The Art & Science of Updating ITIL

London

March 2019
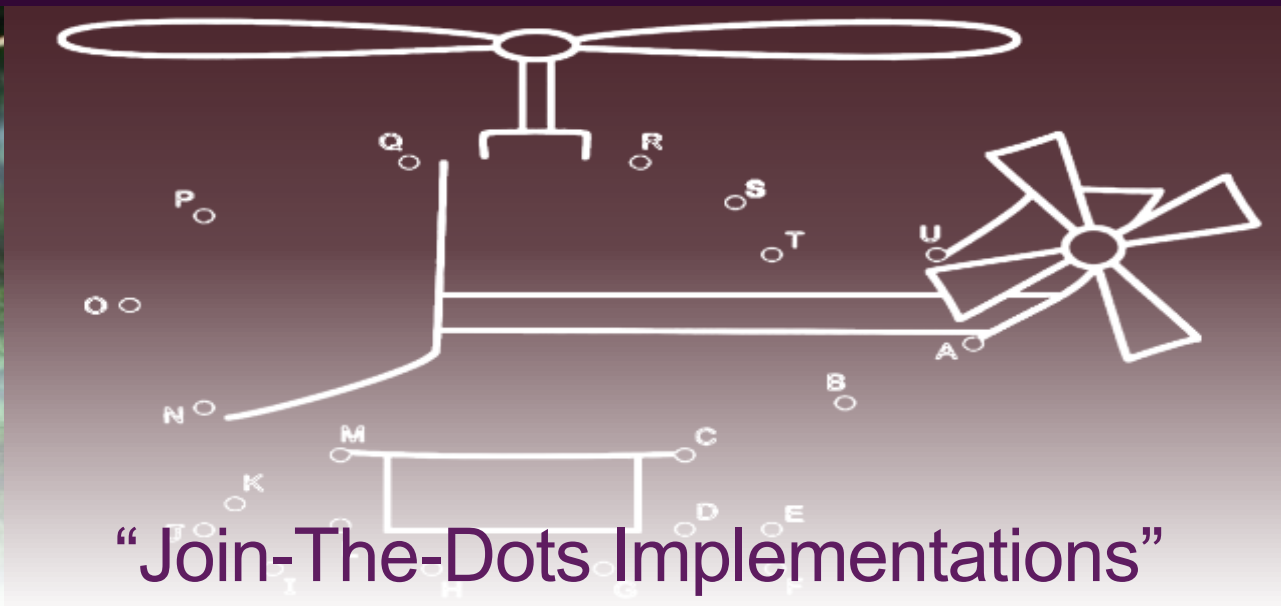
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Common ITSM "Anti-Patterns"

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Watermelon SLAs

"Join-The-Dots Implementations"

Single Silver Bullet Mindset

Maturity Improvement Programmes

The Value of ITIL

- ITIL is (still) widely adopted and is moving out of infrastructure
- Certifications are valued by companies and professionals
- The community wants to contribute to its own betterment

(Some) challenges faced by ITIL

- The guidance is vast, and the learning journey is complicated
- "Adapt & Adopt" and "Continual Improvement" need reinforcement
- Guidance needs to be quickly understood and easily applicable
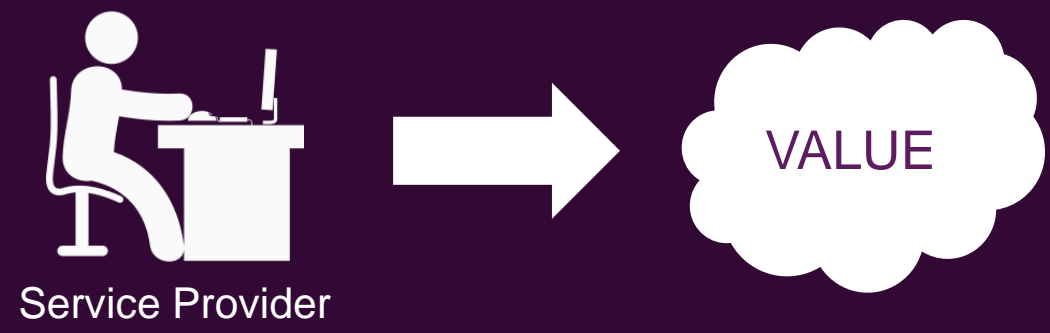
Positioning ITIL in today's IT Organization

ITIL – Shapes and connects the Service Organization

Products & Services – Co-create value for stakeholders

"Scaffolding Frameworks" – Develops, runs and maintains products and services

Language of ITSM: Delivering Value

Service Provider → VALUE

Language of ITSM: "Co-Creating" Value
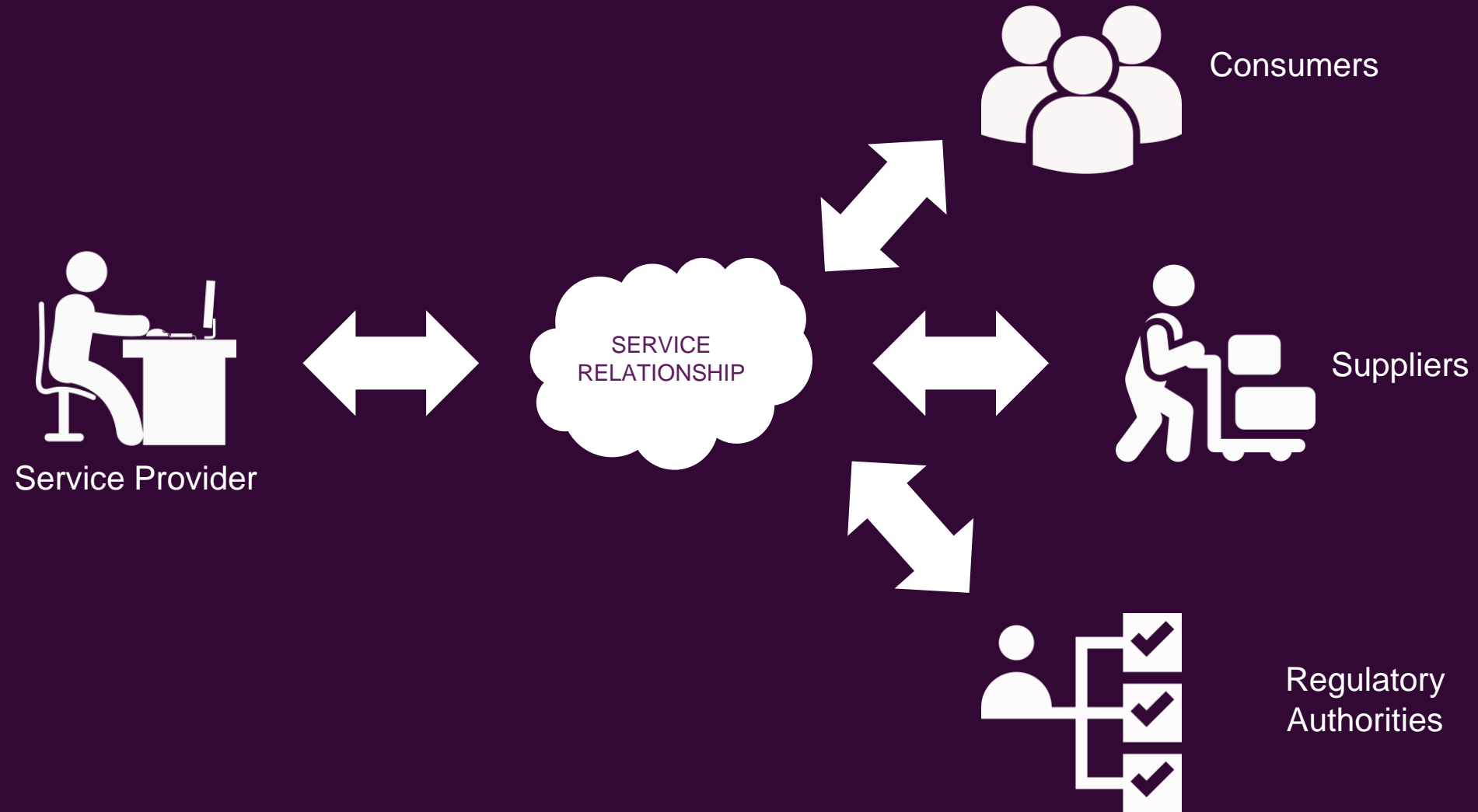
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Consumers

SERVICE RELATIONSHIP

Service Provider

Suppliers

Regulatory Authorities
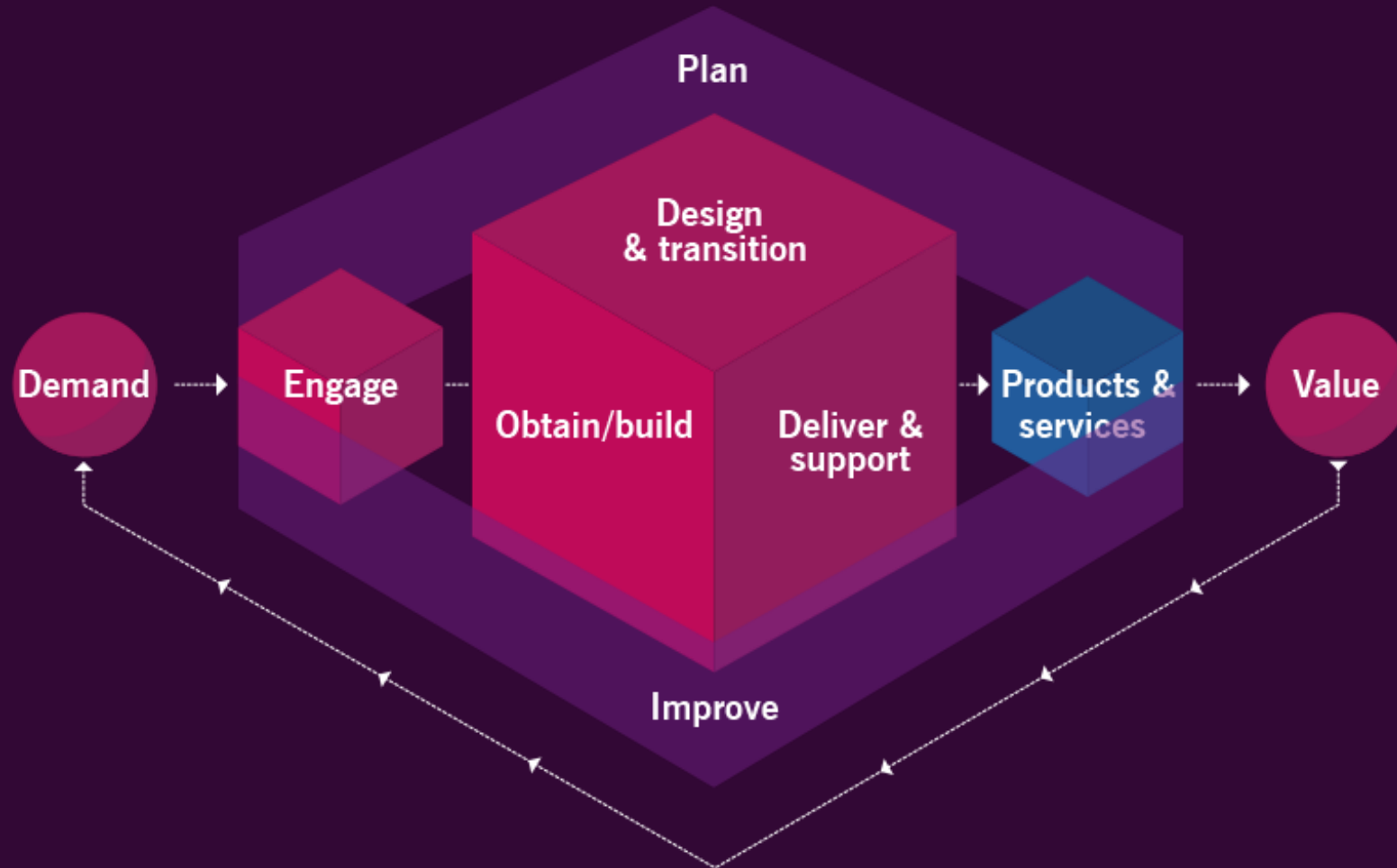
The Service Value Chain

Value Streams – Journeys Through The Value Chain

"Traditional" View of the Service Desk Function

But ... Stakeholder Interactions Can Occur Anywhere
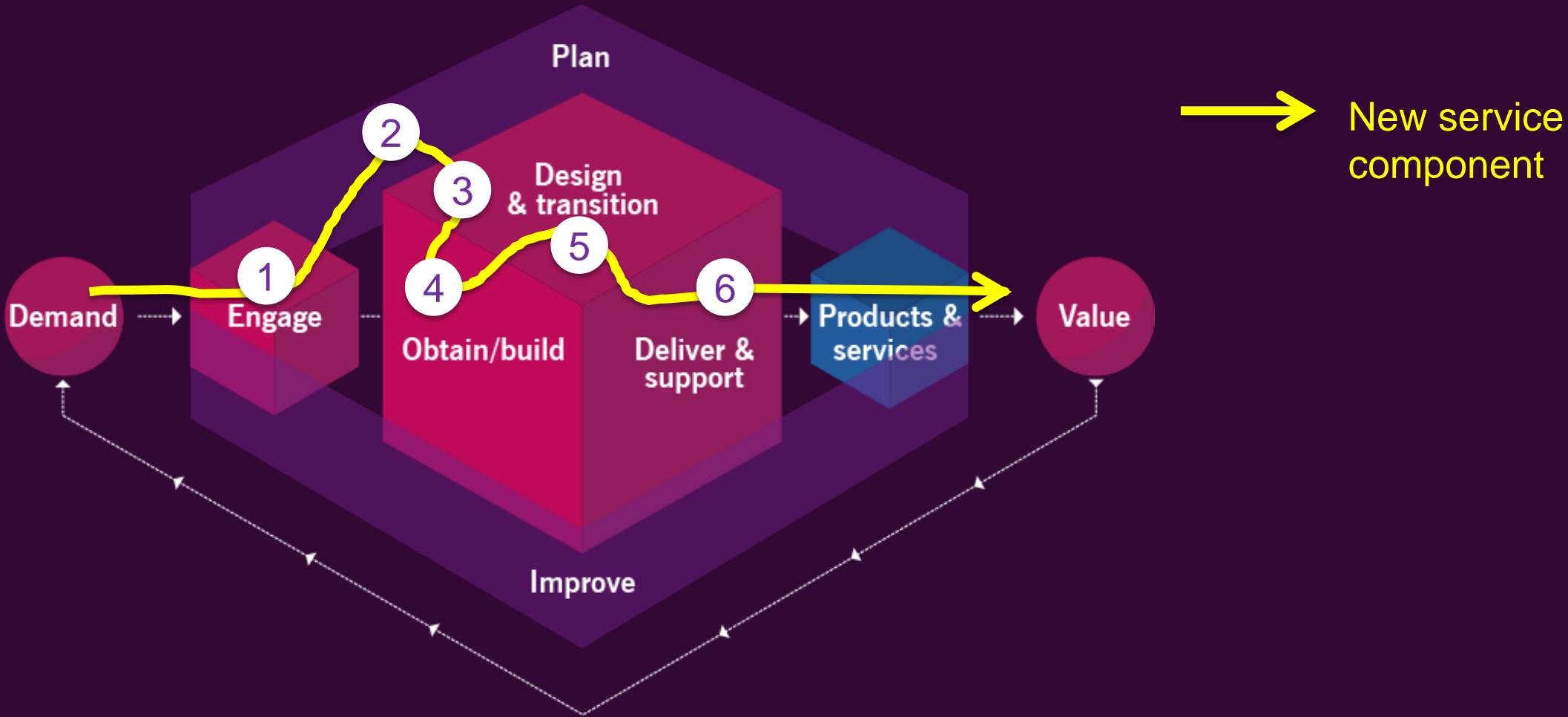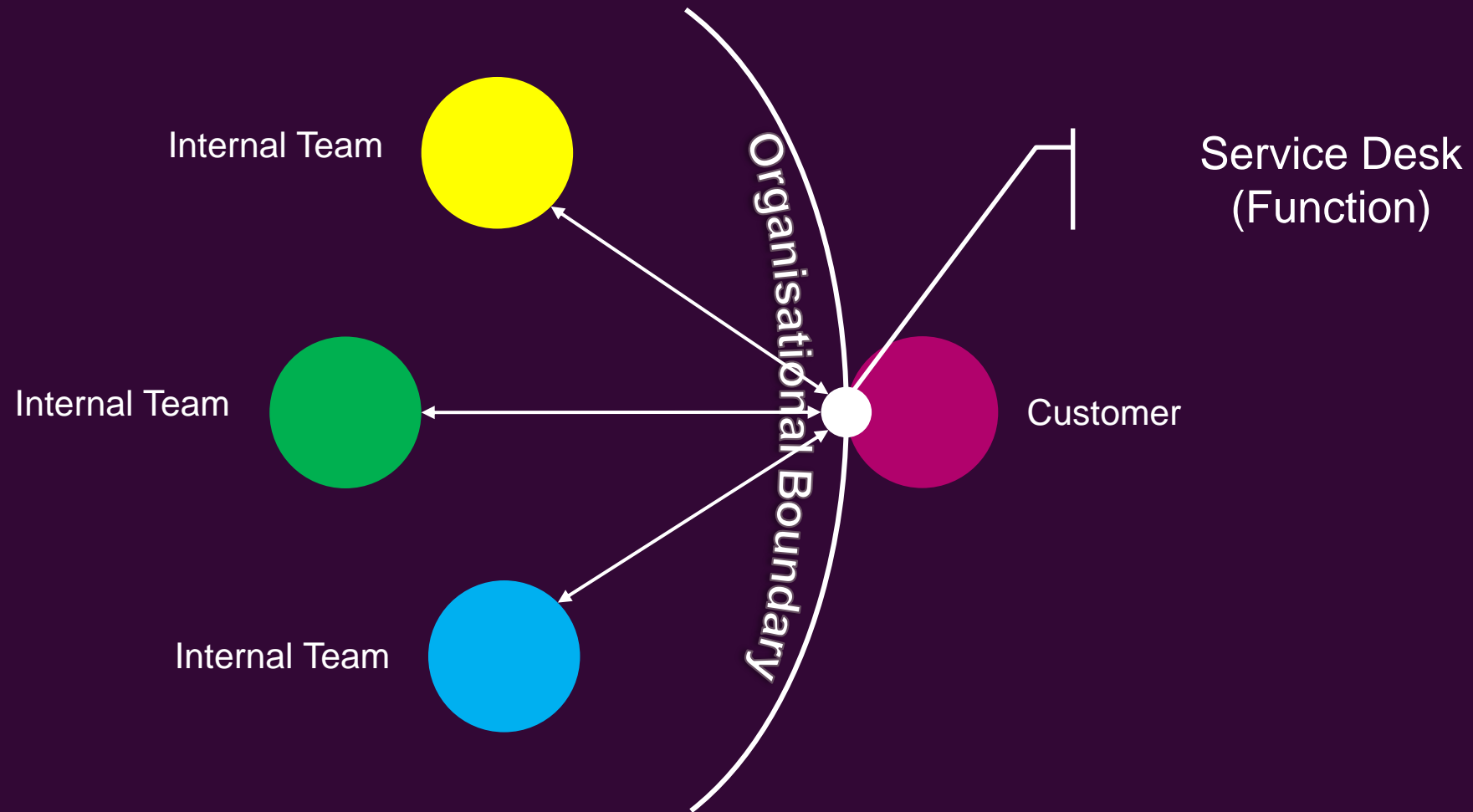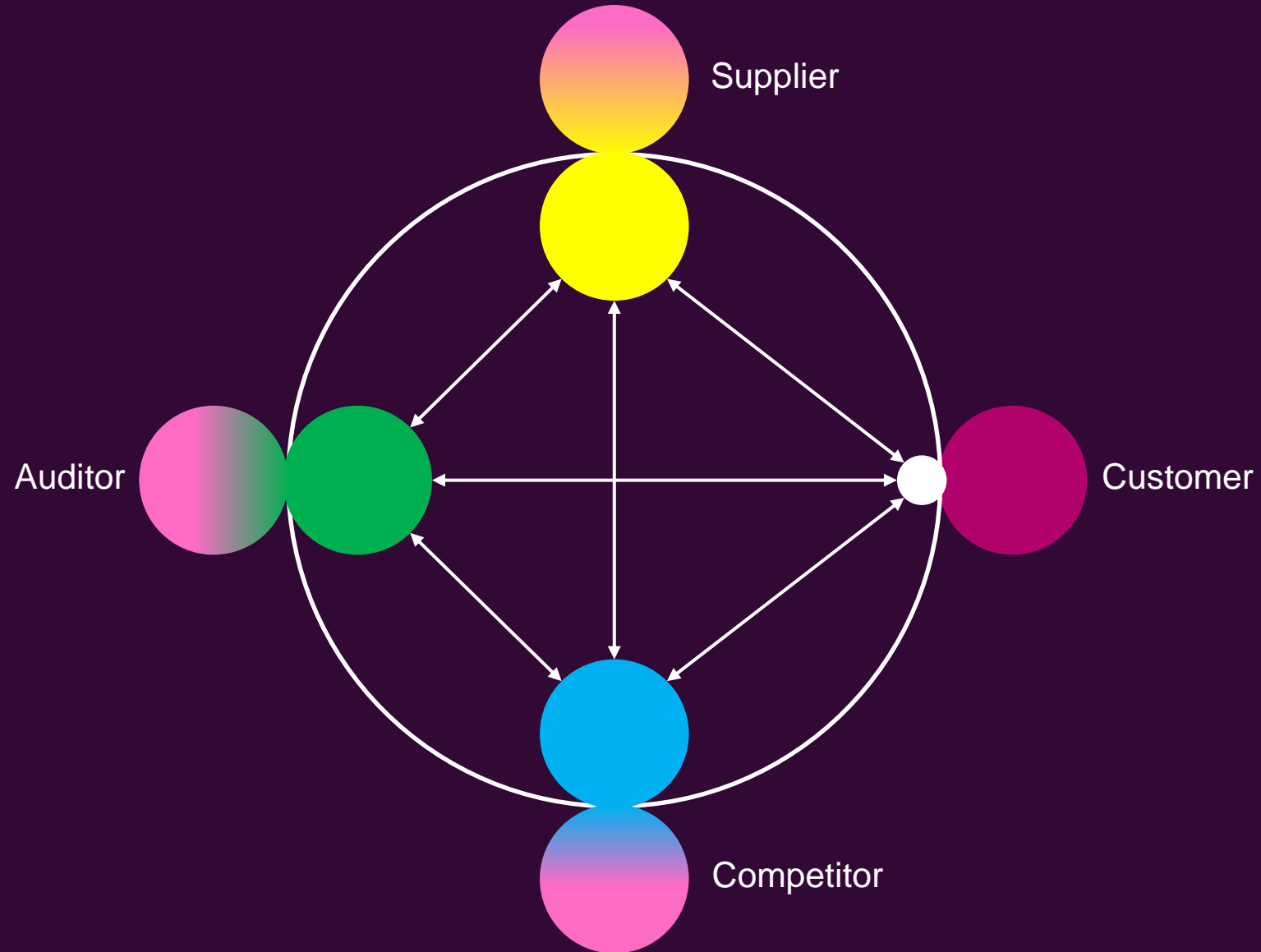
So many teams need Service Desk-like skills

"The purpose of the service desk practice is to capture demand for incident resolution and service requests. It should also be the entry point/single point of contact for the service provider with all of its users."

- Customer service skills
- Empathy
- Effective comms
- Emotional intelligence
- Work analysis and prioritization
- Understand business priority

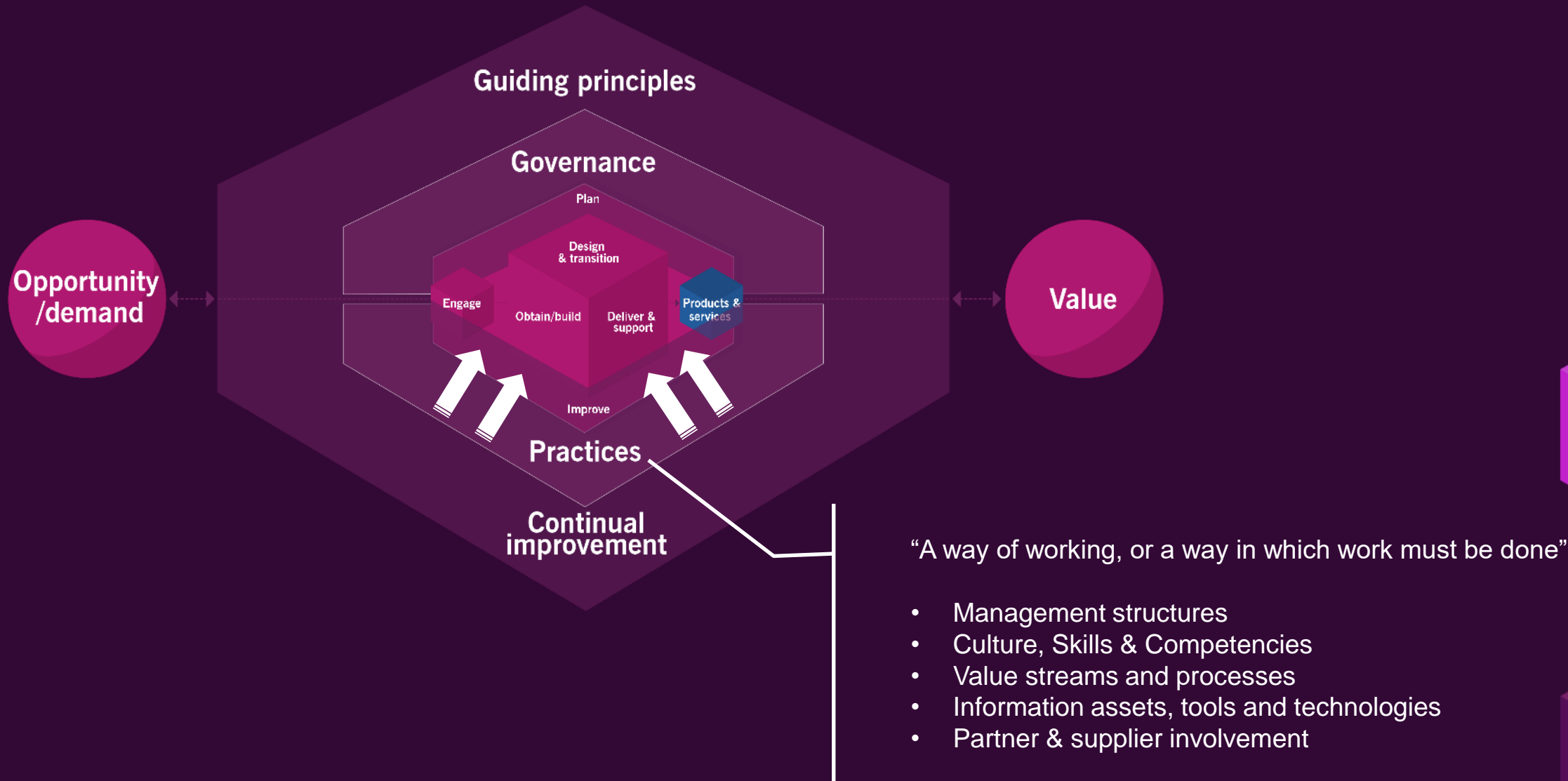# In ITIL 4, Service Desk is a Practice

"A way of working, or a way in which work must be done"

- Management structures
- Culture, Skills & Competencies
- Value streams and processes
- Information assets, tools and technologies
- Partner & supplier involvement

The Service Desk Practice contributes in many ways
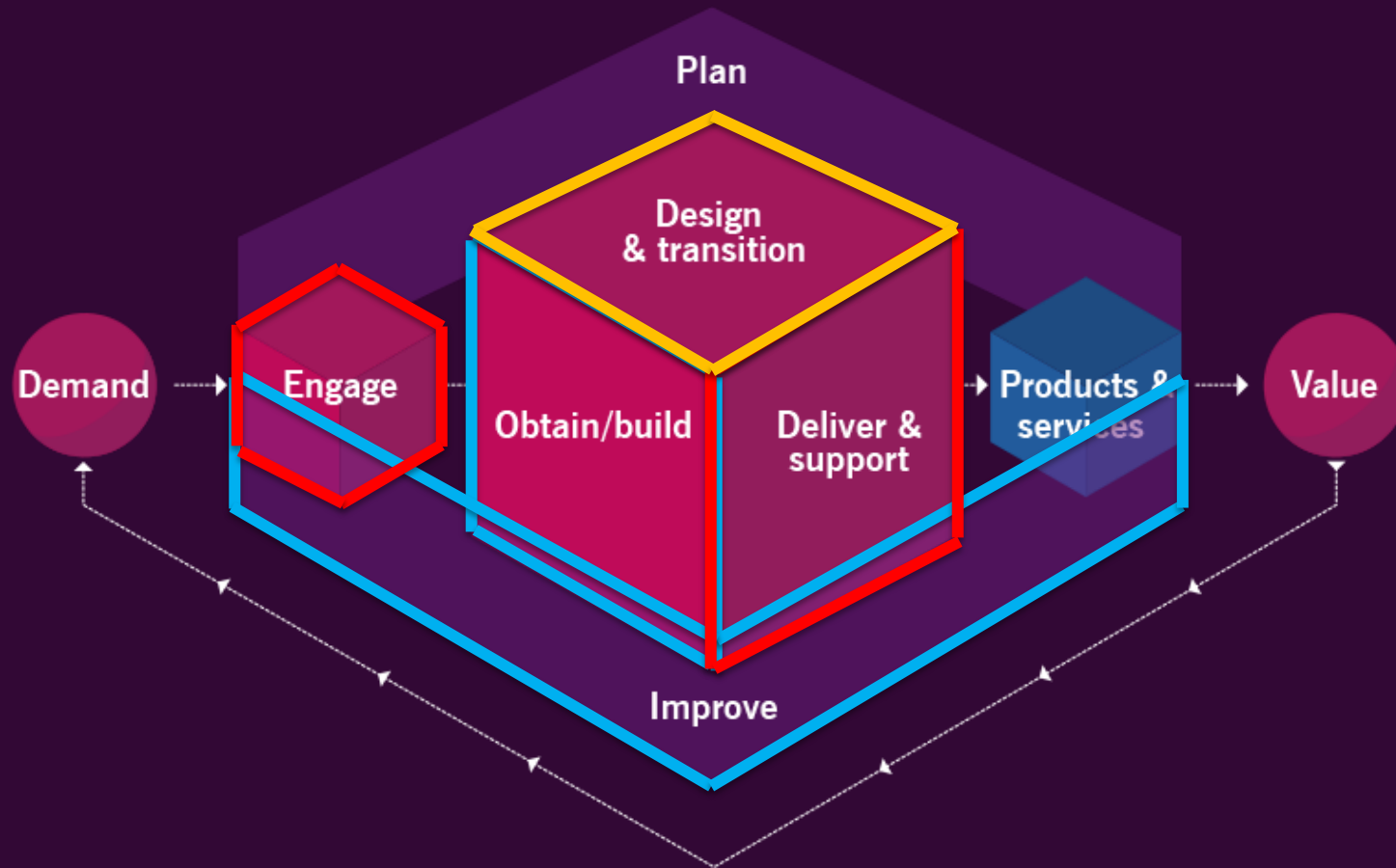
High Interactions
Engage – Provides tools and techniques to guide interactions with external stakeholders

Deliver & support – Contributes to coordination of incident resolution and request fulfilment

Medium Interactions
Design & Transition – Contributes to release planning & testing; communicates with users about new and changed services
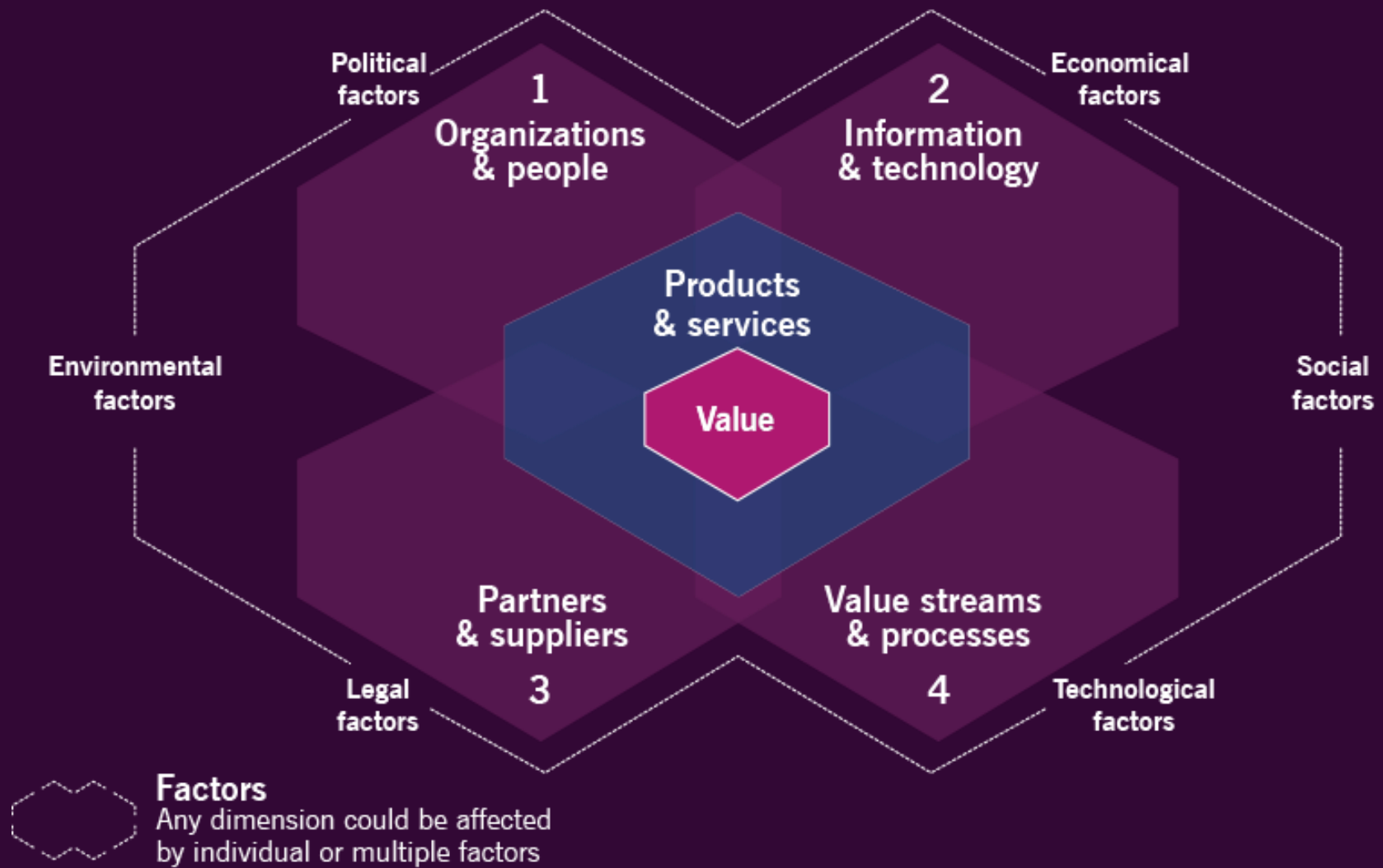
Low Interactions
Obtain/ Build – Involved in acquisition of service components to fulfil requests or resolve incidents

Improve – Feedback from users and service desk activities can drive improvements

In the future, the Service Desk is a Centre of Excellence
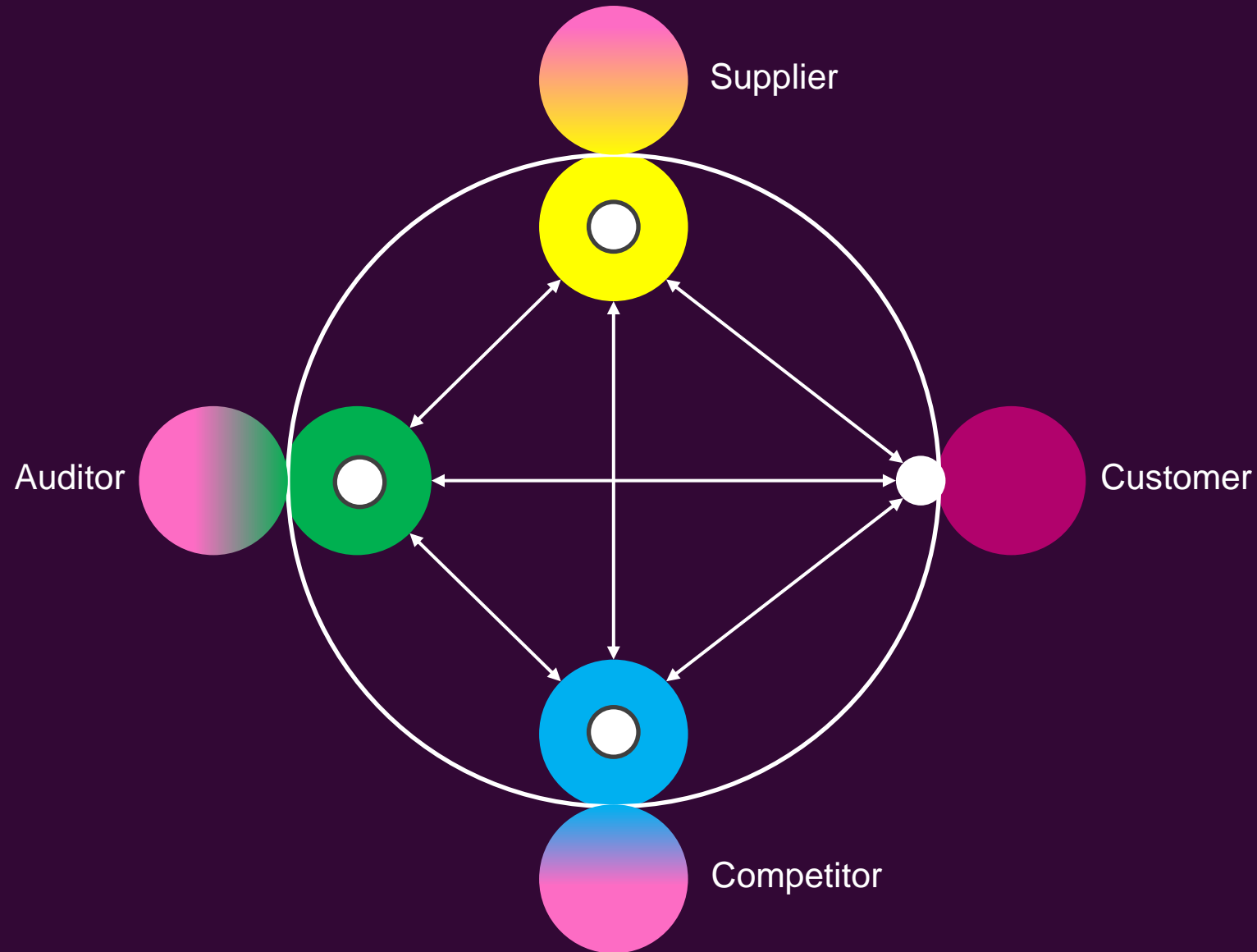
A "Centre of Excellence" works across all resource types & constraints

The Guiding Principles are core to being a Centre of Excellence

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COLLABORATE AND PROMOTE VISIBILITY

KEEP IT SIMPLE AND PRACTICAL

PROGRESS ITERATIVELY WITH FEEDBACK

THINK AND WORK HOLISTICALLY

OPTIMIZE AND AUTOMATE

START WHERE YOU ARE

FOCUS ON VALUE

Applying Principles – Understanding the needs of multiple stakeholders

Applying Principles – Creating a shared understanding across multiple stakeholders

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Applying Principles – Adopting new technologies

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Key Takeaways

- Service Desk is more than a function in ITIL 4 – it is a Practice

- Recognise that different parts of your organisation work in "Service Desk-like" ways

- The Service Desk Practice of tomorrow is a Centre of Excellence that trains the wider organisation in:
    - Developing emotional intelligence and empathy
    - Recognising the needs of multiple stakeholders
    - Effective communications with **all** stakeholders

Thank you for your time

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