ITIL x WAC IT
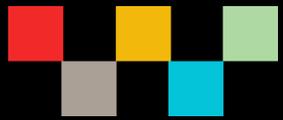
THE BASICS

ITSM

- Stands for **IT Service Management** (ITSM)
- ITSM involves **planning**, **delivering**, **managing**, and **improving** the way IT services are used within an organization.
- Processes & Practices:
  - **Incident Management:** Fixing issues quickly to minimize disruption.
  - **Problem Management:** Finding and addressing the root cause of recurring issues.
  - **Change Management:** Handling updates and changes to the IT system in a controlled manner.
  - **Service Request Management:** Managing requests from users for new services or information.
  - **Asset Management:** Keeping track of all the hardware and software assets.

ITIL

- Stands for **Information Technology Infrastructure Library** (ITIL)
- A set of best practices for **IT Service Management** (ITSM).
- Simplified Breakdown:
  - **Guidelines for IT:** ITIL provides a framework for how IT services should be managed
  - **Processes and Procedures:** Outlines specific processes and procedures for various aspects of IT service management, like:
    - How to handle incidents
    - Manage changes
    - Control assets
  - **Improving Services:** It encourages continuous improvement
  - **Customer Focused:** Aligning IT services with the needs of the business and its customers.
  - **Standard Language:** Common language for IT teams and businesses
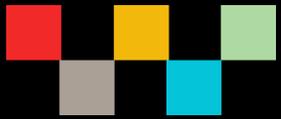
THE COURSE

INTRODUCTION TO SERVICE MANAGEMENT WITH ITIL 4

DURATION: 2 HOURS

DUE: AUGUST 5, 2024

CHANGE MGMT

THE NEW PROCESS

1. As of **July 1, 2024**, all changes will require an approved detailed change request form.

2. You must have completed the change management training videos and quiz by **July 15, 2024**.

3. Changes will be reviewed at our Tuesday meeting during the **CCB review** each week.

4. Any changes that require immediate attention must be reviewed by management and must be approved by all managers.

5. **NO CHANGE FRIDAYS**!

CHANGE REQUEST FORM

https://woodruffartscenter.freshservice.com/
support/catalog/items/65

CM VIDEOS

Change Management

Technical Change Management

https://www.youtube.com/watch?v=48wRbMdHFVI

https://www.youtube.com/watch?v=H9TYNjcpI-0

DUE: JULY 15, 2024

https://forms.office.com/r/9YzF1pGKAA
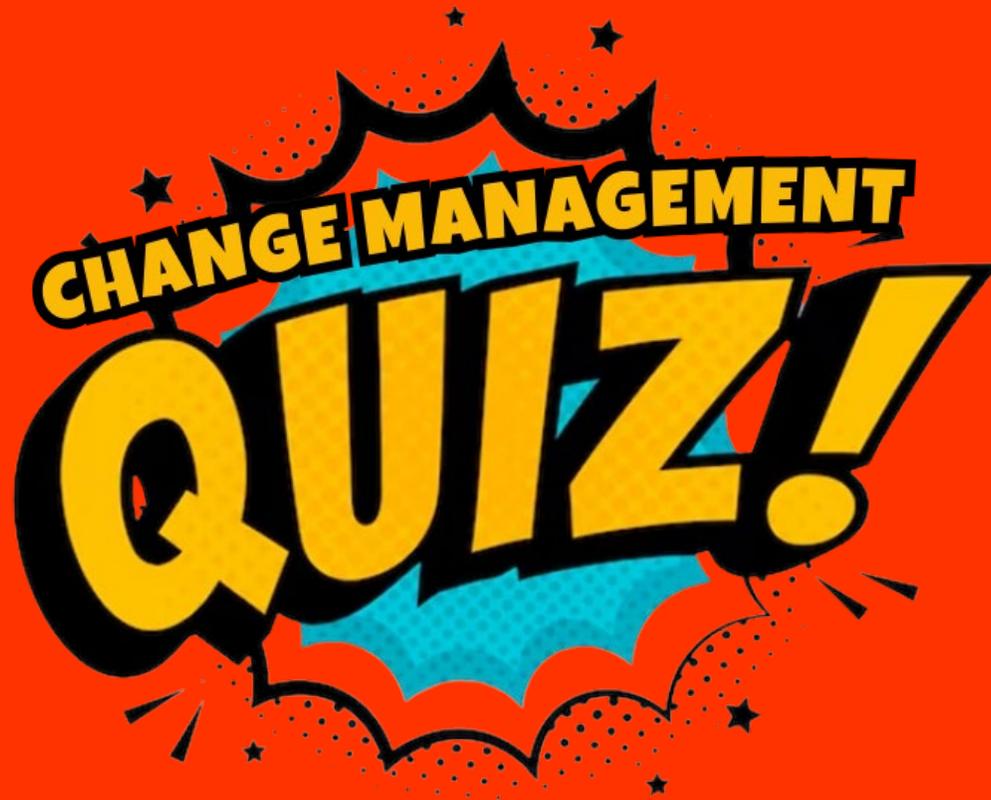
DUE: JULY 15, 2024

THE PROJECT

WHY?

- Goal to have **12 ITIL Optimized Processes**

- Implement the Change Management process

- Get the entire department involved in the process

THE TEAMS...

APP =

HD =

INF + **SEC** =

1. IDENTIFY

- **List Your Responsibilities:** What do you do?

- **Choose A Task/Project:** What needs improvement?
  - Focus on the top 20% of tasks that create 80% of the value.

- **Submit for Approval:** Management will review and approve your chosen task.
  - Once approved, name your project and proceed to the next steps.

2. ASSESSMENT

- **Cost-Saving Opportunities:** Can we save money?

- **Better Applications:** Are there better apps?

- **Time Efficiency:** Does it save time?

- **End User Satisfaction:** Does it meet user needs?

- **Security Check:** Is it secure?

- **Update Process:** What's the update process? How often is it updated?

- **Key Engineers:** Who is the 80%? Who is the 20%? Assign.

3. DOCUMENT

- Create/Update Document: Understand and record the current system design.

- Diagrams: Create diagrams for data flow, process flow, and hardware design.

4. PLAN & CHANGE

- **Make Plans to Update:** Plan the method of attacking the problem.

- **Submit Form:** Submit the changes for approval in Fresh Service.

- **Perform update:** Make the changes for improvement.

5. DOCUMENT UPDATES

- Update All System Documents:
  - Revise data flow, process flow, and hardware design diagrams
  - Create updated System Design Document
  - Develop Troubleshooting Guides
  - Develop User Guides & SOPs

5. PRESENTATION

Present your project to the IT Department. Show what you did and how it changes the way we do business.

When: Sept. 30 – Oct. 4

Duration: 3-5 min max

Max Score: 100

PRESENTATION SCORING

✓ **Meets End User Needs –** The process is tailored to meet the specific needs and requirements of the end users. (10 Points)

✓ **No Manual Tasks –** Processes are fully automated to minimize human intervention and reduce errors. (10 Points)

✓ **Scalability & Flexibility –** The process can easily scale to handle increased demand without significant rework. The process is adaptable to changes and can be easily modified as needed. (10 Points)

✓ **Full Documentation –** Comprehensive and up-to-date documentation for all aspects of the process. SOP's, End User Guides, etc. Detailed system design documentation before and after updates to ensure clarity and continuity. (10 Points)

✓ **User Guides –** User-friendly guides to assist users in understanding and operating the system efficiently. (10 Points)

✓ **Cost & Time Efficiency –** The process is designed to save money by reducing unnecessary expenses and optimizing resource use. The process saves time through streamlined workflows and efficient task completion. (10 Points)

✓ **Security –** The process is secure, protecting data and operations from unauthorized access and breaches. (10 Points)

✓ **Update Process –** A clear and efficient process for regular updates and improvements to the system. (10 Points)

✓ **80/20 Principle –** Identification of the main engineer responsible for 80% of the project's success (main engineer) and the backup engineer who supports the remaining 20% (backup engineer). (10 Points)

✓ **Error & Performance Monitoring –** Mechanisms are in place to minimize errors and quickly address any that occur. Continuous monitoring of performance metrics to ensure the process is running optimally. (10 Points)

STEPS TO COMPLETE

1. Complete the 2-Hour ITIL Course Mandatory for all team members.

2. Watch Change Management Videos & Take the Quiz

3. Submit at least one Change Request Form

4. Each team member must complete their own ITIL-related project.

5. Present individual projects to the department and earn points based on a checklist provided to judges.

THE POINT SYSTEM

ITIL Course = **200** points

IT CM Videos + Quiz = **100** points

1st CM Form Submission = **100** points

ITIL Project = **500** points

Presentation = **100** points

TOTAL = 1000 points

GRAND PRIZE

The first to get to 4000 points will receive a prize.

A tie breaker if needed will be determined by Management.