



THE UNIVERSITY *of* EDINBURGH



DEFEATED BY DATA?

## THE UNIVERSITY OF EDINBURGH'S SERVICE DESK CERTIFICATION STORY

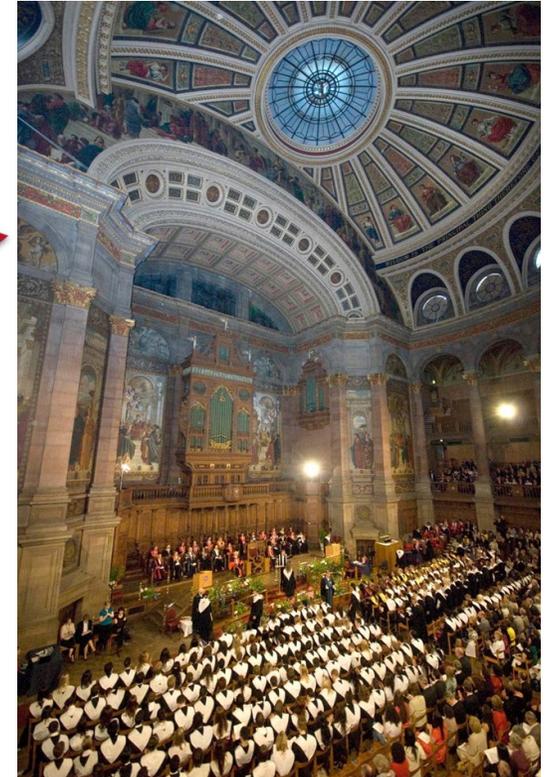


LISA MCDONALD – ITIL MANAGER  
THE UNIVERSITY OF EDINBURGH



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## About the University of Edinburgh



Influencing the world since 1583



## Our Support Services





## Why SDI?

- Success stories, benchmarking and CSI guidance
- New CIO bringing Shift left agenda
- On-line Performance Assessment report



## **Audit Assessment**

- 2 day audit interviews
- Talking about what you do and how you do it
- Report containing Service Improvements



## **6 months to prepare...**

- Investment from Management
- Vision and Mission
- KPIs and CSFs
- Handbook – Processes and Procedures
- CSI Register

## Preparing for audit



**User Support Team Service Desk Certification Project 2018/19**  
**Welcome to the project wiki for the User Support Team Service Desk Certification Project**



### Audit Group Members

+ Project Members - Stage 6 Surveillance audit 2

+ Stages 1 - 5 Group Members

### Audit tools

+ Reports

+ Essential documents

+ Evidence

+ IT Service & Support Awards

### Library

+ UoE Resources

+ SDI Resources

**\*NEW\*** Projects website entry

Please contact the USD SDC team with any comments or questions on this wiki: [usd-sdc@mlist.is.ed.ac.uk](mailto:usd-sdc@mlist.is.ed.ac.uk)

### What's new?



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**And so the journey began...**



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## July 2017 – Surveillance 1

- New Standard version 7.0
- New Building
- Embedding CSI – making data driven decisions
- Audit over 2 days





## Introducing Lynne and James



Lynne Nash – SDI Consultant



James Chambers – SDI Trusted Advisor



## July 2018 – Surveillance 2

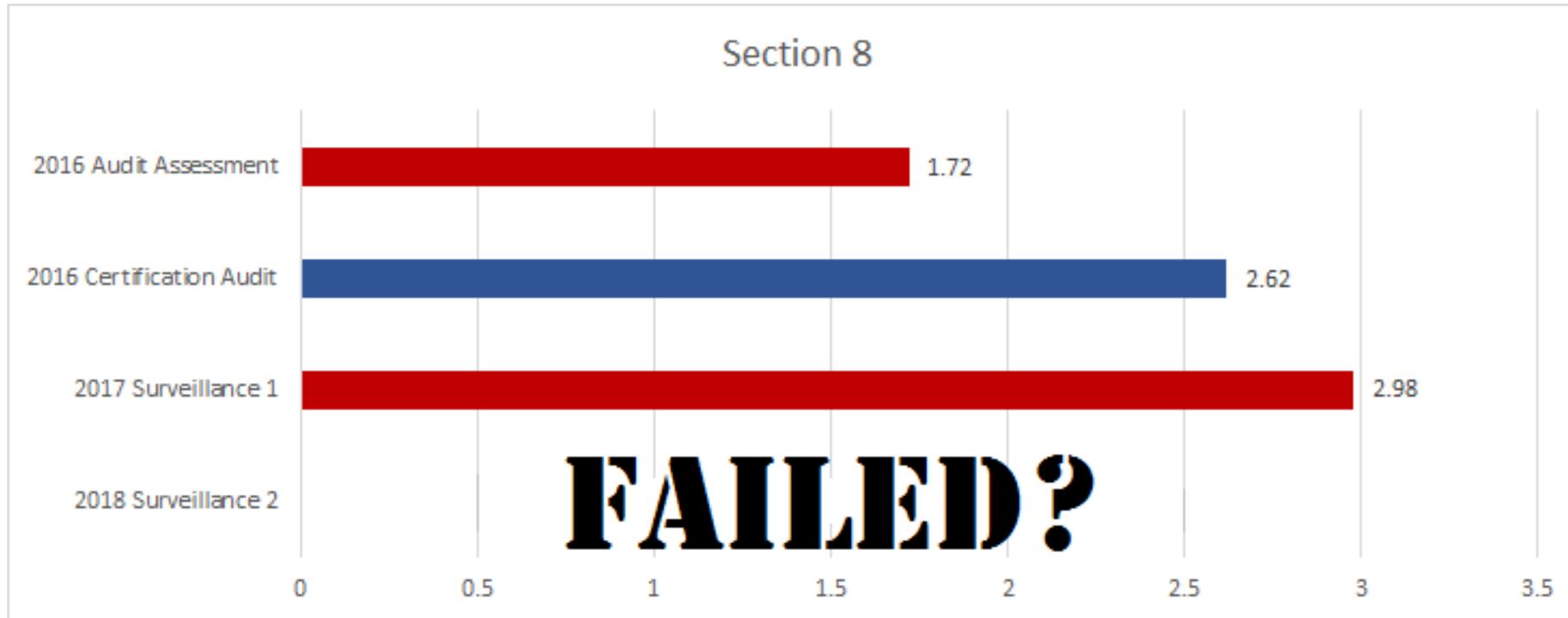
- New auditor & new director
- Self help and web forms
- IT Support Desk
- Skills and career paths

**Data driven  
decision making  
was embedded**

**Or was it?**



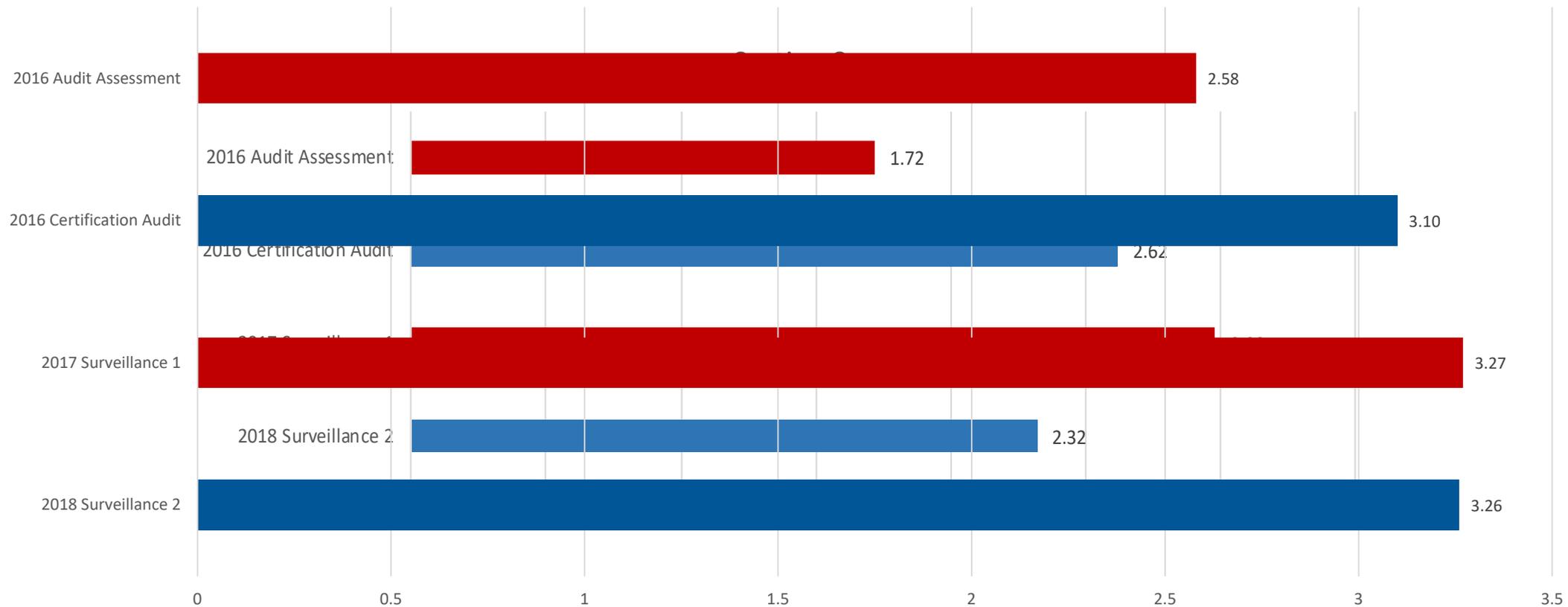
## Where it all went wrong





## All's well that ends well

Final score





## My advice

- Ask for help – The SDI are your friends!
- Run certification as a project
- Evidence – Ongoing collection of ideas, use the best tool for you.
- Get other teams involved
- Engage with the wider SDI Community



## What's next for us?

- ITIL Team
  - ITSM and ITIL Best Practice
  - Reporting and using data to make business decisions
- Support Model Review
- SDI Audit and membership



## QUESTIONS?

