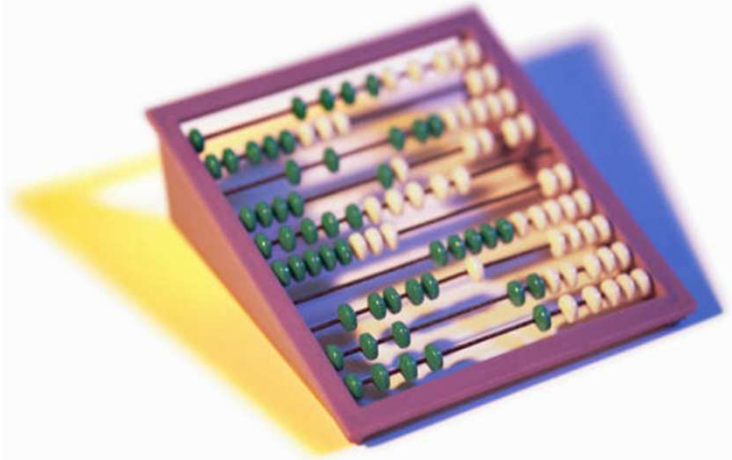




**Keep it Simple**  
**Quick Wins and Accelerated Value**  
**in an ITIL Tool Implementation**



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Keep it Simple

# Quick Wins and Accelerated Value in an ITIL Tool Implementation

Helen Gilbertson / Wilko van de Kamp  
**Integritas Solutions Inc.**

# Agenda



- 
- What Is A Quick Win?
  - Why Are They So Important?
  - Where Might I Find Them?
  - Where To Start
  - Practical, Real-Life Examples Integration
  - Final Thoughts

# What is a Quick Win?

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## Definitions from ITIL V3 CSI book

- An improvement activity that is expected to provide a return on investment in a short period of time with relatively small cost and effort (*Glossary*)
- Opportunities for improvement that are relatively easy and inexpensive to implement while providing substantial benefits in terms of process effectiveness, cost reduction or staff synergy (*CSI 3.9.4 Benefits*)

# Quick Wins



## **Why Are They So Important?**

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- *Users need to adopt the new tool – they need to see value quickly in order to accept the change.*
- *New approaches are fragile and subject to regression.*
- *Everyone in the organization is very busy.*

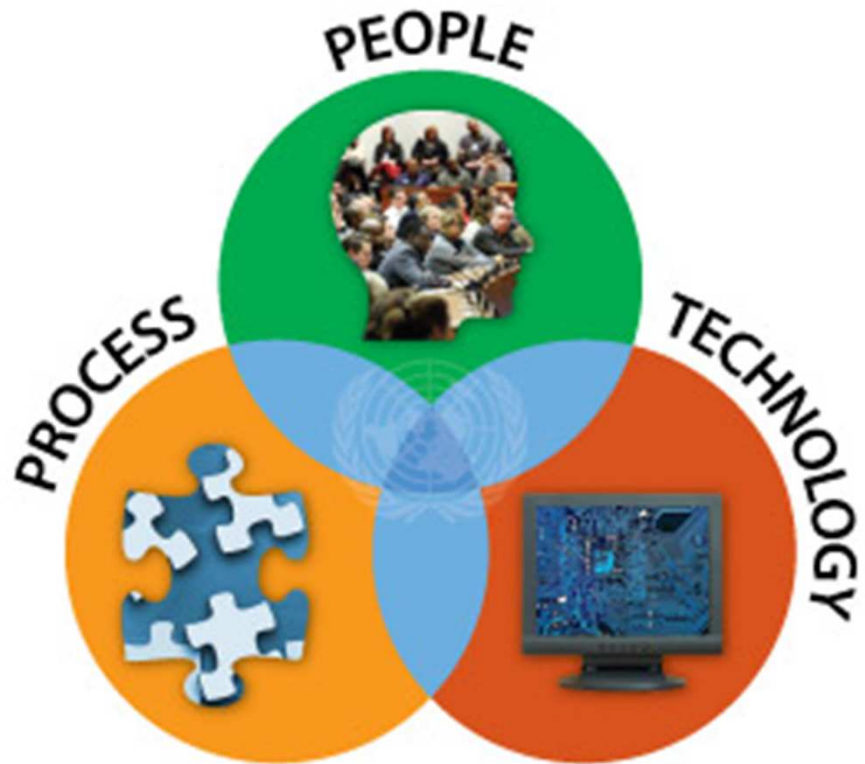
# Quick Wins

## Where Might I Find Them?



# Where To Start

- **People**
- **Process**
- **Technology**





# Technology Gap Assessment

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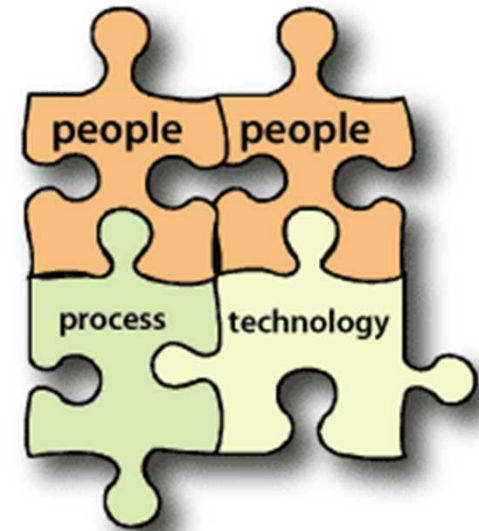
- Does the tool enable the processes?
- Does the tool enable people to do their job or does it make their life more complicated?
- How can we leverage workflow in the tool to make things easier?
- How can we use templates and pre-populated forms to reduce redundant work and help ensure data accuracy and integrity



# People Gap Assessment

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- Acceptance of the tool and process?
- Training?
- Awareness?



**Communicate, communicate, communicate!**

# Where To Start

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- Customer-facing functions
- Communication Plan
- Process-Enabling Tools
- Fun

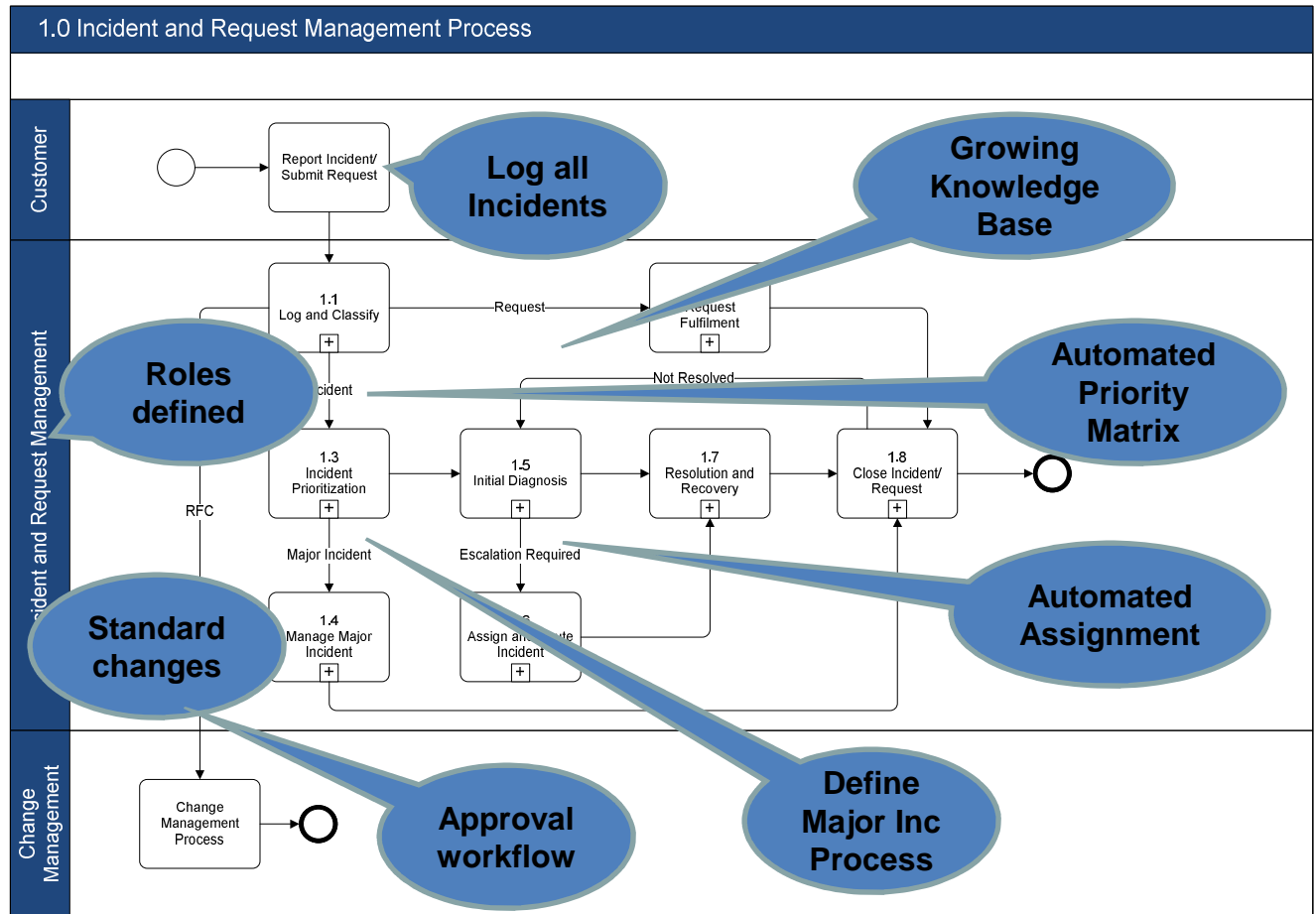
# Lessons learned



- 
- Roles and Responsibilities Defined for Processes
  - Understand how the staff use the tool to manage their daily activities
  - Phased Approach – Agile Approach
  - Gain buy-in by facilitating success for each of the delivery teams
    - Understand their requirements around the use of the tool and how they will use the data gathered in the tool
  - Ensure that all stakeholders understand how the tool is being set up and the impact of this on their jobs and roles.
  - Leverage, support and coach your “champions”.

# Where to Start

## Process Models



# Integration



## People – Process – Technology

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Traditional Tools	Becomes...	Good Practices
Technology Focus	→	Process Focus
Component Reporting	→	Service Reporting
Reactive Reporting	→	Proactive Reporting
CTI Structure	→	Service Structure
Isolated Data Sources	→	CMDB
Isolated Process Reporting	→	Service Based Reporting
Outdated Processes	→	Best Practices
Internal IT Perspective	→	Business Perspective
Operational Specific	→	Service Orientation

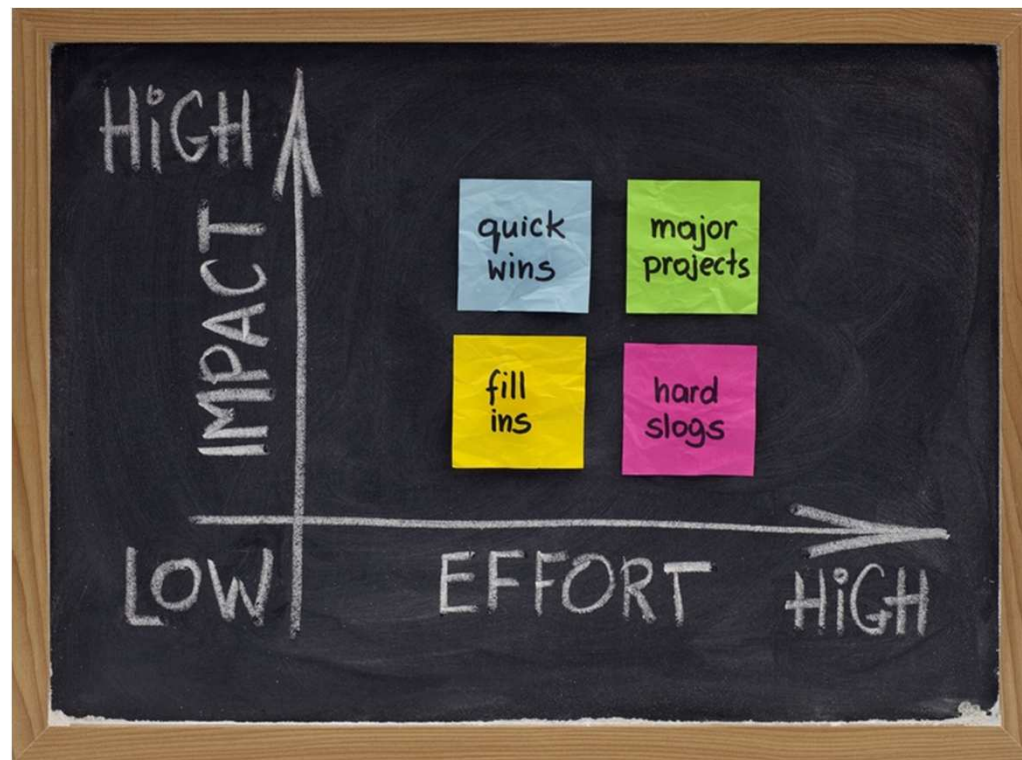
# Final Thoughts

- ITSM Tool Implementations & Programs are a journey, not a destination



# Final Thoughts

- Embrace the notion of Quick Wins



# Final Thoughts

- Find a passionate champion at the highest level of the organization



# Final Thoughts

- Process culture – people must buy in





Questions?

# Contact Information

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# About Integritas



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- Integritas provides IT **Consulting, On Demand Experts, and Training** across four practices;
    - ***IT Service Management and ITIL training***
    - ***Project Services***
      - Project Management
      - Solution Architecture
      - Business Analysis
      - Quality Assurance & Testing
    - ***Business Continuity & Disaster Recovery***
    - ***Leadership & Professional Development***