



NEW TRENDS IN THE WORLD OF IT SERVICE MANAGEMENT

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Today

Value chain

Digital Transformation

Lean Practices

Customer Experience (CX)

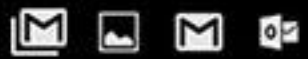


User Experience (UX)

Service Orchestration

Intelligence

Cybersecurity

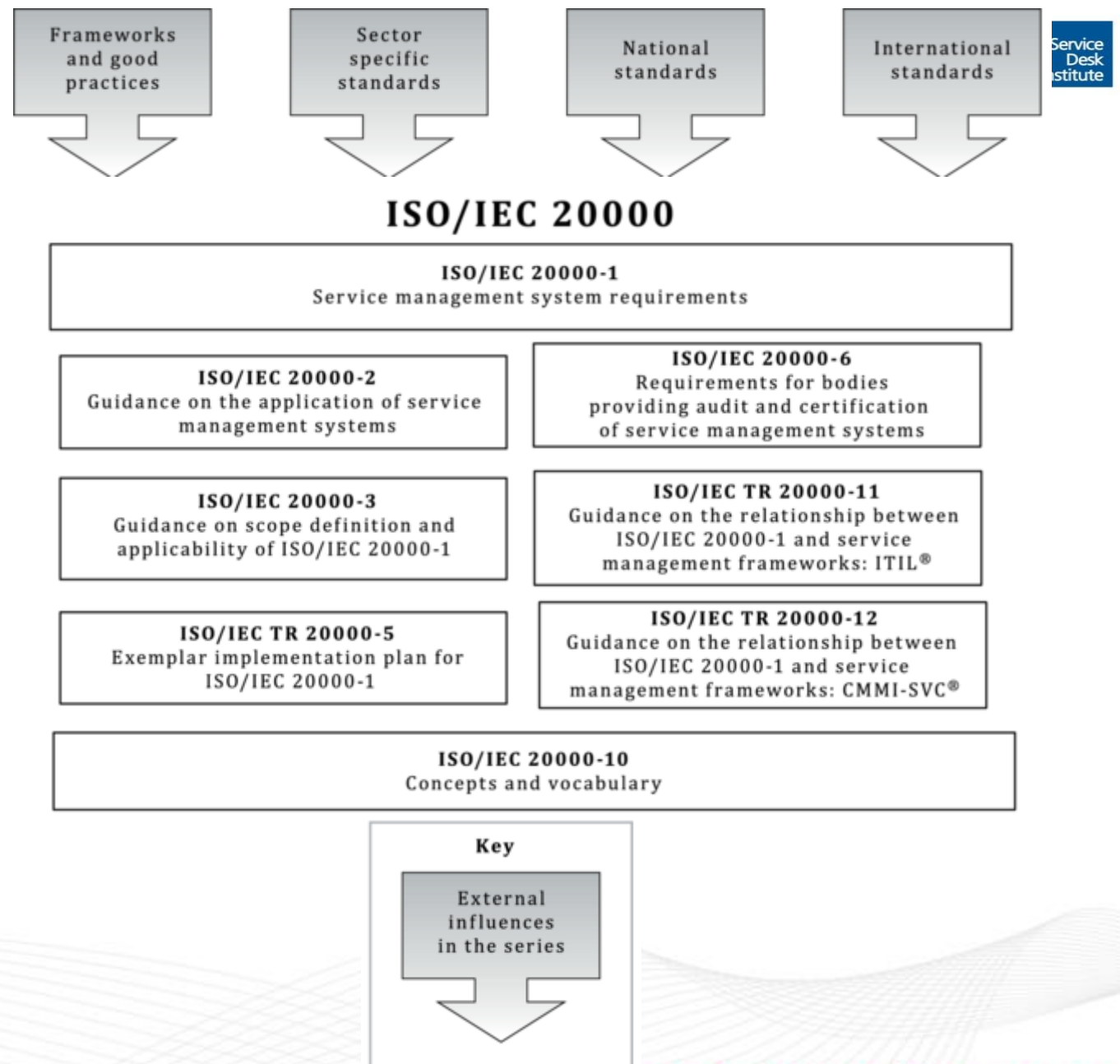


virtualspeech.com/webvr

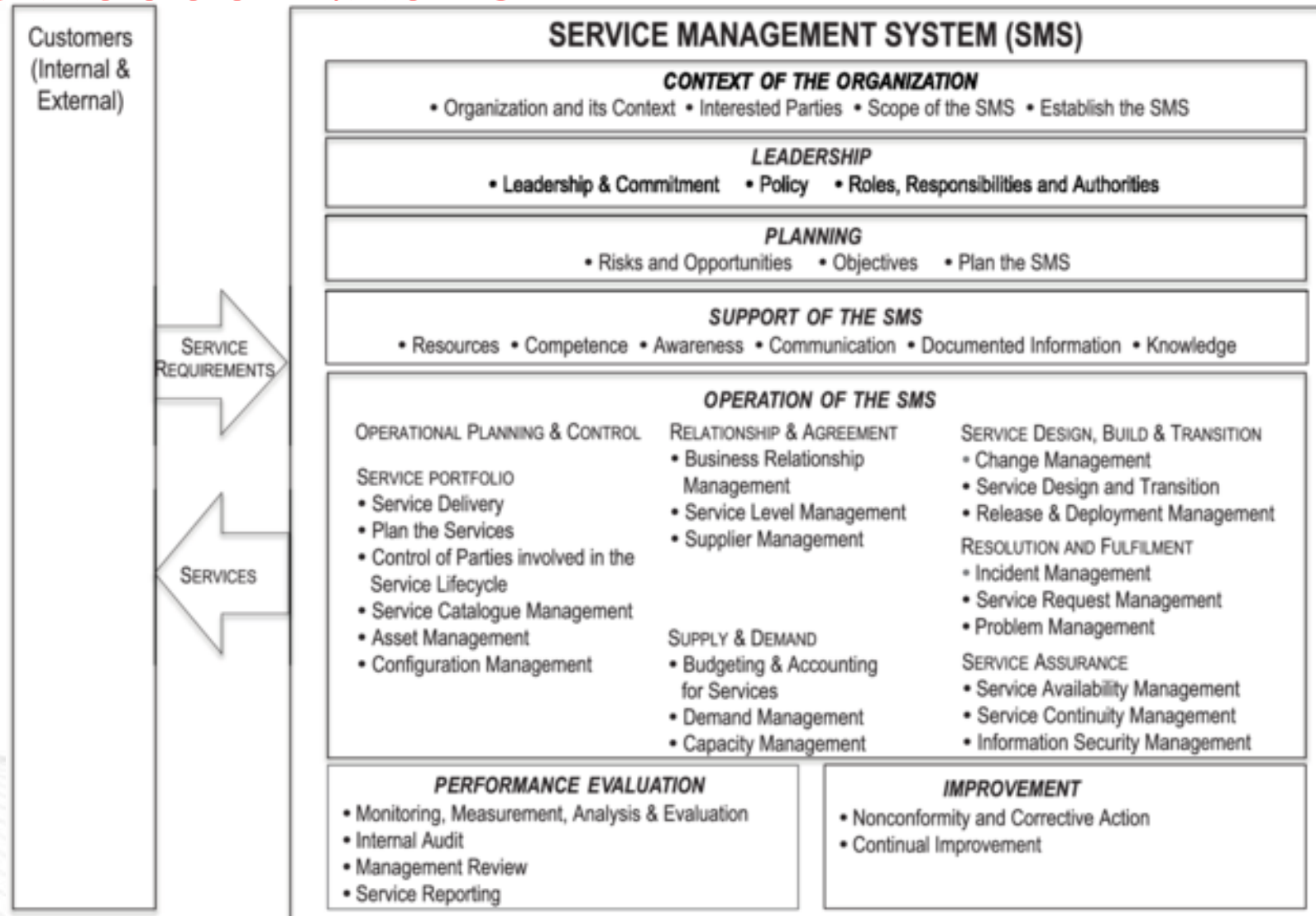
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Information technology — Service management — Part 10: Concepts and vocabulary



ISO/IEC 20000-1:2018



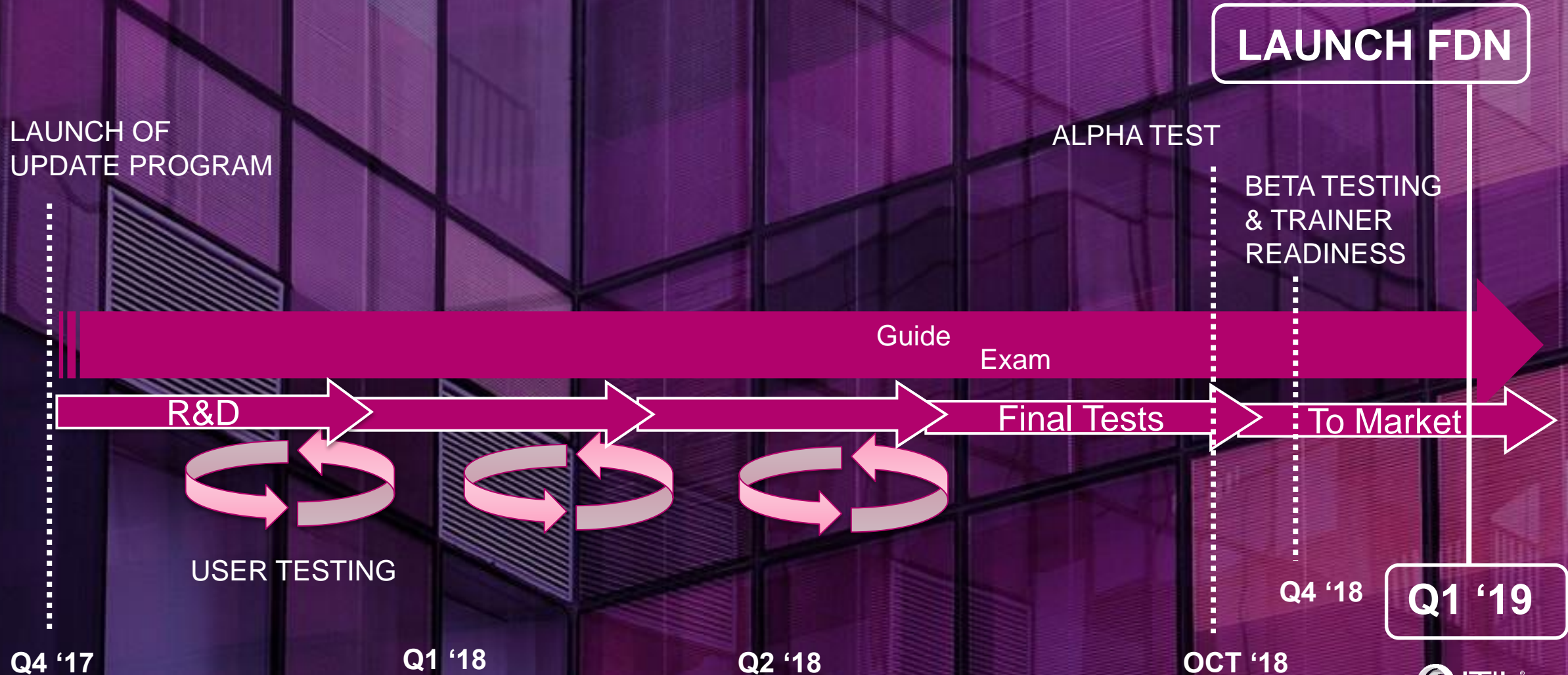
.....DIGITAL OPERATING MODEL

ITIL 4

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THE ITIL UPDATE PROGRAM



ITIL 4 Global Architects



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experts in **42**
countries



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community

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discussions**

COMMUNITY DRIVEN

Community
SMEs

150+

- ✓ IT Ops
- ✓ Dev
- ✓ Digital

42
Countries

COMMUNITY DRIVEN



- ✓ Finance
- ✓ MSPs
- ✓ Gov't

100
Hours

COMMUNITY DRIVEN



WHAT WE HAVE FOUND

The Fundamentals of service management remain as important today as ever before



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We need evolving, practical guidance on the application of new technologies and ways of working *as they emerge*

Customer value must be at the heart of everything we do

FOCUS ON VALUE



WORK HOLISTICALLY



ITIL IS EVOLVING...



From process focus to holistic view

From fragmented lifecycle to the end-to-end

From major releases to continual improvement

From operational silos to flexible value flow

The guiding principles

and continual improvement are central



READY TO GO...

LAUNCH PLAN

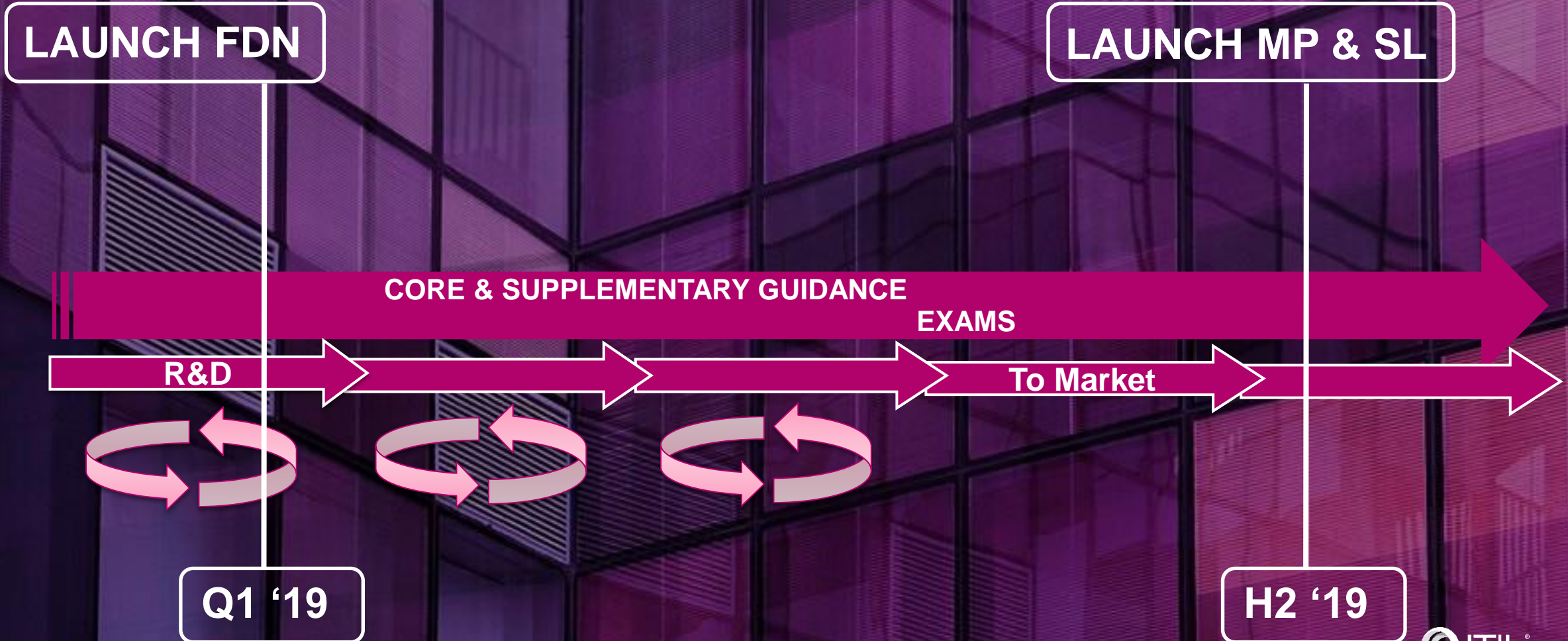
ITIL 4 CERTIFICATION

TRANSITION

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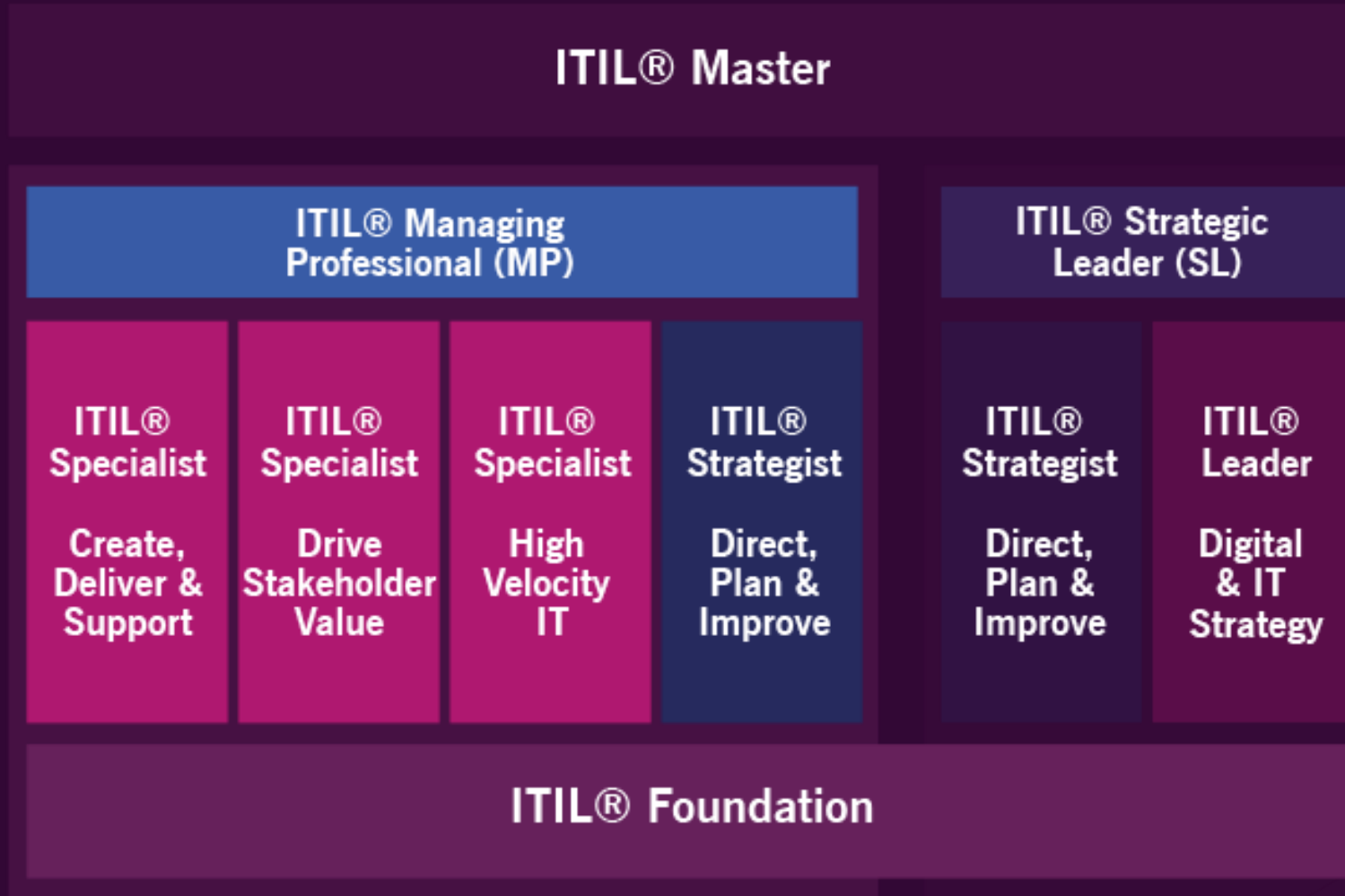
THE ITIL UPDATE: NEXT STEPS



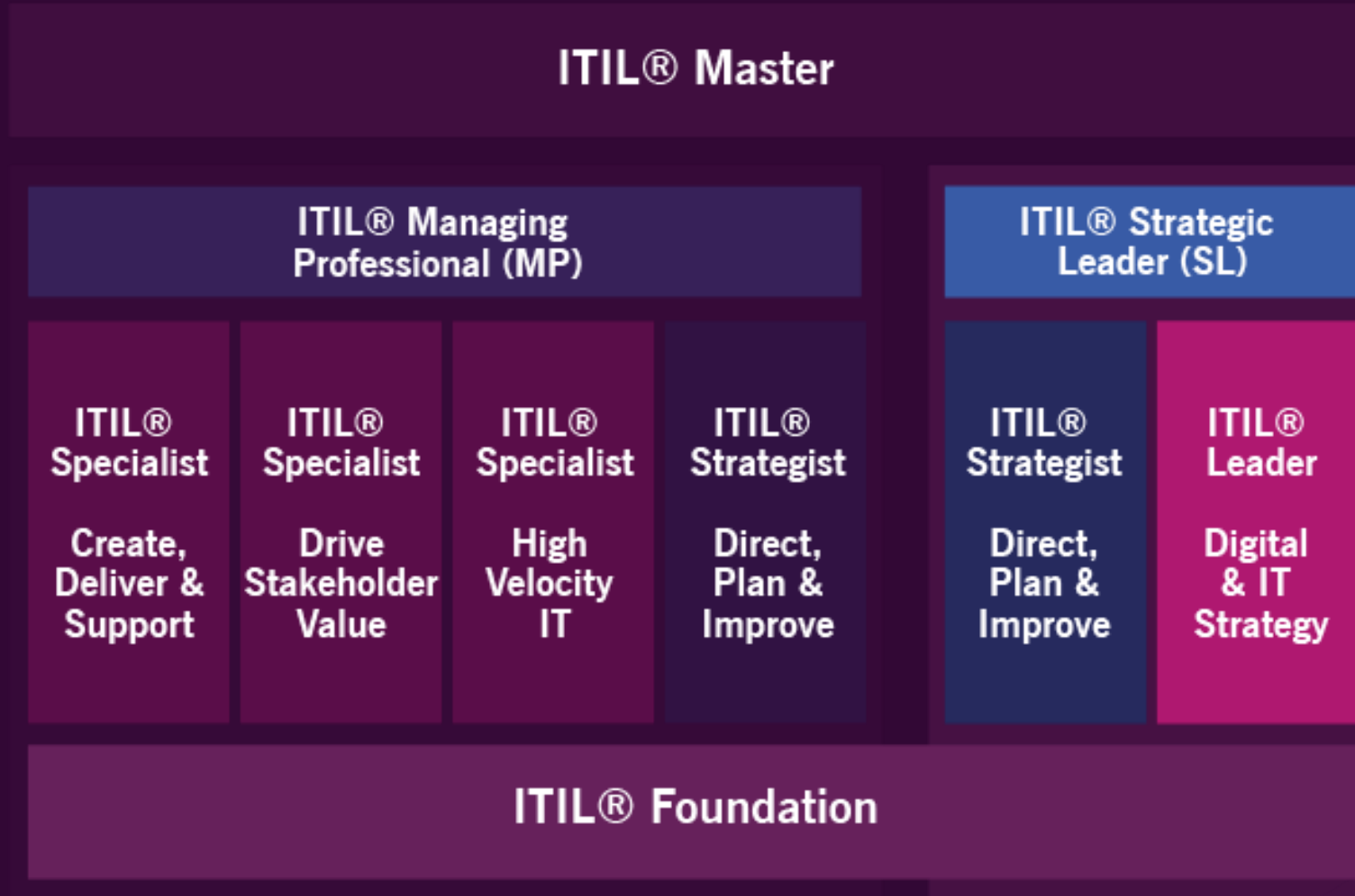
ITIL 4 CERTIFICATION SCHEME



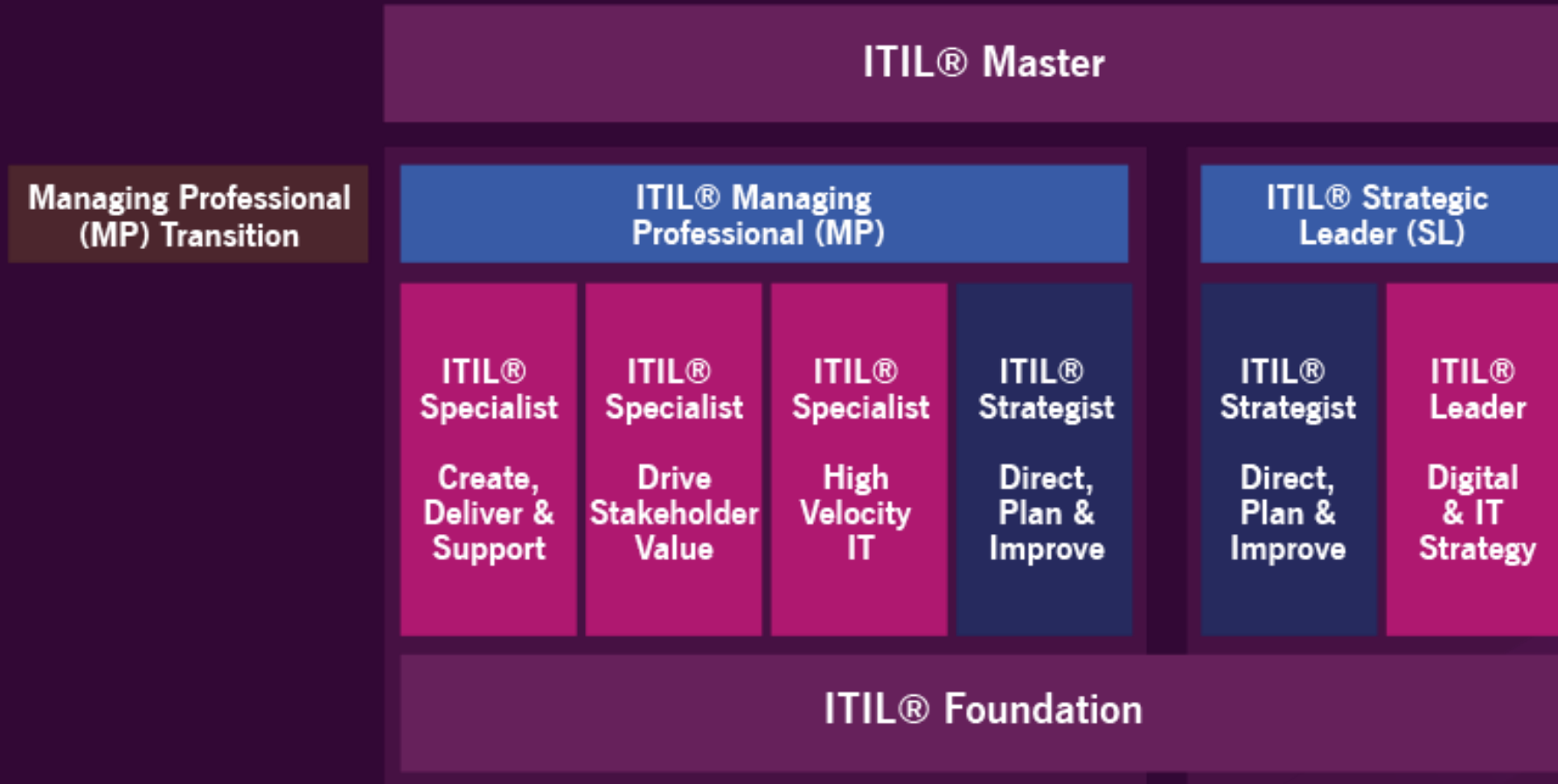
ITIL MANAGING PROFESSIONAL



ITIL STRATEGIC LEADER



ITIL MANAGING PROFESSIONAL TRANSITION



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OCT-DEC 18

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6 COUNTRIES

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The SDI best practice standard

Leadership <ul style="list-style-type: none"> 1.01 Alignment with core business outcomes 1.02 Service Desk influence 1.03 Collaboration 1.04 Leadership competencies 1.05 Promoting teamwork 1.06 Promoting the service desk 1.07 Service performance transparency 1.08 Critical success factors 1.09 Inspiring and driving continual service improvement (CSI) 1.10 Customer advocacy 	People Management <ul style="list-style-type: none"> 3.01 Role profiles 3.02 Recruitment 3.03 Onboarding 3.04 Skills development 3.05 Career development plans 3.06 Personal performance reviews 3.07 Talent management 3.08 Remuneration 3.09 Informal reward and recognition 3.10 Staff attendance 3.11 Service desk aspirational career path 	Processes and Procedures <ul style="list-style-type: none"> 5.01 Governance of processes and procedures 5.02 Risk management 5.03 Service level management 5.04 Managing feedback 5.05 Incident management 5.06 Request fulfillment 5.07 Incident and service request logging 5.08 Status assignment 5.09 Service Level Monitoring 5.10 Incident and service request closure 5.11 Incident and service request quality monitoring 5.12 Interaction quality monitoring 5.13 Proactive incident detection and remediation (event management) 5.14 Problem management 5.15 IT change management 5.16 Release and deployment management 5.17 Service information 5.18 Configuration and asset management 5.19 Service catalog management 5.20 Access management 5.21 IT service continuity management 5.22 Approval 5.23 Prioritization 5.24 Categorization 5.25 Industry innovation 	Managing Employee Satisfaction <ul style="list-style-type: none"> 6.01 Employee satisfaction monitoring program 6.02 Skills and knowledge 6.03 Training plans 6.04 Staff morale 6.05 Employee engagement 6.06 Career development opportunities 6.07 Employee feedback 6.08 Team meetings 	Management Information and Performance Results <ul style="list-style-type: none"> 8.01 Business related metrics 8.02 Reporting activities 8.03 Target alignments 8.04 Number of incidents 8.05 Number of service requests 8.06 Average time to respond to incidents 8.07 Average time to respond to service requests 8.08 Abandon rate 8.09 Average time taken to resolve incidents 8.10 Average time taken to fulfil service requests 8.11 First contact incident resolution rate 8.12 First contact incident fulfillment rate 8.13 First level incident resolution rate 8.14 First level request fulfillment rate 8.15 Re-opened incident rate 8.16 Re-opened service request rate 8.17 Incident backlog management 8.18 Service request backlog management 8.19 Percentage of hierarchic escalations 8.20 Percentage of functional escalations 8.21 Bounce rate 8.22 Average incident resolution time by priority 8.23 Average request fulfillment time by priority 8.24 Average resolution time by incident category 8.25 Average fulfillment time by service request type 8.26 Comparison of service level targets to performance 8.27 Knowledge usage 8.28 Knowledge quality and effectiveness 8.29 Self-help monitoring measured against target 8.30 Monitoring incidents caused by changes measured against target 8.31 Total cost of service delivery 8.32 Average cost per incident by channel 8.33 Average cost per service request by channel 8.34 Employee satisfaction feedback 8.35 Employee turnover 8.36 Unplanned absence days 8.37 Periodic customer satisfaction measurement 8.38 Event based customer satisfaction measurement 8.39 Complaints, suggestions and compliments
Policy and Strategy <ul style="list-style-type: none"> 2.01 Vision 2.02 Mission 2.03 Strategic objectives, Critical Success Factors and Key Performance Indicators 2.04 Strategic planning 2.05 Business relationship management 2.06 Stakeholder input 2.07 Financial management 2.08 Diversity and inclusion 2.09 Flexible working practices 2.10 Information security management program 2.11 Strategic value of the service desk 2.12 Service desk project governance 	Resources <ul style="list-style-type: none"> 4.01 Physical environment and ergonomics 4.02 Capacity and availability 4.03 Distribution of incoming interactions 4.04 Diagnosis and resolution 4.05 Staffing and scheduling 4.06 IT service management (ITSM) toolset 4.07 IT service management system utilization 4.08 Remote support 4.09 Integrated systems 4.10 Reporting systems 4.11 Knowledge management 4.12 Self-service 4.13 Service catalog 4.14 Security 4.15 Supplier relationship management 		Managing the Customer Experience <ul style="list-style-type: none"> 7.01 Customer experience management 7.02 Event surveys 7.03 Periodic surveys 7.04 Managing customer satisfaction results (analytics) 7.05 Customer feedback 7.06 Complaint management 7.07 Business relationship management 	
			Social Responsibility <ul style="list-style-type: none"> 9.01 Community integration and charitable activities 9.02 Environmental protection 9.03 Health and safety 9.04 Code of practice and ethics 	

