Happy New Year and welcome back. I will be hosting the next ITLP Brown Bag on January 13th. The topic of the day will be "ITIL, Continuing the Conversation." This was originally scheduled for January 12th. This brown bag is open to all ITLPers along with any other ITS staff who recently went to the ITIL training or are interested in ITIL. Too often many of us go to training and don't get the opportunity to discuss what we've learned. So, the focus of that will be the focus of this brown bag. The general agenda is:

ITIL, the Good, Bad and Ugly
- Now that many have gone through ITIL training, what do you think?
- Where and what opportunities exist?
- What are the limitations and stumbling blocks?

ITIL Activities within IT
- What, if anything, is your unit doing in the ITIL space?
- Can we identify opportunities to collaborate and leverage experiences?

Background information can be found at [http://www.itil-officialsite.com/home/home.aspx](http://www.itil-officialsite.com/home/home.aspx) as well as on the wiki I started ([https://wikispaces.psu.edu/display/ITIL/Home](https://wikispaces.psu.edu/display/ITIL/Home)). Registration can be found at: [https://wikispaces.psu.edu/display/itleaders/Registration+Links](https://wikispaces.psu.edu/display/itleaders/Registration+Links)

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Session Notes:

About 30 ITS folks have had training in ITIL - interest is growing and $$ has been investing.

Jerry gave an update on ITIL principles:

- Developed by British Government
- Set of best practices of delivering IT from a service perspective
- Now - version 3
- Roles/responsibilities of delivering IT services
- Rolled out in the private sector
- 5 lifecycle stages: strategy, design, transition, operations, etc
- Not a recipe or prescription of things you have to do, but offers best practices
- Emphasis on documentation - design documentation explaining interrelationships and how things should function

Vision of the Sr Directors involved:
- DLT - restructuring service teams to move in this direction, TNS - struggling with changing demographics, demand for services, constrained resources. CSS and AIS have shown an interest and have sent people to training.
- Rhonda Brown, Andrea Harrington, Mike Belinc, Jerry K are discussing at Sr Leadership meeting on Friday.

Thoughts on ITIL from participants/those attending training:

- Helped to organize better what we're already doing - and plan
- Breaks the delivery of service into the smaller components
- Catalog - mechanism to evaluate to make changes to service, how to follow through and handle problem reports - breaks down the evaluation
- Gives a language to use
- Not an application - it's principle-based and cultural in nature - alignment of people and responsibilities
- Aligning services to strategic directions of the unit
- Continual service improvement needs to happen - are we meeting the needs of our customers
- ITIL allows us to be deliberate - allow us to focus on and jettison some things. Allow us to focus on strategically-aligned functions and not to spend resources on those not aligned
- Stop redundancies and become more efficient
- Helps to create a culture of change - provides structure and good ideas, but you don't need to do it all the way it's outlined - "steal good ideas"
- It can be very disruptive to totally revamp ideas
- ITIL relies on great communication and teamwork, collaboration, strong leadership and clear vision - that underpins everything
- Customer is involved in change management

Next Steps:
• From an internal standpoint - using to shore up weaknesses in an area. did a full review of what everyone is doing and found there are a number of things that many folks are doing. Trying to be more efficient
• Cannot bite the whole thing off at once
• Rhonda setting up a dictionary/portfolio
• Looking for a tool or a platform to start tracking trouble tickets or SLA's - would be good to have something similar across ITS
• Some have trouble ticket processes already, would be extremely disruptive to change
• At least quarterly or twice a year - reps from each unit's ITIL activities should get together and review what they are doing
• Although each unit is in a different phase, it would be nice to have a similar system since we all work together
• One of best practices is having a single service desk - would rely on a single platform across ITS - the customers would love that - what comes in our way is fiefdoms, "not invented here", etc.
• All the reorgs have gotten us closer, but we haven't taken the final step - users have lowered their expectations a lot. The users are not rebelling, but they are finding others ways to get what they want, which causes more time and resources to get them directed where they need to be
• How can we share what each unit has developed?
• Need to be more lightweight and agile - can't get caught up if you get weighed down.
• Development methods versus projects to the extreme can work against each other - over all, you have to stay in front of the curve
• Put names forward to Heather Ormsby if you want to send others to the ITIL training - put forward to Sr Directors to offer more training
• Get together quarterly to touch base on progress
• Agree that we are going to get our unit service portfolio information to Rhonda - have that well on it's way by the next meeting.
• Outline the ultimate goal of using this framework - that's more important as each unit is starting from a different point
• We all rely on other services within ITS - so we need buy in from Sr Leadership and other units
• Interest outside of ITS for ITIL tools
• Jerry will champion another meeting in 3 months - quarterly meetings.

TNS:
• Wrestling with concepts - looking at roles and responsibilities
• organizationally - it's debatable if we have true service managers across the organization - looking at service manager concept
• process owners - worth having someone looking at the process used for service design
• Looking at how to look at responsibilities and how to shift them
• have a 17-step process to create a service - they are re-looking at that and from a service strategy perspective, ask certain questions:
  o Who is the customer, what are their demands, what are the resources
  o Also the service catalog - what are the services we are responsible to deliver
  o Talking about SLA's - disjointed, but in discussion
  o nowhere near assessing applications or tools - we should look at cost sharing on this aspect across ITS

DLT:
• Working on SLA's - ITEC is familiar with development/training - working with them for SLA's - make sure they are on the same page as far as prioritization for the service
• Services desk - after hours processes
• portfolio/catalog and pipeline
• keep relationship with Libraries fluid - need to make sure it's a fit and working for libraries
• infrastructure audit - should they be outsourcing
• picking away at a lot of things
• concentrate for next month on catalog
• Using centralized wiki space area to line up services, sla's, project plans, etc. Have templates set up on wiki space - it's portable
• Working on resetting expectations within the SLA's - learn from the process of listening to the customer and negotiating the expectations - need a tool for the SLA's

**AIS:**

• exposed to version 2 - not as "nice" or flexible
• working on change management project - stumbled on ITIL through that
• already doing a lot of the stuff, but it wasn't centralized or "named"
• tried to centralize the efforts
• can get overwhelmed by this - can't jump in with arms flailing
• focus on change management because of an audit - forced them down a path faster than they originally planned
• with audit, only get a piece of change management
• envision a central service desk solution - but everything is homegrown - looking for a tool to do that better
• working from the in-depth standpoint, outward. didn't start with the large umbrella
• Have MOU - also has what we expect from the customer, rather than an SLA - but same thing - sets the stage for the customer
• developing a software development lifecycle
• created a position called business process analyst - collects information from customer for requirements - those are then turned over to the software development team - including usability testing to get more customer focused feedback
• no formal ITIL training, but purchased all the books and read - have interest for sending folk through the training - version 3 is better written and easier to understand