Sharing Session on why PM's should know ITIL

WHO WE ARE

www.gkkconsultants.net

GKK.Consultant

① Training and Coaching
Certified IT Trainings (ITIL, PRINCE2, Six Sigma etc)
Technical Trainings(VM Ware,Cloud,Java etc)
Workshops on Six Sigma & PMP
Leadership Trainings

② Software
Hospital Information Systems
Banking Software
Big data

③ Consulting
ITSM Consulting(ITIL)
CMMI, PCMM
ISO 27001
ISO 20000
Banking Improvements
LEAN IT

GKK Consultants Timeline and Roadmap

BEFORE
Setting the foundation

BEST IN CLASS
Services to customers

2011	2012	2013	2014	Jan 2015	2015

Formed in Nov 2011

ITIL Licence & HIS Partnership

PRINCE2 & PMP trainings

ITIL Impl for Major Hosp

ITIL Implemented for Govt data center

ITIL, LEAN IT Consulting

Asean Engagement

➢**Philipines – done**

➢**Indonesia – In progress**

➢**Thailand – In progress**

GKK Consultants
Excellence in every way

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ITIL CONSULTANT PROFILE

Ravindran Chelliah

Ravindran Chelliah is a professional trainer and is well versed in the ITIL,Six Sigma and management areas of consulting and training.

Ravinhas done many ITIL and ITSM process integrations that included full assessments, architecture, design, planning, implementation and roll out and often times included developing Business Cases, ROI, TCO, Governance and Cost Benefit Analysis and best practice methodologies for ITSM holistically in the areas of people, process, technology and information across the organization and integration for those ITIL process areas.

The last position being held as Bid Services Manager in DHL IT Services where Ravin managed and assured the execution of ITIL processes resulting in high quality production of IT project estimates, quotations and proposals in accordance with procedures, policies and agreed service targets.

-ITIL Implementation :-

• ITSM implementation for PCMC- Prince Court Hospital.

• Reviewer and contributor to Vendor management process of DHL

-**Management Best Practices;** Maxis, Telekom Malaysia, Telbru Brunei, Ministry of Information Technology Vietnam, Dell, DHL, Ministry of International Trade and Industry Malaysia, Investment Development Authority (MIDA), Small and Medium Enterprise Corporation (SMIDEC), National Productivity Centre (NPC), Malaysia External Trade Development Corporation (MATRADE), Bursa Malaysia, Affin Bank, AmBank, Zurich Insurance, Reckitt Benckiser

Concepts are translated into applicable and practical techniques because he believes that people not only need to know what to do, but more importantly, why do it. He is a training consultant who speaks through experience, and the human heart.

Achievements
• ITIL implementations on time and within budget.
• Conducted numerous public programs for diverse range of corporate clients
• Delivered in-house seminars in front of more than 100 audience

Skill Set
• Have more than 15 years of training experience having trained more than 6000 people
• Worked with German, American and Holland based companies and was exposed to the best practices within the organization

Qualifications
• Bc. Sc. Business Management
• IT Service Management (ITIL)
• Certified Trainer (PSMB)
• Certified Six Sigma White Belt
• Certified Green IT Trainer
• Malaysian Skills Certification

Skill set
• Productivity Improvement
• Project Management (PMP)
• IT Service Management (ITIL)
• Risk Management (ERM)
• Time Management
• Process Improvement (CMMI)
• Lean Management
• Change Management,
• Creative Thinking & Problem Solving
• Emotional Intelligence
• Six Sigma Awareness

Presentation Objectives

- Burning need to understand IT Service Management

- Understanding of ITIL for Project Managers
  - Assist the PM over lifecycle of the project
  - Defining a stronger and practical Project Charter

- This presentation will provide a high-level view of ITIL and will identify where the ITIL Service Lifecycle Framework and the PMBOK Guide complement each other.

Outline

- Introduction
- Why ITIL?
- PMBOK Guide® and ITIL® overview
- Framework overlap
- Next steps
- ITIL certification path
- Q & A
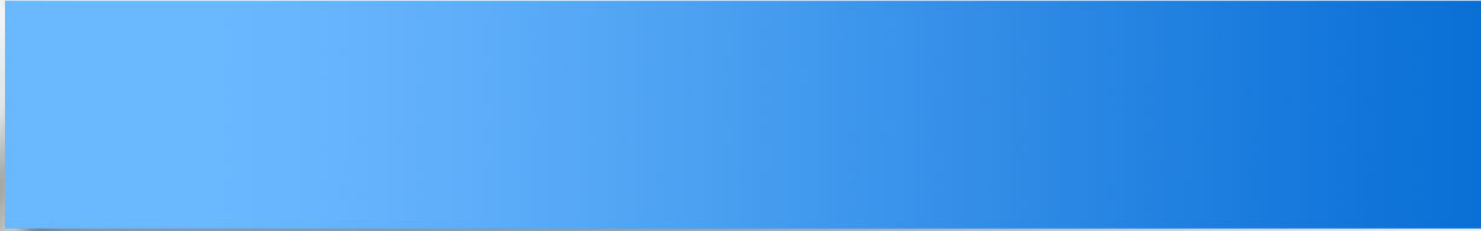
Why ITIL?

PROJECTS   **OPERATIONS**

Discovering opportunities

What is ITIL?

- Stands for "IT Infrastructure Library"
- Comprehensive collection of IT best practices
- Started in the late 1980s out of the UK
- Drawn from private and public sectors worldwide
- Focuses on the concept of IT Service Management (ITSM)

ITIL in the marketplace

- ITIL v3 Foundations ranked 3rd highest paying IT certification (TechTarget)
- 45% of Fortune 500 companies are currently at some phase of ITIL implementation (Gartner)
- 85% of CIO's surveyed said that ITIL is on their roadmap for the next 24 months (Gartner)

ITIL provides value

- Gartner research found **80%** of mission critical application service downtime is directly caused by people or process failures
- ITIL helps companies increase IT efficiency, improve quality, and save costs
- AMR Research reports that IT organizations that have implemented ITIL good practices have saved up to **10%** in IT costs without sacrificing the quality of service delivery

ITIL provides value because of the surge in data and services over the past few years, resulting in a critical demand for service management

A Service-based Approach

Transition to IT Service Management

- **Focus on services that support business objectives**
- **Services are managed according to business value**
- **Maintain the balance between quality and cost**
- **Effectiveness and efficiency**

- Inward, technology focus	- Outward, customer and business focus
- Infrastructure / Operations Management	- Information and Services Management
- Intra-enterprise, Back-Office Automation	- Inter-enterprise, Value Network integration
- Best-effort, emerging technology service	- Measured, accountable production service

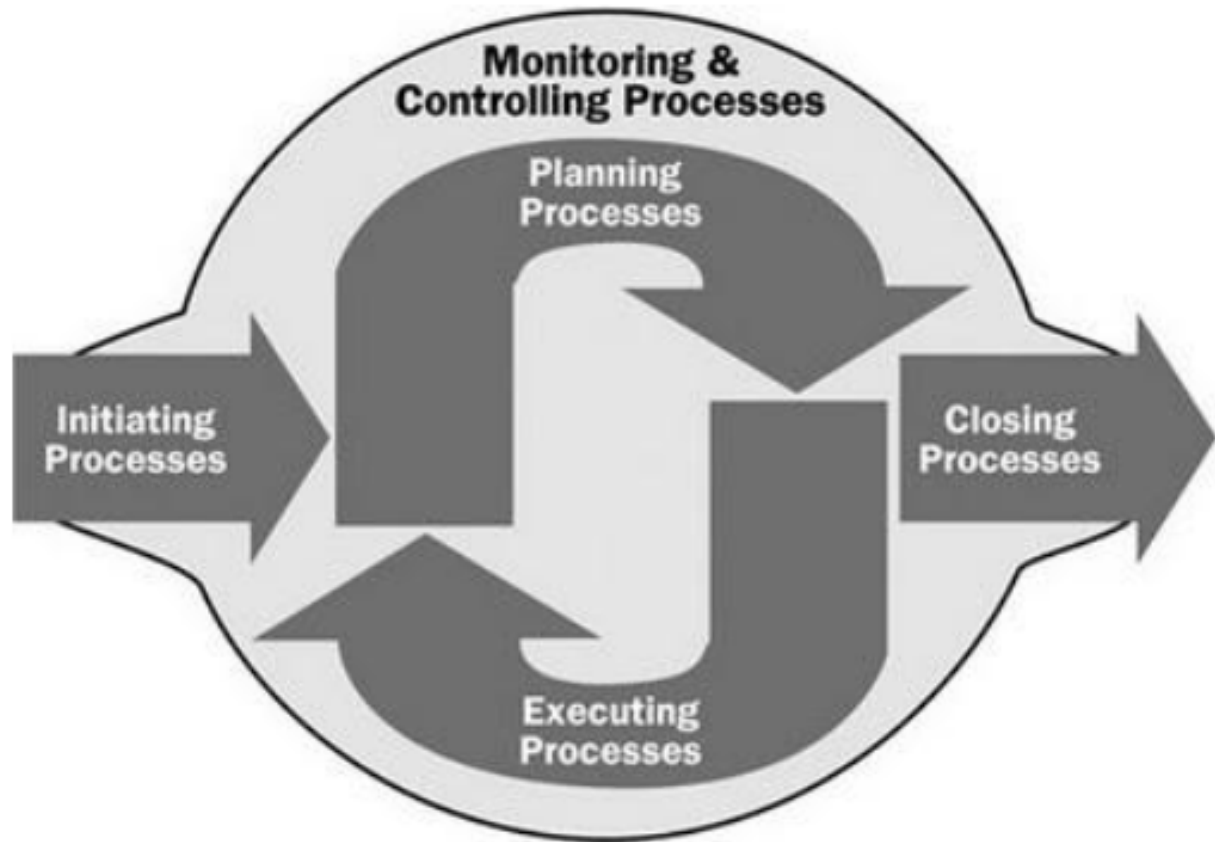## Key Enabler to align IT to the Business

PMBOK Guide and ITIL overview

Framework similarities (ITIL vs PMP)

- Strive to raise the level of the profession
- Are a scalable framework, descriptive in nature
- Provide a common language and terminology
- Generally accepted as the worldwide standard for their domain
- Regularly reviewed by industry experts
- Focus on process, not technology
- Have associated certification paths and professional organizations
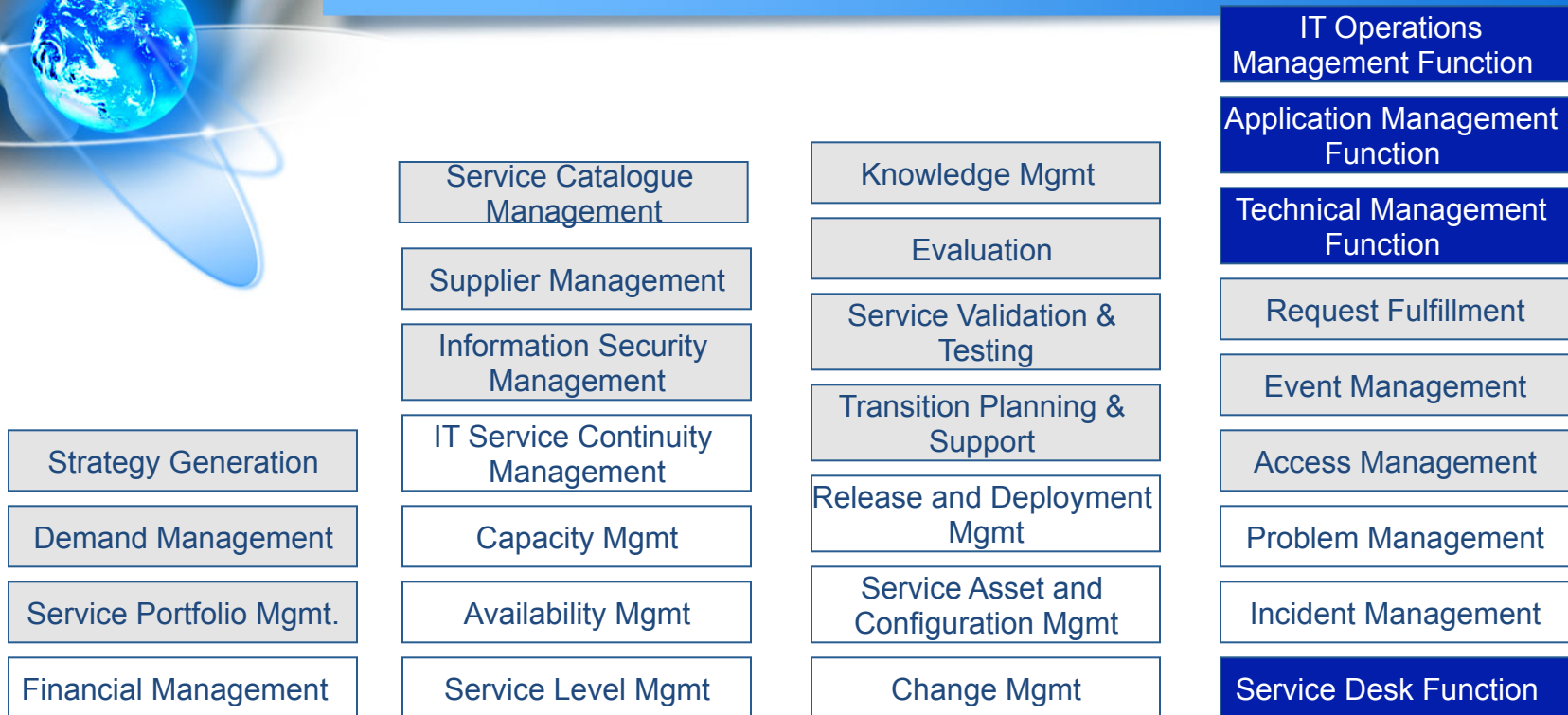
Project Management Lifecycle

ITIL Lifecycle

ITIL V3 Process Overview

			IT Operations Management Function
	Service Catalogue Management	Knowledge Mgmt	Application Management Function
	Supplier Management	Evaluation	Technical Management Function
	Information Security Management	Service Validation & Testing	Request Fulfillment
Strategy Generation	IT Service Continuity Management	Transition Planning & Support	Event Management
Demand Management	Capacity Mgmt	Release and Deployment Mgmt	Access Management
Service Portfolio Mgmt.	Availability Mgmt	Service Asset and Configuration Mgmt	Problem Management
Financial Management	Service Level Mgmt	Change Mgmt	Incident Management
			Service Desk Function

Service Strategy → **Service Design** → **Service Transition** → **Service Operation**

Continual Service Improvement

7 Step Improvement Process

Service Reporting

Service Measurement

What ITIL is Not (key to managing expectations)

What ITIL is NOT	What ITIL IS
A proprietary method or formula	A framework of best practices as used in the industry
A set of templates or processes	A set of recommendations for approach and process activities
Easy to adopt / A magic bullet	Involves a long term commitment to cultural change
A project	Covers strategy to operations as an ongoing continuous improvement
For only certain areas of IS – e.g. just the Help Desk	Impacts the whole IS organization
Something consultants can do for you	Something you have to build / own yourself with help as required
An exclusive answer	Works in concert with your existing organization & other methods
A new organization chart	Roles based rather than organization hierarchy based
An add-on or overlay	An ongoing activity of everyone in the organization

Framework overlap

Initiating Process Group

- **Develop Project Charter**
  - Service Charter
  - Total Cost of Ownership (TCO), including ongoing operation costs
- **Identify Stakeholders**
  - Service Operations, Service Desk, Process Owners, Service Owners, etc.

Planning Process Group

- **Collect Requirements**
  - Determine "Service Value" – Utility (fit for purpose) and Warranty (fit for use)
- **Develop Project Management Plan**
  - Need to include additional information
- **Define Activities**
  - Decide how service will be measured and monitored

Executing Process Group

- Direct and Management Project Execution
  - Transition Planning and Support
  - Release and Deployment Management
    - Build, Package, Release, and Deploy
    - Service Operations Readiness Assessment
    - Piloting

Monitoring & Controlling Process Group

- Validation and Testing
- Perform Integrated Change Control
  - CCB (Change Control Board – project changes) versus the CAB (Change Advisory Board – service changes) – Change Management
  - Configuration Management

Closing Process Group

- Close Project or Phase
  - Transfer knowledge (Known Errors, workarounds, knowledgebase articles, etc.) – Knowledge Management
  - Capture user feedback and Lessons Learned (Continual Service Improvement)
  - Provide Early Life Support

ITIL Processes And Services

| Service Strategy | Service Design | Service Transition | Service Operation |

- Service Strategy: focused on envisioning and conceptualizing the set of services which help achieve business objectives

  - Strategy Generation

  - Demand Management

  - Service Portfolio Management

  - Financial Management

  - Business Relationship Management

Key links to Define Charter

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| Service Strategy | Service Design | Service Transition | Service Operation |

- Service Design – focused on design, development and continuity of services, their availability and continuity, achievement of service levels, and conformance to standards and regulations:

  - Supplier Management

  - Information Security Management

  - IT Service Continuity Management

  - Capacity Management

  - Availability Management

  - Service Level Management

Key links to Planning

ITIL V3 Processes and Services – Service Transition

| Service Strategy | Service Design | **Service Transition** | Service Operation |

- Service Transition is focused on moving new or changed services into the live production environment - how requirements of :

  - Transition Planning and Support

  - Knowledge Management

  - Evaluation

  - Service Validation and Testing

  - Release and Deployment Management

  - Service Asset and Configuration Management

  - Change Management

Key links to Execution and Monitoring & Control

ITIL V3 Processes and Services – Service Operation

| Service Strategy | Service Design | Service Transition | **Service Operation** |

- Service Operation is focused on managing services on an ongoing basis to ensure their utility and warranty objectives are achieved. It consists of both functions and processes:

  - Request Fulfillment

  - Event Management

  - Access Management

  - Problem Management

  - Incident

Key links to activities after project closure

ITIL V3 Processes and Services Lifecycle – Continuous Improvement

Service Strategy → Service Design → Service Transition → Service Operation

Continual Service Improvement

- Continual Service Improvement is focused on evaluating services and identifying ways to improve their utility and warranty in support of business objectives :

  - Combines principles, practices and methods from quality management, Change Management, and capability improvement

  - Focuses on both incremental and large-scale improvements in service quality, operational efficiency, and business continuity

  - Links improvement efforts and outcomes with service strategy, design, and transition

  - Employs a closed-loop feedback system based on the "Plan, Do, Check, Act" (PDCA model)

  - Integrates with the PMI Quality knowledge area

  - Improvement plans become projects

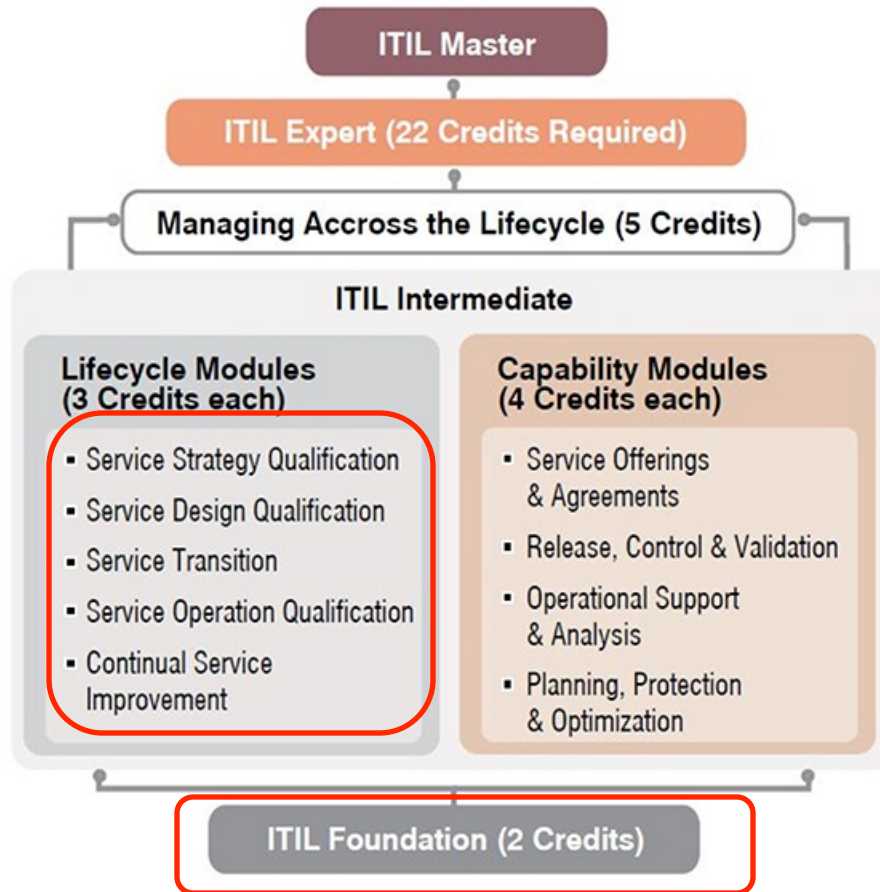# Next steps

What you can do

- Keep an open mind on what constitutes success
  - Not just about the triple constraint, but about operational sustainability
- Learn the "language" of ITIL
  - Service versus Technology
  - Change Management
  - Configuration Management
- Understand where to integrate ITSM concepts
  - Initiating, Planning, Executing, Monitoring and Controlling, and Closing

ITIL certification path

ITIL CERTIFICATION PATH

Plan & invest to take your career to next level.

ITIL Master

ITIL Expert (22 Credits Required)

Managing Accross the Lifecycle (5 Credits)

ITIL Intermediate

Lifecycle Modules (3 Credits each)
- Service Strategy Qualification
- Service Design Qualification
- Service Transition
- Service Operation Qualification
- Continual Service Improvement

Capability Modules (4 Credits each)
- Service Offerings & Agreements
- Release, Control & Validation
- Operational Support & Analysis
- Planning, Protection & Optimization

ITIL Foundation (2 Credits)

ITIL Expert – Consultant or Leader?
With MALC completed

Aiming for Manager or Team Lead ?
Minimum one to two certifications for those

Entry level
Basic certification

Benefits to a Project Manager

ITS NO MORE NICE TO HAVE. ITS BECOME MANDATORY TO KNOW ITIL . Reason below

Areas	PM WITHOUT ITIL EXPERIENCE	PM WITH ITIL EXPERIENCE
Service Strategy:	Missing link between Project charter and Service Portfolio	Will clearly be able to articulate how to use Service Portfolio , BRM as well as Demand management to build a solid Project Charter
Service design :	Key design constraints are missed	Knowledge of Availability, capacity, security and 4 more design constraints ensures to capture the full service package
Service Transition:	Gap in communication and coordination between change, release and configuration	ITIL know-how will be able to comprehend all transition stakeholders in a smooth coordination and compilation
Service Operation	Basic day to day Service desk/Incident mgmt./Problem mgmt. concepts missed out.	Will be able to articulate must know concepts to avoid problems, reduce incidents and ensure smooth operations
Continuous Service Improvement	Identifying improvements and closing the gap is not emphasized	With CSI concepts understood and continuous improvement plan can be articulated and brought to live.

Opportunity gap

Q&A