



CERN IT – Service Management

Service Management for IT

ITIL & the introduction in the IT department

Geneva, 3.3.2010

Jochen Beuttel – ncc Management Consultants

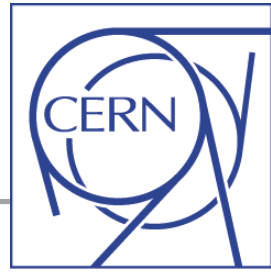


Service Management for CERN IT

Agenda

- The principles of Service Management and ITIL
- Background, status and outlook concerning the introduction of Service Management in the IT department

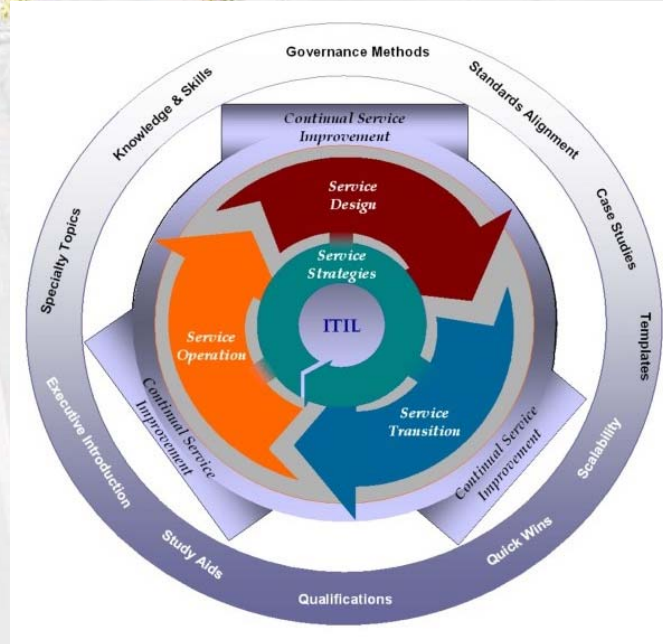


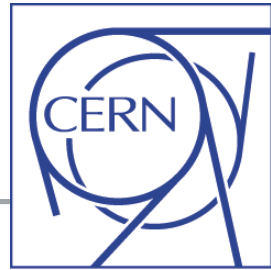


Service Management for CERN IT

What is Service Management?

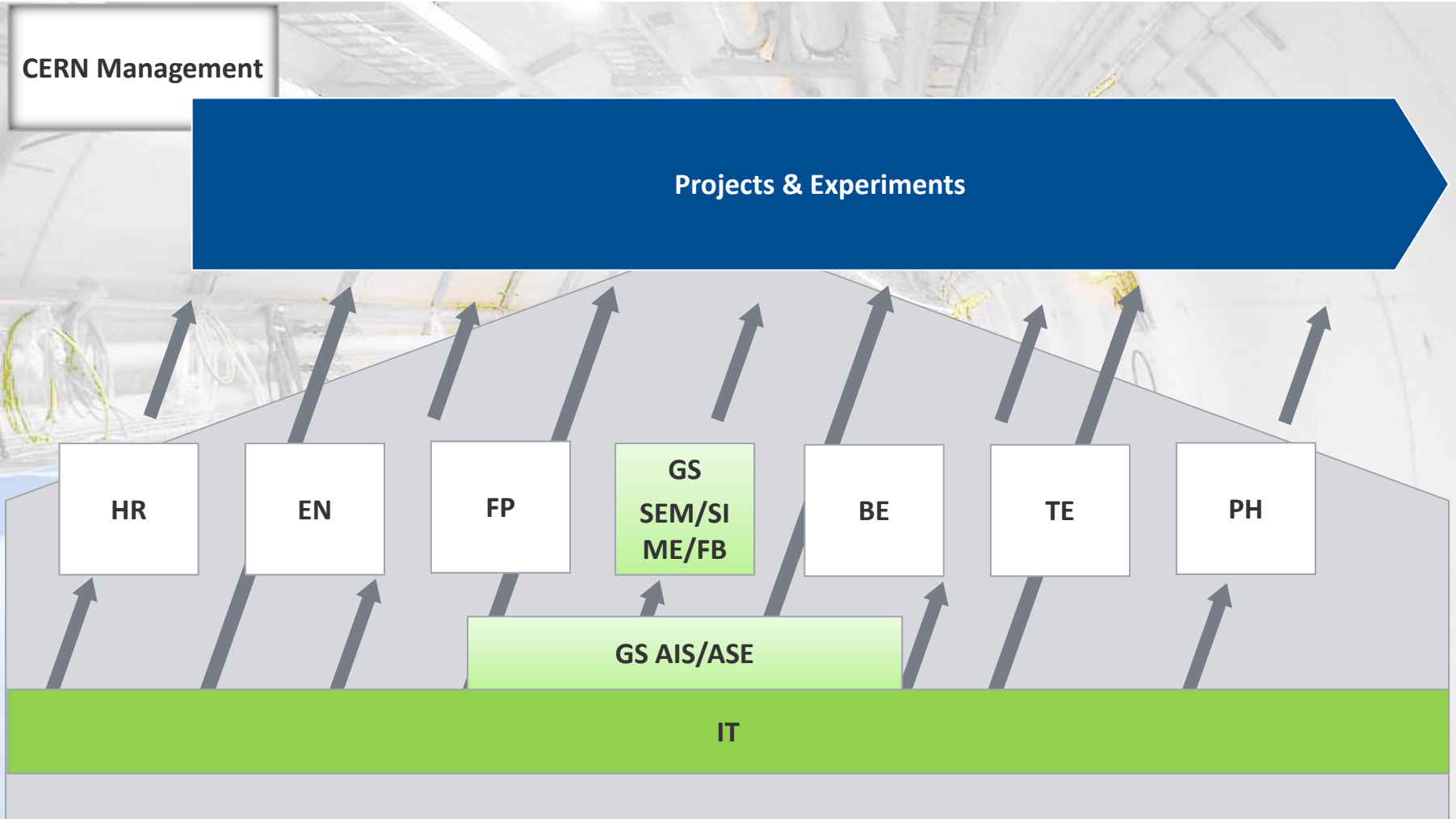
- Service Management is a set of specialized organizational capabilities for providing value to customers in form of services. The capabilities take the form of functions and processes for managing services over a whole lifecycle.
- Service Management is also a professional practice supported by an extensive body of knowledge, experience and skills. A global community of individuals and organizations in the public and private sectors fosters its growth and maturity.

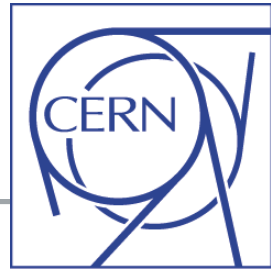




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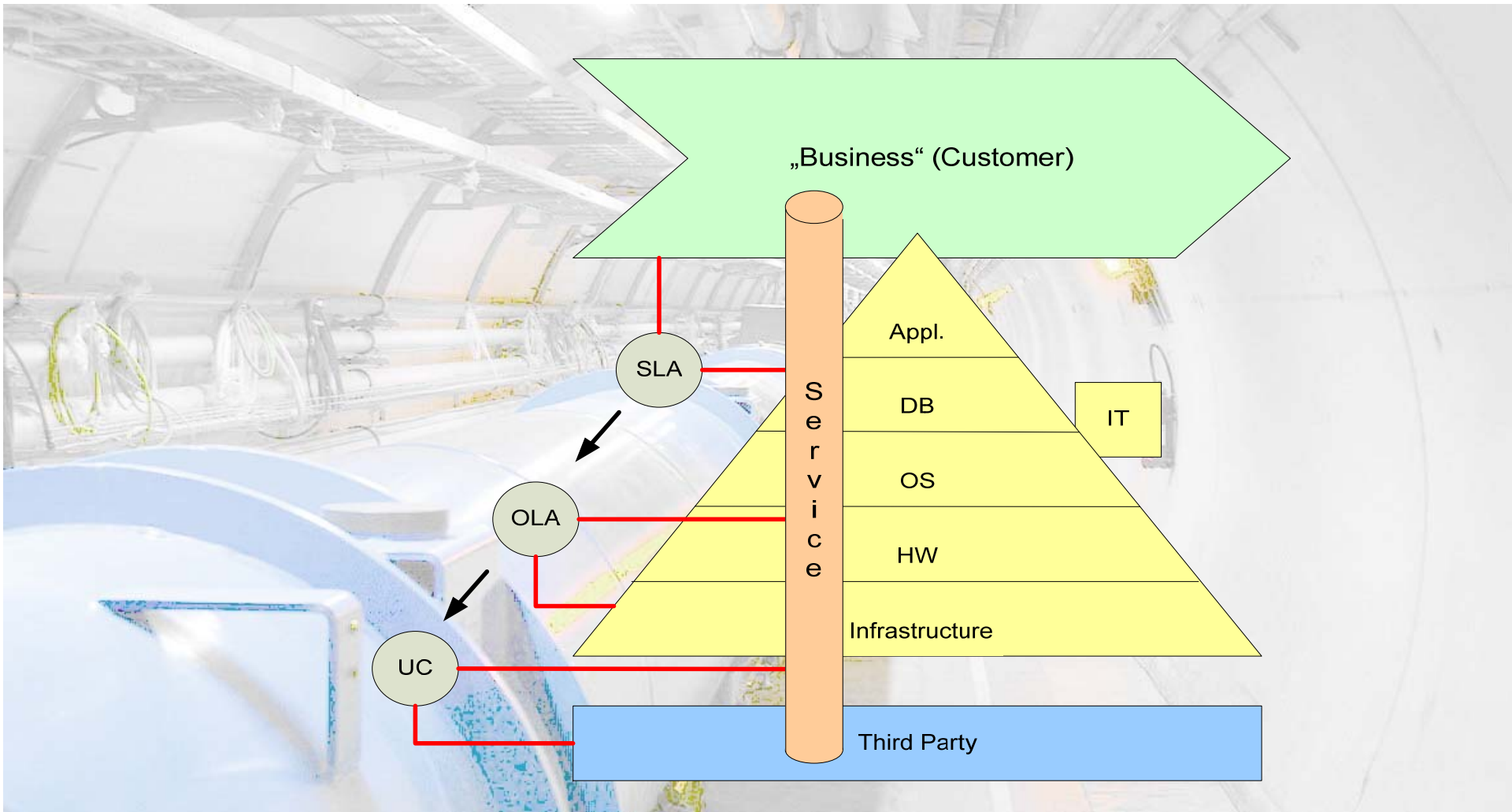
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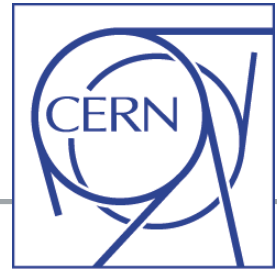




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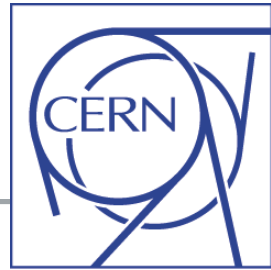




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Benefits of IT Service Management

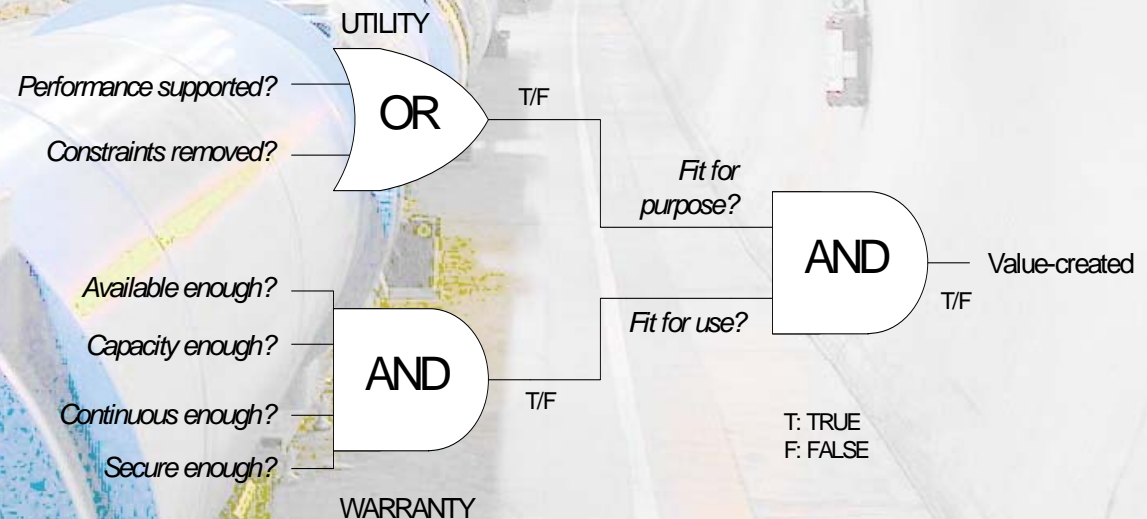
- Support for corporate business processes
- IT organization acts as a service provider
- Uniform, defined and agreed IT Services
- Methodical design of IT processes
- Business relationship between IT organization and customers
- Improved communication between IT customers, IT users and IT organization
- Measurable contribution to the value added chain by effective and efficient IT processes



Service Management for CERN IT

What is a Service?

- Service:
 - the supplying or supplier of utilities or commodities, required or demanded by the public (Dictionary).
 - A means of delivering value to Customers by facilitating Outcomes Customers want to achieve without the ownership of specific Costs and Risks (ITIL Glossary).



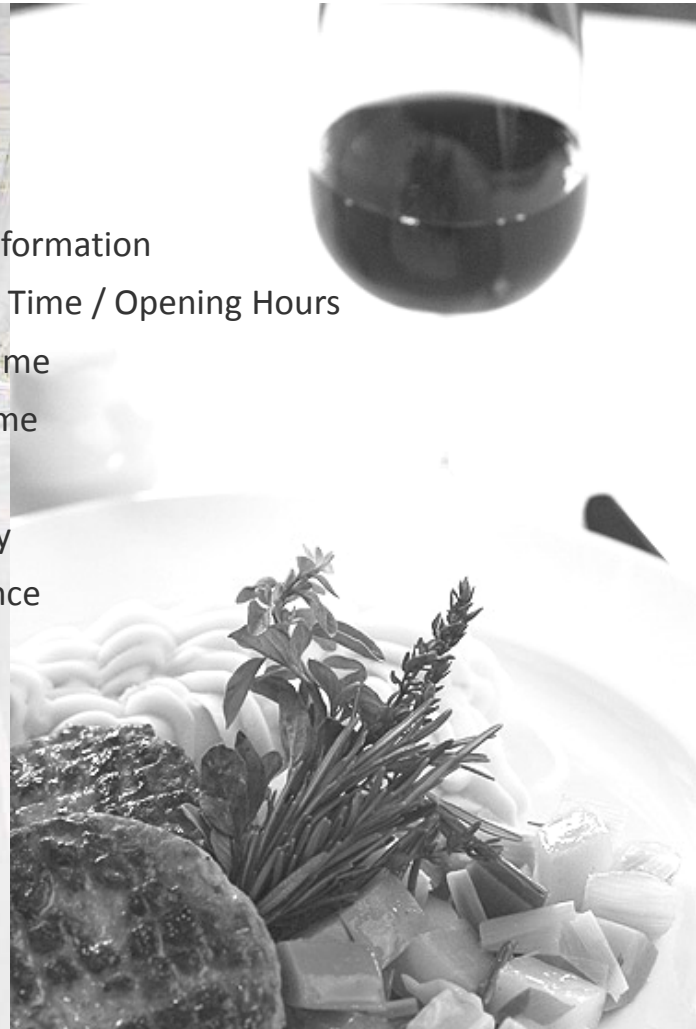
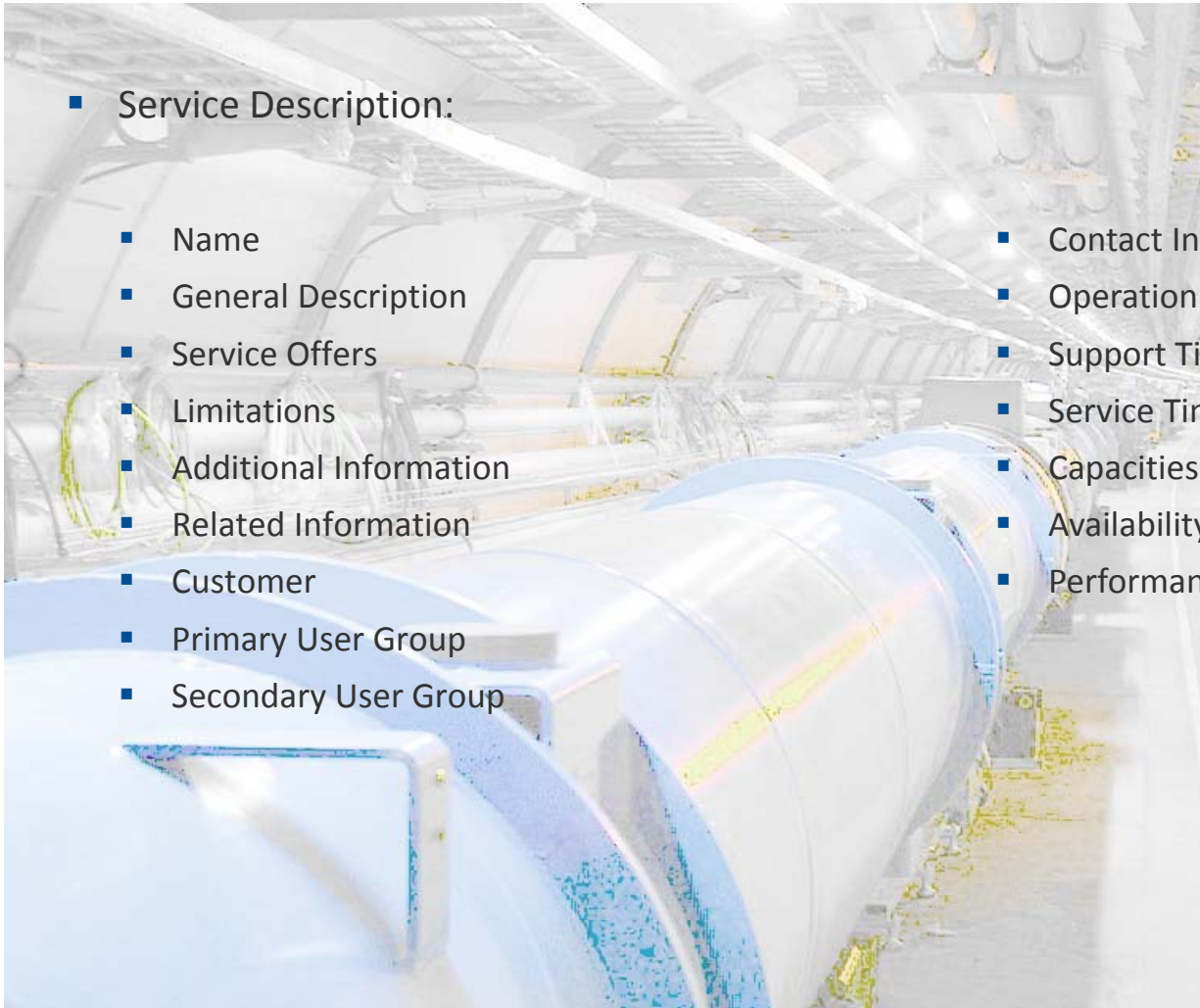


Service Management for CERN IT

What is a Service?

- Service Description:

- Name
- General Description
- Service Offers
- Limitations
- Additional Information
- Related Information
- Customer
- Primary User Group
- Secondary User Group
- Contact Information
- Operation Time / Opening Hours
- Support Time
- Service Time
- Capacities
- Availability
- Performance

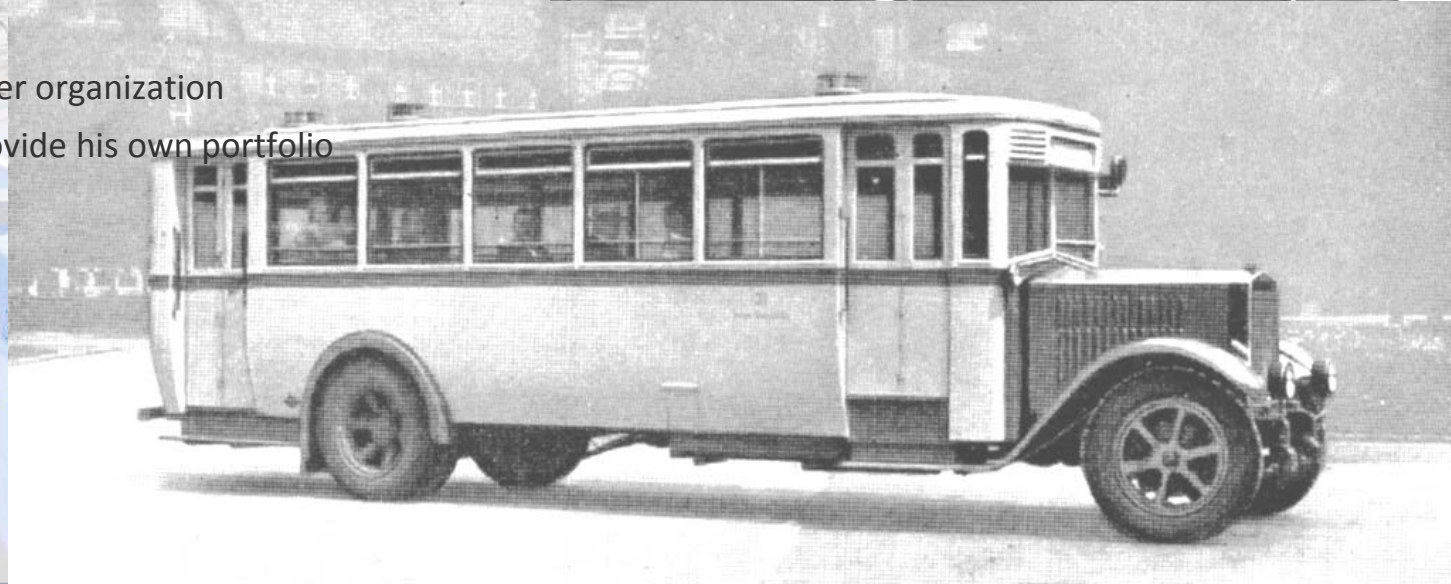




Service Management for CERN IT

What is a User & a Customer?

- Customer
 - Defines requirements
 - Defines functionality & quality
 - Budget responsibility
 - Decides about cost-benefit-ratio
- Primary User
 - Part of the customer organization
 - Uses Service to provide his own portfolio
- Secondary User
 - consumes

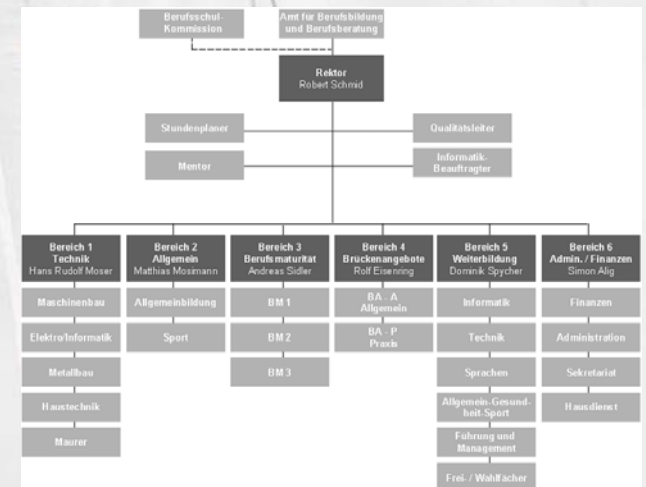




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What is a function?

- Functions are units of organizations specialized to perform certain types of work and responsible for specific outcomes.
- Functions are elements of hierarchical line organizations with their own resources and capabilities (methods, skills etc.).
- Within functions roles are defined to take over certain activities, through which functions are embedded in overall processes.

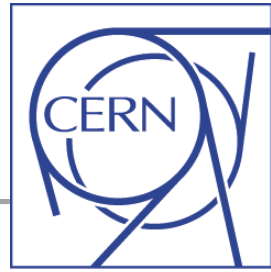


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What is a process?

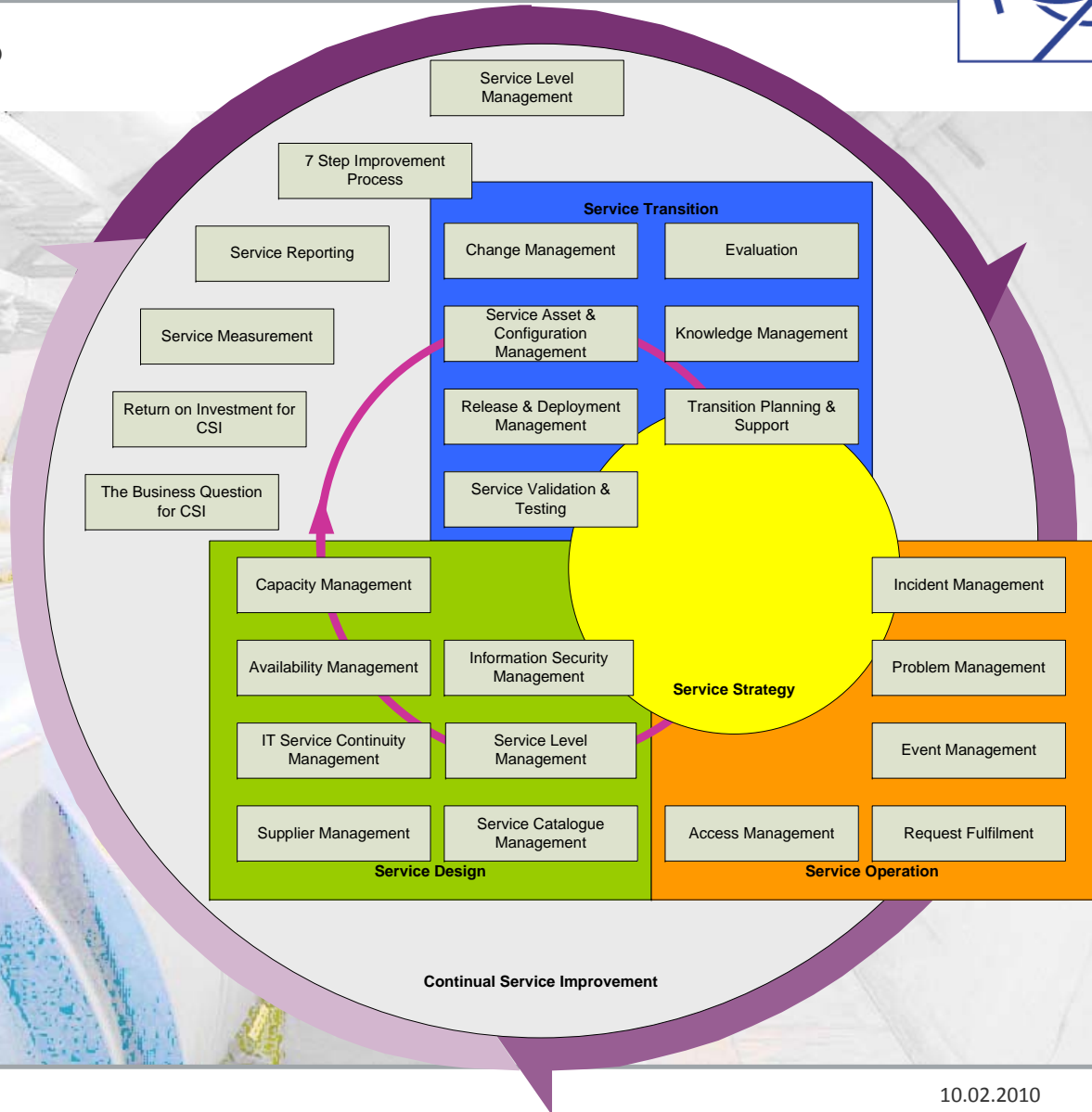
- A temporal and logical linking of individual activities which connects and uses resources and capabilities to – directly or indirectly – generate a value for the customer.
- Processes have the following characteristics:
 - Measurable
 - Specific result (defined output)
 - Specific buyer/customer
 - Specific trigger (defined input)





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What are the ITIL process?





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What is a Service Owner?

- The Service Owner is accountable for one or more services within the GS or IT organization regardless of where the underpinning technology components or professional capabilities reside.
- As a single point of accountability the Service Owner represents their service(s) towards service customers. The Service Owner's main responsibility is to define the service(s) in terms of functionality, scope, capacity, quality and costs in agreement with customer requirements.
- Responsibilities also include managing service performance to ensure that all functions, functional units and processes contributing to service provision are adequately involved as well as continual improvement activities and management of all changes affecting the services under their care.



Service Management for CERN IT

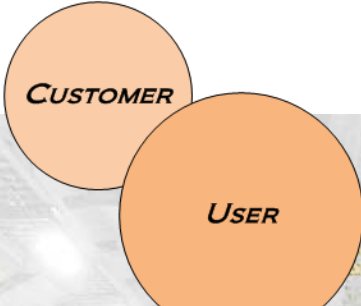
What is a Service Manager?

- The term “Service Manager” refers to a team of members from GS/SMS and IT/DI-SM.
- This team is responsible for the overall definition, coordination, monitoring and continuous improvement of all activities and efforts related to Service Management as a whole.
- To that respect the Service Manager team has no operational responsibility for any business services nor for any internal (support) services.
- The Service Manager team does, however, have responsibility for overall service quality, i.e. is responsible for monitoring service delivery and identifying, initiating and coordinating efforts to restore services to agreed levels in case of any Incidents.
- The Service Manager team is the owner of all Service Management processes.



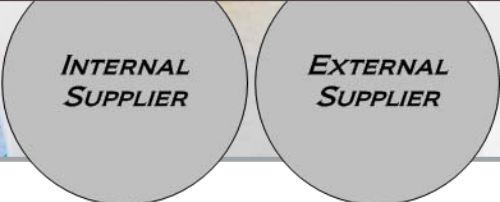
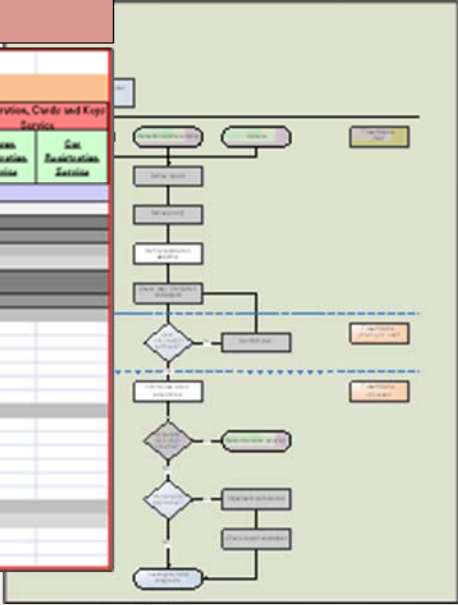
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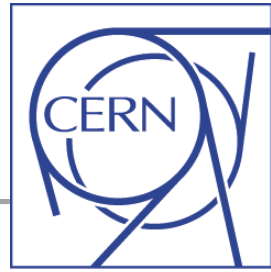
Overview



WEB PORTAL
SERVICE DESCRIPTIONS, PROCESS INTERFACES
SERVICE LEVEL AGREEMENTS

GS Service Catalogue - Service Provision		Fire Protection & Health																																																																																																																																																																								
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Service Management for CERN IT

Steps for Improvement



Current Situation:

- High level experts in all areas
- Building a set of functional elements scattered around
- Different types of users with different interests
- No communicational structure
- No structured service offer
- No central contact point





Service Management for CERN IT

Steps for Improvement

Expert Users

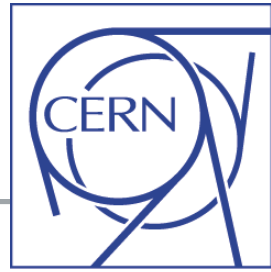
Users in Projects and Experiments

Administrative Users

- Introduction of a catalogue with all provided Services from a user's point of view!

CERN Service Catalogue





Service Management for CERN IT

Steps for Improvement

Expert Users

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Administrative Users

- Introduction of a catalogue with all provided Services from a user's point of view!
- Introduction of central processes for all groups and sections.

CERN Service Catalogue

Architects

Network Specialists

Purchaser

Fire Fighters

Archivists

Nurses

Driver

GRID Support Staff

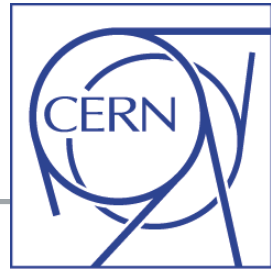
Engineers

Developers

Storage Experts

Administrators

GS & IT



Service Management for CERN IT

Steps for Improvement

Expert Users

Users in Projects and Experiments

Administrative Users

- Introduction of a catalogue with all provided Services from a user's point of view!
- Introduction of central processes for all groups and sections.
- Introduction of a tool to automate processes and to organize knowledge.

CERN Service Catalogue

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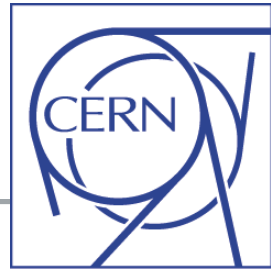
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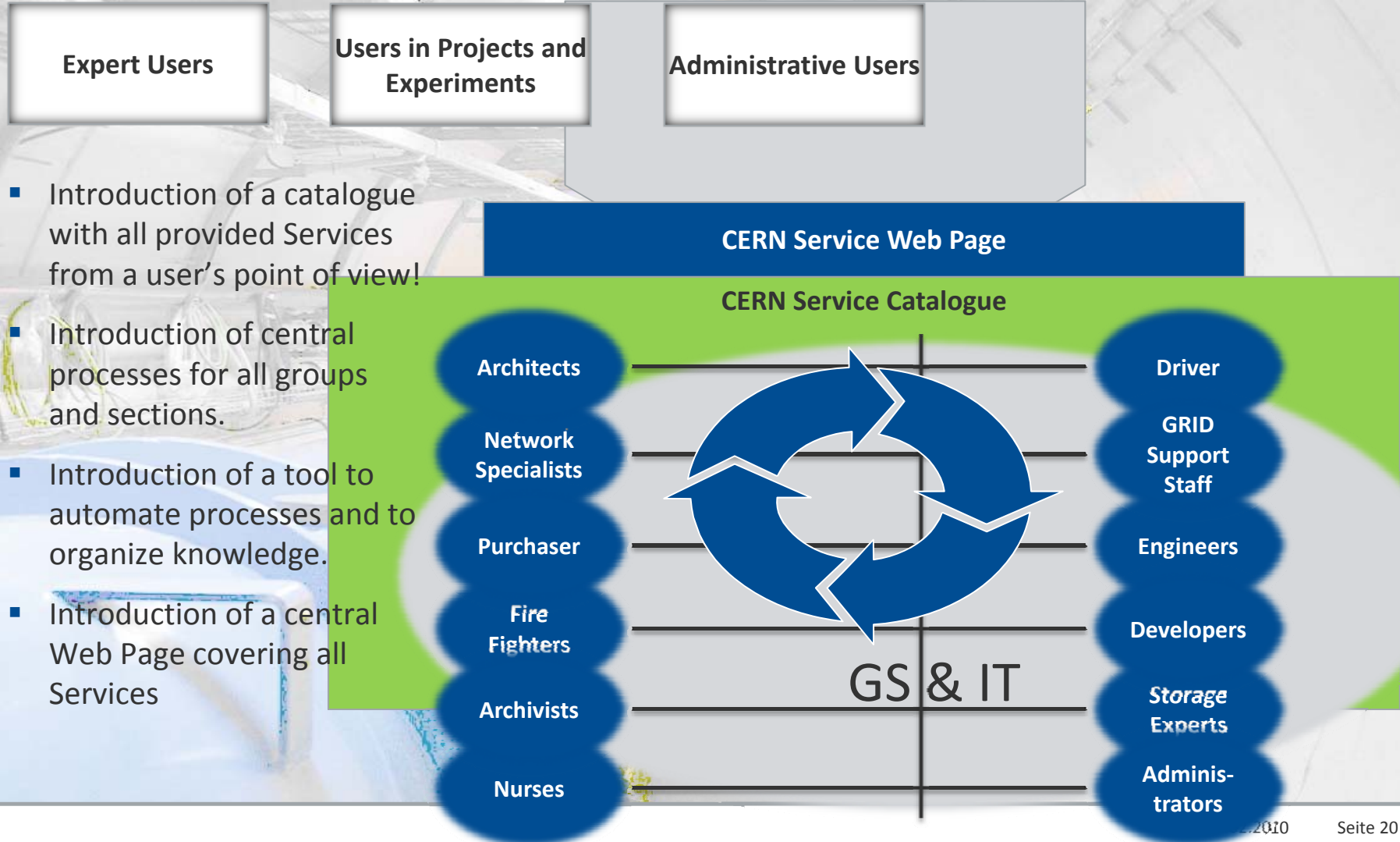


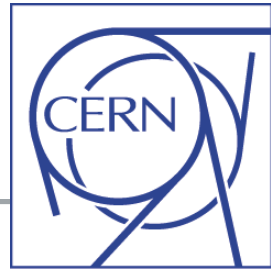
GS & IT



Service Management for CERN IT

Steps for Improvement



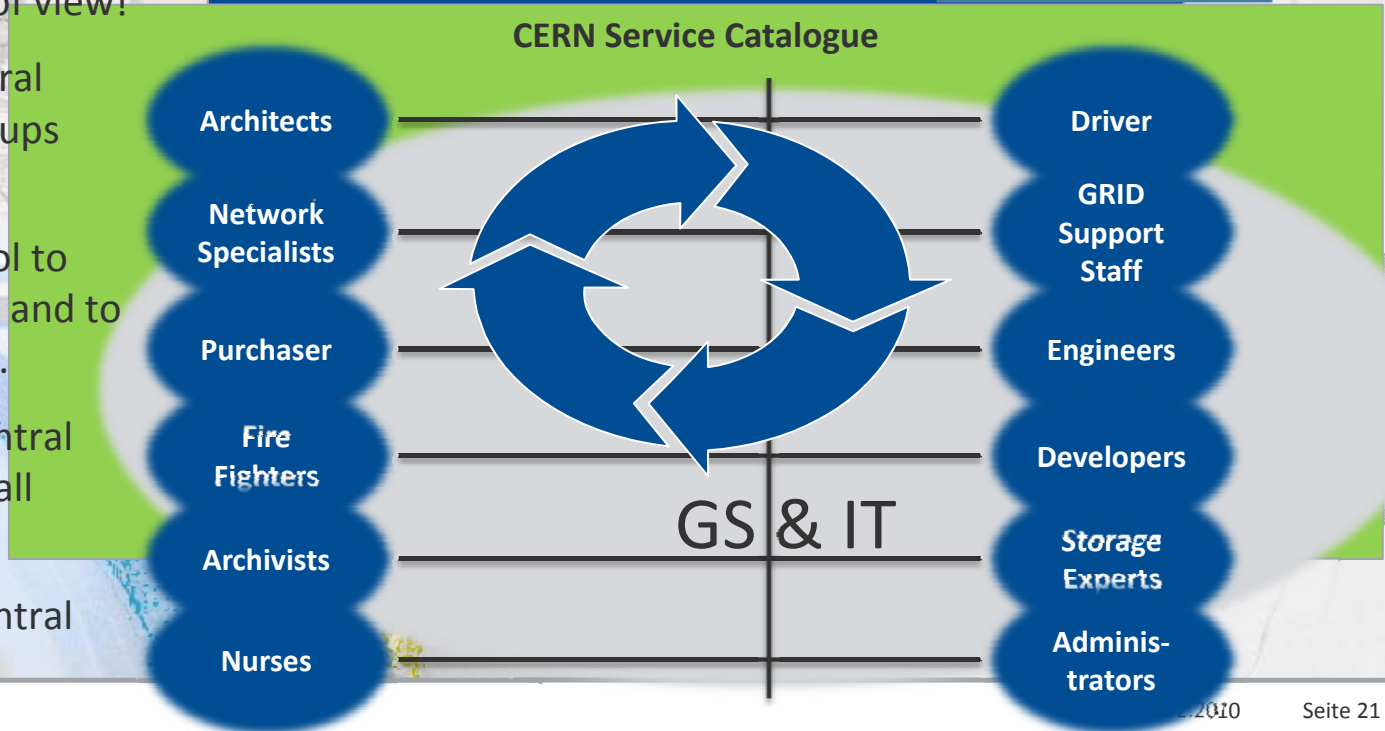


Service Management for CERN IT

Steps for Improvement



- Introduction of a catalogue with all provided Services from a user's point of view!
- Introduction of central processes for all groups and sections.
- Introduction of a tool to automate processes and to organize knowledge.
- Introduction of a central Web Page covering all Services
- Introduction of a central Service Desk





Service Management for CERN IT

Service Catalogue

- Functional Services & Functional Service Elements
 - The „Status Quo“
 - Lists all technical services, activities & functions
 - E.g. „Mailing Infrastructure“, „Technical Network“ or „Service Desk 1st Line“
 - Group and Section leaders in charge of all quality and resource related topics
 - Related to „workgroups“ – groups of experts

UDS - Tim Smith	
HUS	Service Desk 1st Line Service Desk 2nd Line Print Device Support STP Printshop Computing Newsletter
CDS	INSPIRE CDS
AVC	Video Conferencing Indico Webcast Audiovisual Infrastructure Mobile Film Recording

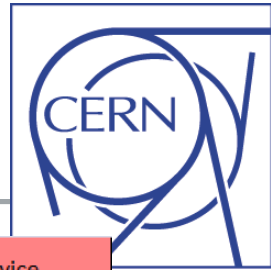


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Service Catalogue

- Customer Services & Service Elements
 - From the user's point of view
 - Different for different types of users
 - Combination of functional elements to provide a complete functionality for users
 - New „Service Owner“ Roles representing Services
 - Related to users

Desktop & Workplace								
Mail & Web Service		Print Service		Firewall Service	Desktop Service			Certificate Service
<u>Mail Service</u>	<u>Web Service</u>	<u>Printshop</u>	<u>Printing Service</u>	<u>Firewall Configuration Service</u>	<u>Windows Desktop Service</u>	<u>Linux Desktop Service</u>	<u>Mac Desktop Service</u>	<u>Certification Authority Service</u>



Service Management for CERN IT

Service Catalogue

- Functional & Customer

Service Element Relations

- Connecting both sides of the catalogue
- Contains classification to shows level of importance
- Supports automation & selected views
- Related to priority matrix for Incident Management

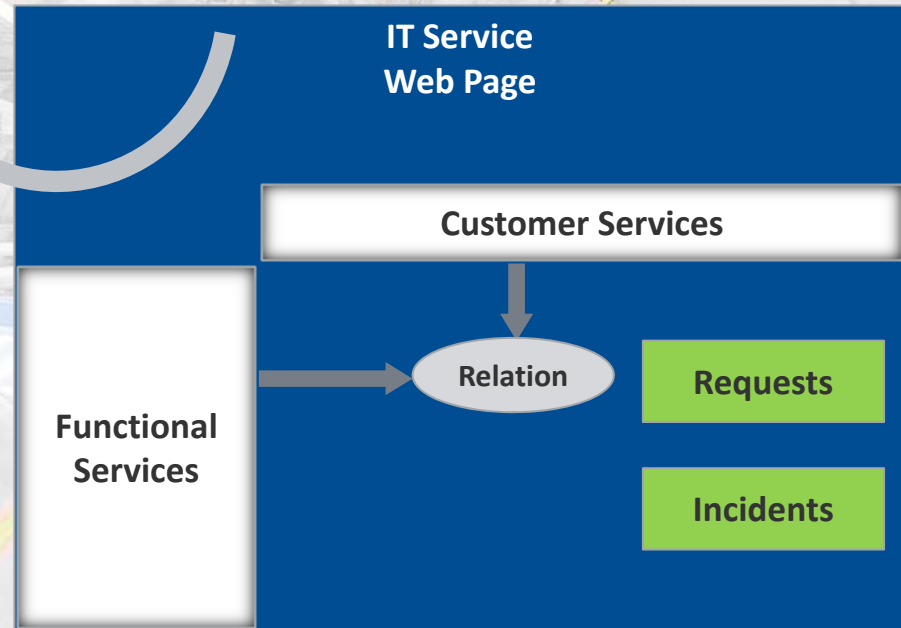
	Mail & Web Service	
	<u>Mail Service</u>	<u>Web Service</u>
<u>Service Desk 1st Line</u>	C	C
<u>Service Desk 2nd Line</u>		
<u>Print Device Support</u>		
<u>RITS Configuration</u>		
<u>STP</u>		
<u>Printshop</u>		
<u>Computing Newsletter</u>		
<u>Mailing Infrastructure</u>	A	
<u>Distribution Lists</u>	C	
<u>Web Authoring</u>		B
<u>Sharepoint</u>		B
<u>IIS</u>		A
<u>Apache</u>		B
<u>Active Directory</u>	B	B
<u>Certificates</u>	C	C
<u>Alerter</u>		
<u>Windows Server Hosting</u>		B
<u>DFS</u>		B
<u>Hyper-V</u>	B	B
<u>Printing Server Infrastructure</u>		
<u>Public Terminal Server</u>		
<u>Linux</u>	B	B
<u>Windows</u>	B	B
<u>MAC OS</u>	B	
<u>Technical PC Specification</u>		



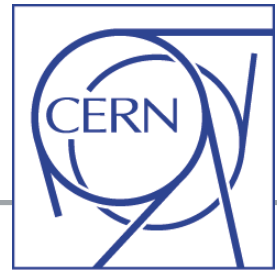
Service Management for CERN IT

Web Portal

- Offers the complete IT Portfolio
- Four ways to enter IT
 - By Service
 - By Function
 - By Action
 - By Search functionality



Service Management for CERN IT



Service Desk

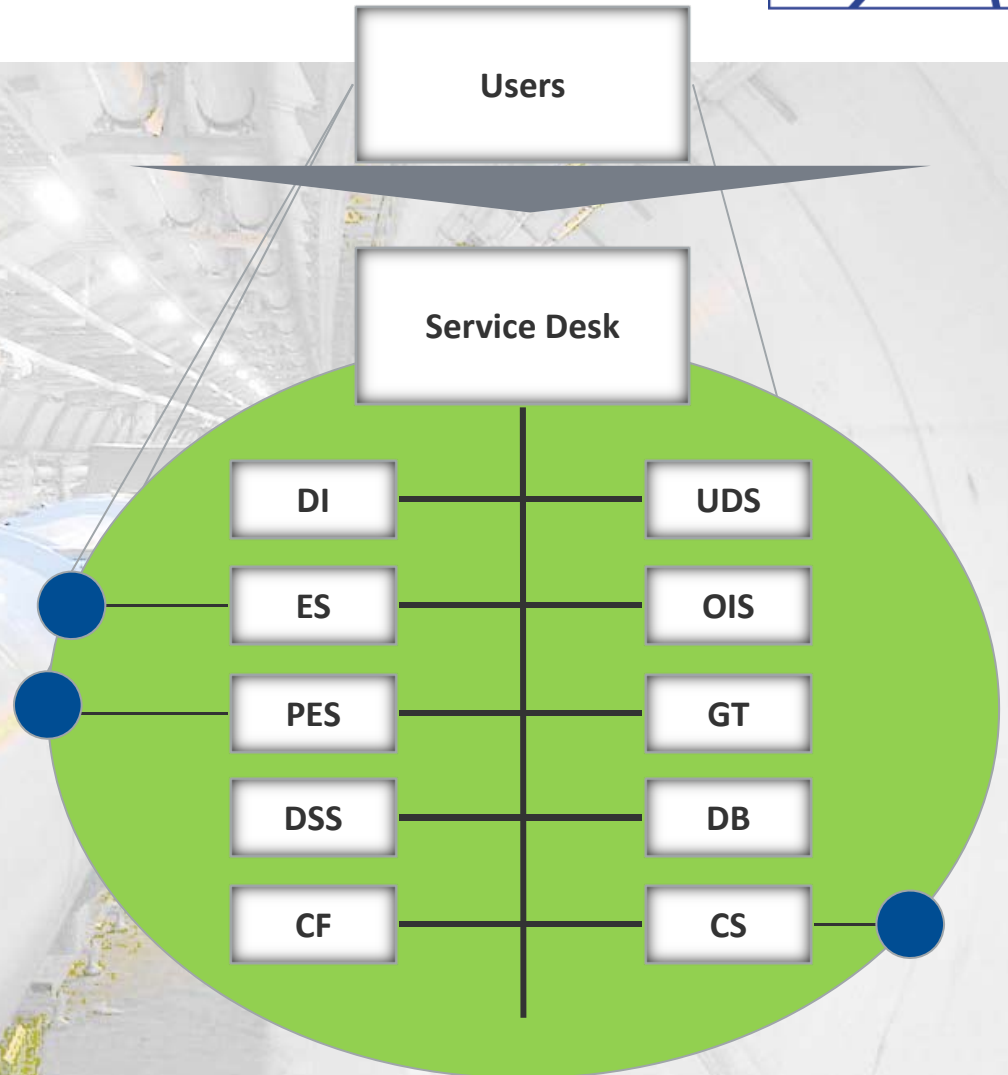




Service Management for CERN IT

Service Desk

- Offers Support for every User
 - New Contract with SD provider
 - Measured Quality Control
 - Solution, Answer or Dispatching
 - Integration in new Processes
 - Supported by selected and new configured tool





Service Management for CERN IT

Processes

Incident Management

- Restoration of Services as fast as possible
- Minimization of the negativ impact on Users
- Collection of experiences & knowledge
- Knowledge transfer from the 3rd to the 1st line
- Optimized collaboration of IT groups
- Priorities

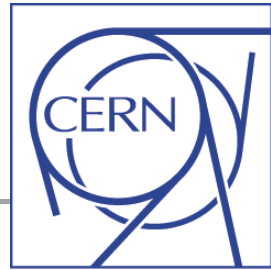
Request Fulfillment

- Best possible fulfillment of every type of request
- Classification of requests including workflow
- Collection of experiences & knowledge
- Usage of existing standard request procedures
- Definition of additional standard requests
- Timelines

Every possible decision is made in advance:

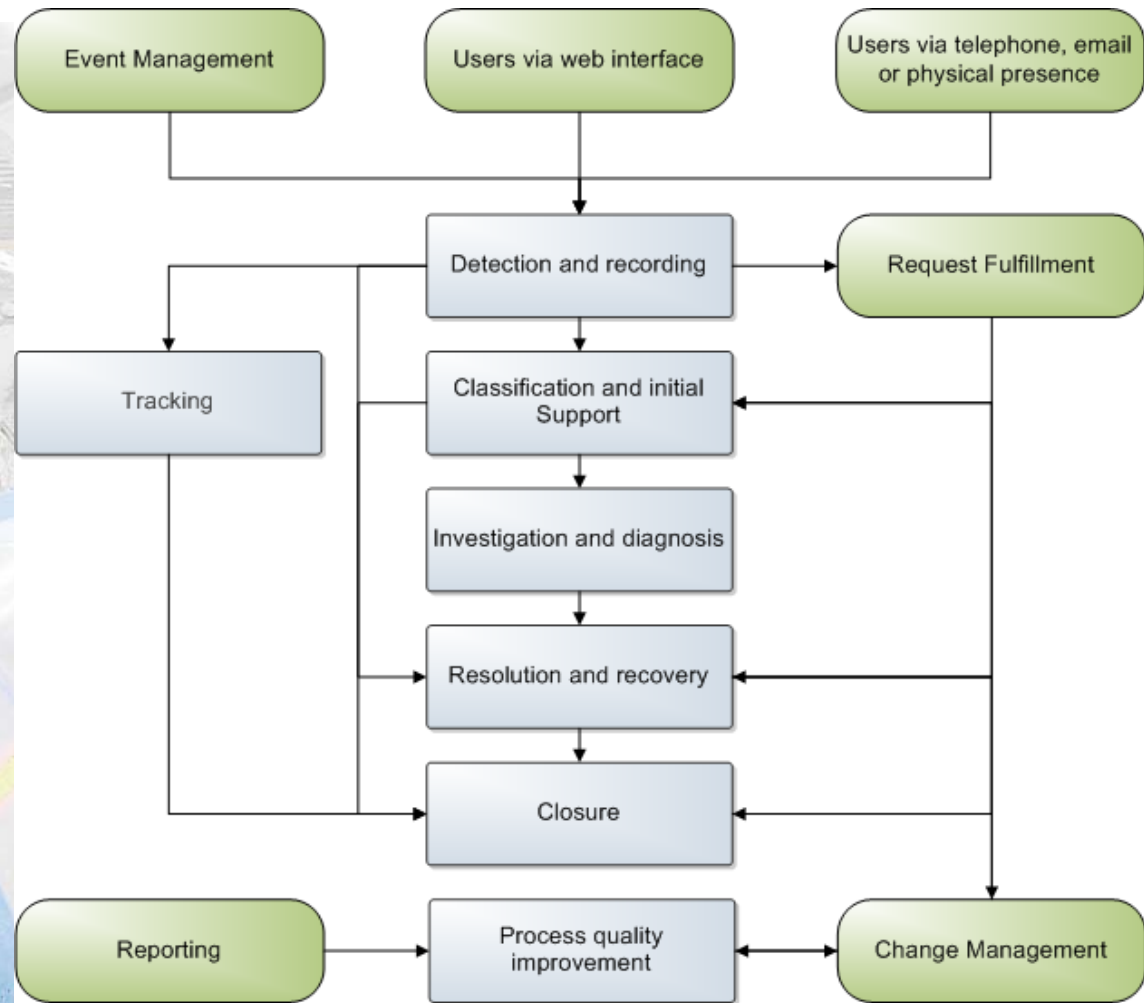
**Service-oriented control
Service-oriented measurement
Service-oriented reporting**

Service Management for CERN IT



Incident Management

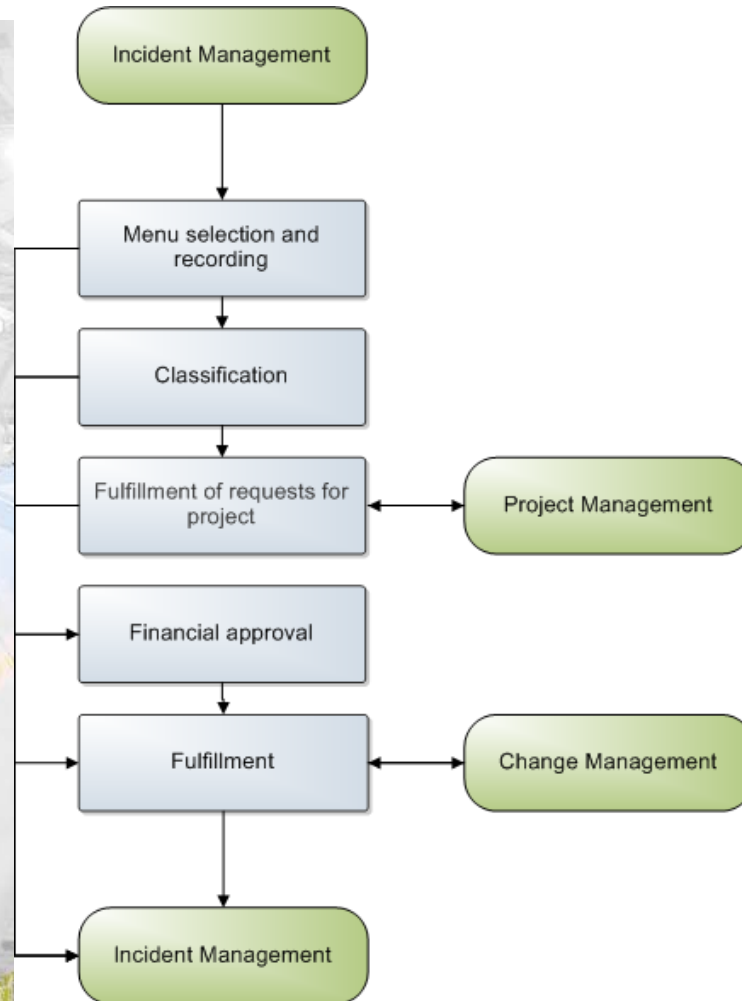
- Detection and recording
- Classification & initial support
- Investigation & diagnosis
- Resolution & recovery
- Closure
- Tracking
- Process quality improvement

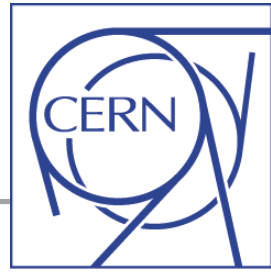


Service Management for CERN IT

Request Fulfillment

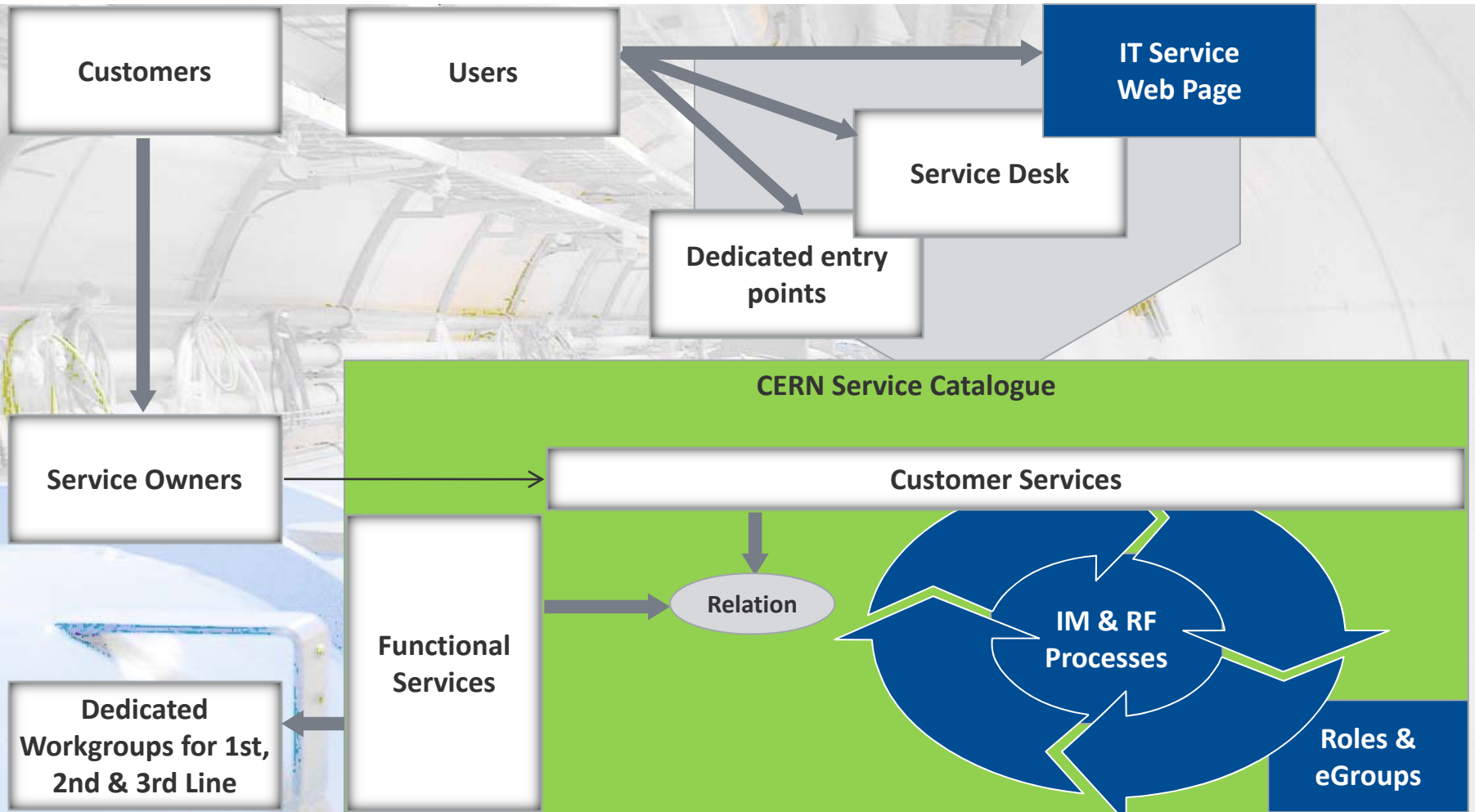
- Menu selection and recording
- Classification
- Fulfillment of request for projects
- Financial approval
- Fulfillment

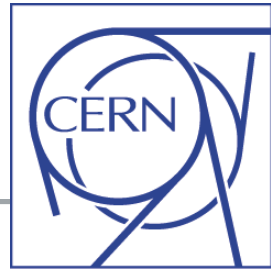




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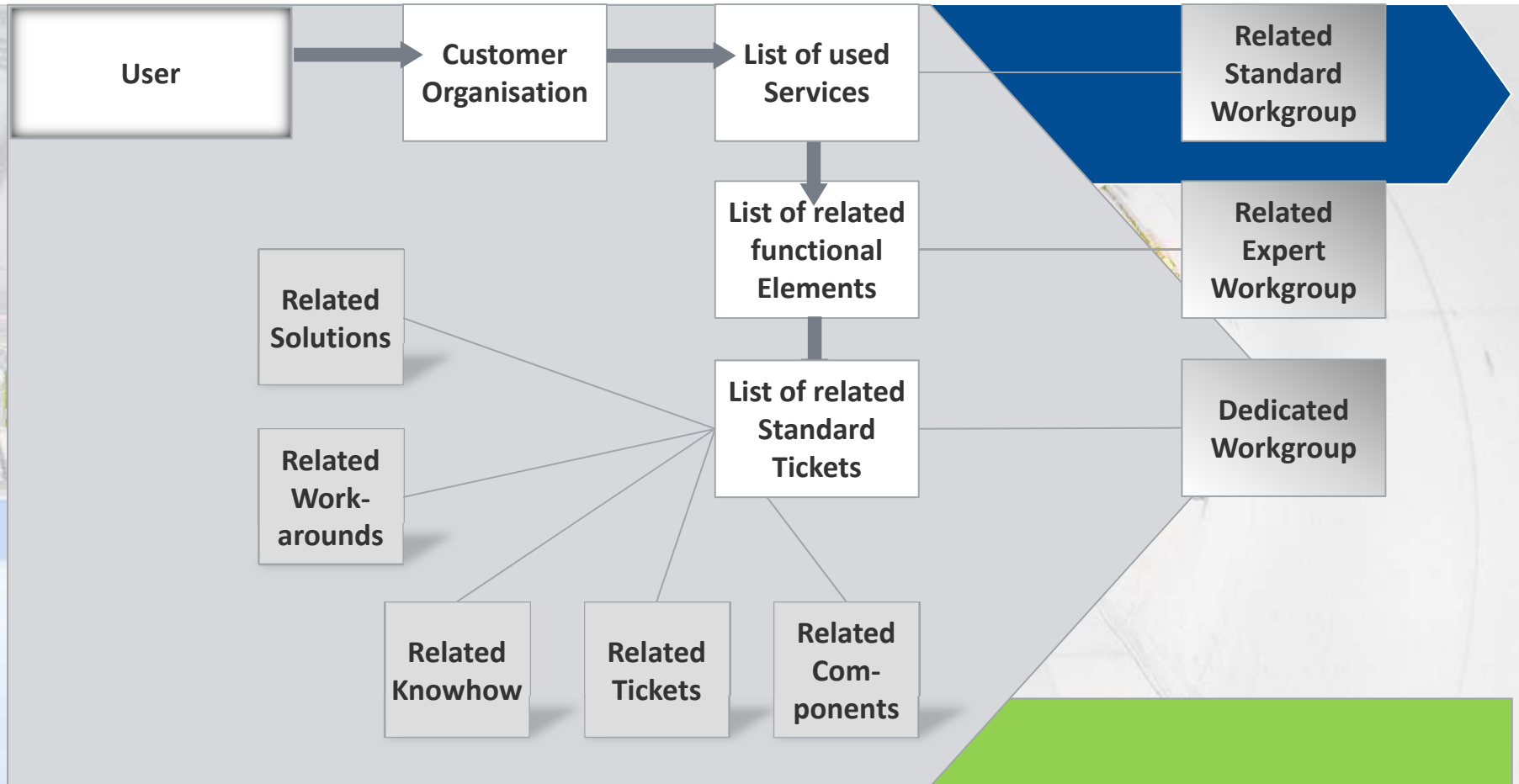
Communication

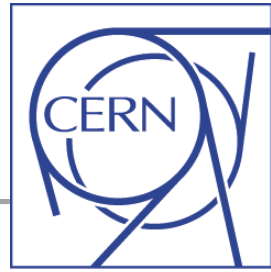




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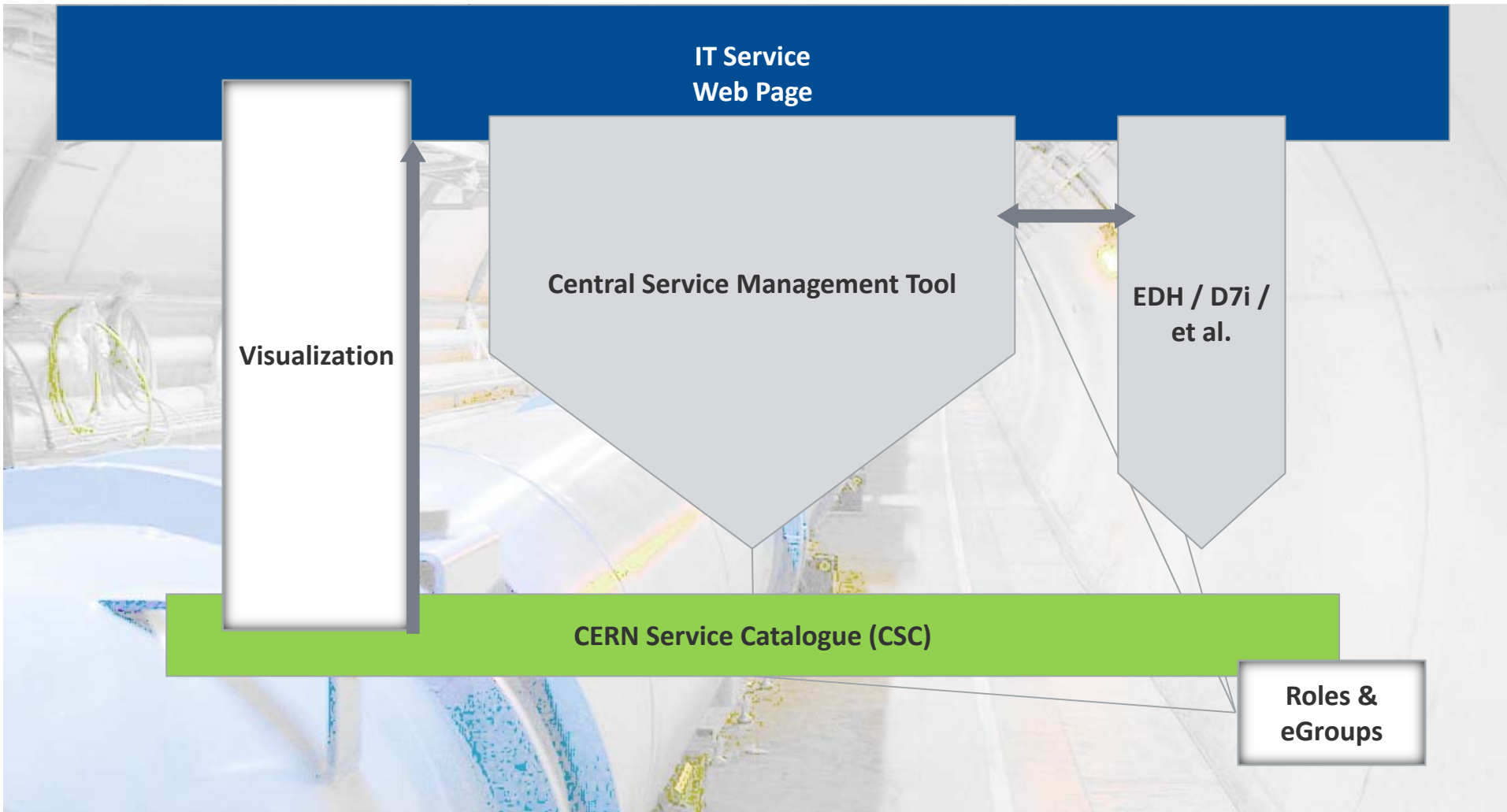
Process Automation





Service Management for CERN IT

Tools





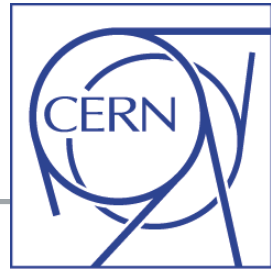
Service Management for CERN IT

Tool Evaluation Method

Tool Evaluation Sheet	Tool 1	Tool 2	Tool 3	Tool 4	Tool 5
Process Requirements					
Measurement Requirements					
Technical Requirements					
Interface Requirements					
Future Use Requirements					

Rating Matrix:
Functionality
Configuration Effort
Programming Effort
Total Cost of Ownership

Comparable Result



Service Management for CERN IT

Collaboration with GS

Service Catalogue Repository
Catalogue Visualisation
Service Catalogue Content
Incident Management Process
Request Fulfilment Process

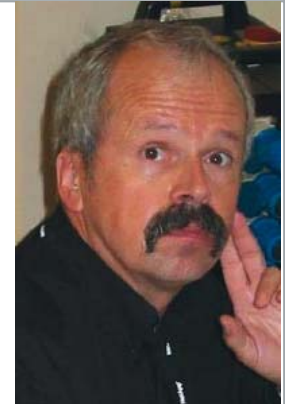
IT

- Service Owners Selection
- Tool Selection
- Tool Implementation
- Service Desk Improvement



GS

- Service Owners Selection
- Tool Selection
- Tool Implementation
- Service Desk Implementation

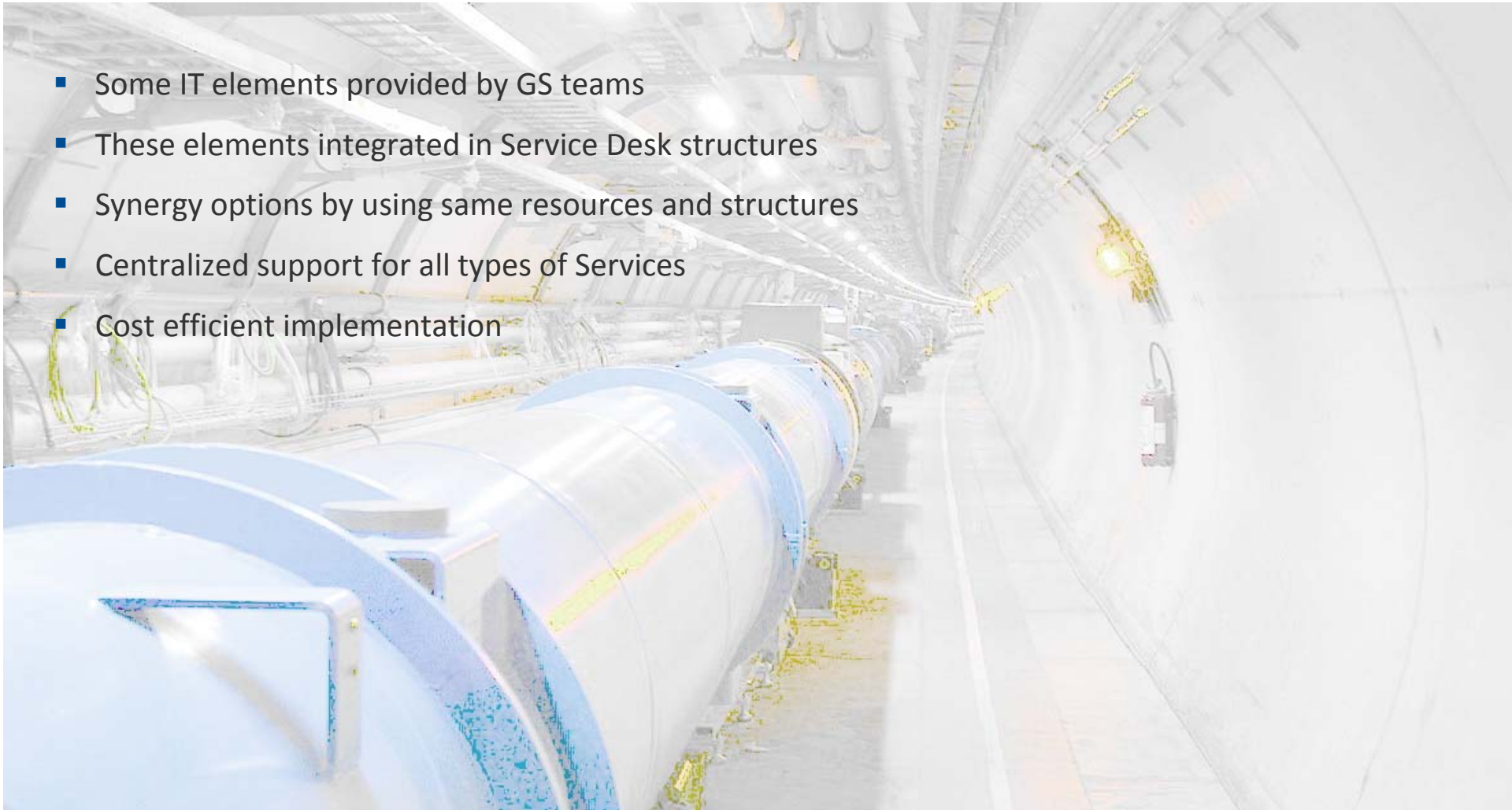




Service Management for CERN IT

Reasons for Collaboration with GS

- Some IT elements provided by GS teams
- These elements integrated in Service Desk structures
- Synergy options by using same resources and structures
- Centralized support for all types of Services
- Cost efficient implementation





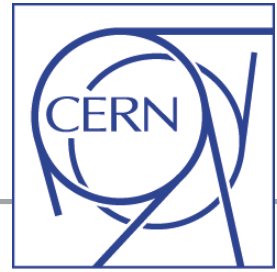
Service Management for CERN IT

Roadmap

Activity	2010						
	February	March	April	May	June	July	August
▪ Service Catalogue	█						
▪ Service Owner Assignment		█					
▪ Process Design Acceptance	█						
▪ Awareness & PR	█						
▪ Web Page & Service Presentation	█						
▪ Service Descriptions	█		█				
▪ SM Tool Evaluation		█					
▪ Tool Implementation			█				
▪ Service Desk Planning & Staffing	█						
▪ Role Assignment				█			
▪ Roll Out & Training					█		

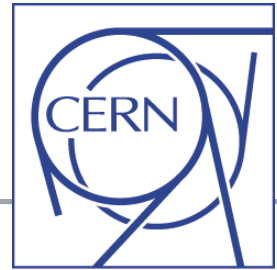
★ Go Live

Service Management for CERN IT



Conclusion





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