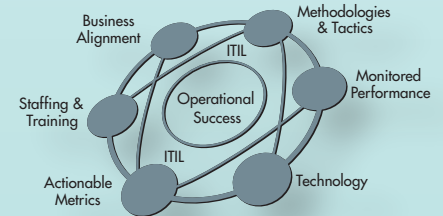


How the NetworkD's Operational Success[™] Methodology Enhances IT Service Support

The *Operational Success*[™] Methodology is the number one reason NetworkD IT Service Management projects are successful. Six key areas, applied individually and collectively, across and between the IT Service Support functions and processes, bring the ITIL framework out of the realm of the theoretical and into practical, tactical, execution-level best practice that supports IT and company strategy.



Consider the results:

- A leading Healthcare Insurer saves over \$3.2 million annually in infrastructure management costs
- A global manufacturer saves over \$ 1,000,000 in incident costs in first year post NetworkD services
- A leading Homebuilder saves over \$ 400,000 annually for the handling of incidents, problems and requests

Operational Success[™] is not solely about process, people, and technology. It is about establishing a balance between the six key areas that together make up an effective IT Service Management operation. Regardless of the level of ITSM process maturity your organization has achieved, the *Operational Success*[™] model can assist you in making methodical improvement in your IT organization. This model applies during all three phases of process or technology change as we "DEFINE.DESIGN.DEPLOY." those changes in your environment.

Business Alignment:

This area focuses on definition of the IT Service Catalog by common services across business units, broken down further by unique services by business unit. In addition, the business' expectations of the service desk and the IT Service Support processes are clearly identified and outlined. Key stakeholders and proponents of IT within the business are identified. Marketing and communication plans to promote services or to negotiate services are defined through the best practices in this element. The 'personality' of IT Service Support is established.

Staffing and Education:

Required skill sets, both soft and hard, are identified. This may include testing the understanding and application of ITIL and other best practices. Identification of roles and responsibilities at an individual level or job role are defined. Gaps in current delivery capabilities are documented and reviewed. A plan for overcoming gaps is identified. High achievers in the service and support environment are acknowledged and their attributes modeled for future hires. Staffing levels are assessed to check alignment with volume and service levels. Key outcomes from reviewing the staffing and education requirements for this transformation will be a key input into the performance monitoring program.

Methodologies and Procedures

A thorough review is conducted of current methodologies and procedures. Gaps to ITIL/ITSM best practice are identified and recommendations made for future state design. The usage of documentation will be reviewed for levels of operational execution. This is critical when expecting to move to repeatable and consistent level three maturity in all of the service support processes. Review is done via observation, interviews, and usage of toolsets. Concrete recommendations for classification refinement are made. Processes and procedures are adjusted and configured into the technology with reporting and actionable metrics clearly identified before implementation.

Actionable Metrics

This component of the methodology focuses on identifying and refining the key metrics required to transform from a reactive state to proactive model as defined by ITIL. In addition, key metrics are introduced or refined to demonstrate the effectiveness of adopting the processes for incident, problem, change, configuration, release and service level management. NetworkD will introduce best practice metrics and their measurement points in the workflows to use as a starting point for identifying current process gaps. The key to making metrics actionable is defining what each level of the organization needs to know in order to be assured their strategic goals are being met. Defining the reporting requirements from the executive to the execution level, we guide our customers to clarify and help them avoid meaningless metrics.

Monitored Performance

The NetworkD performance management program is proven for measuring the effectiveness of the process changes initiated to achieve a process maturity Level Three and provide insight into how to continue to change to meet a Level Four maturity. This includes defining and negotiating Service Level Agreements with the business units and Operating Level Agreements across the IT organization to support them. It also includes individual performance metrics to provide a measurable foundation for professional development of your people as they execute the IT Service Support processes.

NetworkD has been helping IT Support organizations do this for ten years and has developed a toolkit of templates that can be augmented for use by each customer. This performance management program makes the fundamental difference in operational execution and is a unique offering from NetworkD. These best practices are not detailed in ITIL, but they make a major difference in continuous improvement.

The performance management program is the cornerstone to changing behaviors and driving operational change in an organization. Your staff is likely the most expensive component of the IT Service Support budget. Strategies to make them more efficient and effective are crucial. Process performance measurement underpins any effort to comply with regulation such as Sarbanes Oxley or achieve quality certification such as BS15000.

Technology

The role of technology in Service Support is to enable process. The capability, configuration and use of technology is reviewed prior to design and assessed continuously as processes have been changed, deleted, or added. Evaluating current usage is a critical component to the design process ensuring accuracy of data collection and use, screen flow and workflow. Classification schemas; business rules; and the mechanics of capturing data will identify the gap between what is written on paper and what really happens in day to day operational usage. This information is vital to identifying how to properly maintain data in the various tracking systems for IT Service Support, particularly to the CMDB. It also ensures that the processes defined for IT Service Support can be configured into the toolset while tying the process back to the critical success factors and usage models for the technology.

Company Background

Established in 1996, NetworkD Corporation is a leading provider of Desktop Systems Management and Help Desk solutions to enterprise organizations worldwide. Focusing on solutions that take the best of ITIL and operational best practices, NetworkD offers best-of-breed solutions in the areas of asset management, desktop management, help desk management, patch and security management, and OS deployment. NetworkD is a leading information technology support provider with offices in North America, Europe and Asia Pacific regions.

For more information, please contact us or visit us online at www.networkd.com

NetworkD

3300 Irvine Avenue,
Suite 261,
Newport Beach, CA 92660
United States
Tel: +1.877.526.3375
Fax: +1.949.222.2226

NetworkD Europe SAS

17 Square Edouard VII
75009
Paris
France
Tel: +33 (0) 1 53 43 91 33
Fax: +33 (0) 1 53 43 94 94

NetworkD Europe Ltd.

Grove House, Lutyens Close,
Chineham Court, Basingstoke,
Hampshire RG24 8AG
United Kingdom
Tel: +44 (0) 1256 338 470
Fax: +44 (0) 1256 338 471

NetworkD Europe GmbH

Stiglmaierplatz,
Dachauer Strasse 37,
80335 München
Germany
Tel: +49 (0) 89 / 54 55 81 66
Fax: +49 (0) 89 / 54 55 83 33