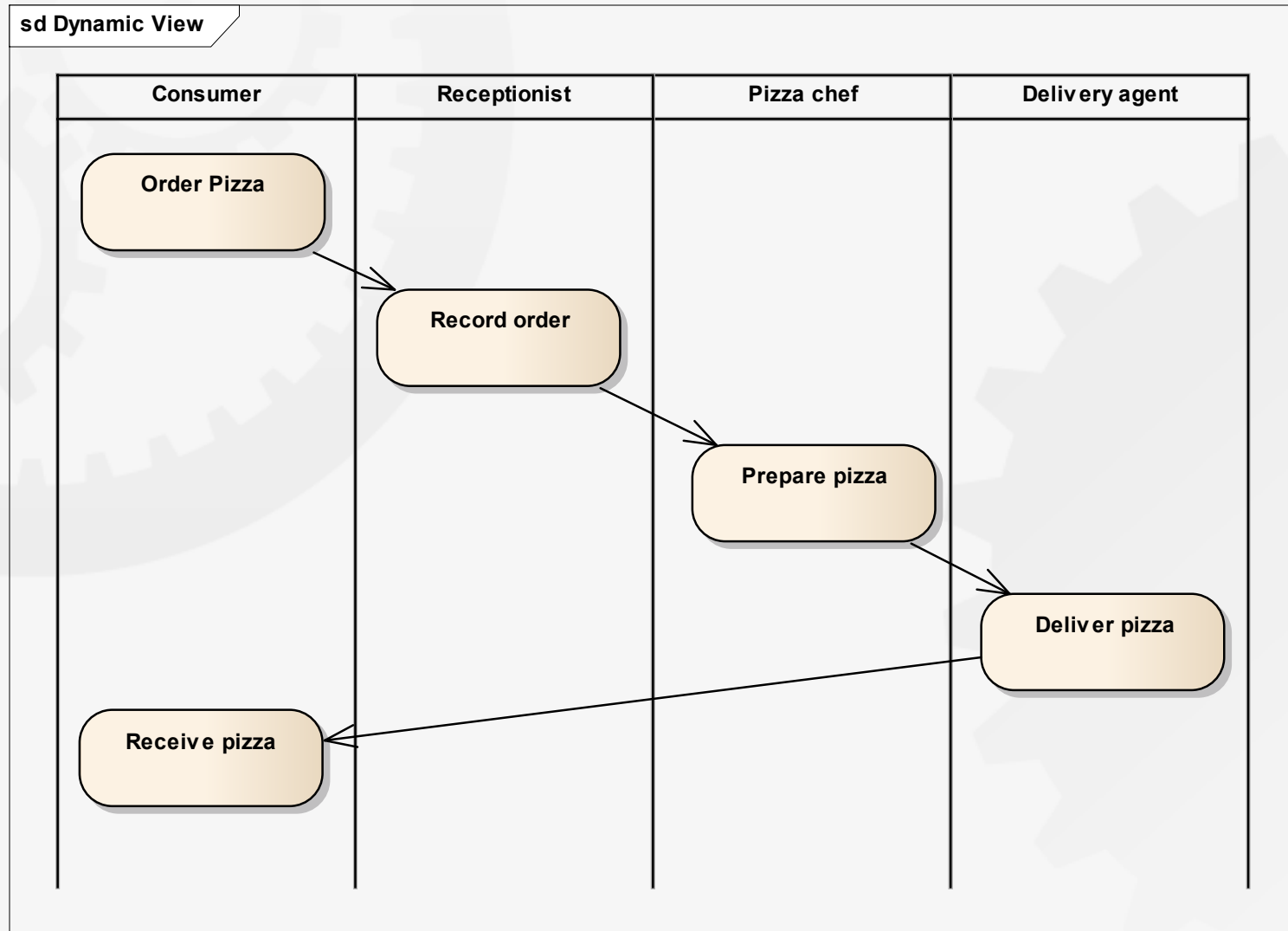
Order info, ingredients, ...
↓
Pizza, delivery record, ...



Receptionist, pizza chef, delivery agent



Simple pizza request fulfilment workflow



ISRM

(Incident & Service Request Mgmt.)



- *Goal / objective:*
Manage incidents and service requests consistently.
Resolve incidents (= restore acceptable service level)
and fulfil service requests within agreed service targets
- *Inputs:* Calls and requests from users, problem and known error data, ...
- *Outputs:* Resolved incidents and service requests, incident and service request records, ...
- *Tasks / activities:* record incidents; allocate priority; classify; update records; escalate; resolve; close

SLM (Service Level Management)



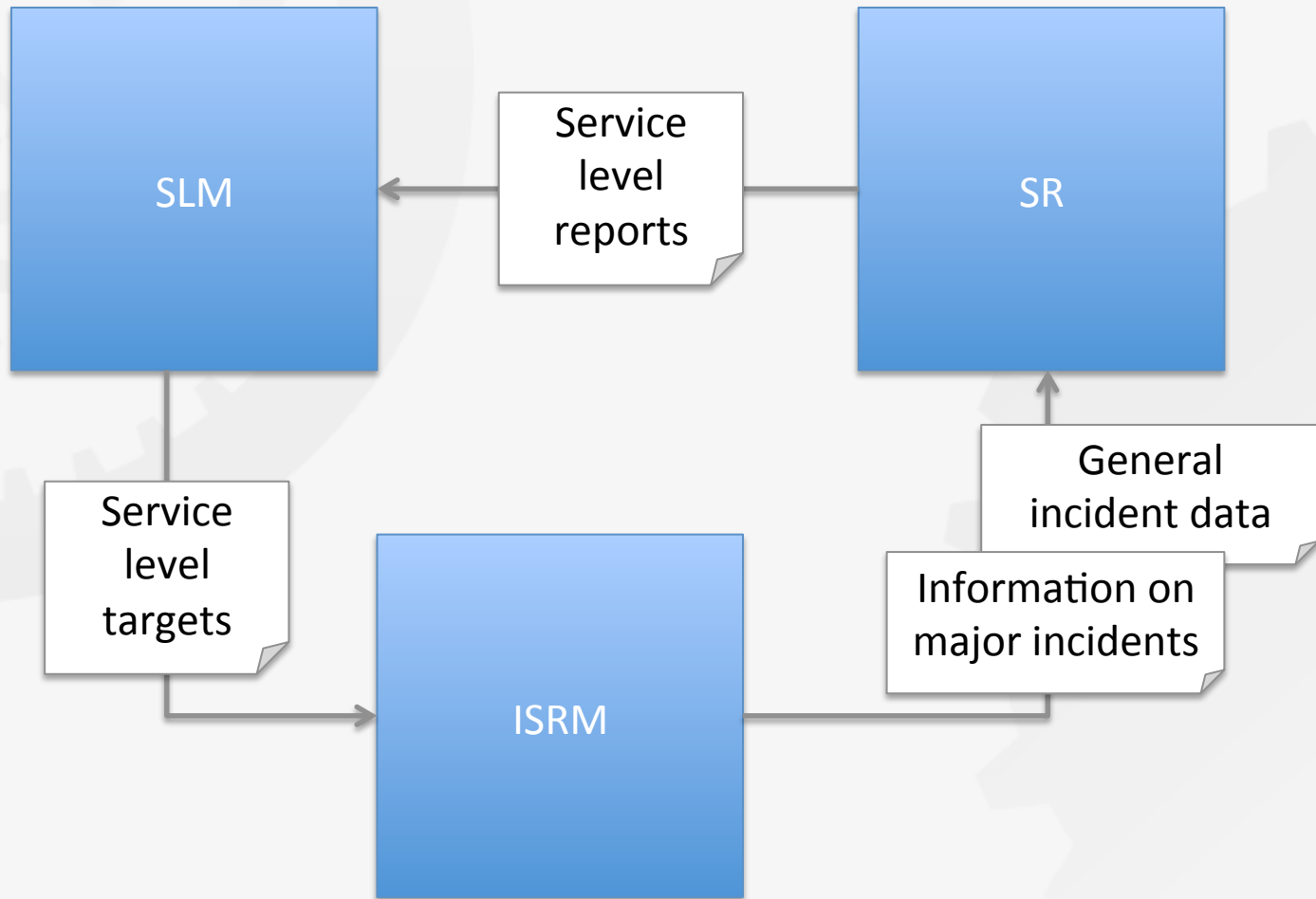
- *Goal / objective:*
Ensure that services and service targets are documented in a way that is easily understood by the customer and that service targets are met.
- *Inputs:* Customer requirements, ...
- *Outputs:* SLAs, Service Catalogue, ...
- *Tasks / activities:*
Conclude SLAs, coordinate contributors to the service levels, ...

SR (Service Reporting)



- *Goal / objective:*
Production of agreed, timely, reliable and accurate reports
- *Inputs:*
Monitoring data, incident data, information on major changes and incidents, ...
- *Outputs:*
Reports, ...
- *Tasks / activities:*
Plan reports, produce reports, distribute reports, ...

SLM, SR and ISRM: Interfaces



Key service management processes




- Service portfolio management (SPM)
- **Service level management (SLM)**
- **Service reporting management (SR)**
- Service continuity & availability management (SCAM)
- Capacity management (CapM)
- Information security management (ISM)
- Customer relationship management (CRM)
- Supplier relationship management (SRM)
- **Incident & service request management (ISRM)**
- Problem management (PM)
- Configuration management (ConfM)
- Change management (ChM)
- Release & deployment management (RDM)
- Continual service improvement management (CSI)

- **Session 1 (14:00-15:30)**

- Motivation for Service Management (Owen Appleton)
- FedSM Introduction & Main Outputs for EGI (Owen Appleton)
- The Process Approach for ITSM (Michael Brenner)

 **The FitSM-1 Standard for Service Management (Thomas Schaaf)**

 **Assessing Service Management Maturity (Thomas Schaaf)**

- Wider Perspective & Outlook (Owen Appleton)