



New Rules, New Roles, New People – New Organization For ITSM?

Troy DuMoulin

Vice President, Professional Services, Pink Elephant
t.dumoulin@pinkelephant.com



Brenda Iniguez
Strategic Business Development
Pink Elephant



Elaine Lauritzen
Managing Director, Production Services
Brigham Young University



Lonnie Shane
Vice President, IT
Honeywell IT Services

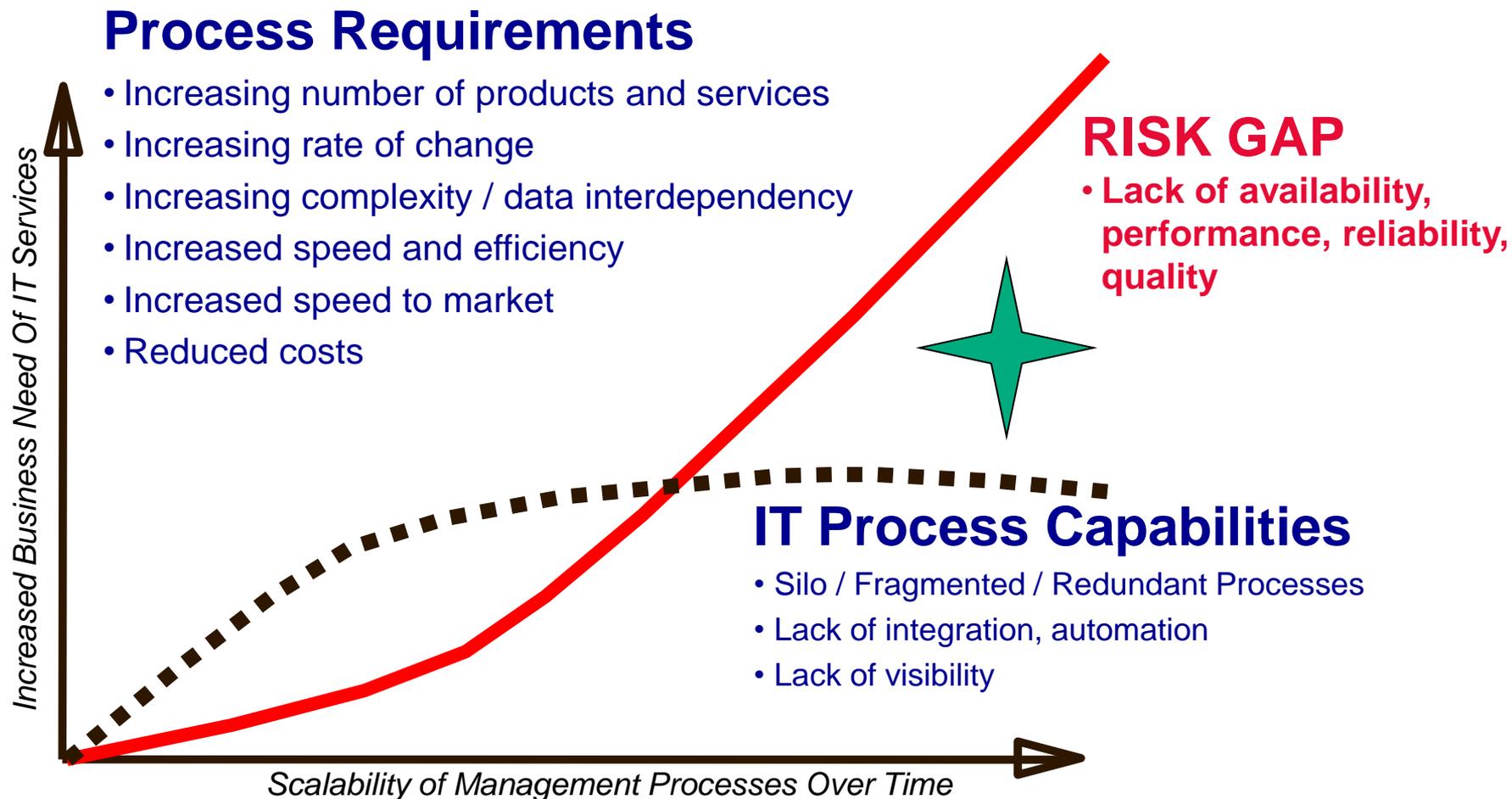


Not Again! We Have “People” Issues?

Moving from a technology to a service focus requires people be focused on the right activities, with the right levels of empowerment and support.

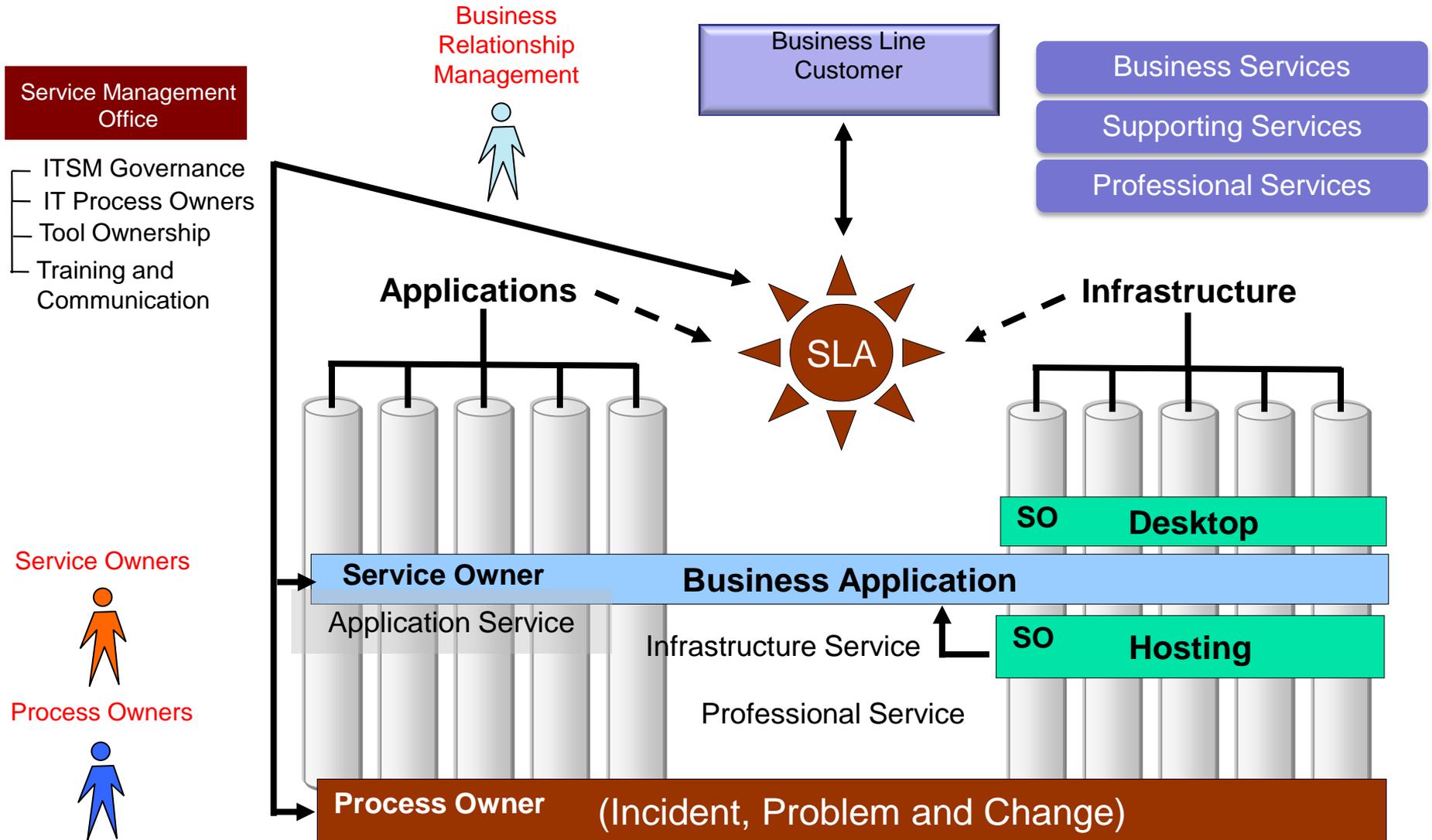
- What are the essential roles that needed to be defined for IT Service Management?
- Is a new organization structure needed? If so, what should it look like?
- Can't we just incorporate new responsibilities to fit within the current roles and structure?
- How far up and down should any new IT Service Management roles go?
- Is the concept of a Service Management Office (SMO) something that can help?

The “Risk Gap” For Business Growth Goals



Operating as a mature IT Service Provider requires consistent supply chain management processes across silos!

Service Organization Structures



Thank You!



Session Evaluation

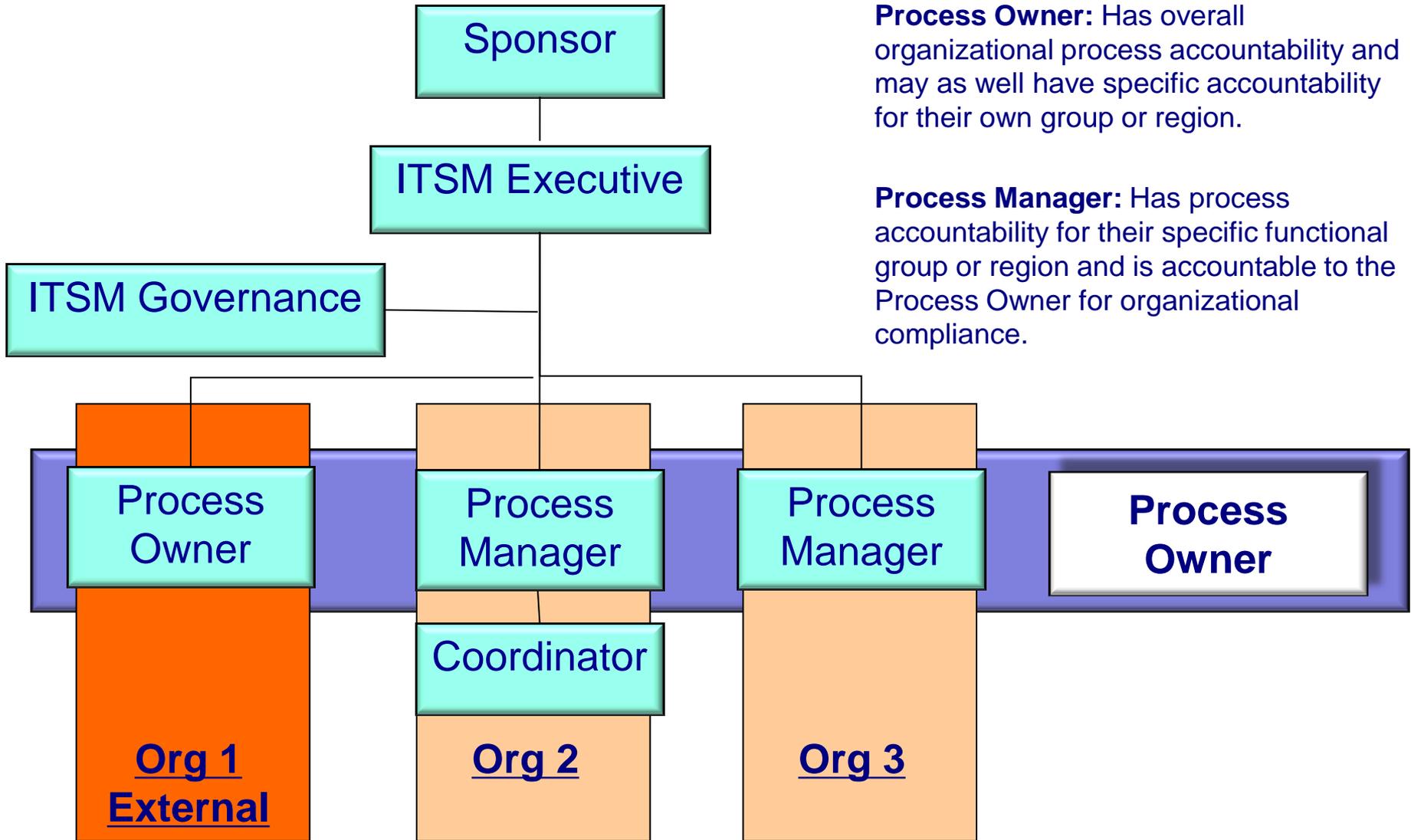
Please take a few minutes to fill out an evaluation on this session. We greatly appreciate your feedback!

<http://pinkforum12-3c.questionpro.com>



APPENDIX

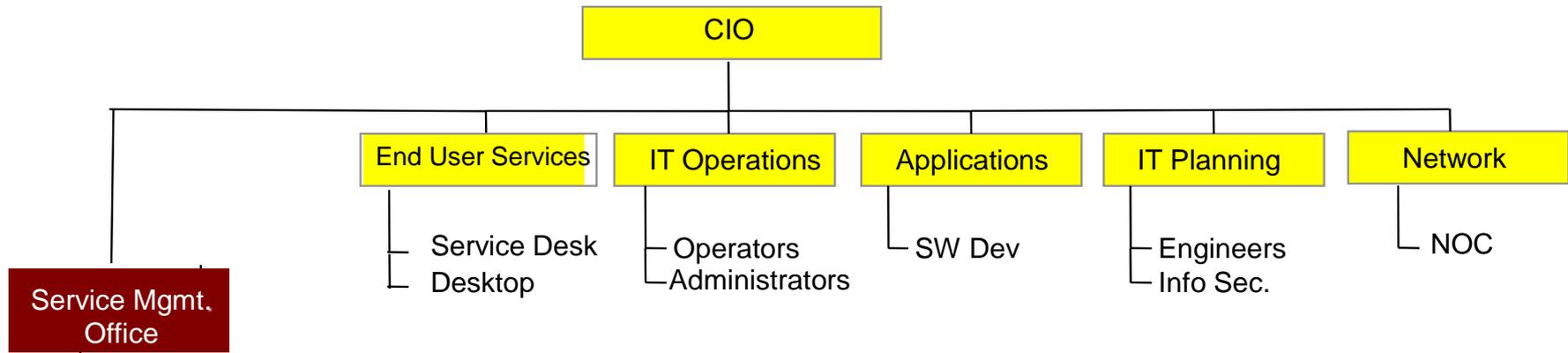
Scaled & Distributed Process Ownership



Process Owner: Has overall organizational process accountability and may as well have specific accountability for their own group or region.

Process Manager: Has process accountability for their specific functional group or region and is accountable to the Process Owner for organizational compliance.

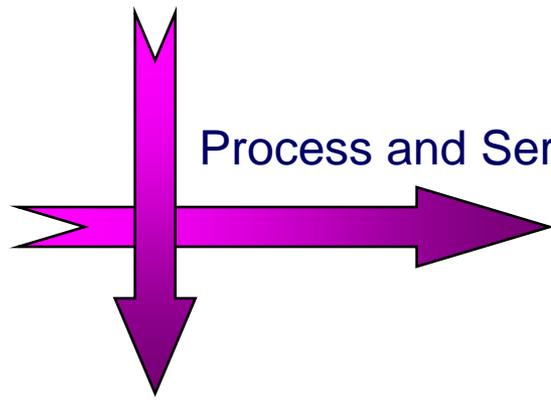
The Service Management Office



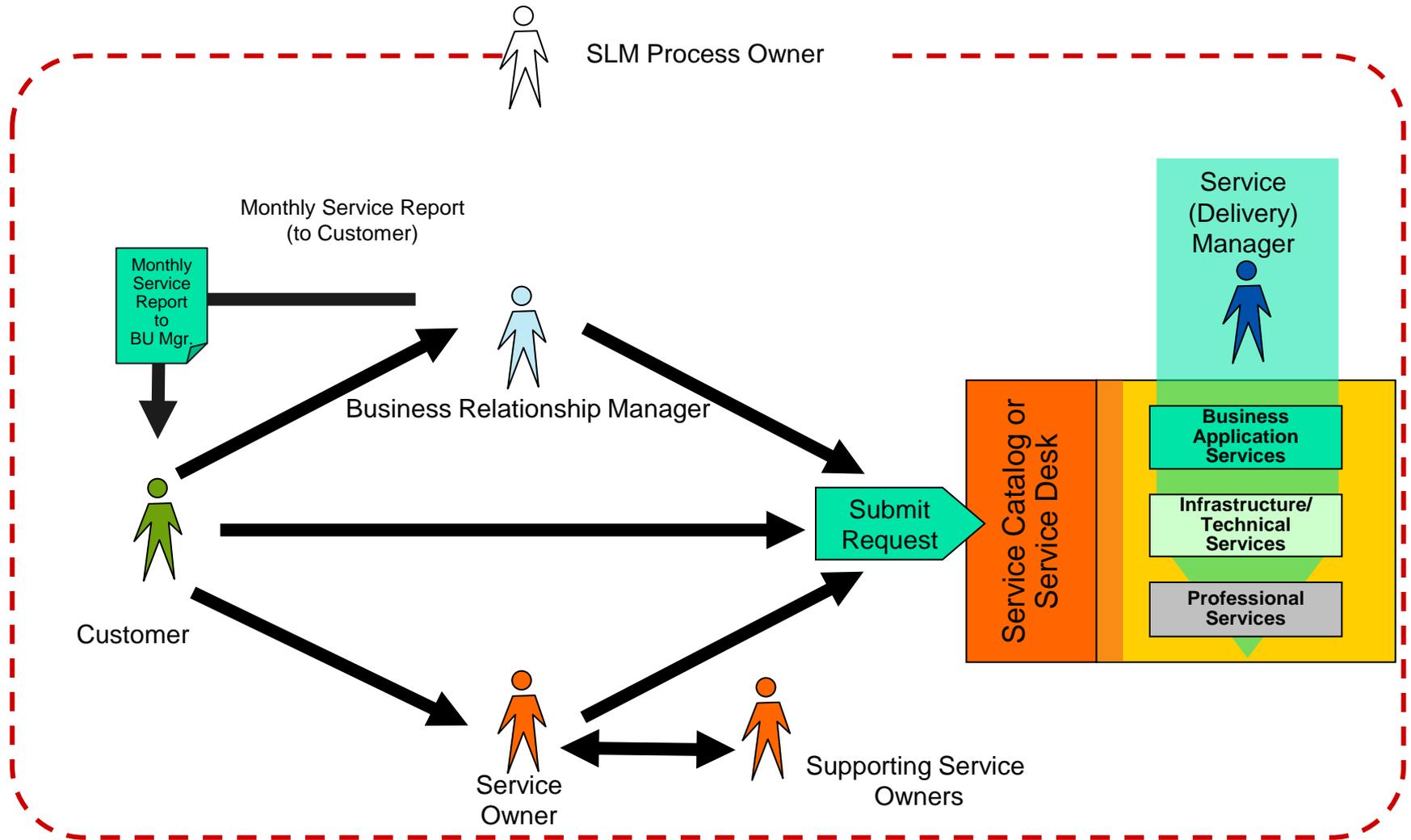
- ITSM Governance
- ITSM Process Owners?
- Business Process and Service Improvement
- Training and Communication Coordination
- Service Level and CSI Management

Technical / Functional Management

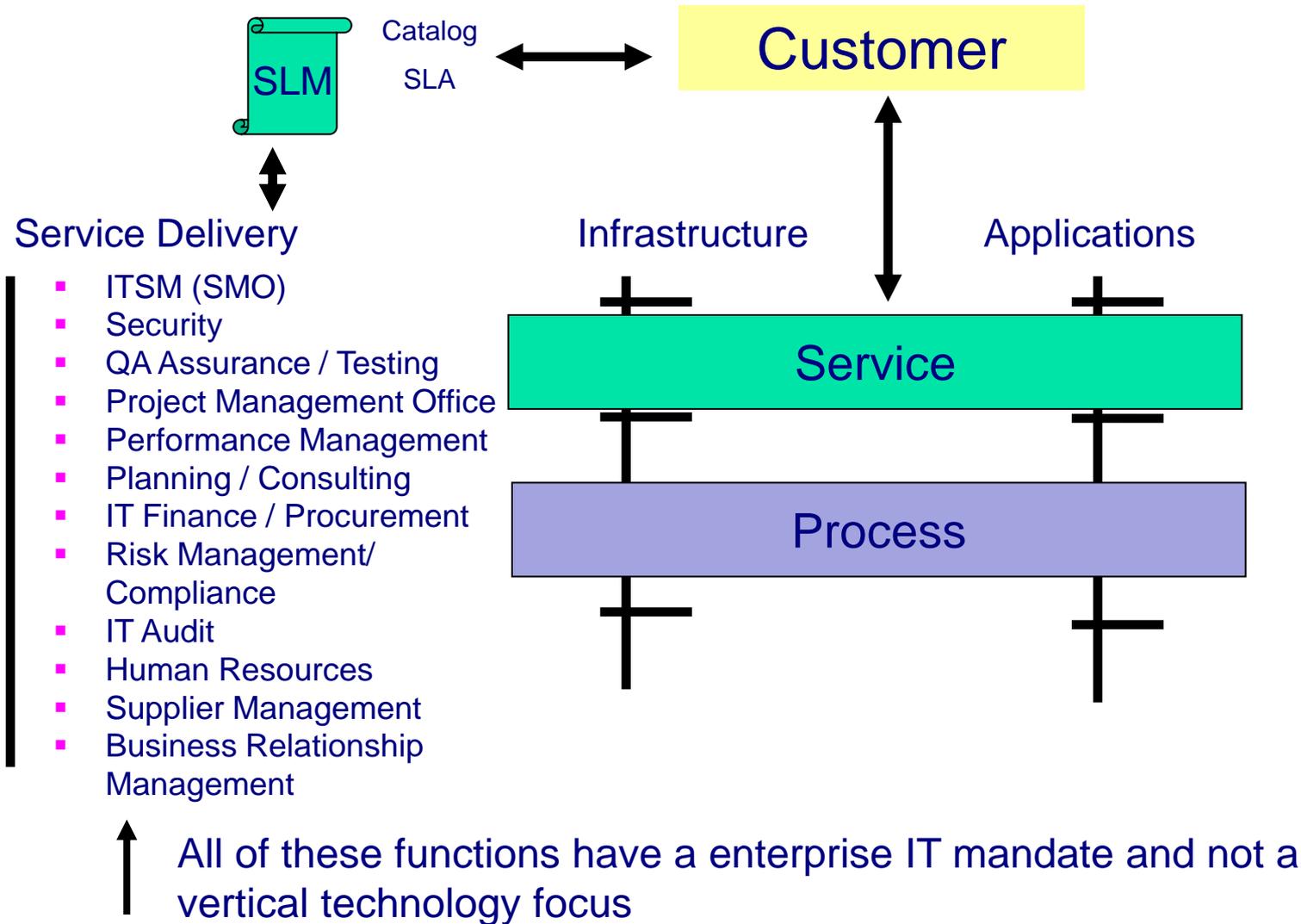
Process and Service Management



ITSM Roles & Customer Engagement



Future State Service Delivery Function



Group and Personal Reward Systems

