

UNIVERSITY OF BIRMINGHAM

U The software to support ITIL **B**

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Introduction

- Yvonne O'Byrne
- Head of Quality at Birmingham since 2004
- Worked with version 2, moved to version 3
- What this will NOT tell you
- What it will tell you

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What is available?

- Your current toolset
- Other Universities – what do they use?
- Supplier Websites, see vendors at Service Desk & IT Support show and itSMF Conference
- Industry guidance
 - Pink certification
 - Gartner Magic Quadrant (IT Service Desk 2009)
 - Forrester reports (Q2 2008)

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Gartner Magic Quadrant – Oct 2009



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Forrester – Q2 2008



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Where to start?

[Service Design]

ITIL guidance is a good starting point

- ITIL recognises the need for an integrated Service Management tool
- Procurement is only the beginning – don't forget functionality, people and processes
- Look in Service Design at Section 7 which deals with tool selection and procurement
- At Birmingham we started before that with Continual Service Improvement ...

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Continual Service Improvement

How do we keep the momentum going?

What is the vision?

Where are we now?

Where do we want to be?

How can we get there?

How do we know when we have arrived?

Big Vision

- market research, business case
- procurement
- implement phase 1
- implement phase 2

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Where are we now? At start in 2008

- Good Helpdesk and Incident management
- Separate CMDB / Change, availability / event
- Achieved some quick wins (MI, ITSCM)
- Need integration to move ITIL forward
- Current tool out of date, heavily customised, can't upgrade easily
- SPOF – only one person can support it
- And no budget to do anything about it

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The Business Case [Service Strategy]

- ITIL benefits – improved availability, reliability, productivity, communication, customer service, risk management, management information etc.
- Focus on supporting University strategy:
 - Support Colleges and unified administration
 - Enhance student experience
 - Adopt University Best of Breed approach
 - Then challenged to demonstrate cost saving - how many staff will it save? [Financial Mgt]
- How much will it cost?

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We have a project! [Service Design]

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    graph TD
      A[What requirements?] --> B[Identify products]
      A --> C[Selection criteria]
      B --> D[Evaluate products]
      D --> E[Short listing]
      E --> F[Scoring]
      F --> G[Rank the products]
      G --> H[Select product]
  
```

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What requirements [Service Design]

- ITIL v3 processes – all of them?
- Microsoft / UNIX / MAC – we need to cater for all
- Upgradeable, out of the box, configurable but NOT customisable
- At least as good, and better than we have already
- Good reporting capability
- Supplier type - client / Web enabled or fully Web 2?
- Ongoing support, partner relationship
- HE experience, reference sites

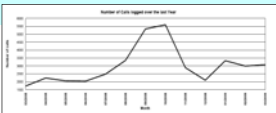
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And we have constraints [Service Design]

- Compliance - must tender via EU journal (PQQ and ITT needed)
- Capability – no EU tender experience in team
- Resource - Need assistance from Procurement Office
- Time - must spend money within 7 months
- Cost – fixed budget over 4 years
- Commitments - must not affect current service
- Resource – limited size of project team

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Challenges



- Total calls per year, peaks, occasional users
- Numbers
 - Service Desk, call assignees – current and future
 - End users (staff and students)
 - How many Configuration Items?
- Licences needed – concurrent or named user?
- Calls received - Web, email, phone, face to face

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Selection criteria / scoring [Service Design]

- Requirements specified in over 100 questions:
 - functionality, manageability, usability, architectural requirements, interfaces, skills needed
- Ranked as Mandatory, Highly Desirable, Desirable and Information [MoSCoW]
- Small number of Mandatory
- More Highly Desirable
- Scoring determined before we looked at tenders – based around what was most important to us

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Select product [Service Design]

- 4 suppliers shortlisted
- Preferred supplier – Service-Now.com
- Hosted service, raising different issues:
 - Availability of service?
 - Data Centre in UK?
 - Security of data in transit
 - Interfaces for data input, authentication
- Support from Procurement and Legal Services over contract and SLA [Supplier Management]

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What worked

- Reference sites invaluable – they have done it already, advised on questions to ask
- Gained buy in from all IT staff early – assisted with ITT, attended product demos, gave feedback, involved in final selection
- Positive response and people now want to use it – some volunteering to go live early

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Lessons learned

- Underestimated time required for business case to be accepted - meant procurement was very stressful
- Underestimated resource and time needed to implement – don't believe what suppliers tell you!
- Out of the box doesn't mean what it says – needs some configuration – loading departments, categories, teams, users etc
- May need more specific configuration as well – we need 6 organisational levels, not 3 as out of box
- Managing expectations – everyone wants to use everything now

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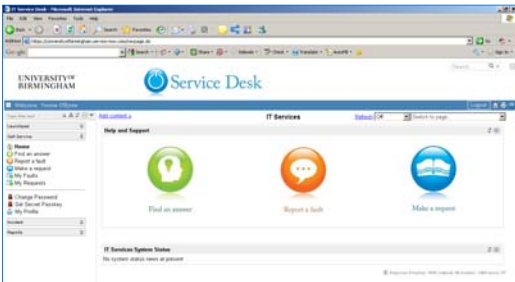
Timescales

- June 2008 – market research
- August 2008 - business case submitted
- February 2009 – funding approved
- June 2009 – supplier selected
- August 2009 – contract signed
- May 2010 – Service released to limited group
- June 2010 – full service release – [Service Desk](#), [Incident](#), [Service Catalogue](#), [Knowledge](#)
- July-Dec 2010 – phase 2 – Problem, Config, Change

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And www.itservicedesk.bham.ac.uk now live!



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