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Cherwell – Measure, Communicate, Repeat

How to Use Metrics and Effective Communication to
Manage Costs and Increase Customer Satisfaction



Dr Tuuli Sutinen, Solution Consultant

BCS CMSG London 9th June 2015

Cherwell Software: Our Story



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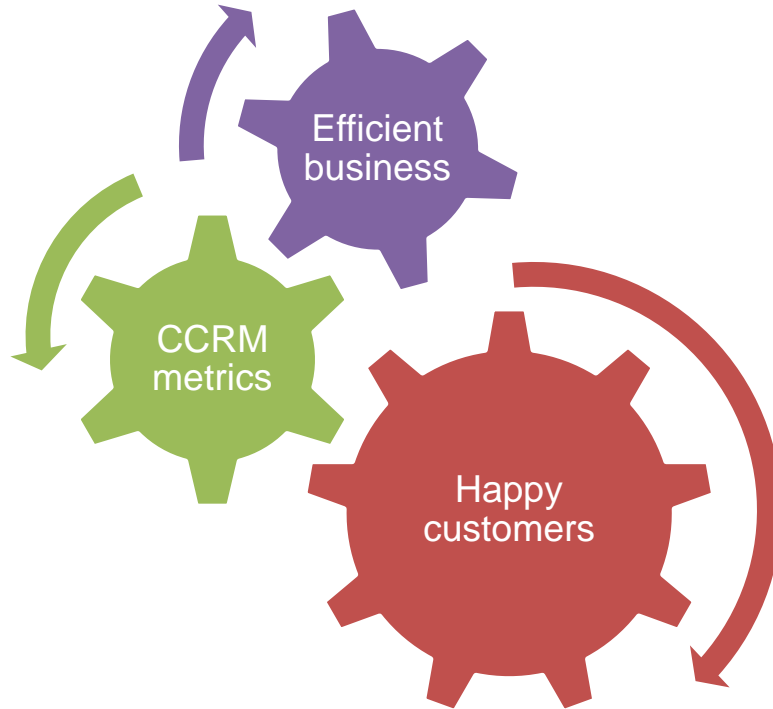
- **Founded:** 2004. Deep ITSM industry experience. Includes Express Metrix, leader in SAM
- **Customers:** 1300+ Globally (more than 2M supported end users)
- **Financially:** Debt-free, profitable every year since inception
- **Global & Growing**



Claim: CCRM metrics → happy people



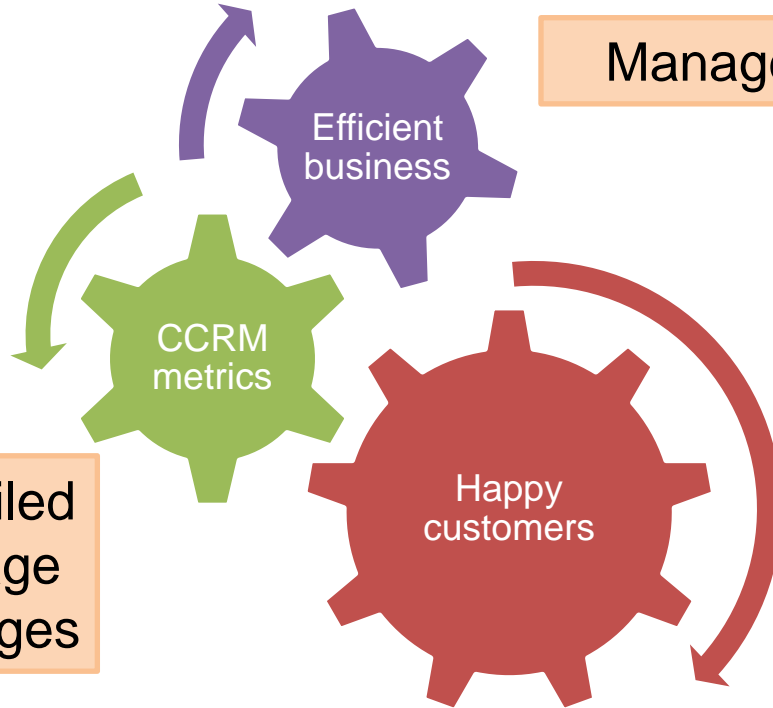
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Claim: CCRM metrics → happy people



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Manage risk

Understanding KPIs' impact on business

Less interruption to service

Communicating what, when, how

Monitoring live data

Your KPIs: Failed changes, %-age standard changes



CCRM: Why? Why not?



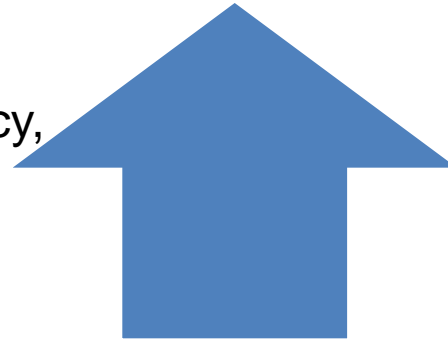
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Too costly
Disparate systems
No buy-in from business
Not sure where to start: Where are the actual challenges?



Risk management of high-risk, emergency, unplanned changes



Your journey



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Staying focussed



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Staying focussed



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Monday

June 08, 2015

- Global IT** 229
Incidents and Requests
- My Work** 47
My Open Incidents
- Incidents** 36
Total Open Incidents
- Requests** 110
Total Open Requests
- Problems** 43
All Open Problems
- Changes** 61
Open Change Requests
- CMDB** 139
Total Assets
- Reporting** 112
Incidents this Year
- Knowledge** 354
Articles

See Additional Dashboards

CHANGES

Filter: Any time

Open Change Stat...

Approved Changes	0
Linked Incidents or Problems	25
Open Past Scheduled Close Date	0

Risk Management

Changes Outside Window	4
High Risk Changes	2

All Open Change Requests

Change ID	Type	%...	Proposed Start Date	Scheduled End Date	Title
10736	Normal				Install Adobe Illustrator CS6
10760	Normal				Replace Switch
10840	Normal				Upgrade Adobe Photoshop
10893	Normal				restart e-mail server
10902	Emergency				email
10922	Emergency				email
10745	Normal				Office move
10744	Normal				Office Change
10777	Normal				Server I Infaba

My Change Reviews

Change ID	Type	%...	Proposed Start Date	Scheduled End Date	Title
10904	Emergency		4/14/2015 9:00 AM	4/14/2015 11:00 AM	restart email server
10903	Emergency		3/25/2015 9:00 AM	3/25/2015 11:00 AM	email
10900	Emergency		2/20/2015 12:00 AM	2/21/2015 12:00 AM	restart email
10899	Emergency	100	2/15/2015 12:00 AM	2/15/2015 12:00 AM	email restart
10892	Emergency		12/21/2014 12:00 AM	12/21/2014 12:00 AM	EMAIL
10889	Emergency	0	12/7/2014 12:00 AM	12/7/2014 12:00 AM	E-mail server
10826	Standard		9/14/2014 7:00 AM	9/14/2014 7:00 AM	Replace Wireless Keyboard
10795	Standard		9/7/2014 7:00 AM	9/7/2014 7:00 AM	Replace Mouse
10651	Normal	7%	8/27/2014 7:00 AM	8/27/2014 7:00 AM	Uninstall Everhanna Server

Change Request Life Cycle

Stage	Percentage
Proposed	10%
Design	2%
Evaluating	11%
Implementing	34%
New	13%
Review	13%
Scheduling	13%
Completed	3%

Open Change Requests by Type

Type	Count
Emergency	19
Normal	37
Standard	5



Practice makes perfect



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Where will it take you?



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The Cherwell Software logo, featuring a stylized white wave icon above the word "Cherwell" in a bold, sans-serif font, with "SOFTWARE™" in a smaller font below it.