



Richard Josey

- Lead ITSM Solutions Architect for AFJ Solutions
- Over 17 years' experience in Service Management
- Driving force behind many organizations efforts to implement and embed mature service management processes
- Consultant / CSI Manager
- Chair of the BCS Configuration Management Specialist Group
- Public Speaker and Thought Leader, including Gartner, itSMF, SITS, Cherwell and BCS Conferences



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Agenda

- Approach
- Roadmaps
- Making it Stick
- Bringing the People



CSI Quotations

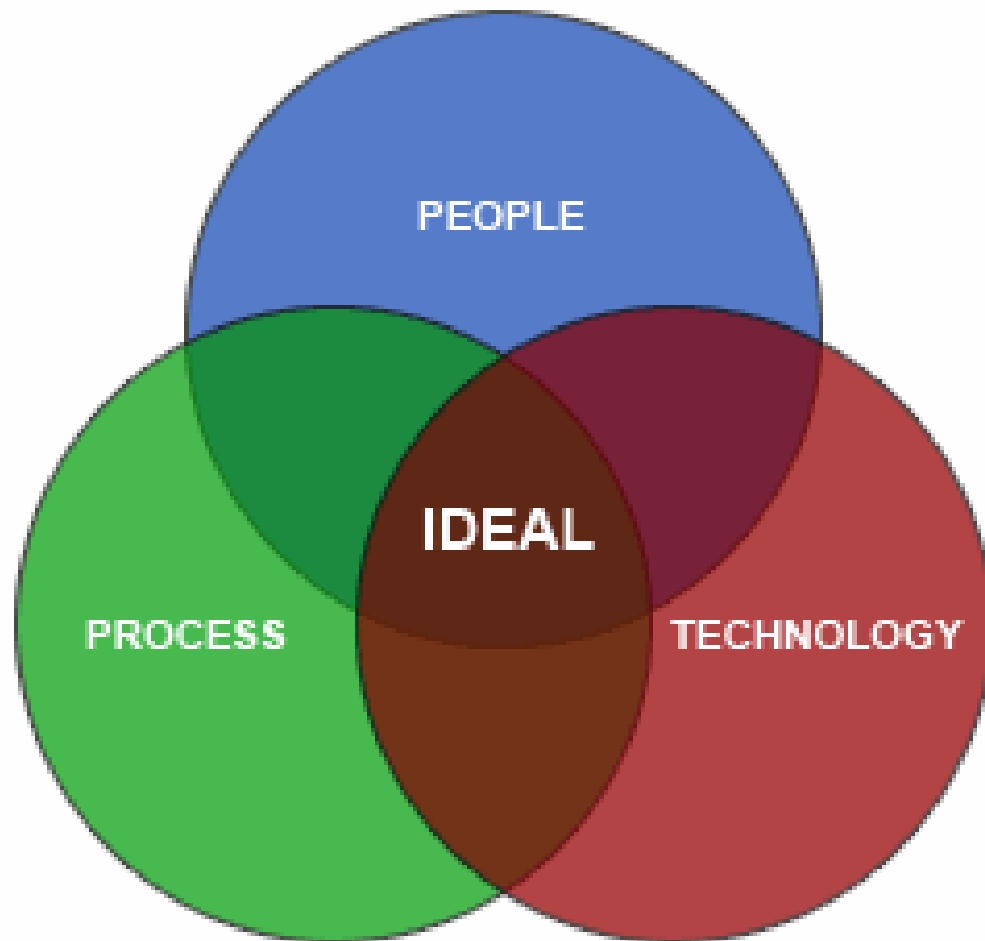
- "You cannot improve anything by 1000% but you can improve 1000 things by 1%"
- *Jan Carlzen, SAS*
- "It's Important to understand the 'aggregation of marginal gains'"
- *Bradley Wiggins, Olympic Gold Medalist*



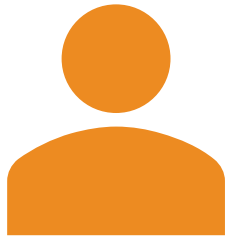


Approach

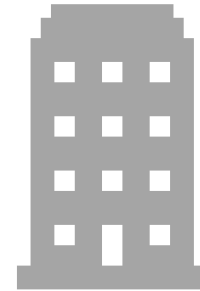
- Principles
 - Lean
 - Vision
 - Evidence Based Decisions
- Iterative
 - Focus
 - Parallelize
 - Business Needs
- CSI
 - Dedicate Resources
 - Aim for culture



Balancing Resources



BAU

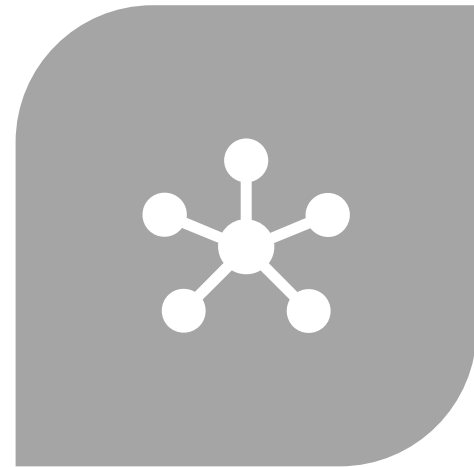


Building Capacity

Balancing Resources



FOCUS



BREADTH



Incident

Major Incident

Request

Knowledge 1

Knowledge 2

Windows
Licensing

Discovery

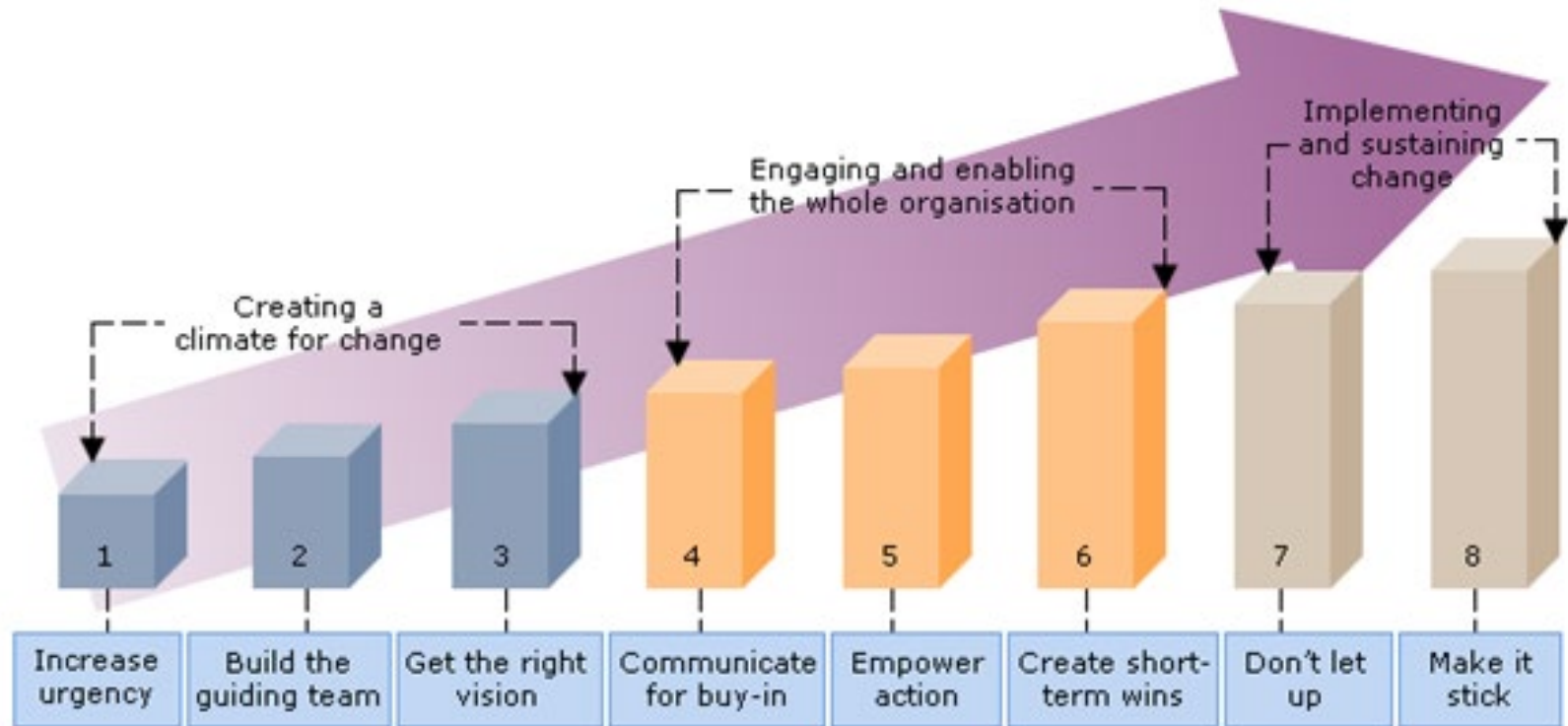
Oracle

CSI
Process

CSI Data

CSAT Survey

CSAT Review



Kotter's 8 Steps

Making it Stick



Governance

Measure **Something**
Track Customer Satisfaction



Feedback

Achievements
Positive Outcomes
Reward Positive Behaviours

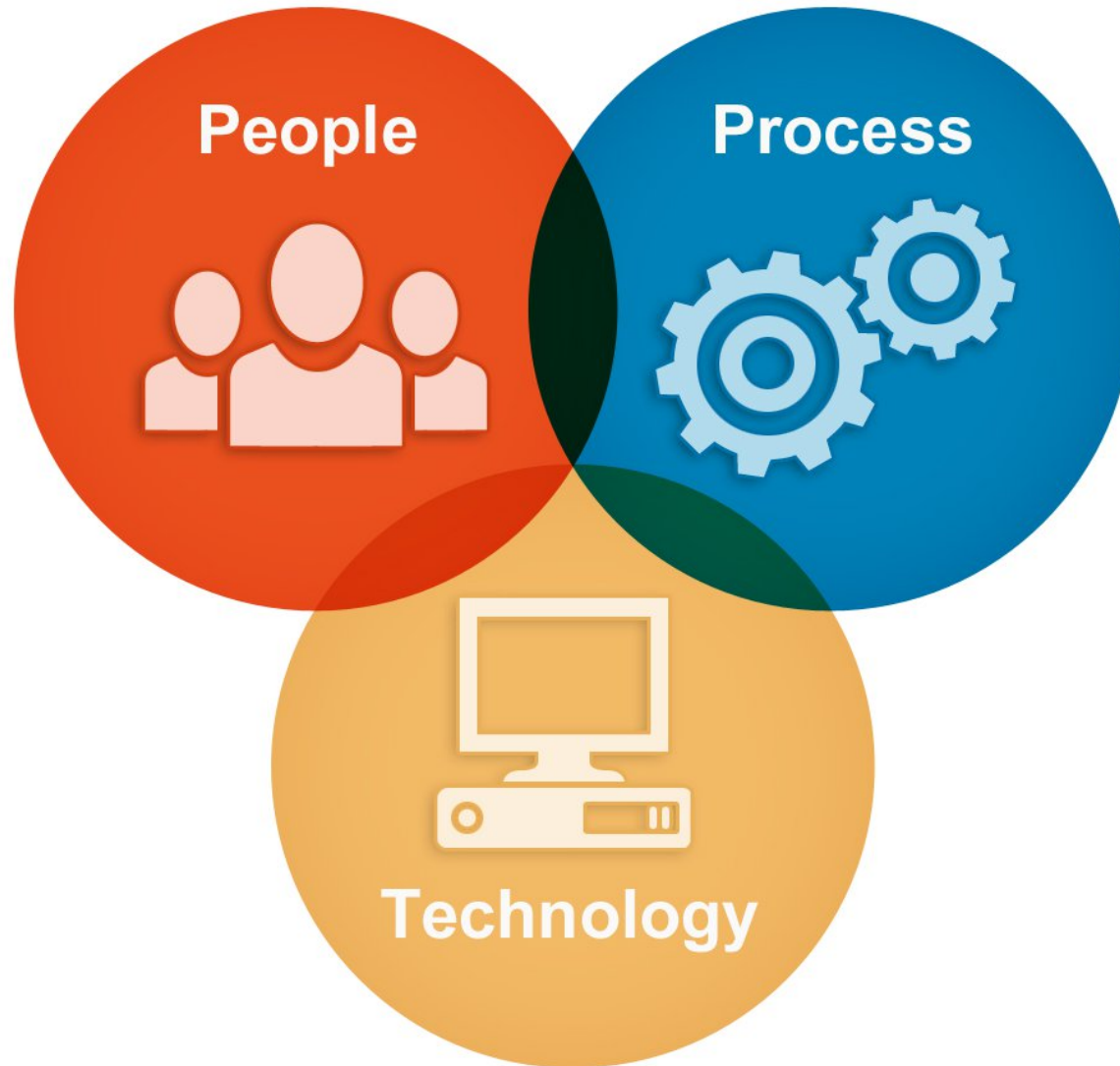


Reiterate Vision

Update Vision
Challenges / Successes

Bringing the People

Relevant	For Each Role Who are the Stakeholders?
Personal Benefits	How do I gain?
Vision	How does the vision apply to me?
Champions	Who will champion the cause?
Governance	Big Brother is watching!





Incident

Major Incident

Request

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Knowledge 2

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CSAT Review

ITSM is about culture

Setting expectations enables change

Visualization generates discussion

Iteration helps embed change

PowerPoint has some really cool features

Takeaways