



ISO/IEC 20000
ITIL Service Management
V.2 V's V.3
Project ACE

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Introduction

- Andy Evans
 - 7 years with the Global Brand Leader in IT Service Management (ITIL) – Pink Elephant
 - Executive Consultant
 - Providing Thought Leadership to Pink Elephant consulting team
 - Have directed some of the worlds most ambitious implementations
 - Programme Director and Strategic Process Advisor to Dubai Municipality



My Role at DM

- To Support all personnel in DM to achieve ISO 20000 Certification.
 - Manage Stakeholder Participation
 - Define the Roadmap for Implementation
 - Coach and Mentor to all Stakeholders
 - Provide Expert Advice
 - Develop Tools and Templates for rapid deployment



What's in a Name?

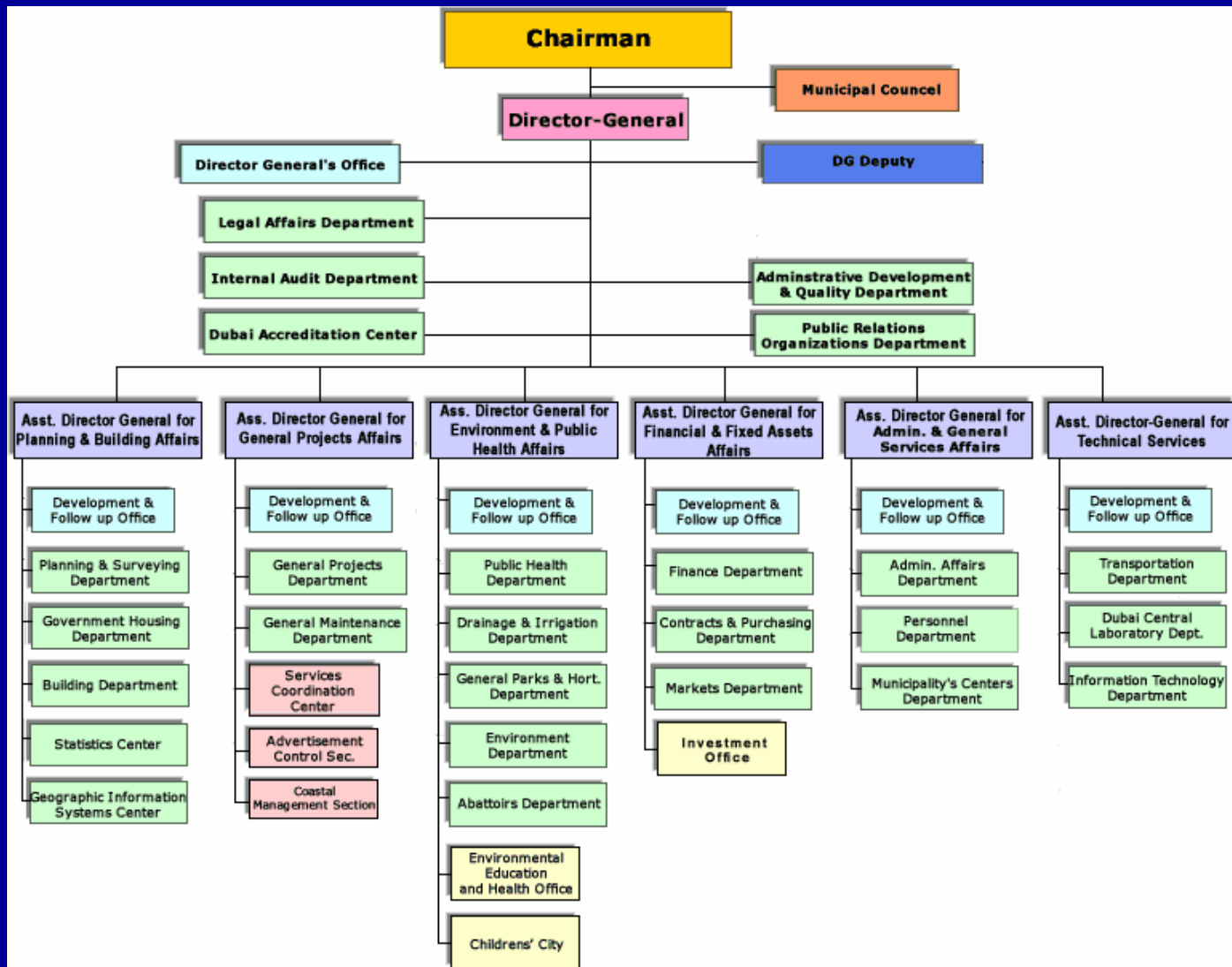
- Project ACE
- ACE stands for:
 - Arabian Center of Excellence
- It also means:
- To be Number 1
- To be an expert in a field of expertise
- To perform with Distinction
- To get it right first time



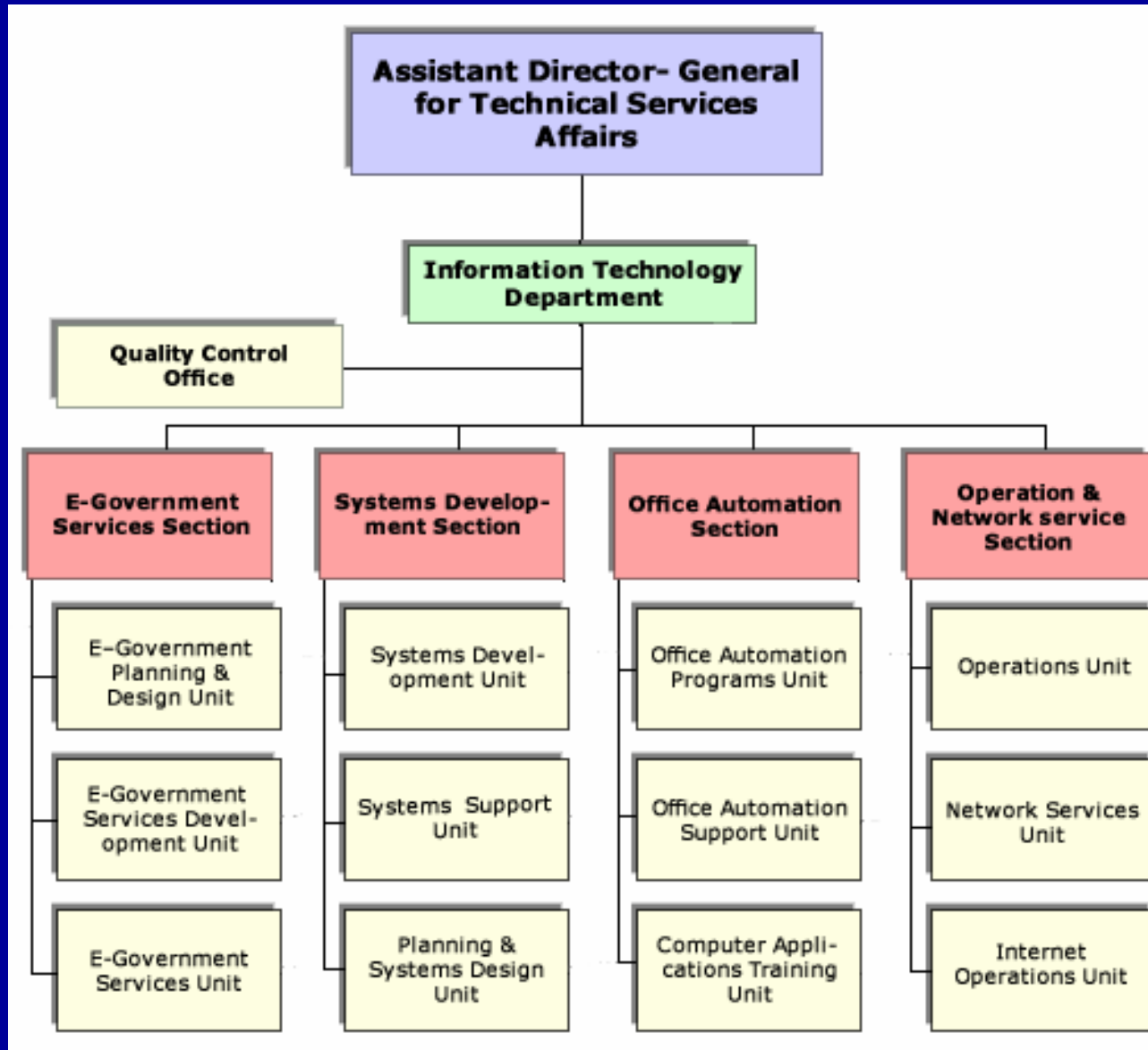
DM

- 10,000 internal users
- 100,000's over external users
- Rapid growth set to continue
- Instrumental in supporting Dubai's ground breaking, world leading ambitions

Dubai Municipality Organisation



DM ITD





ITIL

IT Service Management



Why IT Service Management?

- Because its accepted and recognised best practice
- Marks the next stage of evolution in IT
- Required to Manage Change and Complexity
- Is not a leap of faith. ITIL has known and quantified benefits for the organisations that have implemented it
- To move from reactive IT Management to Proactive and Predictive IT Management
- To deliver measurable customer value
- All IT organisations will implement IT Service Management, its just a matter of when



DM – Drivers for Implementation

- 80% Business Disruptions are caused by IT Changes (Gartner/IDC)
- Change = Risk
- Increased Complexity = Increased impact of IT Failures
- Increased Change x Complexity = Increased People Costs
- Without IT Service Management increased business disruption is inevitable
- To take a Regional Leadership position in IT Management – ACE (be #1)
- Through ISO/IEC 20000, to control and manage services across organizational boundaries



Who is doing ITIL

- 60% of European IT organisation
- 40% of U.S. organisations
- Trend is growing
- ISO/IEC 20000 will accelerate growth
- UK Local Government ITIL is mandated

What do Customers & Users Want to know about your Services?



- What do I get as a Customer of this Service?
- Who are the main users of the Service?
- What are the main functionality's of the Service or application(s)?
- When is the Service or application available?
- When and from who is support available?
- How can I request a change of functionality of the application?
- How can I request access to this Service or application?
- How can I request training for the use of the application?
- How is backup and monthly maintenance arranged?
- What happens in case of a disaster?
- What are the restrictions and constraints for the Service?
- What facilities and capabilities do I need for using the application?
- How long will it take to fulfill my requests?
- What happens when something goes wrong?



IT Service Management

What will it do for DM

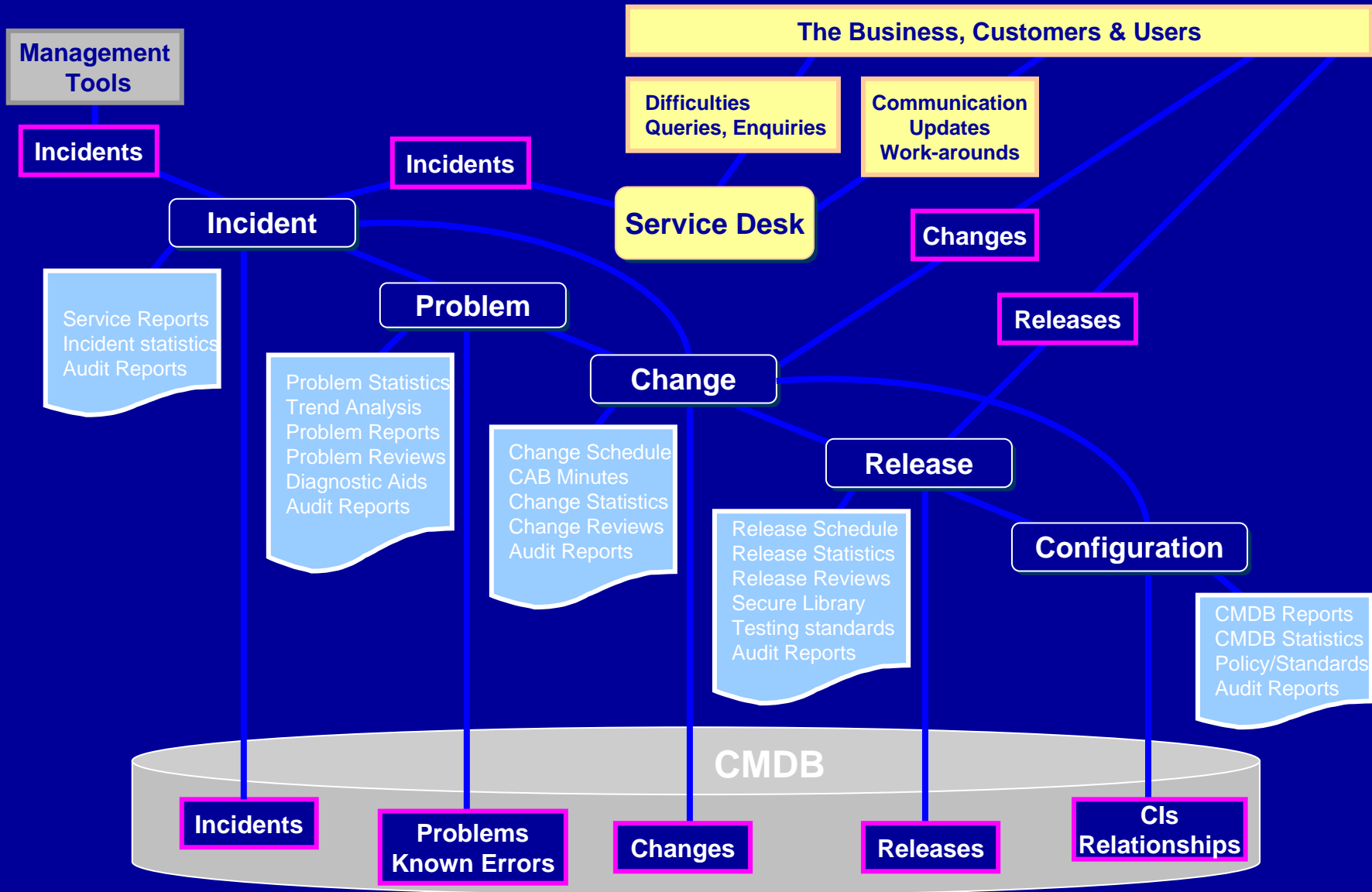
- Provide for Greater business agility through forward planning and measurement
- Shorter and predictable cycle times
- Set and manage customer expectations
- Reduce downtime
- Reduce Costs (20% is typical)
- Process more amounts of change more quickly
- Reduce Legal Liability
- Improve user productivity
- Improve customer satisfaction
- Become a regional center of excellence in IT management best practices

How will IT Service Management Achieve this?

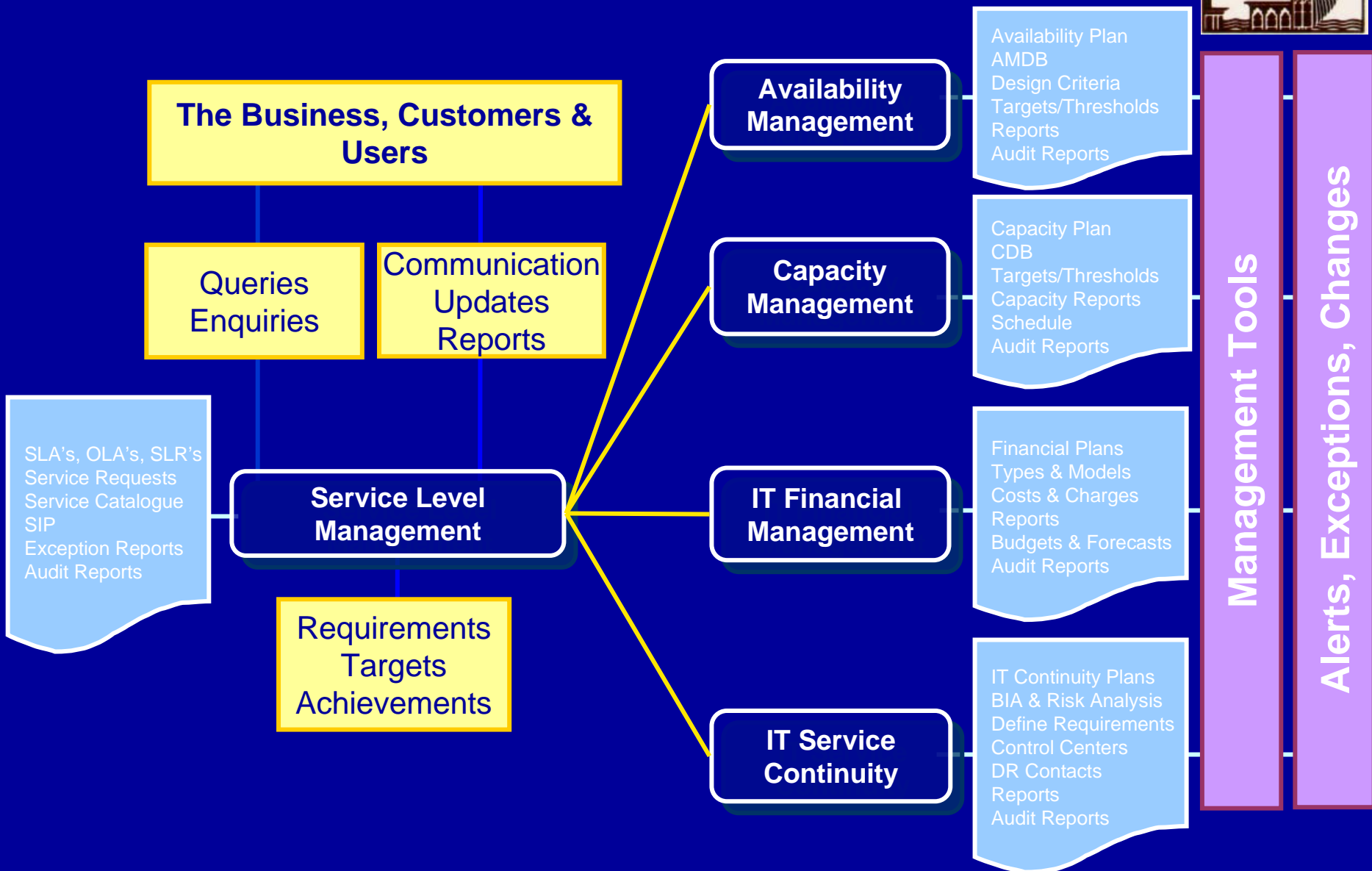


- By documenting and publishing the IT Services Delivered by ITD
- By providing a one stop shop for all IT related issues and requests
- By agreeing performance levels with customers
- By measuring and reporting on the performance of ITD
- By introducing a culture of Continuous Service Improvement
- By implementing a strong governance structure

The Service Support Process Model



The Service Delivery Process Model



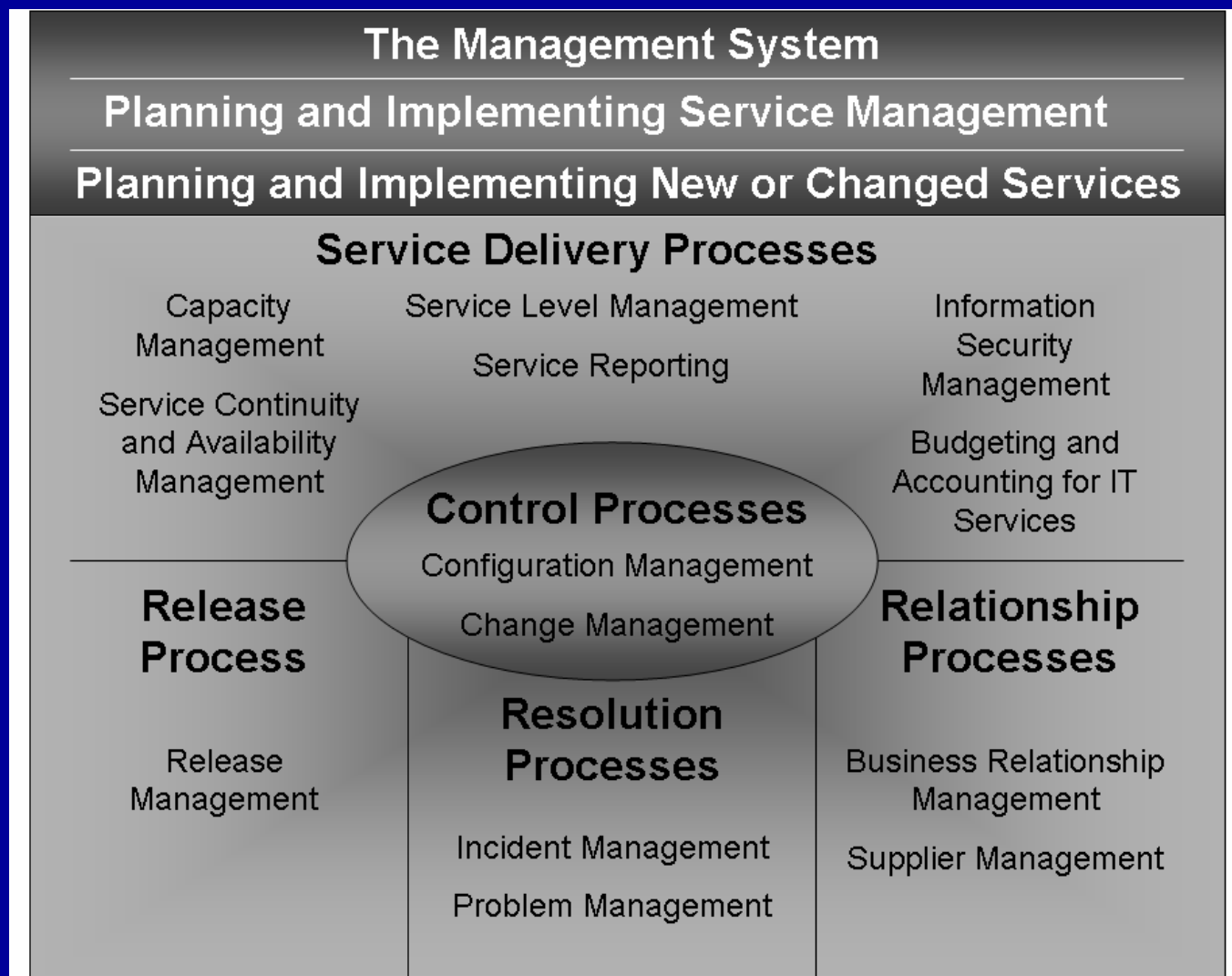


V.2 V's V.3

- Version 3 Provides More Detailed Guidance
- Twice the scope of V.2
- All of IT and Business Integration in Scope
- IT Operations back in scope
- The Service Catalogue takes a central position
- The new Certification Scheme provides greater support for Career Development



The ISO/IEC 2000 Process Model





V.3 Issues for project ACE

- Should we Align the project to V.3?
 - Adopt the V.2 process changes?
 - Adopt the new certification scheme?
 - Use the Lifecycle approach?



DM Position on V.3

- Make use of improvements to V.3 processes
 - Put the Service Catalogue Management process at the centre of the implementation
 - Use this to support the design of the CMDB
 - Use this to support the Service Level Management Process
 - Implement the new Service Fulfillment Process
 - Implement the Access Management Process
 - Align the new definitions relating to V.2 processes
 - Stay with V.2 Education plan
 - Use V.3 Guidance for ISO/IEC 20000 processes
 - Supplier Relationship Management
 - Business Relationship Management
 - Planning and Implementing New and Changed Services
 - Use the existing lifecycle approach which maps to V.3
 - ITSM Strategy
 - ITSM Planning
 - ITSM Design
 - ITSM Transition
 - ITSM Live Operations
 - ITSM CSI (institutionalized)



Version 3 Future Plans

- Move to the V.3 certification scheme
- Add the additional processes and functions iteratively as a part of CSI
- Start with Service Strategy



Questions Please

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