Don't keep your processes in the dark

Antoine AL Ibry

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Processes are about the outcomes to the business

Effectiveness

AG·S

Process Pitfalls

Complexity: Increase the total cost of ownership

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Comfort zone: Cultural buy-in

AG-S

Process Pitfalls

Complexity: Increase the total cost of ownership

Comfort zone: Cultural buy-in

Adoption: too much, too soon

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Process Pitfalls

Complexity: Increase the total cost of ownership

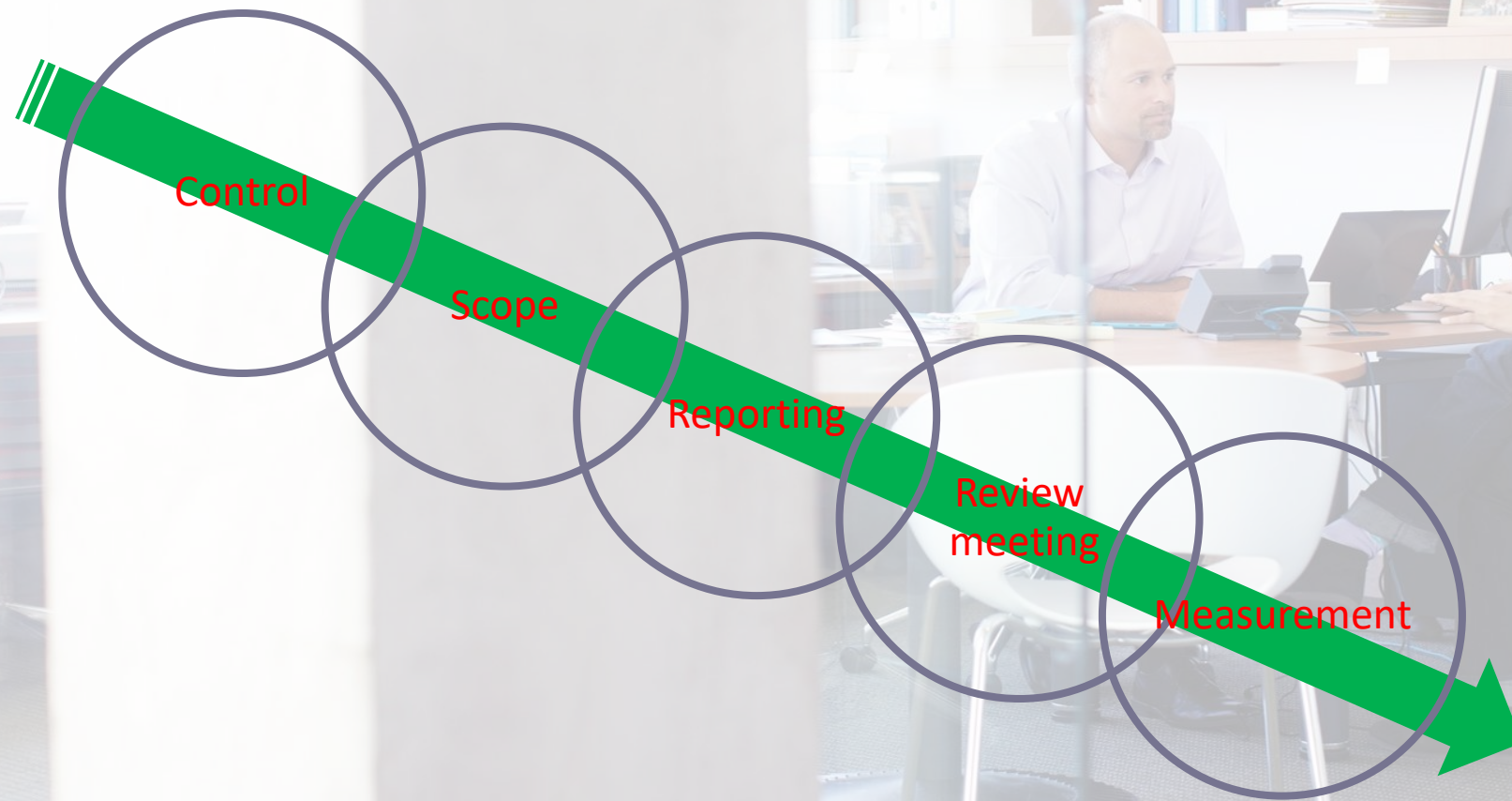Comfort zone: Cultural buy-in

Adoption: too much, too soon

Tools: Being Stuck in the past

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Illusion of Control

Control

Scope

Reporting

Review meeting

Measurement

People, Process, and Technology

Tools need to support the processes

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People, Process, and Technology

Tools need to support the processes

People need to improve the process

People, Process, and Technology

Tools need to support the processes

People need to improve the process

Processes need to support the business goals

Working practices and tools

Can my tool handle the process?

Working practices and tools

Can my tool handle the process?

Is my tool luxury to my process?

Working practices and tools

Can my tool handle the process?

Is my tool luxury to my process?

Is my process too complex to be implemented?

AGS

Important to understand the process before improving it

▶ Suppliers ▶ Inputs ▶ Process ▶ Outputs ▶ Customers

The true customers of the process

Important to understand the process before improving it

▶ Suppliers ▶ Inputs ▶ Process ▶ Outputs ▶ Customers

Customer Desire

Customer Experience

The true customers of the process

Important to understand the process before improving it

Suppliers ▶ **Inputs** ▶ **Process** ▶ **Outputs** ▶ **Customers**

Process

Sub-process

Catalog
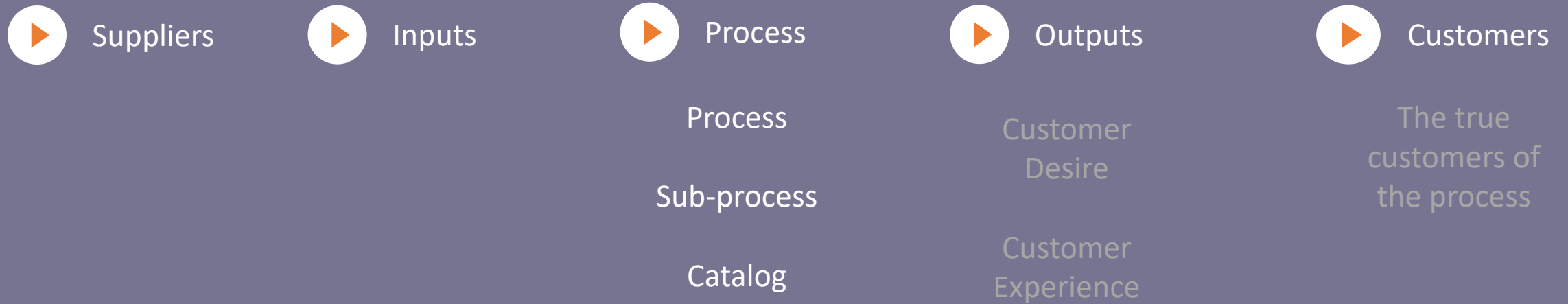
Customer Desire

Customer Experience

The true customers of the process

AG·S

Important to understand the process before improving it

- ▶ Suppliers
- ▶ Inputs
- ▶ Process
- ▶ Outputs
- ▶ Customers

Inputs
Specific

Simplified

Requirements to operate

Process
Process

Sub-process

Catalog

Outputs
Customer Desire

Customer Experience

Customers
The true customers of the process

Important to understand the process before improving it

Suppliers ▶
Inputs ▶
Process ▶
Outputs ▶
Customers ▶

The people required to operate the process

Skills, expertise & ability

Specific

Simplified

Requirements to operate

Process

Sub-process

Catalog

Customer Desire

Customer Experience

The true customers of the process

AG·S
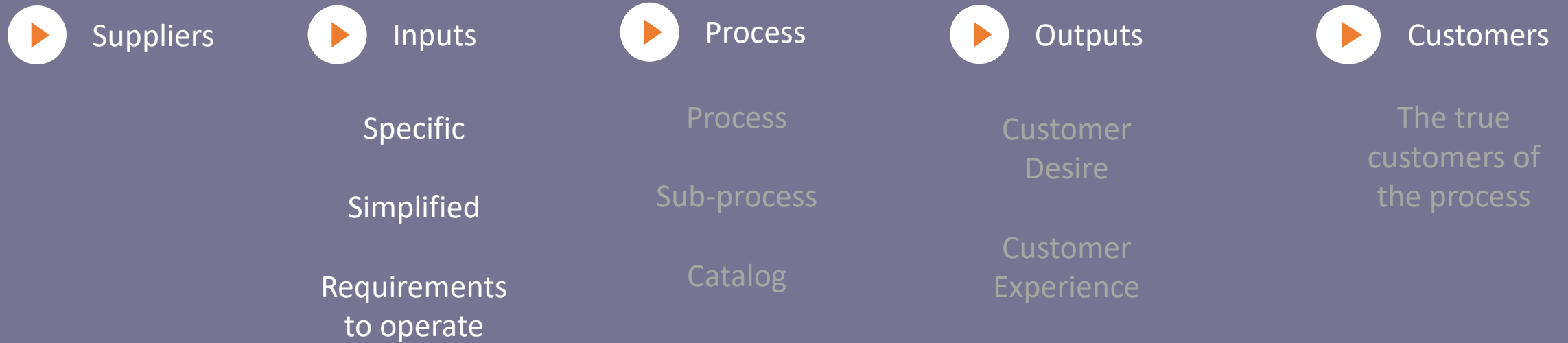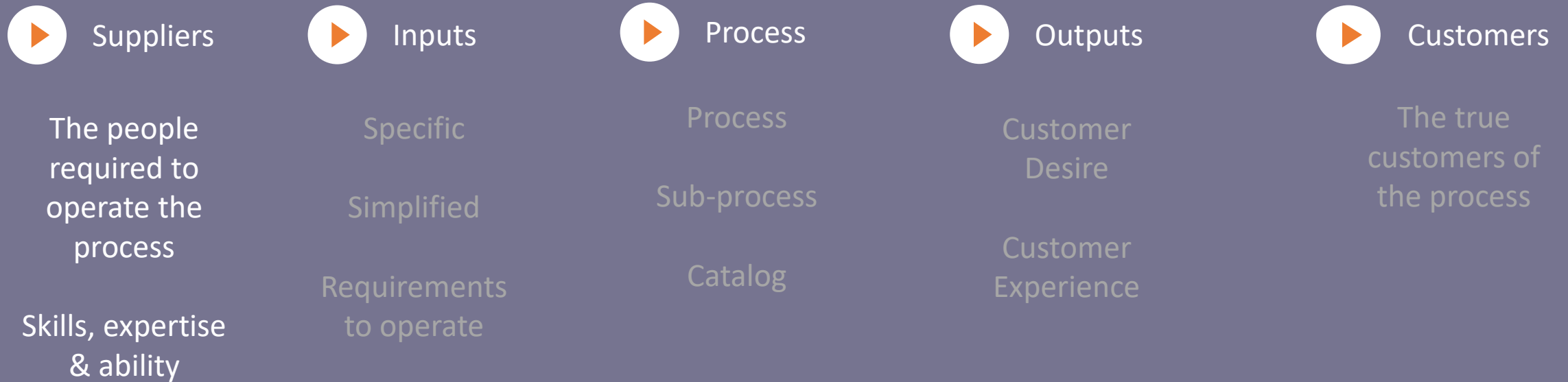
SDI Crew
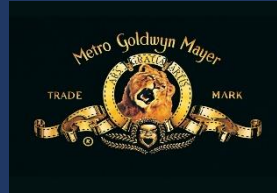
Leadership		Success
Policy & Strategy		Fulfillment of the vision
People Management		Incentives / Rewards
Resources		Tools & Technology

SDI Crew

Processes & Procedures		Key Stages
Managing Employee Satisfaction		Motivated / Fun
Managing The Customer Experience		Meeting Expectations
Managing Information and Performance Results		Awards
Social Responsibilities		Reduce Power Consumptions

AGS

SDI Standard is about effectiveness

- Establishing concrete connections between the service and support objectives of the service desk and the business outcomes.

- Establishing clear objectives and plans.

- Creation of an environment that motivates people to perform to the best of their ability.

- Increase service desk efficiency and customer productivity.

- Reflect actual working practices needed to be successful.

- Reveal the degree of job satisfaction within an IT support organization.

SDI

Service Desk Institute

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