



Simple Solutions for Complex Processes



**Performance management through metrics**  
 Create end to end service management and learn how to use your data to continually improve your service

Frank Huitenga / Riaz Mohammed

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### Service Management

- **Core Message for Service Management:**
  - Run IT as a business and deliver high quality service as efficiently as possible with the goal to continuously improve your service
- **Our Vision for ITSM**
  - **Create End to End Service Management**
    - Single point of management
    - Automate all different business processes
    - Improve customer self help
    - Improve easiness of logging
    - Use automated customer survey
  - **Use metrics to build showcases and react to the data**
    - Provides business justification, accountability and continuous process improvement
  - **Improve your service continuously**
    - Learn from your customers and from your metrics to proactively work on the level of your service





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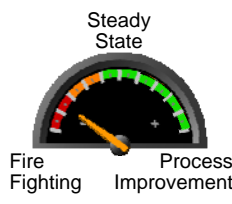


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### Service Management

- **Overall Goal: Help transition from fire-fighting to process improvement (align with organizational goals)**
- **Define service influencers**
- **Automate monitoring and proactive actions**
- **Automate business policies**
- **Consolidate to one single service management framework**


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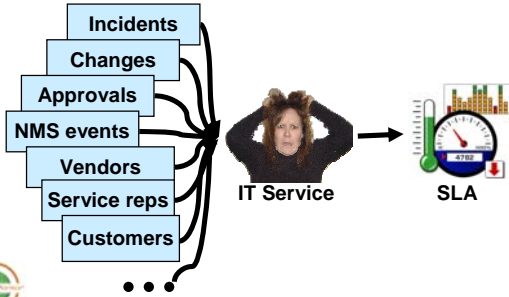
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Create End to End Service Management

Which processes influence your service?



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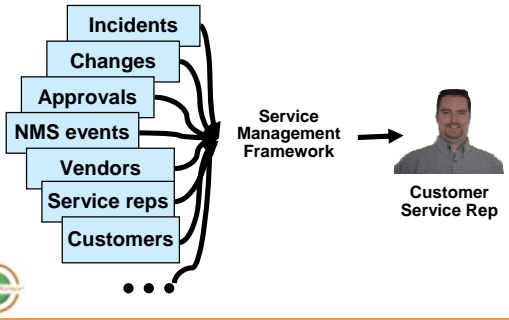
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Create End to End Service Management

How to manage all these processes?



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Monitor and manage all processes

- **Manage all processes from one single framework**
  - Let the tool monitor, escalate, alert
  - Manage the people
  - Inform all levels live and interactive customer to their need for information
  - Gather automated feedback from customers
  - Use the feedback to improve
- **Proactive service management**
  - Translate your business policy into the framework



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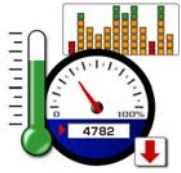
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Use Metrics to improve your service

- Monitor and manage Key Performance Indicators (KPIs)
  - Major component of an effective ITIL implementation
  - Metrics clearly identify how the business is operating, if the objectives are being met




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Categorizing KPI's

Alerts	Monitor	SLAs and Targets
<ul style="list-style-type: none"> <li>▪ Events requiring immediate attention</li> <li>▪ "Heads up" warnings</li> <li>▪ Awareness of current conditions</li> </ul>	<ul style="list-style-type: none"> <li>▪ Current loading                             <ul style="list-style-type: none"> <li>▪ Use of avgs as baselines</li> </ul> </li> <li>▪ Rollups translated back to behavior</li> <li>▪ Relative performance &amp; recent trends</li> </ul>	<ul style="list-style-type: none"> <li>▪ Macro view, results-oriented</li> <li>▪ All KPI's vs. objectives</li> <li>▪ YTD, month-to-month, weekly</li> <li>▪ Mission aligned, tied to bonus</li> </ul>




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Different interest in information

- Every level has a different interest in info
  - Views need to be consistent over the organization but tailored to the level

	Contacts	Cases	Minutes	Hours	Days	Weeks	Months	Years
Customer Mgmt		●				●	●	
Executive		●			●	●	●	
Mgr/Supervisor		●	●	●	●	●	●	
Support staff	●	●	●	●				
Customer	●	●						

● Main Focus  
● Highlight Issues Only  
● Escalations/Top Issues




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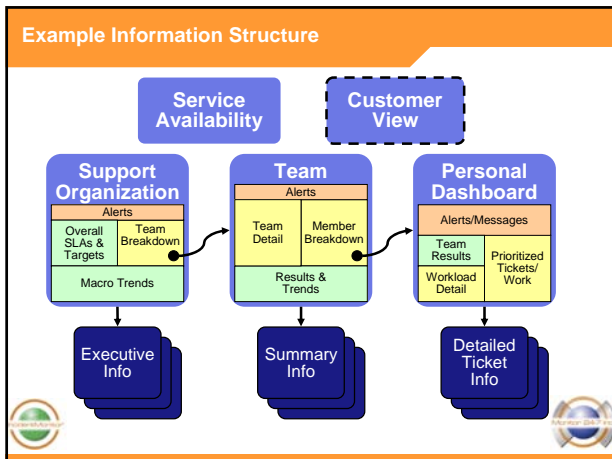
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- ### Excel KPI definition sheet
- [KPI definition sheet Excel](#)
    - Send by email to everybody who likes to have this.
  - Examples dashboards
    - IncidentMonitor™ 6 month
    - IncidentMonitor™ week
    - IncidentMonitor™ personal
    - Warner Service Desk
    - Warner roadrunner

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- ### Summary
- **Consolidate different processes in one single view**
    - Define all service influencing processes / persons
    - Automate all these processes and monitor them using your business policies proactively
    - Let the system do the work
    - focus on support and improvement of support
  - **Define, categorize KPI's and inform**
    - Use management dashboards and automated reporting for proactive management.
    - Automate your business policies for proactive management of your KPI's
    - Define what info is important for what level
  - **Learn from Your Customers**
    - Improve your service by automated customer surveys

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Thank You!

To learn more about how  
**Monitor 24-7's IncidentMonitor**  
can benefit your organization, visit  
us here at the show or go to

[www.monitor24-7.com](http://www.monitor24-7.com)



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