

# AGENDA

A brief overview of ITIL 4

Using ITIL 4 Guiding Principles to design the new hire onboarding system

Optimizing methods to improve ROI from the new hire onboarding system

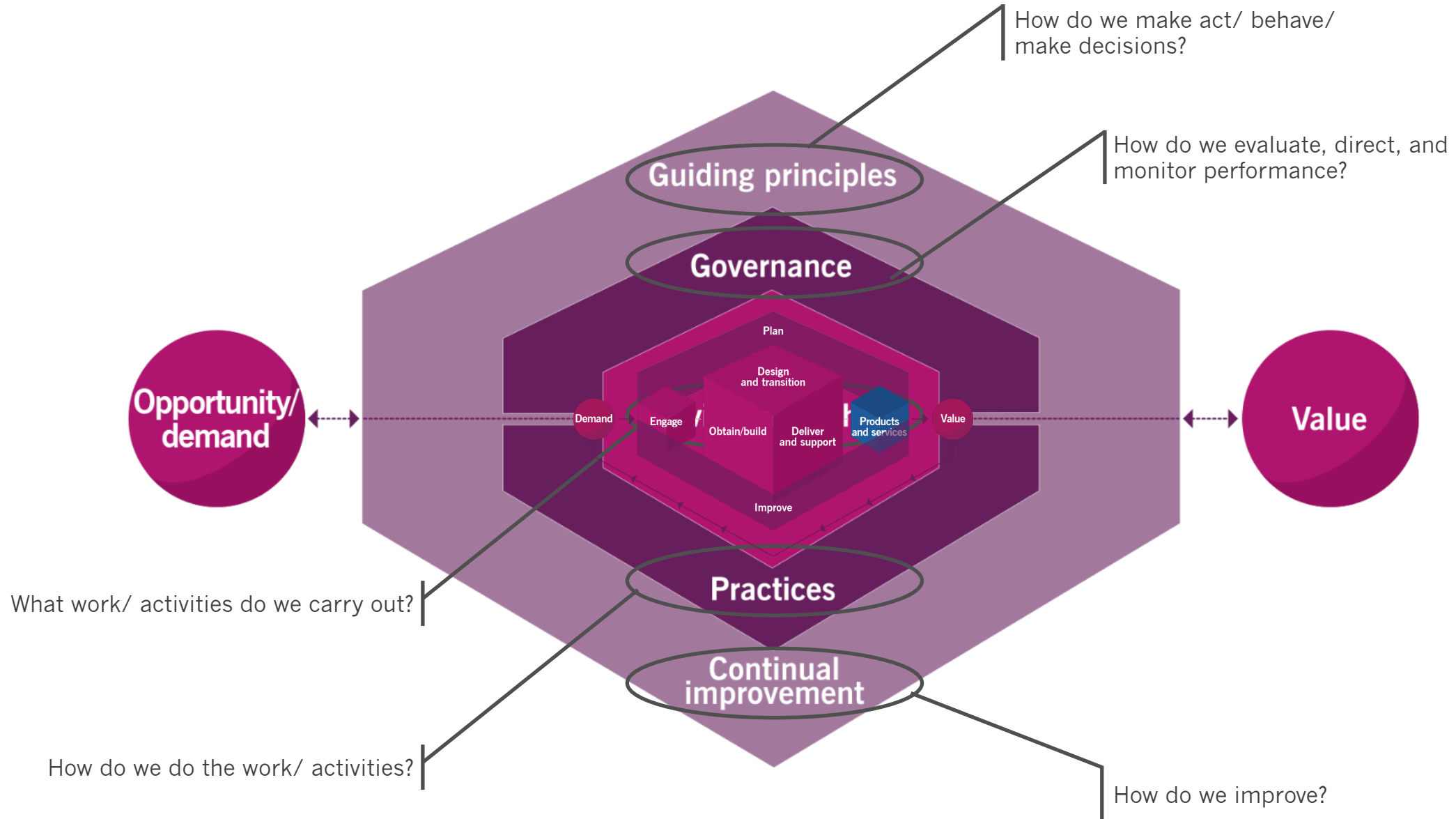


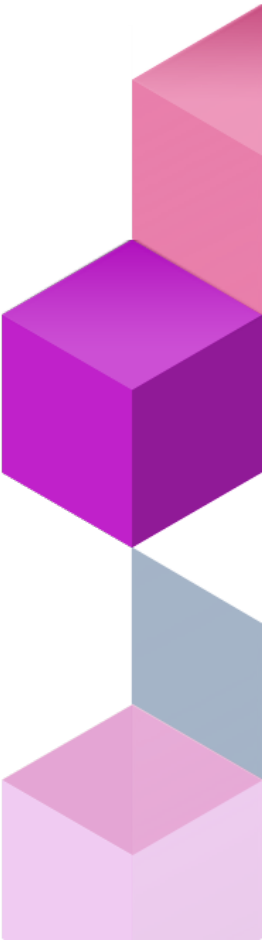
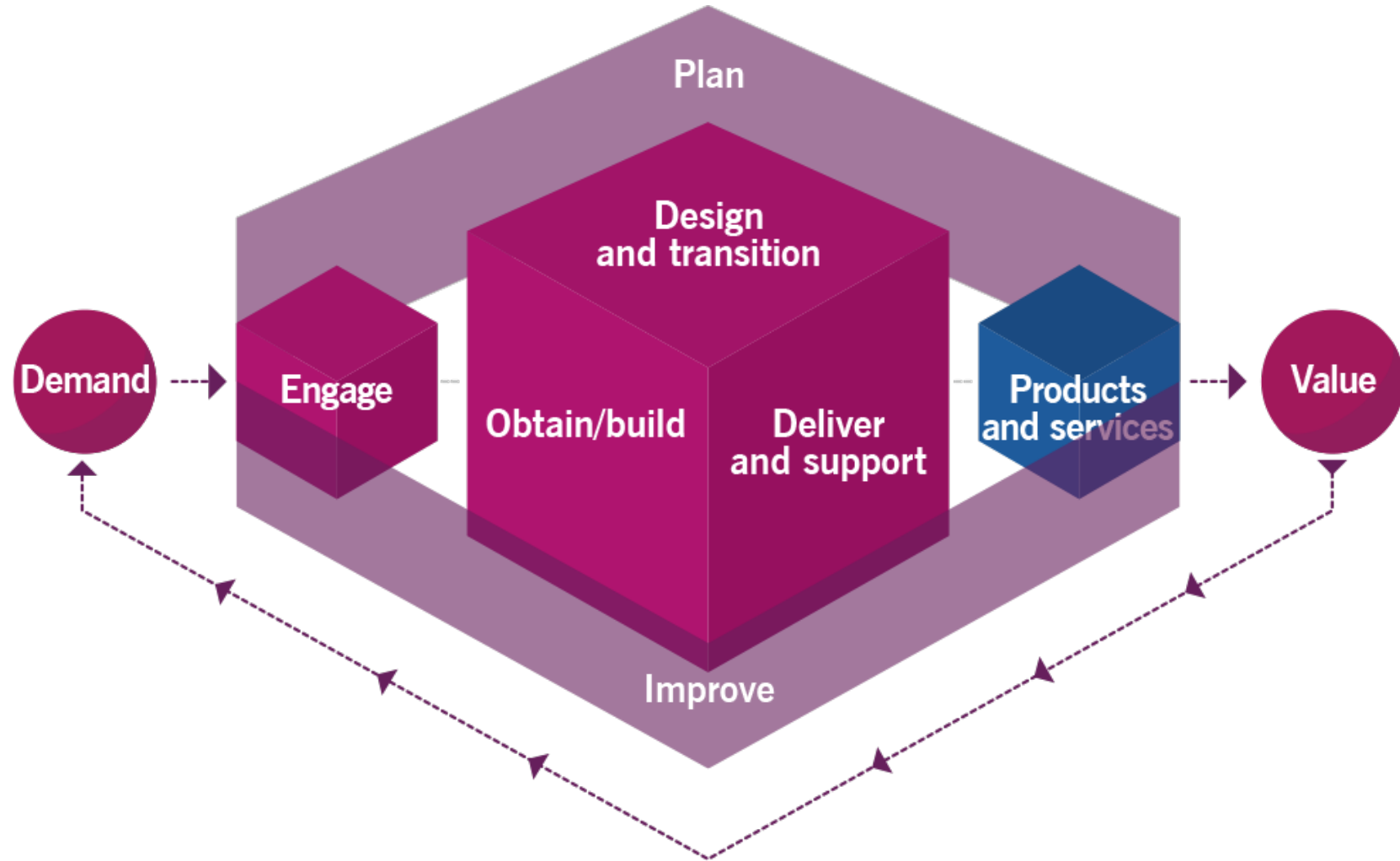
Akshay Anand  
ITSM Product  
Ambassador

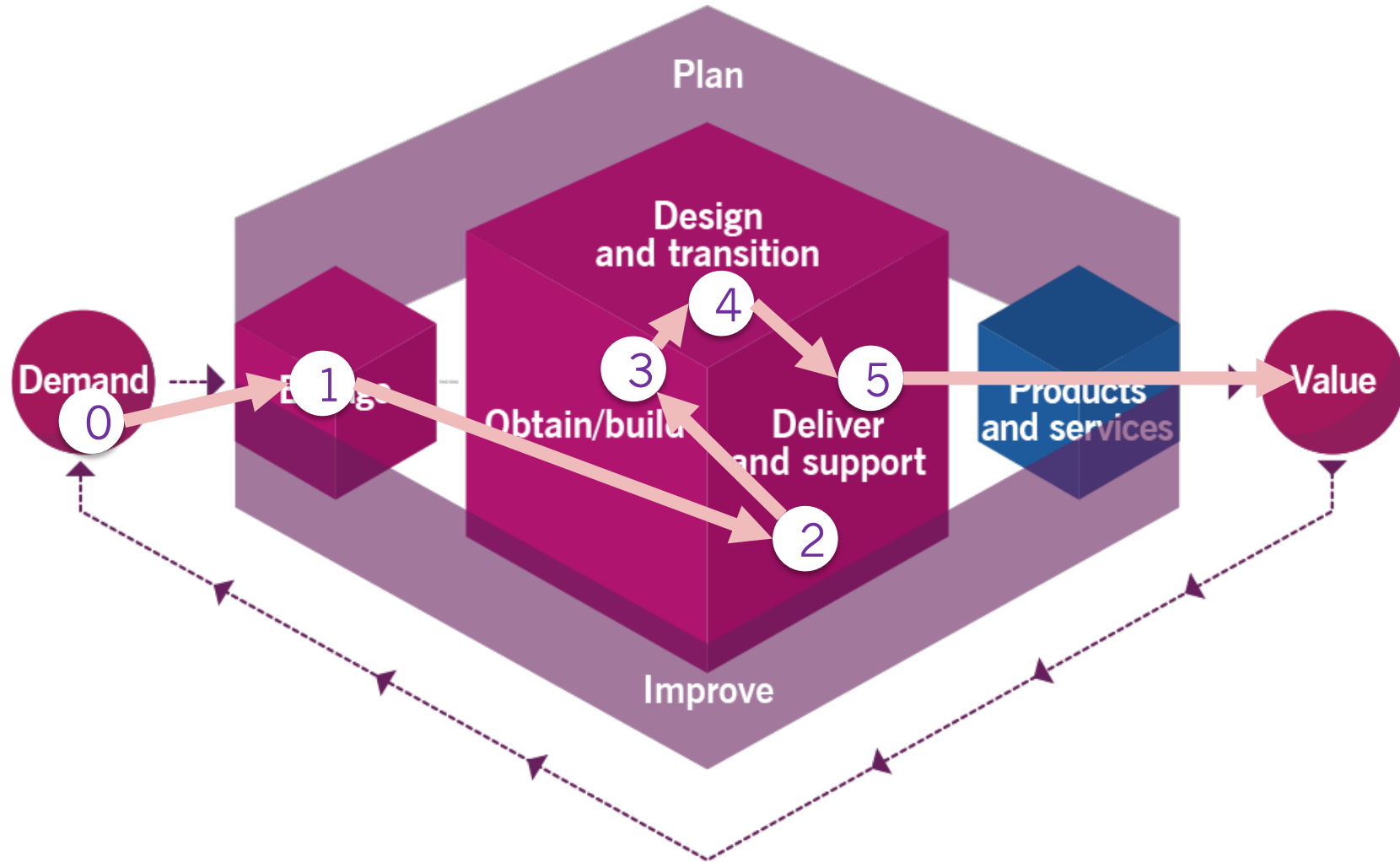


@bloreboy



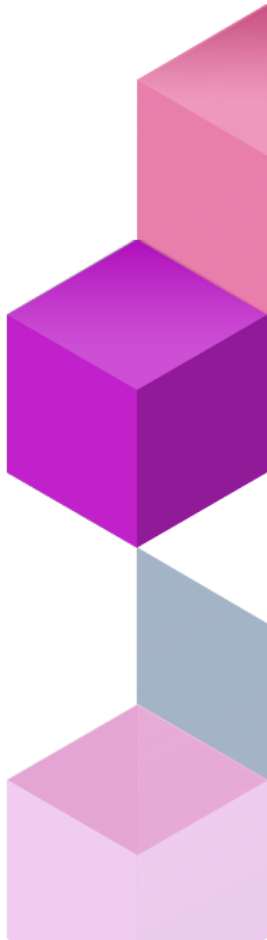






More on value streams later!

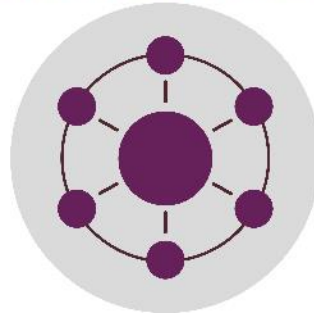
Lets talk about Guiding Principles first



**FOCUS ON  
VALUE**



**THINK  
AND WORK  
HOLISTICALLY**



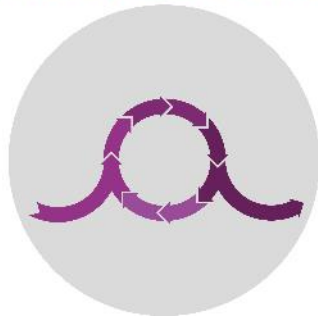
**COLLABORATE  
AND PROMOTE  
VISIBILITY**



**START WHERE  
YOU ARE**



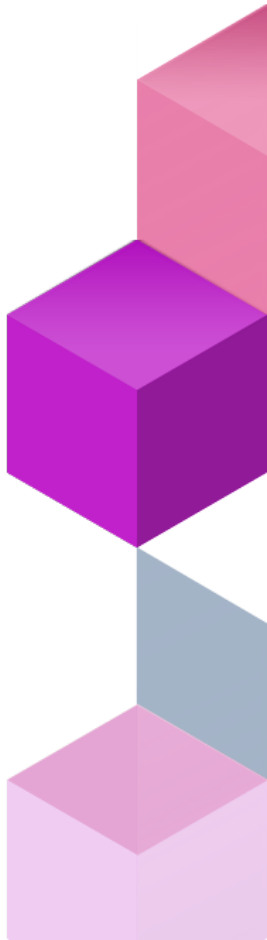
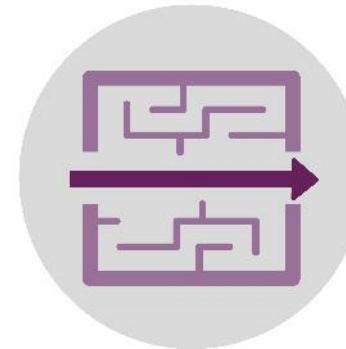
**PROGRESS  
ITERATIVELY  
WITH FEEDBACK**



**OPTIMIZE AND  
AUTOMATE**



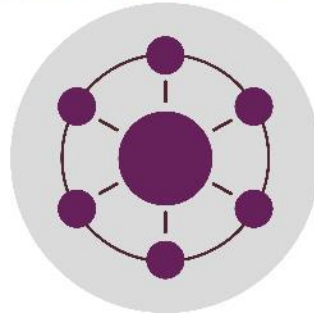
**KEEP IT SIMPLE  
AND PRACTICAL**



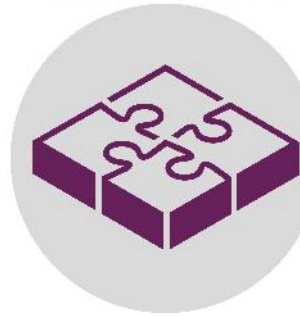
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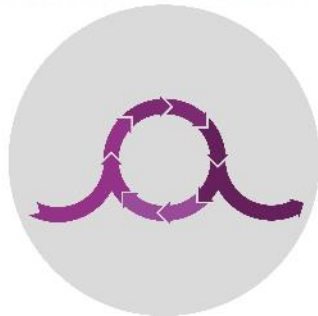
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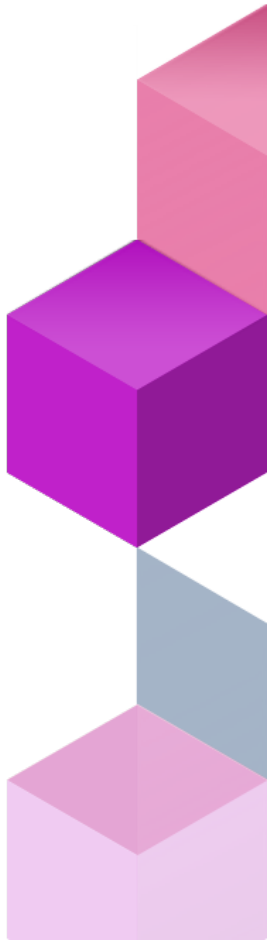
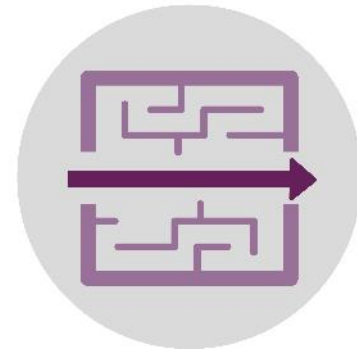
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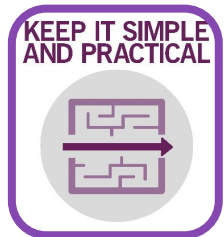
## What does “value” mean to different groups?



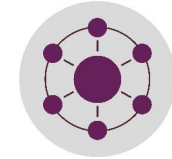
- Who are the key stakeholders? E.g.:
  - New hire
  - New hire’s team
  - Human resources department



- What creates “value”? E.g.:
  - Setting up the new hire with payroll & benefits
  - Enabling the new hire to become productive (hardware, software, facilities, training, etc.)
  - Ensuring compliance with various policies (information security, human resources, etc.)



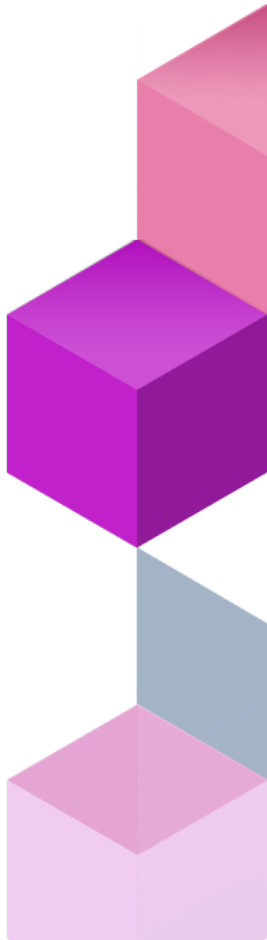
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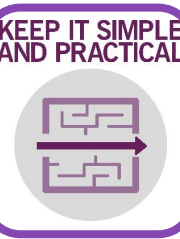


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PROGRESS  
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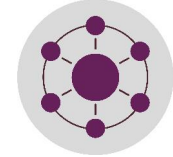




## How do we share information and set expectations?

- Who needs to know? E.g.:
  - New hire
  - New hire's manager
  - Human Resources department
  - Facilities department
- What do they need to know? E.g.:
  - Status of requests
  - Upcoming work
  - Completed work
  - Expectations (e.g. SLAs)

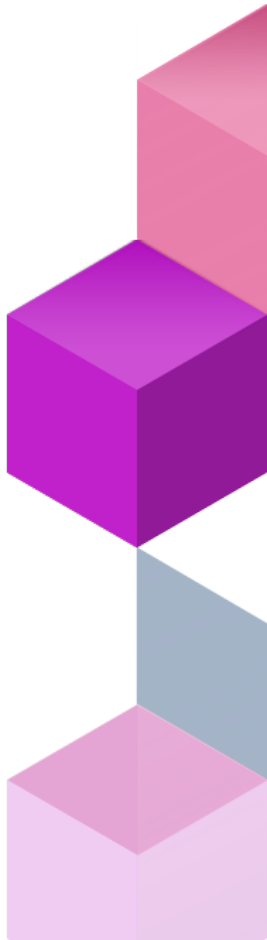
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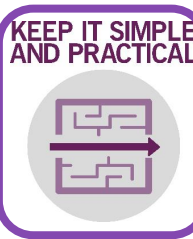


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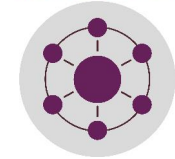




## How do we make the process effective & efficient?

- Where is information being generated? E.g.:
  - New hire
  - Human Resources department
  - IT Procurement department
- Where is information being used? E.g.:
  - Facilities department
  - Payroll department
  - End User Computing
- What is the wait time at each step, and why? E.g.:
  - Insufficient capacity
  - Conflicting priorities

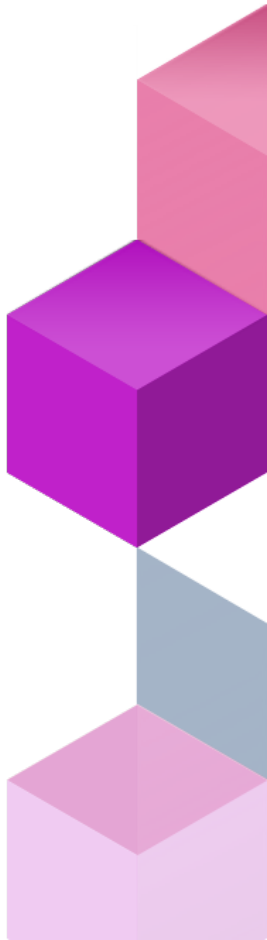
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ITERATIVELY  
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## How do we make the process intuitive?

- How much admin is required at each step and why?
  - To create information points
  - To enable completion of activities
- How much time is required to complete admin and why?
  - How many forms are required?
  - Is the same information being requested multiple times?
  - Is the information entered really being used?

FOCUS ON  
VALUE



COLLABORATE  
AND PROMOTE  
VISIBILITY



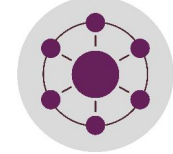
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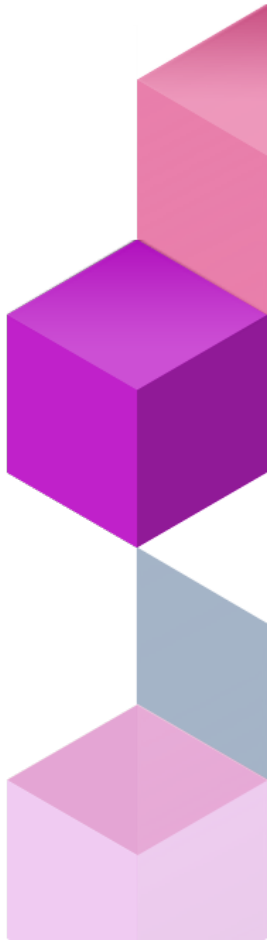


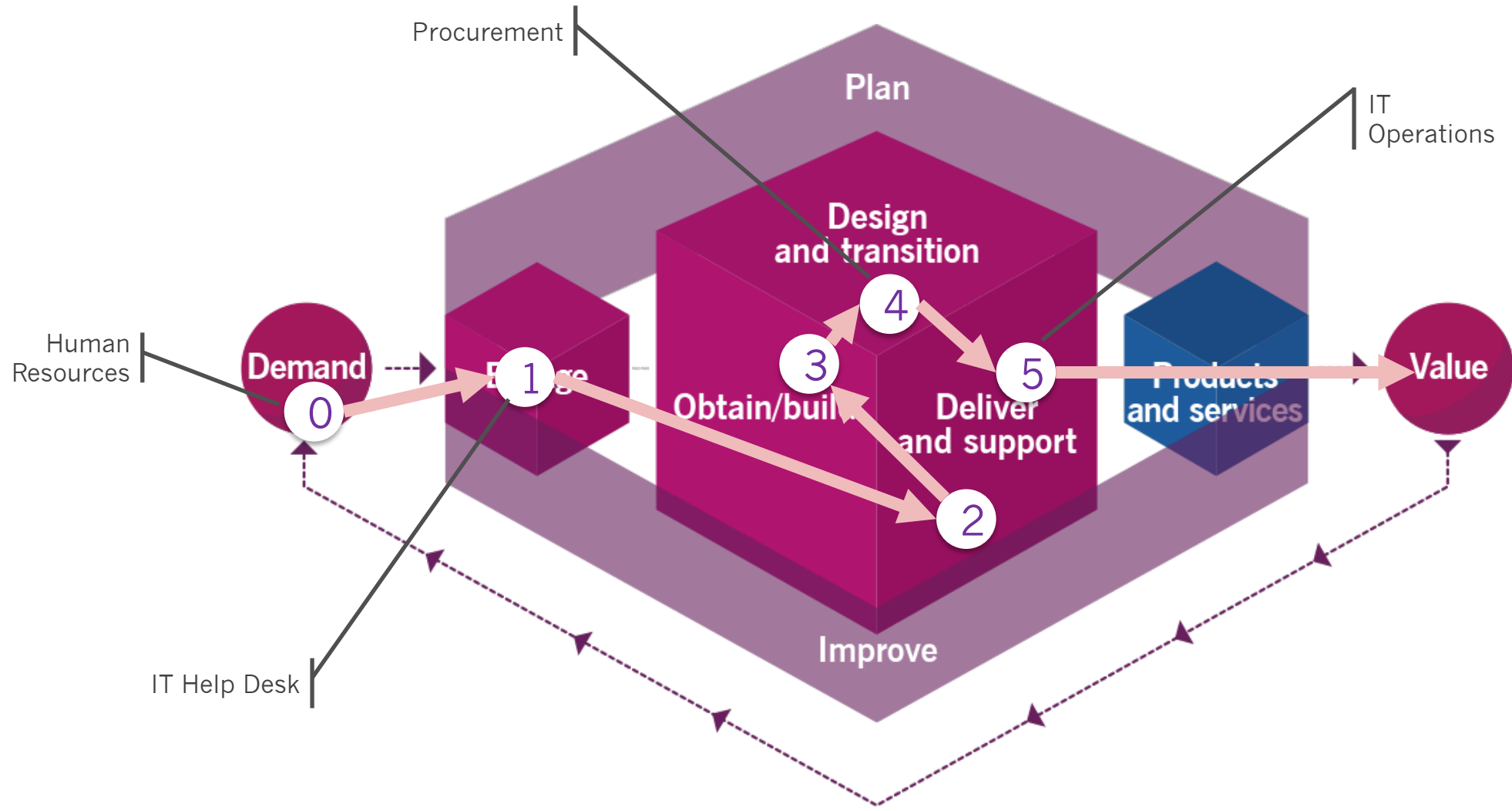
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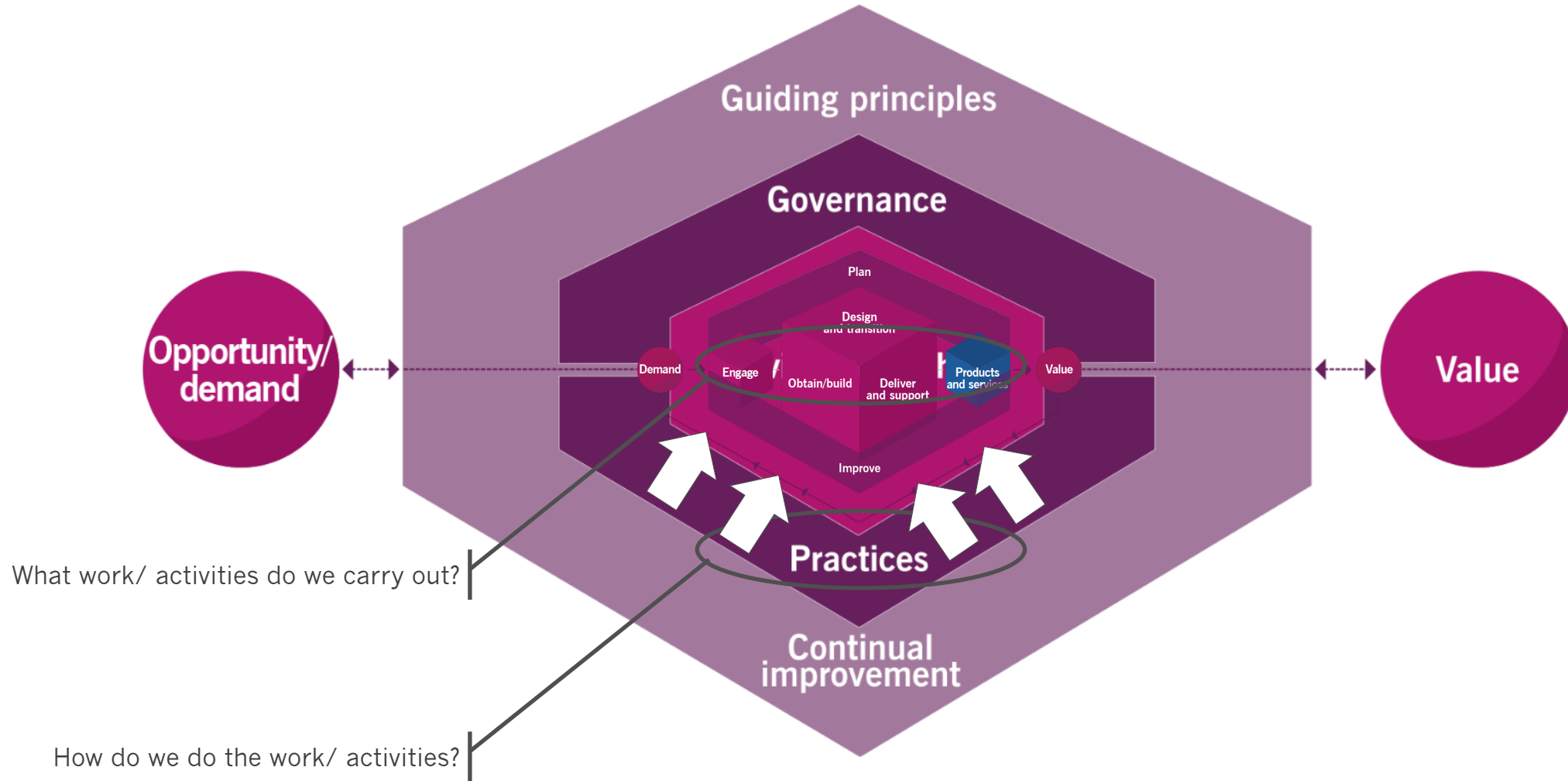


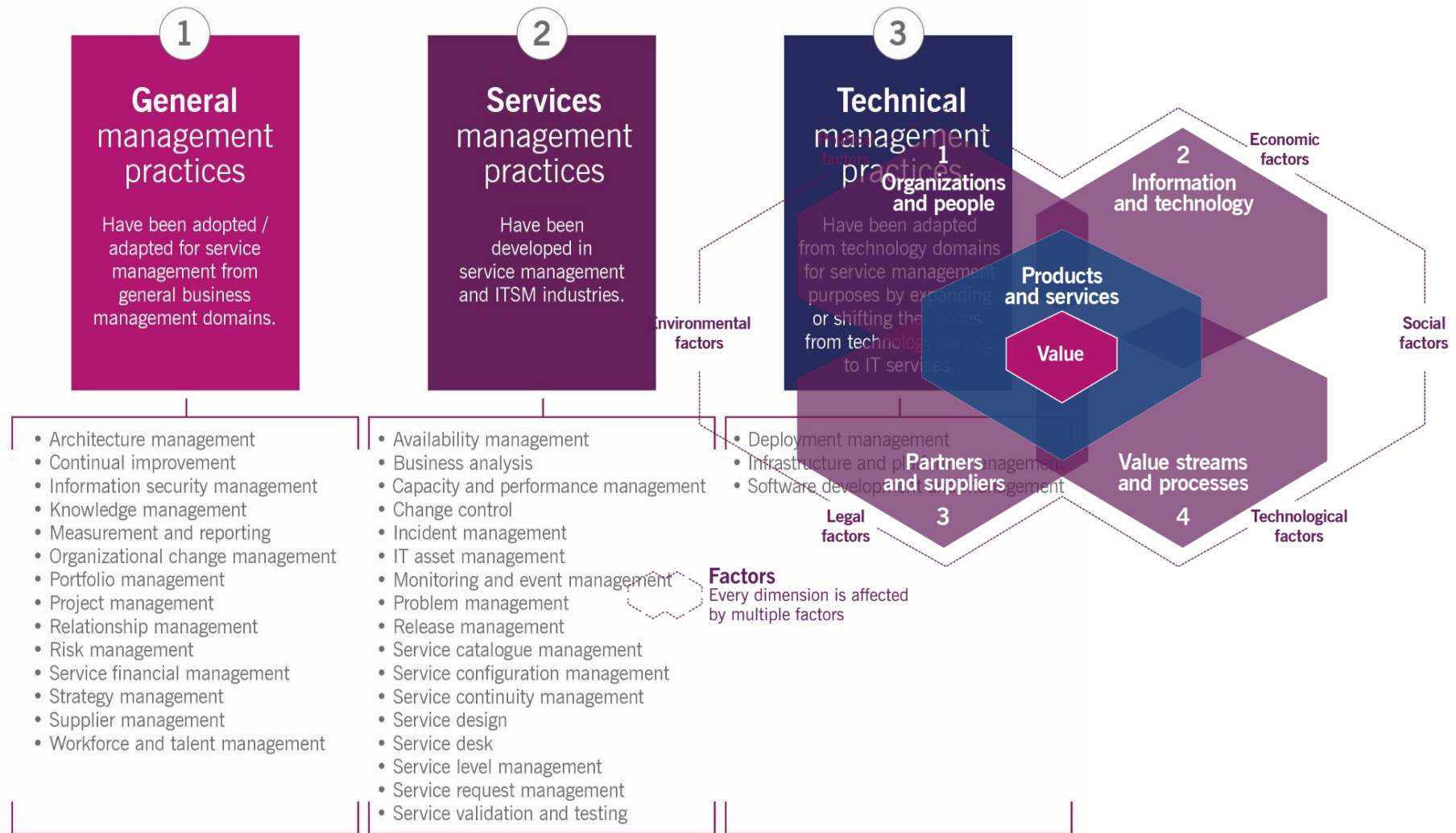


Now let's talk about value streams!

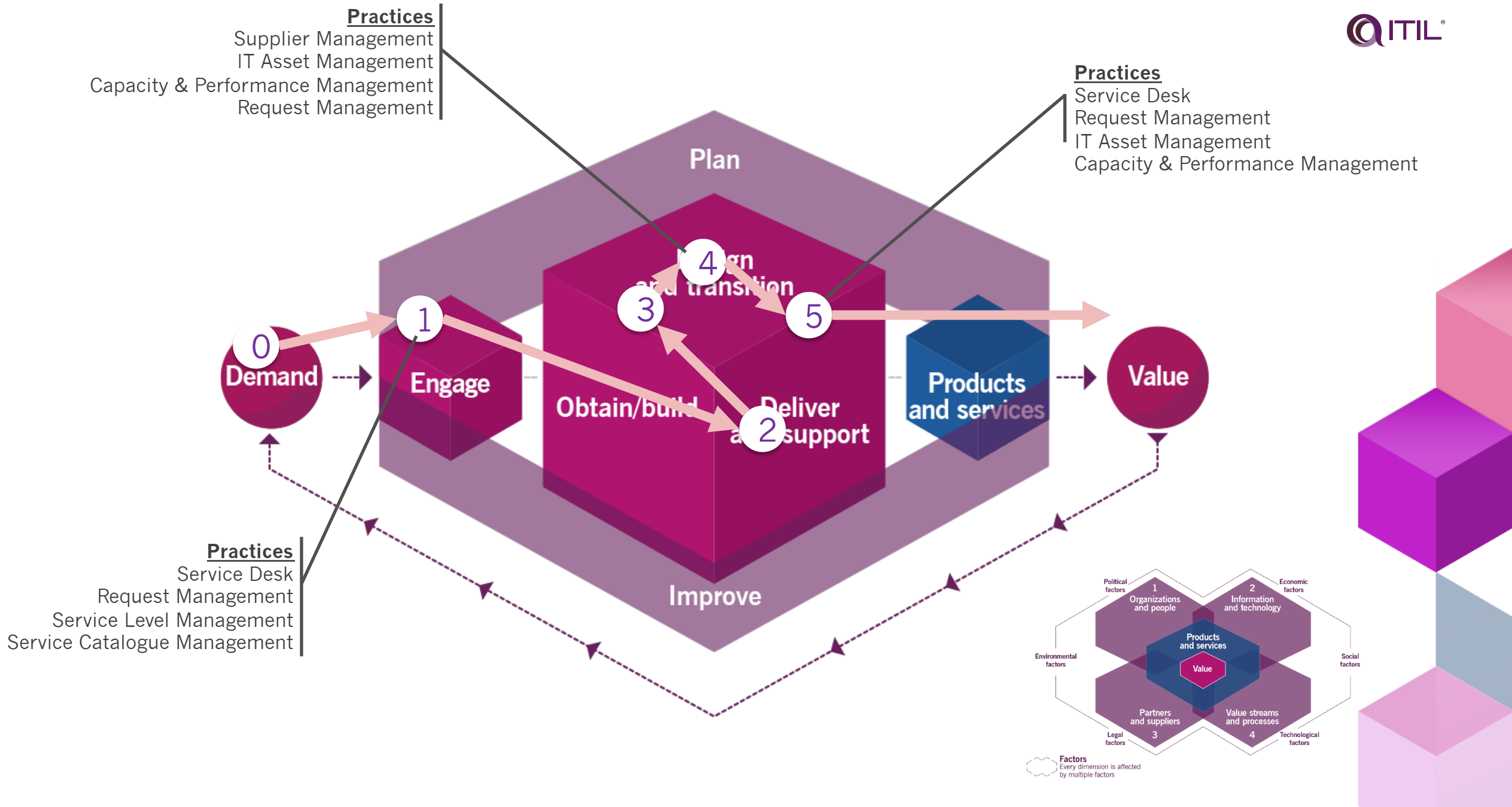


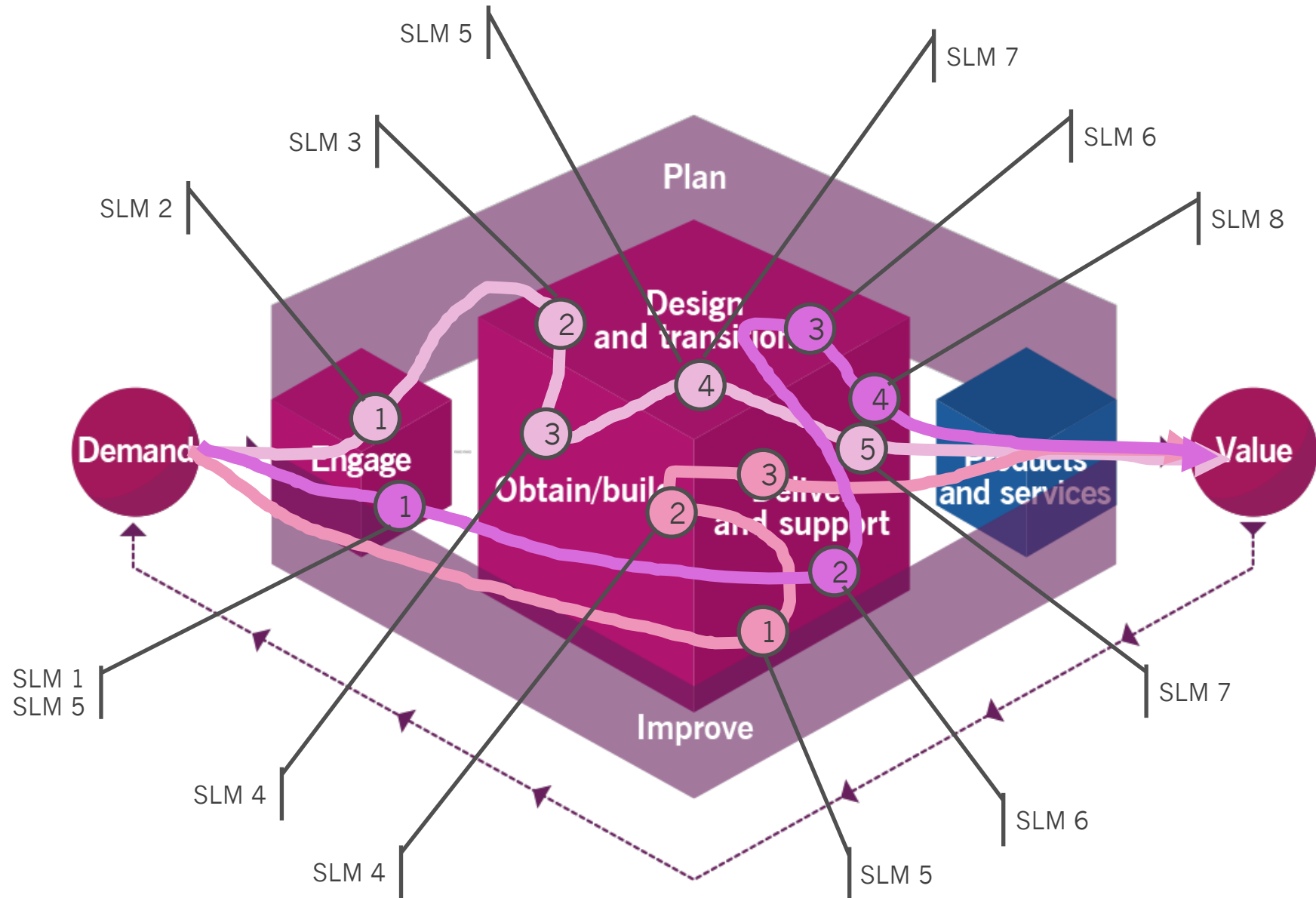












Value Stream 1  
Value Stream 2  
Value Stream 3

### Value Stream 1

1

2

3

4

5

### Value Stream 2

1

2

3

4

### Value Stream 3

1

2

3

SLM 2

SLM 3

SLM 4

SLM 5

SLM 8

SLM 1

SLM 5

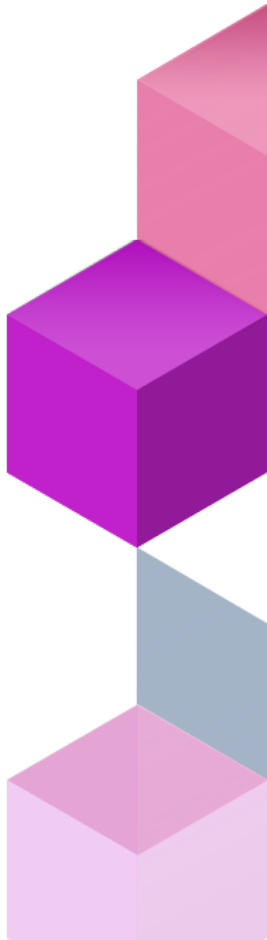
SLM 6

SLM 8

SLM 4

SLM 5

SLM 7



SLM 1

SLM 2

SLM 3

SLM 4

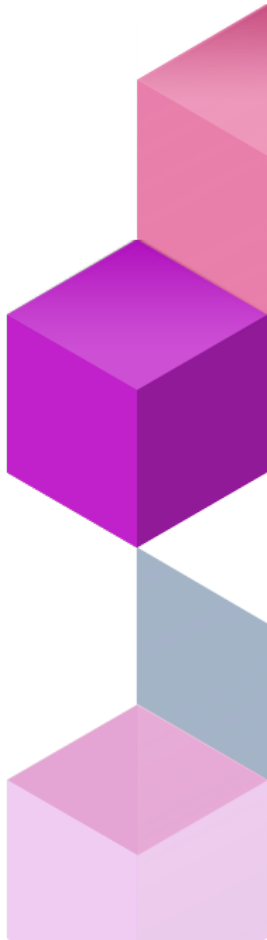
SLM 5

SLM 6

SLM 7

SLM 8

“Minimum Viable” Service Level Management

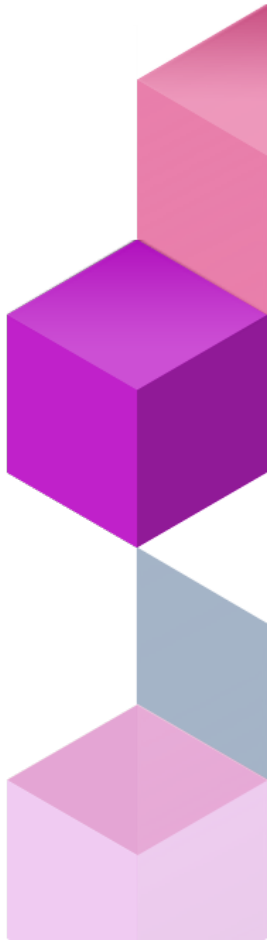


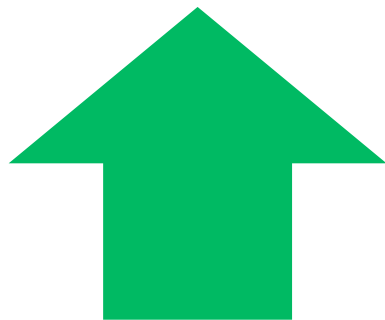


# Minimum Viable Practice

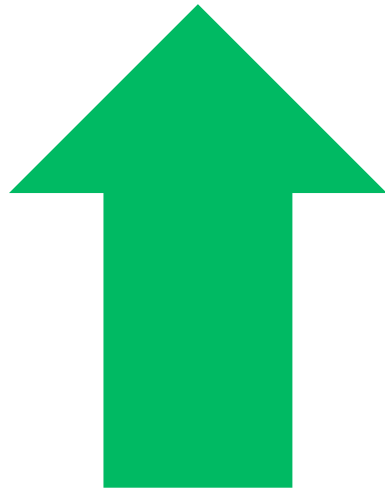
*The minimum set of practice features that provides value\* to the organization*

*\*Value can include: getting the job done, providing learning & insights, etc.*

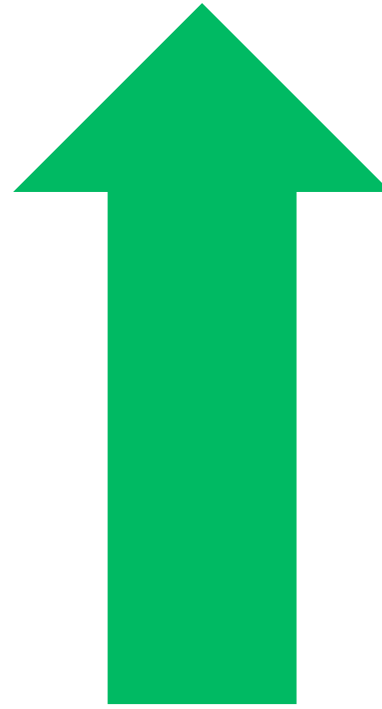




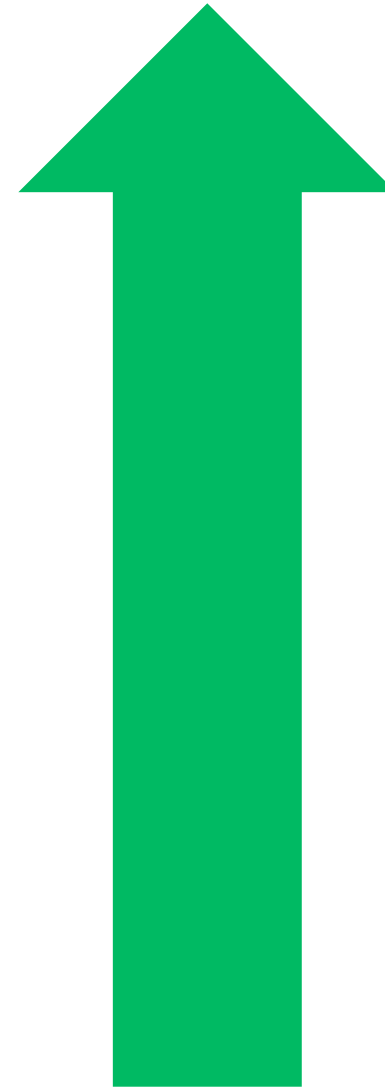
Common  
Understanding of  
Work & Collaboration



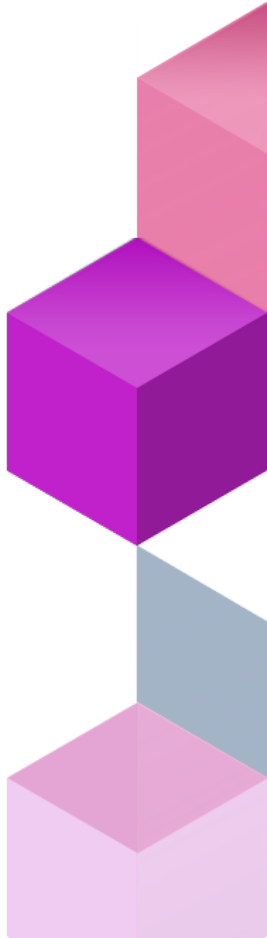
Eliminate unnecessary  
work, optimize tooling  
& training



Customer Satisfaction  
& Productivity

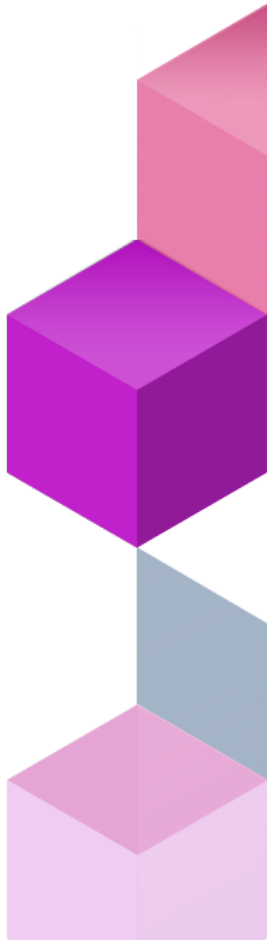


Return on Investment  
in ITSM



# Key Takeaways

- 1.Guiding principles** helps integrate different departments across the organization
- 2.Service value chain** and **practices** models can design or document **value streams**
- 3.Minimum Viable Practice technique** will help optimize the resources needed



# Useful links & resources



- **Looking to get started with ITIL 4?**

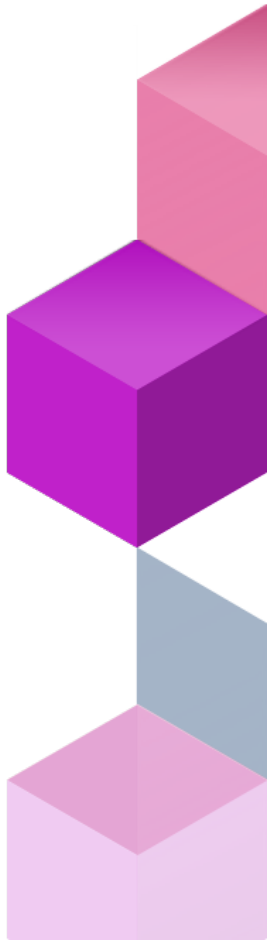
Find out more the world's most widely adopted ITSM framework at <https://bit.ly/31bHA6F>

- **Looking for ITIL 4 Practices?**

Find them, and more, on MyITIL at <https://bit.ly/2AXaL2R>

- **Looking to develop skills relevant to a digital and faced-paced organization?**

Find out how ITIL 4 can help at <https://bit.ly/2VdkRU4>





Thank you for  
your time!

