

it Service Management

General Electric
Consumer & Industrial



*it*SM - about GE Consumer & Industrial

About us...



About GE Consumer & Industrial

Lighting, Appliances, Supply and Industrial = \$14bln

65,000+ employees

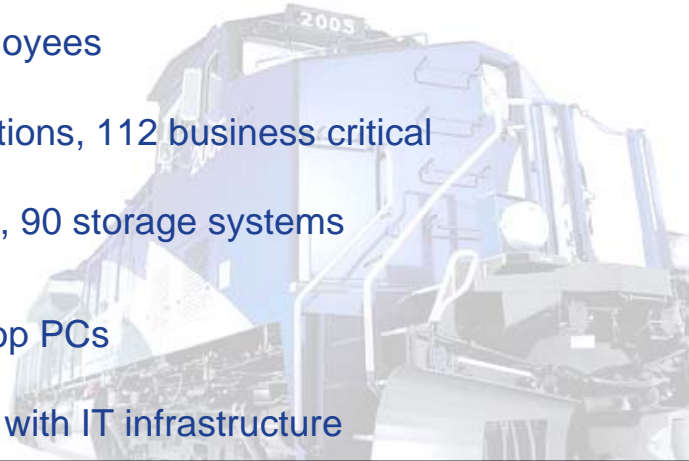
1,650 IT employees

1,800 applications, 112 business critical

1,850 servers, 90 storage systems

31,000 desktop PCs

300 locations with IT infrastructure



First Steps & Challenges

itSM

kick off

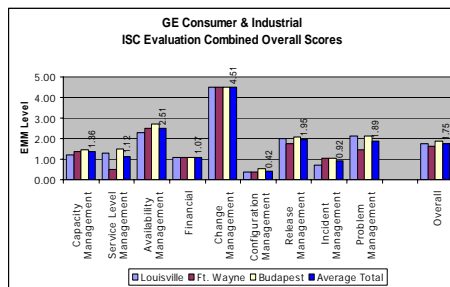


First Steps & Challenges

Phased Approach

GAP Analysis completed with EMC, Q4 '04

ITIL Pilot rollout commenced 2/14.



6 months to “buy” e2e executive support



6 months to implement in infrastructure

First Steps & Challenges

Training Approach

- 500 people get internal foundations training
- L1 & 2 process leads - practitioner certificate (HP)
- 10 *itSM* management certificates by Q3'04 (HP)

“booklets” on *itSM* VALUES and ACTIONS
1 month to certify 20 people in foundations

3 months to train 500 people

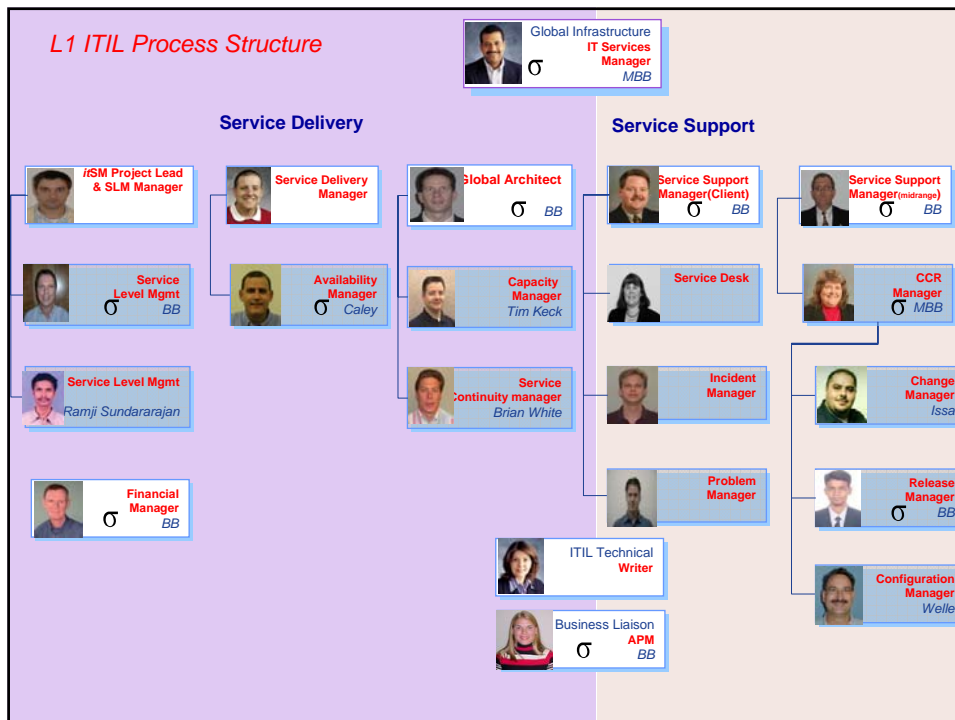


GE imagination at work

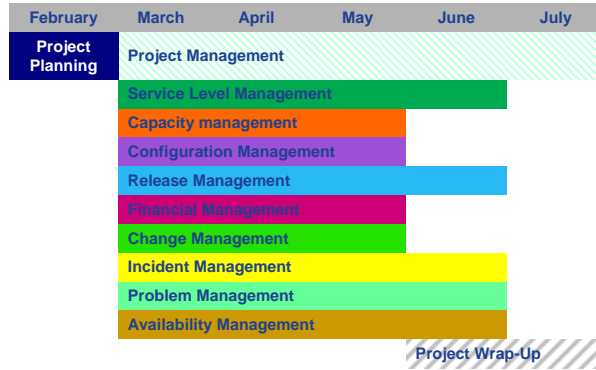
itSM – how to make it actionable?

itSM

the Team
storage pilot
6 sigma



itSM – how to make it actionable?



all processes in parallel - pilot in storage

design technology independent



GE imagination at work

itSM – how to make it actionable?

GHIHRS DOG IP SCIP HOWDO DYHDEKBA P DOJHP HOMSURJUDD	5g	524725338	92-25338
Dvshiq Vardjh Dytlelekl P dgdjhp hpeandv dgg uhsrvvklktv	5g	524725338	524825338
Ghish Vardjh Dytlelekl P dgdjhp hpeandv dgg	5g	524925338	524-25338
Ghish VR I frp adkqfn dshvktv aruVardjh Dytlelekl P dgdjhp hpe	7g	525425338	525725338
FR EW fdkhkl	4g	525425338	525425338
Vhfsh dffhvv ek vfkodqg ar Ydq	4g	525525338	525525338
Ghshvshfrfytul	4g	525625338	525625338
Fkdgjhp P dgdjhp hpe	4g	525725338	525725338
Ghshp jhp Vardjh Dytlelekl P dgdjhp hpeandv dgg	43g	525825338	624325338
Ghshp jhp Vardjh Dytlelekl ghvshq	8g	624425338	624-25338
Ghshp jhp Vardjh Dytlelekl ghvshq	8g	624-25338	625725338
Ghshp Vardjh Dytlelekl P dgdjhp hpeandv dgg	5g	625825338	625-25338
Ghshp jhp Vardjh p dshvshqfn surfhvshq	1g	626325338	72-25338
Ghish Vardjh Dytlelekl P dgdjhp hpeandv dgg	6g	72-25338	724525338
Ghshp p rqlerklj dgg dshvshqfn hpe	8g	724625338	724-25338
Ghshp vshvshqfn hpe andv dgg p rqlerklj dgg dshvshqfn hpe	43g	725325338	82625338
Ghish Vardjh Dytlelekl P dgdjhp hpeandv dgg	8g	82725338	824325338
Ghshp vshvshqfn dgg v vshp v hpeandv	8g	82725338	824325338
Uhsrvvshqfn Dytlelekl P dgdjhp hpe	48g	824425338	824425338
Uhsrvvshqfn Dytlelekl P dgdjhp hpeandv dgg	8g	824425338	824-25338
Uhsrvvshqfn dgg dshvshqfn hpeandv dgg	8g	824-25338	825725338
Uhsrvvshqfn dgg dshvshqfn hpeandv dgg	8g	825825338	826425338
Uhsrvvshqfn dgg dshvshqfn hpeandv dgg	8g	92-25338	92-25338
P KHVWEQH= Dytlelekl P dgdjhp hpeandv dgg	3g	92-25338	92-25338
GHOVHDECH= Dytlelekl P dgdjhp hpeandv dgg	3g	92-25338	92-25338
GHOVHDECH= Dytlelekl P dgdjhp hpeandv dgg	3g	92-25338	92-25338
GHOVHDECH= Vardjh dytlelekl ghvshq	3g	92-25338	92-25338
GHOVHDECH= Vardjh dytlelekl ghvshq	3g	92-25338	92-25338
GHOVHDECH= Vardjh dytlelekl ghvshq	3g	92-25338	92-25338
GHOVHDECH= Vardjh dytlelekl ghvshq	3g	92-25338	92-25338
GHOVHDECH= Vardjh dytlelekl ghvshq	3g	92-25338	92-25338

example – availability mgmt roadmap



GE imagination at work

itSM – how to make it actionable?

DEVELOP AND IMPLEMENT AN AVAILABILITY MANAGEMENT PROGRAM	82d	2005.02.14	2005.06.07
Assign Storage Availability Management roles and responsibilities	2d	2005.02.14	2005.02.15
Define Storage Availability Management policies	3d	2005.02.16	2005.02.18
Define SOX compliance activities for Storage Availability Management	4d	2005.02.21	2005.02.24
COBIT criteria	1d	2005.02.21	2005.02.21
Secure access (physical and logical)	1d	2005.02.22	2005.02.22
Disaster recovery	1d	2005.02.23	2005.02.23
Change Management	1d	2005.02.24	2005.02.24
Determine Storage Availability Management requirements	10d	2005.02.25	2005.03.10
Determine storage availability design	5d	2005.03.11	2005.03.17
Determine storage recoverability design	5d	2005.03.18	2005.03.24
Identify Storage Availability Management security issues	3d	2005.03.25	2005.03.29
Determine storage maintenance procedures	7d	2005.03.30	2005.04.07
Define Storage Availability Management reports that need to be generated	3d	2005.04.08	2005.04.12
Identify monitoring and alerting requirements	5d	2005.04.13	2005.04.19
Identify tools that will be used to monitor and alert (ensure there is a monitoring process to "watch the watche	10d	2005.04.20	2005.05.03
Define Storage Availability Management Pilot	5d	2005.05.04	2005.05.10
Identify test scenarios and systems involved	5d	2005.05.04	2005.05.10
Rollout Storage Availability Management	15d	2005.05.11	2005.05.31
Implement Storage Availability Management Pilot	5d	2005.05.11	2005.05.17
Review results and adjust data gathering and report generation as needed	5d	2005.05.18	2005.05.24
Full rollout to all storage systems	5d	2005.05.25	2005.05.31
Implement Storage Availability Management monitoring and reporting	5d	2005.06.01	2005.06.07
MILESTONE: Availability Management program implemented	0d	2005.06.07	2005.06.07
DELIVERABLE: Availability Management roles and responsibilities	0d	2005.06.07	2005.06.07
DELIVERABLE: Availability Management policies and processes	0d	2005.06.07	2005.06.07
DELIVERABLE: Storage availability design	0d	2005.06.07	2005.06.07
DELIVERABLE: Storage recoverability design	0d	2005.06.07	2005.06.07
DELIVERABLE: Storage maintenance procedures	0d	2005.06.07	2005.06.07
DELIVERABLE: Availability Management monitoring and reporting	0d	2005.06.07	2005.06.07

existing processes – how compliant are they?



GE imagination at work

itSM – how to make it actionable?

DEVELOP AND IMPLEMENT AN AVAILABILITY MANAGEMENT PROGRAM	82d	2005.02.14	2005.06.07
Assign * Availability Management roles and responsibilities	2d	2005.02.14	2005.02.15
Define * Availability Management policies	3d	2005.02.16	2005.02.18
Define SOX compliance activities for * Availability Management	4d	2005.02.21	2005.02.24
COBIT criteria	1d	2005.02.21	2005.02.21
Secure access (physical and logical)	1d	2005.02.22	2005.02.22
Disaster recovery	1d	2005.02.23	2005.02.23
Change Management	1d	2005.02.24	2005.02.24
Determine * Availability Management requirements	10d	2005.02.25	2005.03.10
Determine * availability design	5d	2005.03.11	2005.03.17
Determine * recoverability design	5d	2005.03.18	2005.03.24
Identify * Availability Management security issues	3d	2005.03.25	2005.03.29
Determine * maintenance procedures	7d	2005.03.30	2005.04.07
Define * Availability Management reports that need to be generated	3d	2005.04.08	2005.04.12
Identify monitoring and alerting requirements	5d	2005.04.13	2005.04.19
Identify tools that will be used to monitor and alert (ensure there is a monitoring process to "watch the watche	10d	2005.04.20	2005.05.03
Define * Availability Management Pilot	5d	2005.05.04	2005.05.10
Identify test scenarios and systems involved	5d	2005.05.04	2005.05.10
Rollout * Availability Management	15d	2005.05.11	2005.05.31
Implement * Availability Management Pilot	5d	2005.05.11	2005.05.17
Review results and adjust data gathering and report generation as needed	5d	2005.05.18	2005.05.24
Full rollout to all * systems	5d	2005.05.25	2005.05.31
Implement * Availability Management monitoring and reporting	5d	2005.06.01	2005.06.07
MILESTONE: Availability Management program implemented	0d	2005.06.07	2005.06.07
DELIVERABLE: Availability Management roles and responsibilities	0d	2005.06.07	2005.06.07
DELIVERABLE: Availability Management policies and processes	0d	2005.06.07	2005.06.07
DELIVERABLE: * availability design	0d	2005.06.07	2005.06.07
DELIVERABLE: * recoverability design	0d	2005.06.07	2005.06.07
DELIVERABLE: * maintenance procedures	0d	2005.06.07	2005.06.07
DELIVERABLE: Availability Management monitoring and reporting	0d	2005.06.07	2005.06.07

When is the process mature enough

to be applied across entire infrastructure?



GE imagination at work

corporate relationship

itSM

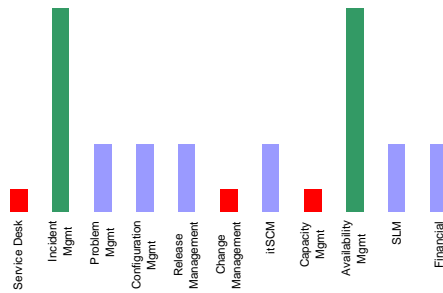
corporate



itSM – corporate relationship



need to synchronize with corporate itSM process



corporate drives tools standardization

provides device management services



questions & answers

*it*SM

q&a

