ITIL® 2011 EDITION PERSONAL, TEAM, AND LEADER WEEKLY PROCESS IMPROVEMENT AID

PULTORAK & ASSOCIATES
the business of IT™

PERSONAL PROCESS IMPROVEMENT AID* WEEKLY, FOR EACH ITIL° 2011 EDITION PROCESS:

- ☑ Review the process aim, e.g., Change Management, "minimize the business disruption of changes, know what changed"
- ☑ Review wins from last week and write down one, two, three simple ways to communicate and celebrate
- ☑ Ask yourself what one, two, three things you can do this week within your circle of influence towards better enactment of the process aim; write down these action items
- ☑ Ask yourself what one, two, three things (asks) you should ask for that would help you better enact the process aim in your day to day work; write down these action requests
- ☑ Take action and communicate results   **Use the same steps for teams*

TEAM LEADER PROCESS IMPROVEMENT AID WEEKLY, FOR EACH ITIL° 2011 EDITION PROCESS:

- ☑ Review the process aim, e.g., Change Management, "minimize the business disruption of changes, know what changed"
- ☑ Review individual and team "enactment wins" from last week and write down one, two, three simple ways to communicate and celebrate
- ☑ Review individual and team "asks requests fulfilled" from last week and write down one, two, three simple ways to communicate and celebrate
- ☑ Review individual and team "asks " from last week and ask yourself what one, two, three things (asks) you can put in place; write down these action items, including actions to communicate what will and will not be put in place, and when
- ☑ Take action and communicate results

A process is a set of activities directed towards an aim. To improve processes, individual IT practitioners, teams, and team leaders must 'get it' (the process aims), and 'get on with it', in other words, direct their activities towards that aim, taking action within their circle of influence and making asks of other that will help them do even better.

Service Strategy (Ensuring service meet business needs)

Strategy Management for IT Services
Ensure we have a strategy defined that guides and aligns our services, that clarifies the customers and markets we serve, differentiates our position and value proposition in the market overall and for each service, and guides the management of our current and future services, capabilities, and resources.

Service Portfolio Management
Ensure investments in Service Management across the enterprise are managed to deliver value by maximizing portfolio returns at acceptable risk levels and making appropriate changes to the Service Portfolio when conditions change.

Financial Management for IT Services
Ensure we can accurately account for IT costs, and that cost data is mapped to categories and services in a format useful for investment and budgeting decisions. Where we choose to charge back for services, ensure we have a clear pricing algorithm, charge-back goal, and a charging system that meets that goal.

Demand Management
Ensure we understand and influence demand for services. Provide capacity to meet demand and avoid excess capacity —generating costs which do not generate value. Prevent insufficient capacity that negatively imparts service quality.

Business Relationship Management
Maintain a positive relationship with customers by identifying customer needs and ensuring those needs are met through an appropriate catalogue of services.

Service Design (Designing the services)

Design Coordination
Ensure consistent and effective design of new or changed IT services, service management information systems, architectures, technology, processes, information and metrics by orchestrating all service design activities, processes and resources.

Service Catalogue Management
Ensure a single source of consistent information is available on all agreed services by producing and maintaining a current and accurate Service Catalogue. Make the Service Catalogue widely available to those approved to access it.

Service Level Management
Keep "pay the bills" Customers satisfied with our services by knowing what services we provide, and what they look like when they're done right, including service levels and cost, by making only commitments we can consistently keep, and by systematically managing Customer expectations and perceptions.

Availability Management
Ensure the availability of services in normal business operations by designing and managing services to keep them up and running. Should they go down, get them up quickly within specified service levels and costs.

Capacity Management
Ensure IT capacity matches business needs at the right time and at the right cost by understanding current business needs and IT capacity, anticipating future business needs and IT capacity requirements, and delivering the right resources at the right time and at the right cost.

IT Service Continuity Management
Ensure that following a business interruption, we can restore the predetermined and agreed IT services when required to resume business.

Information Security Management
Align IT security with business security. Ensure information security is effectively managed in all service and Service Management activities and provide a focus for all IT security issues and activities.

Supplier Management
Ensure that all contracts with our suppliers support business needs. Manage suppliers and their services to meet contractual commitments for quality and cost. Ensure we obtain value for money from our suppliers.

Service Transition (Moving services into production)

Transition Planning & Support
Ensure that the requirements of Service Strategy encoded in Service Design are effectively realized in Service Operations by coordinating and planning the resources required to successfully deliver new and changed services into the production environment.

Change Management
Minimize the business disruption of changes, and ensure we can answer the question, "what changed?"

Service Asset & Configuration Management
Ensure a logical model of the IT infrastructure that correlates IT Services, Assets and IT Components needed is defined, controlled, maintained and kept accurate as a source of information for fact-based management of IT services and to comply with corporate governance requirements.

Release & Deployment Management
Ensure releases into production and successful, enable effective use, and deliver customer value by defining and agreeing on release and deployment plans with customers and stakeholders.

Service Validation & Testing
Ensure that new or changed services deliver customer and business value by assuring that the service offering is fit for purpose and fit for use.

Change Evaluation
Formally assess new or changed IT services to ensure risks have been managed and to help determine whether to authorize the change.

Knowledge Management
Ensure the right information on service usage, consumption, delivery constraints, and obstacles to full realization of benefits is delivered to the appropriate place or competent person at the right time to enable informed decisions.

Service Operation (Ongoing management of services)

Event Management
Ensure events are managed through their lifecycle including detection, diagnosis, and appropriate actions. Determine the appropriate control actions, implement automated event-driven routines, and provide data as a basis for operational monitoring and control.

Incident Management
Minimize the business disruption of incidents by getting individual "hands on the keyboard" users back up and running and restoring service as quickly as possible.

Request Fulfillment
Ensure there is a way for Users to get information on availability of standard services, how to obtain them, and to request and receive standard services, assist with general information, complaints or comments, and that request-driven routine activities are automated.

Problem Management
Get to the root cause of problems, and know what the top 'n' problems are, what we've done to advance them, and what we will do next.

Access Management
Grant authorized users rights to use a service while we prevent access for non-authorized users, ensuring our actions comply with policies and procedures defined in Security and Availability Management.

Continual Service Improvement (Ongoing improvement of services)

7-Step Improvement Process
Increase IT service provider efficiency, effectiveness and cost effectiveness by continually measuring and improving performance, defining and managing the steps needed to identify, define, gather, process, analyse, present and implement process, IT service and IT infrastructure improvements.