

Practical ITSM in the NI4OS pre-production environment

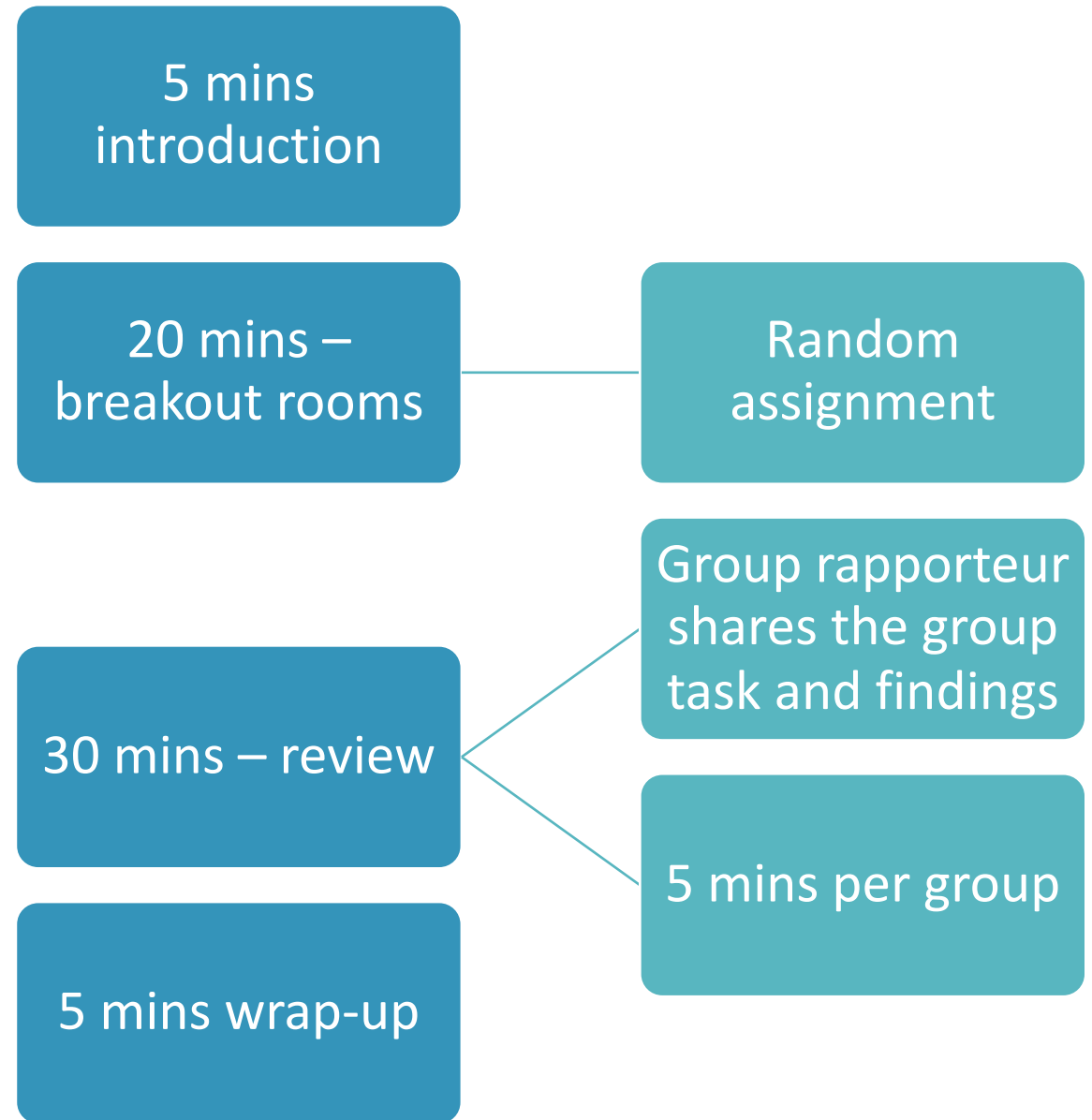
ITSM Train-the-Trainer webinar series
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Prof. Dr. Sonja Filiposka





Short ITSM exercise - Timetable



ABC (Attitude, Behavior, Culture) exercise

Resistance to implementation of ITSM processes

1 ♦ **B**

"So this is the new way of working. Agreed?"

No Way Fat Chance

Yes Yes

ITIL Process

1 ♦

Saying Yes but meaning No

10 ♦ **B**

"...it is just a question of knowing where to hit it!"

10 ♦

Never mind about following procedures... just do what we usually do

10 ♦

A ♦ **B**

"I need him for my process"

"I don't care. I pay his salary and I need him for my project"

A ♦

Process managers without authority

A ♦

5 ♦ **B**

"You have my full commitment. Apart from time, money, effort & just so long as I don't have to be involved!"

5 ♦

No management commitment

5 ♦

7 ♦ **B**

"...here are the procedures we produced for you..."

7 ♦

Throwing solutions over the wall and HOPING people will use them

7 ♦

Resistance to implementation of ITSM processes

8♠

Our improvement focus stops dead as soon as the project finishes or the sponsor goes



Plan, Do, Stop... no real continual improvement culture

8♥

K♣

"...I don't understand. I used the ITIL procedures... according to me you are now a satisfied customer!"



ITIL is the objective... Not what it should achieve.

K♣

6♣

"ITIL? Just ignore it and it will soon go away..., it's just another management toy."




ITIL never work here...

6♣

Joker

"So IT has invested in ITSM best practices to add value to my business?..."

"...tell me. Do you KNOW what that value is?"

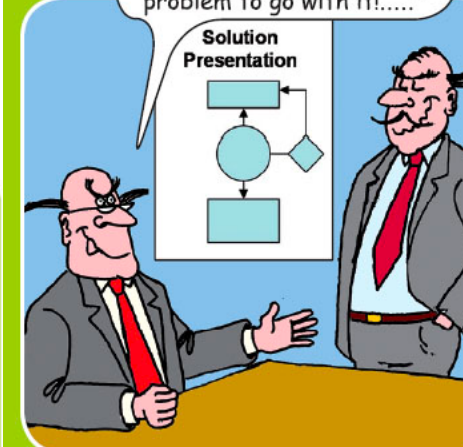


Unable to specify the VALUE required by the Business

Joker

8♣

"It is a brilliant IT solution... I only wish I had a Business problem to go with it!...."



IT thinks it doesn't need to understand the business to make a business case

8♣

Example NI4OS service provider



Offers a general computing service = VMs



The virtual infrastructure is created using federation of multiple infrastructure providers



Customers are the EOSC customers



Aims to be the best EOSC general service provider



Is determined to implement all FitSM processes

Starting with these 6

Putting FitSM into practice



6 FitSM processes – one per each breakout room

ISM – breakout room 1

ISRM – breakout room 2

PM – breakout room 3

SLM - breakout room 4

CONFM – breakout room 5

CHM – breakout room 6



Each group has supporting materials for the assigned process

check under materials on the training platform

Use the whiteboard for brainstorming activities

- Print screen before exit to capture the output
- Rapporteur shares screen