



Regional IT Business to Business Summit

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Benefits to the business from IT Service Management

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Issues facing senior business and IT managers

- IT and business strategic planning
- **Integrating and aligning IT and business goals**
- Measuring IT organization effectiveness and efficiency
- **Optimizing costs and the Total Cost of Ownership (TCO)**
- Achieving and demonstrating Return on Investment (ROI)
- **Demonstrating the business value of IT**
- Developing business and IT partnerships and relationships
- Improving project delivery success
- **Outsourcing, in sourcing and smart sourcing**
- Using IT to gain competitive advantage
- **Delivering the required, business justified IT services** (i.e. what is required, when required and at an agreed cost)
- Managing constant business and IT change
- **Demonstrating appropriate IT governance.**

Drivers for ITSM

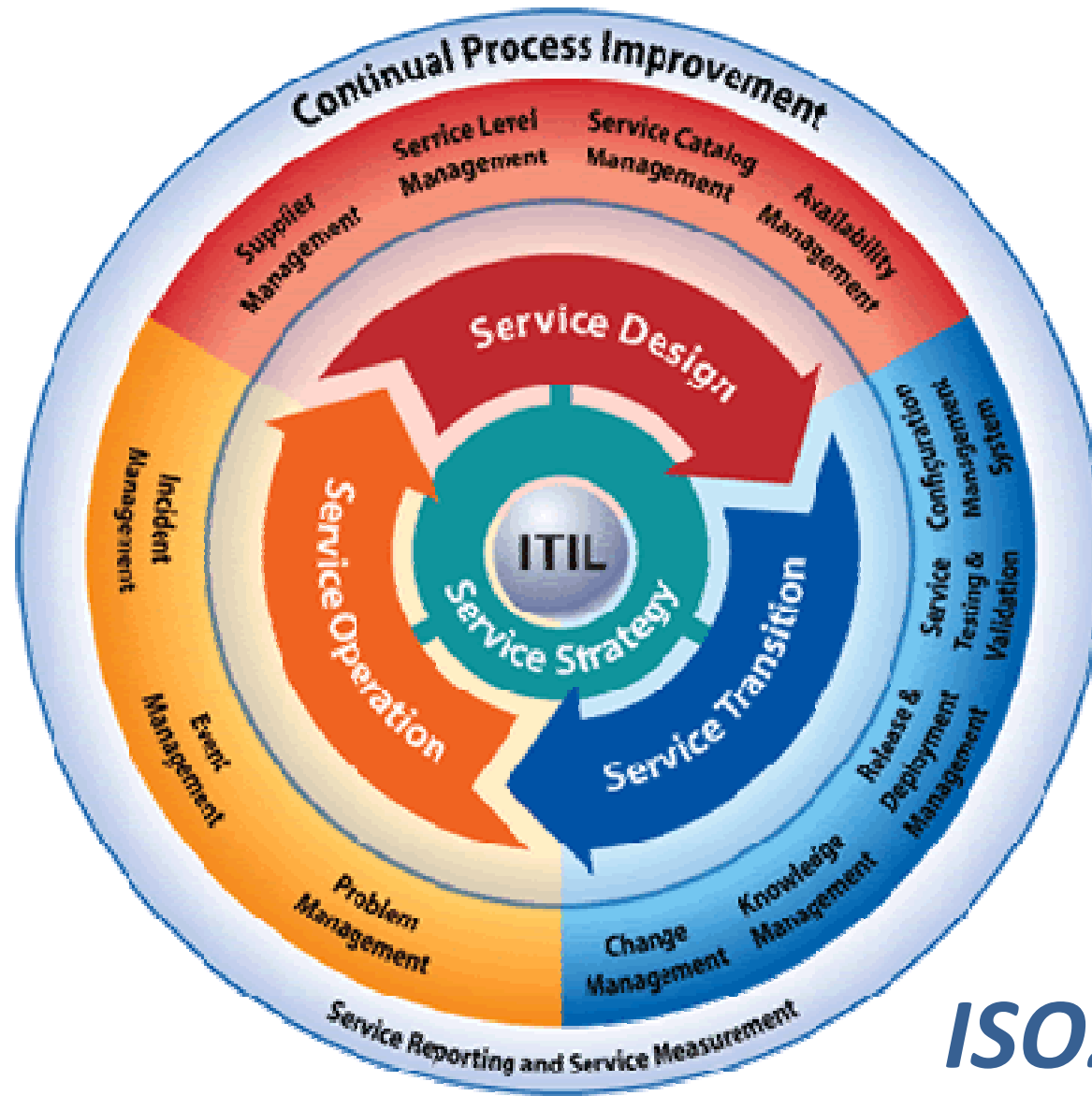
- ***Client demand*** for reliable and appropriate IT services
- ***Regulatory*** / statutory requirements
- Requests for ***SLAs***
- Need for ***optimization of use*** of own resources
- Own desire for ***well managed and continually improving*** operations

IT Service Management

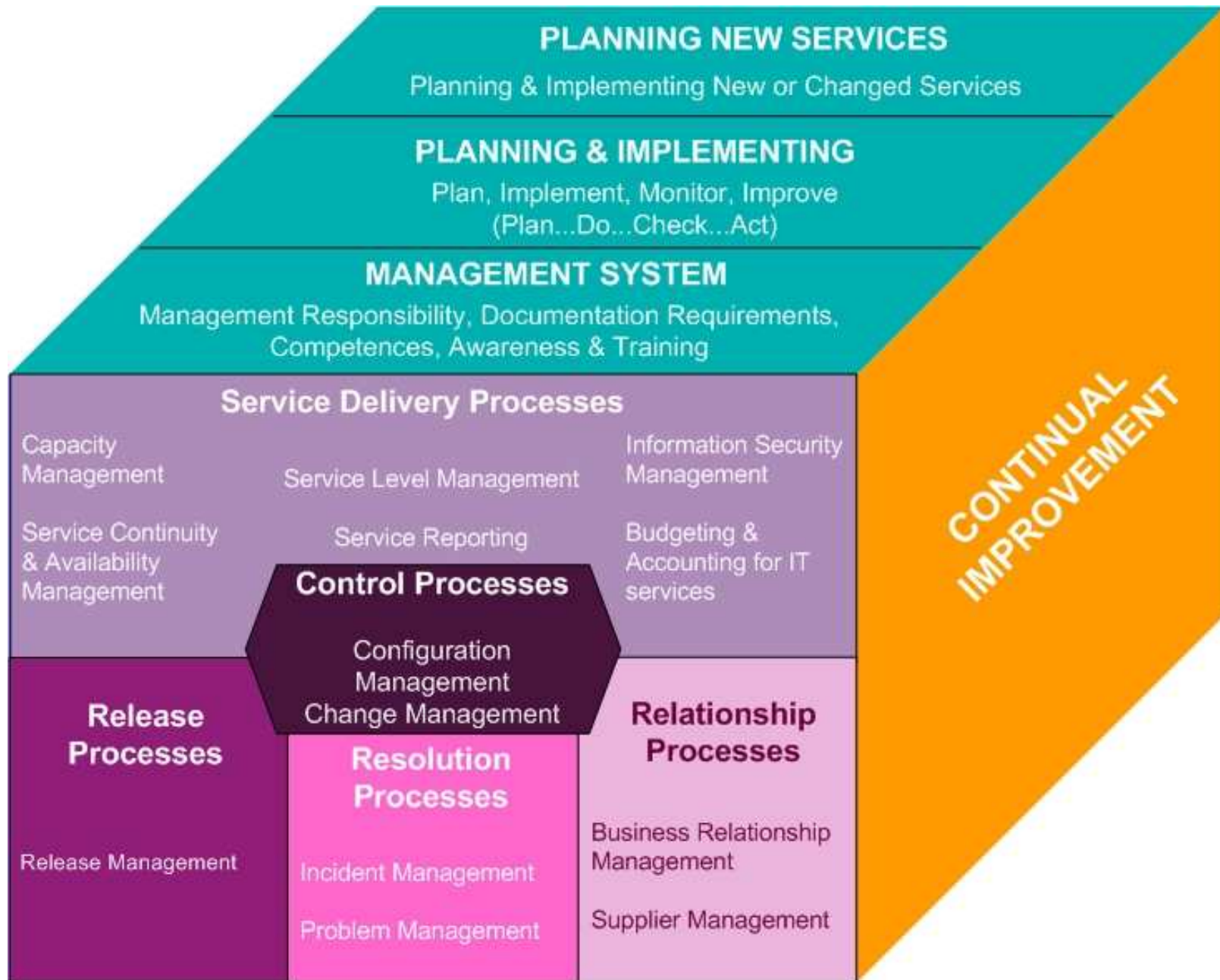
- **IT service management (ITSM)** is a discipline for managing IT systems, philosophically **centered on the customer's perspective of IT's contribution to the business**
- *Providers of IT services can no longer afford to focus on technology and their internal organization, they now have to consider the quality of the services they provide and **focus on the relationship with customers**.*
(ITSMWatch.com. <http://www.itsmwatch.com/itil/article.php/3691561>)
- Key to the collection, analysis, production and distribution of information within an organization is the quality of the IT Services provided to the business

Key aspects of ITSM

ITIL



ISO20000



Benefits to the business

shorter-term objectives such as:

- Better *understanding* with the client / supplier
- *Reduced operating costs* associated with the IT infrastructure, staffing, and support.
- *Defined* IT services

Benefits to the business – on the long term:

Improved security management and more responsive IT continuity planning (DRP/BCP)

Increased service quality and customer satisfaction

Clearer IT roles, responsibilities and ownership

Improved flexibility and less management of IT related changes

Improved strategic sourcing and vendor management

Applying a “common language” for IT communications

Higher levels of service availability and reliability

More effective IT policy and operational processes

Shorter time-to-market for technology services

More effective and actionable Service Level Agreements

Faster approval cycles and decreased bureaucracy

Increased accountability for IT systems and components

Implications on the business

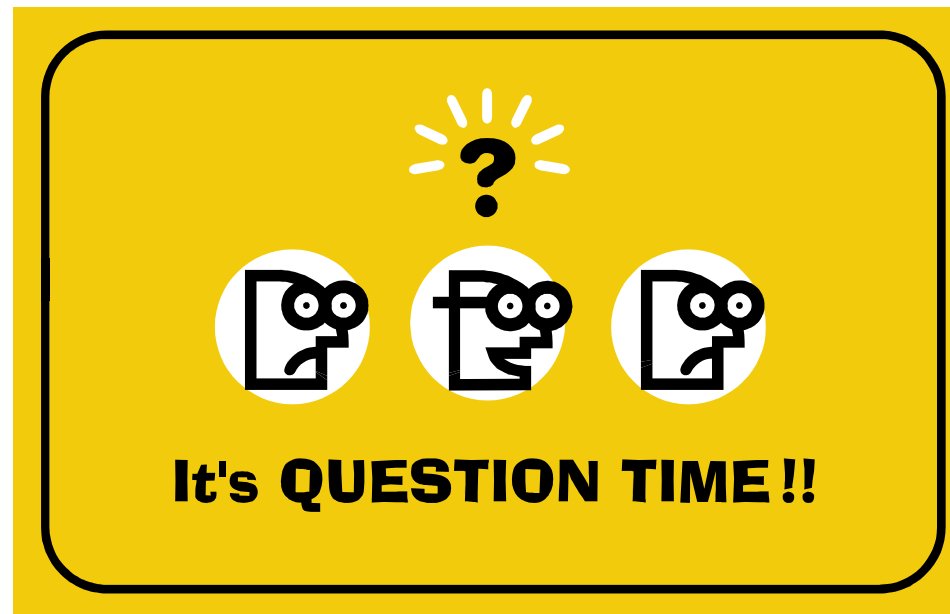
- Establishing a service catalogue and portfolio
- Defining ITSM processes and roles
- Sticking to SLAs
- Appropriate planning
- Solid customer care
- Ensuring availability and reliability

To be or Not to be?

opportunity oriented

VS

strategy oriented



itSMF as a meeting place

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The IT Service Management Forum
www.itsmfi.org

The itSMF® is the only truly independent and internationally-recognised forum for IT Service Management professionals worldwide.

This not-for-profit organisation is a prominent player in the on-going development and promotion of IT Service Management "best practice", standards and qualifications and has been since 1991, when the UK Chapter started as the foundation Chapter.

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For any further questions
meet me at the **B2B**



Or contact me at
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