



Does your IT organisation measure anything useful?

Ivor Macfarlane
IBM

Does your IT service organisation measure anything useful?

- First - What is a Service Organisation?
- Delivers services to customers
- So ...first steps –
 - What services?
 - Which customers?

Consider these claims and statements

- My car has the best wheels money can buy
- This football team only cares about defence
- I use this airline because the seats are comfortable
- We are excellent at running our IT systems

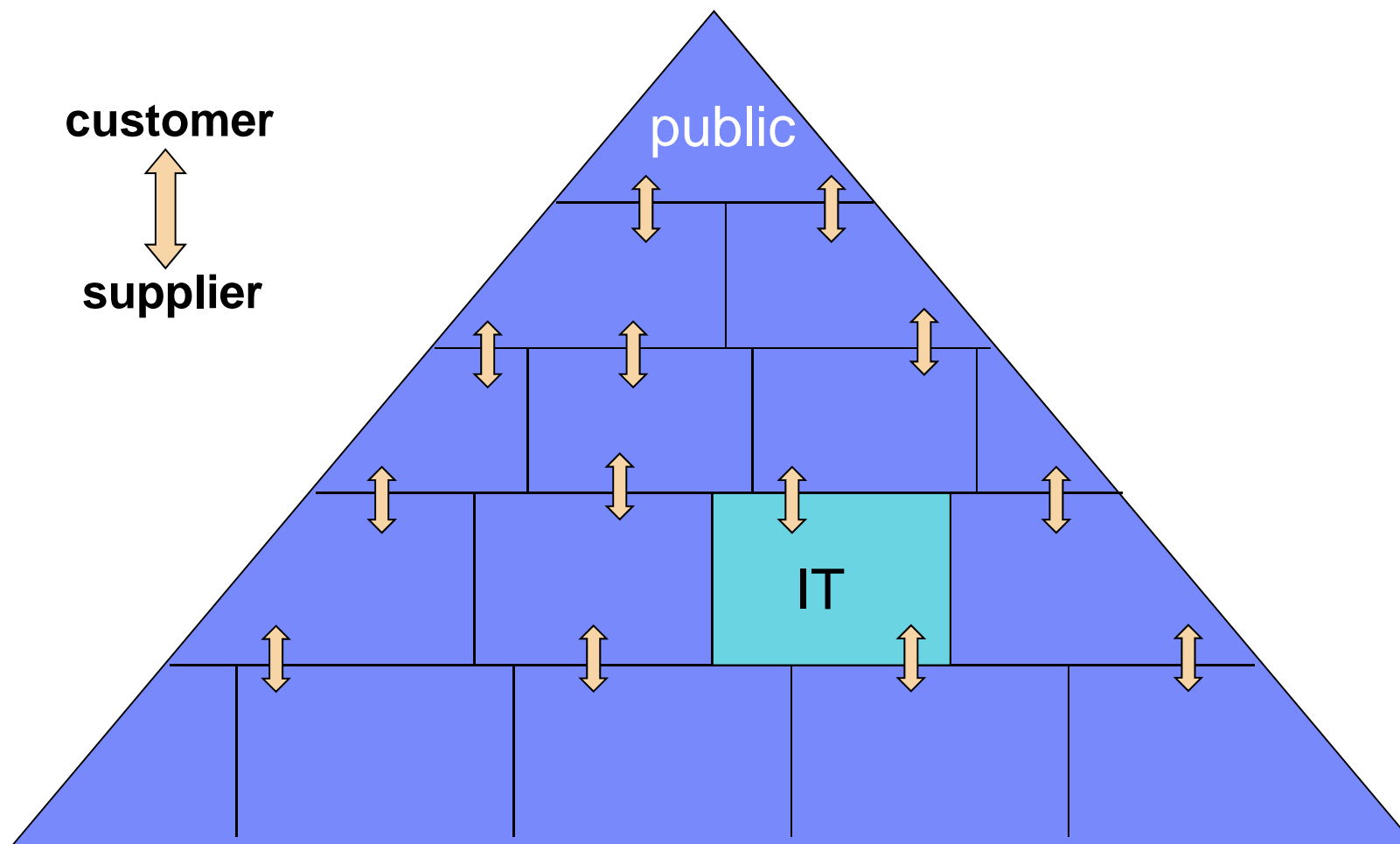


Seeing the service

- However impressive the bits might be
 - Applications are important
 - But they don't deliver a service on their own

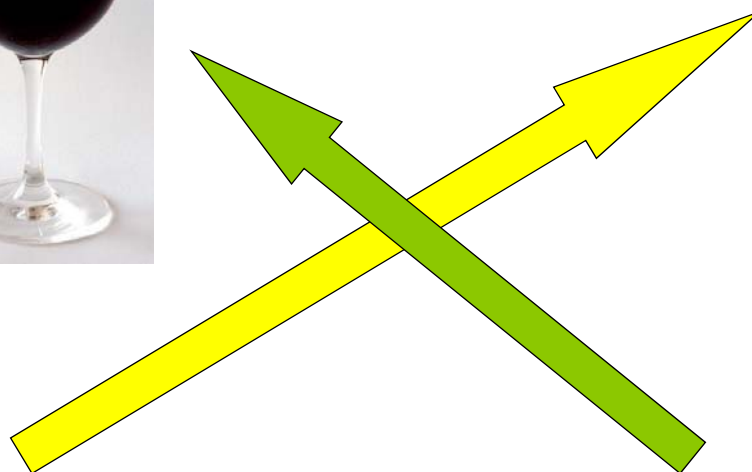


Who is the service for?



Service catalogue – the basics

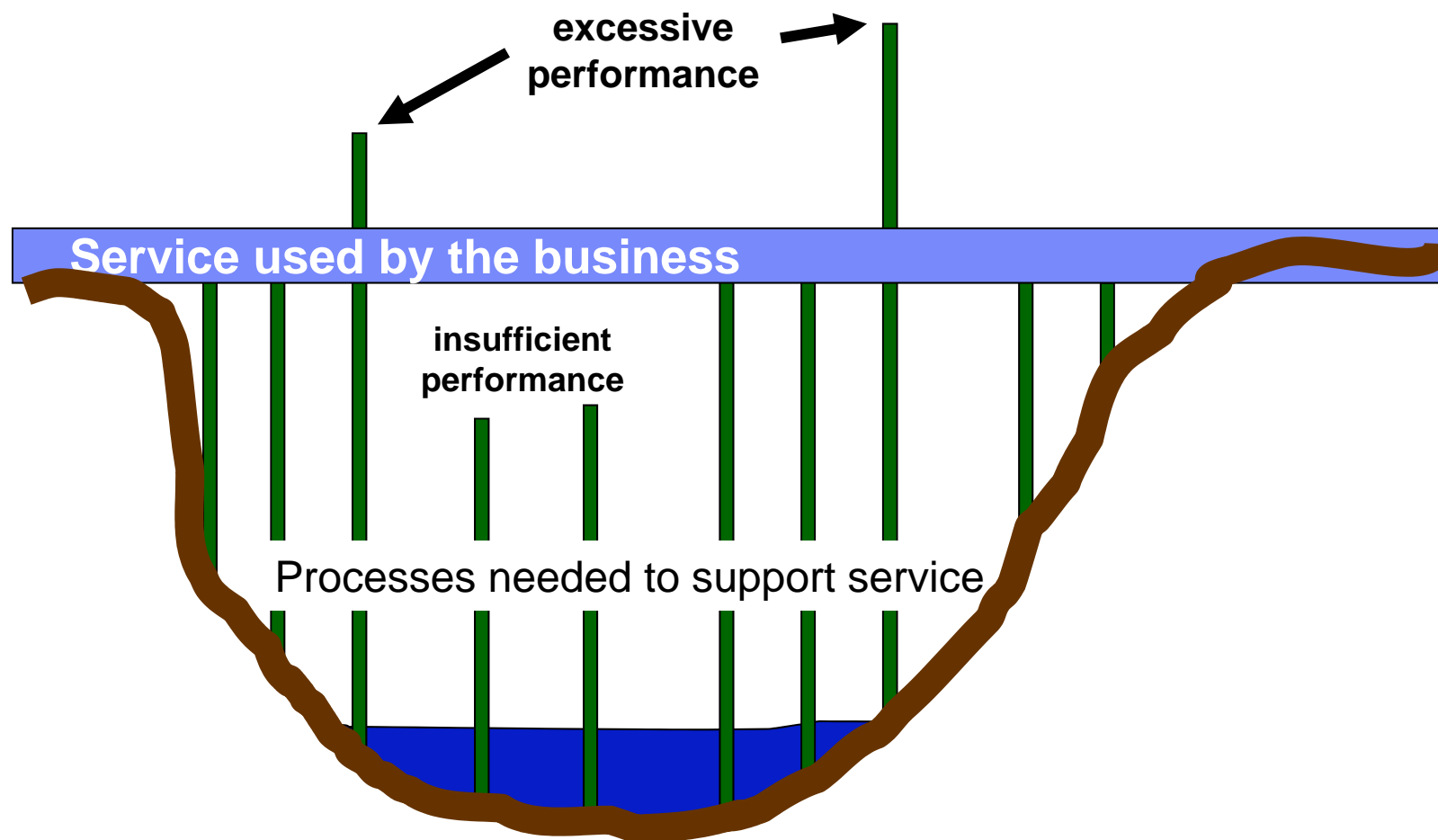
Matching services to customers



Not always so easy for real

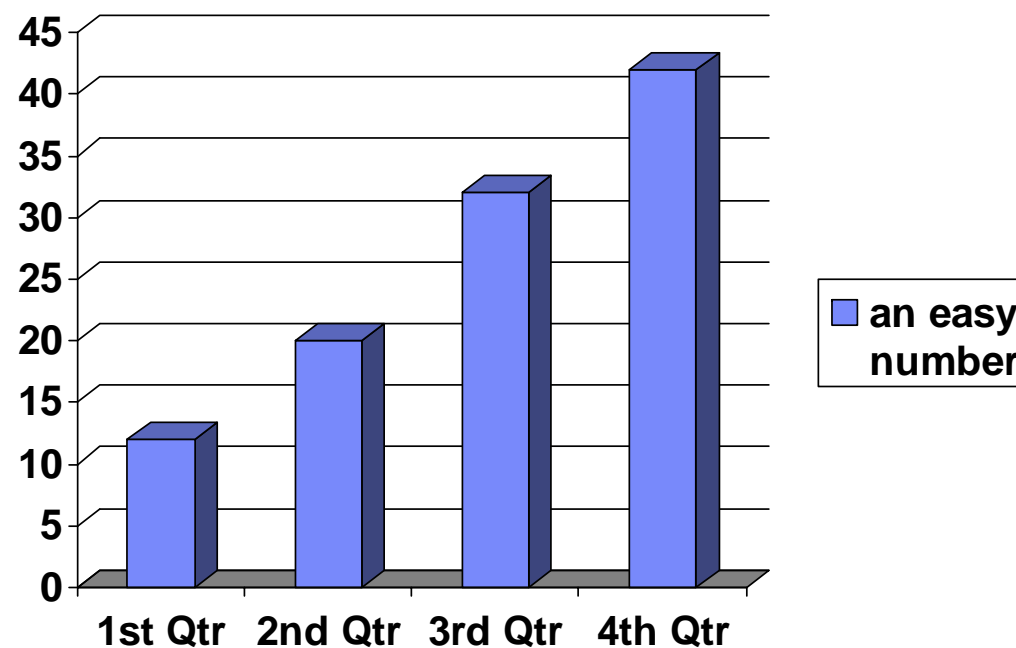


Right Service needs right level of processes



Measurement attitudes

- Find a number
- Make it bigger
- Feel smug and relax



We are supposed to be useful

- So express in terms of making life better
- Measure business service
 - As used
 - Independent of delivery
 - Every kind of change is valid input



- Not about sharing sleepless nights with the CEO
- It is making sure they sleep all night

Green car , green measure or real green?

- MPG?
- MPY?
- Cost?
- Carbon?



- Car?
- Family?
- Company?
- Planet?

Bigger is not always better

- Not always intuitive
 - Prisons
 - ATMs
 - Floodlights

- Measuring real effects
 - Corporate costs (not IT costs)
 - Lost sales
 - Hospital deaths



Success doesn't always look like it

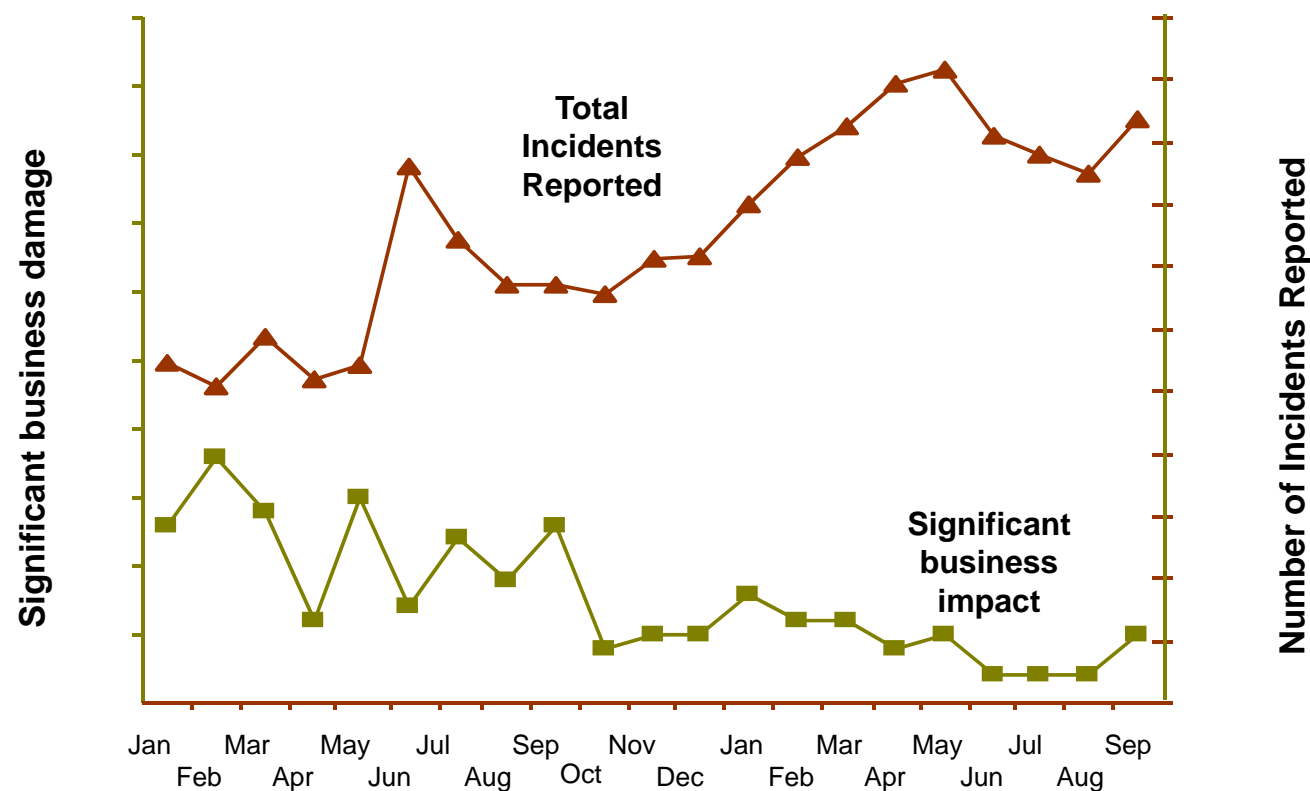
- Some thoughts from a friend – North West Memorial hospital
- **Strategy** – Align your goals with the business and build a framework that will keep it moving.
- **Outcome Improvement** – Transform improvements in process into improvements in business outcomes through aggressive goals.
- **Process Improvement** – Identify and improve troubled areas and begin to socialize the concepts of service management.

**“IT has become a risk to the organization.”
Problem Statement?**

No – it's a success statement!

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Good may be - up, down, both or neither



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Unexpected consequences

- Many companies are heterogeneous
- Can you please all the people all the time?



Growing up

- The old favourites were easy
 - Availability percentages
 - Response and repair times
- New world will be harder
 - Less to do with our equipment
 - Driven by other people's opinions
 - Underpinning society and survival
- Focus on value



Customers need to learn their role

- Know what suppliers don't
- Understand their commitments
- Some things can not be outsourced, bought or escaped from
 - Knowing what is better
 - Judgement
 - Accountability
 - Knowledge and wisdom



We live in interesting times

- Stay as you are – survival is not compulsory
- People do not change quickly
- And it is mostly about people
- Remember that HR is a service provider and you are the customer



Summary

- Need to see the bigger picture before you can think of measuring it
- Measuring all the details doesn't necessarily give you all the measures you need
- Try to go from 'required measurement' to necessary data – not from available data to easy report
- Bring your inner customer to work with you and listen to them
- Efficiency is a tool to help you achieve targets – not the target itself

Thank you

Questions, comments, opinions
- now or later

Contact details:

Ivor Macfarlane
ivormacf@uk.ibm.com

+44 7725 706617

Blog: <https://www-951.ibm.com/blogs/ivor>

