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

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Introductions

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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

Process Requirements

- Increasing number of products and services
- Increasing rate of change
- Increasing complexity / data interdependency
- Increased speed and efficiency
- Increased speed to market
- Reduced costs

RISK GAP

- Lack of availability, performance, reliability, quality

IT Process Capabilities

- Silo / Fragmented / Redundant Processes
- Lack of integration, automation
- Lack of visibility

Operating as a mature IT Service Provider requires consistent supply chain management processes across silos!
New Rules, New Roles, New People – New Organization For ITSM

Service Organization Structures

- Business Relationship Management
- Business Line Customer
- Service Management Office
  - ITSM Governance
  - IT Process Owners
  - Tool Ownership
  - Training and Communication
- Applications
- Infrastructure
- SLA
- Business Services
  - Supporting Services
  - Professional Services
- Service Owners
  - Process Owners
- Service Owner
  - Application Service
  - Infrastructure Service
  - Professional Service
  - Business Application
  - Service Ownership (Incident, Problem and Change)
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
**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

End User Services
- Service Desk
  - Desktop

IT Operations
- Operators
  - Administrators
- SW Dev

Applications

IT Planning
- Engineers
  - Info Sec.

Network
- NOC

Service Mgmt, 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

- Monthly Service Report (to Customer)
- Monthly Service Report (to BU Mgr.)
- Business Relationship Manager
- Service Owner
- Supporting Service Owners

Service Catalog or Service Desk
- Business Application Services
- Infrastructure/Technical Services
- Professional Services

SLM Process Owner

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Future State Service Delivery Function

Service Delivery
- ITSM (SMO)
- Security
- QA Assurance / Testing
- Project Management Office
- Performance Management
- Planning / Consulting
- IT Finance / Procurement
- Risk Management/Compliance
- IT Audit
- Human Resources
- Supplier Management
- Business Relationship Management

All of these functions have a enterprise IT mandate and not a vertical technology focus
Group and Personal Reward Systems

- Functional Task Expectation
- Project Expectations
- Cross Functional Teams/Processes Involvement