Putting the Puzzle Together: Integrating Emerging Best Practices in Service Management

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Session Description

As organizations shift gears to accommodate the business's need for speed and agility, there's a growing interest in models and methods for accelerating business value generation. At the same time, there's growing confusion on how these different models, such as Lean, Agile, and DevOps, connect and how they relate to the principles and practices of ITSM. This informative session gives you an easy-to-understand blueprint for how these different pieces fit together within the larger puzzle and how to leverage each of them to accelerate your value-creating processes.

Speaker Background

Troy DuMoulin is a leading ITIL and IT governance authority with a solid and rich background in executive IT management consulting. Troy is an ITIL Expert with extensive experience in leading ITSM programs with regional and global scope. He's a frequent speaker at IT management events and is a contributing author to multiple ITSM and Lean IT books, papers, and official ITIL publications.

Session 604:

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Pink Elephant

Agenda

Pink Elephant
Knowledge Translated Into Results

We Lead The Way!

Pink Elephant is a premier global training, consulting and conference service provider. We're proud of our pioneering and innovative spirit, which has enabled us to introduce and spearhead many revolutionary concepts and programs since our inception forty years ago.

- Changing Focus & Language
- Lean IT Value Proposition
- Agile Project Management
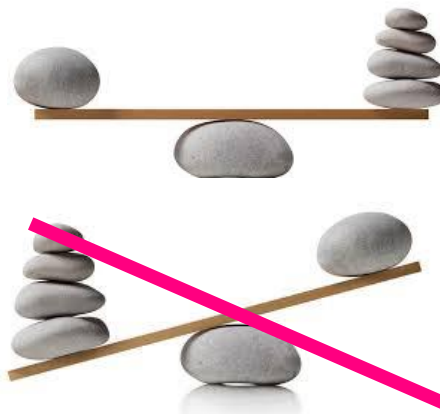- DevOps Practices & ITSM
- Business Value Improvements

Objective

Understand how Lean, Agile and DevOps work together to increase ITSM efficiency.
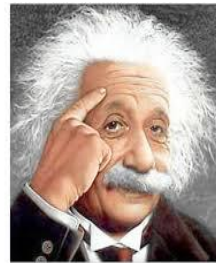
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New Language – New Balance

MATURITY

SPEED

COMPLIANCE

AGILE

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Mantra: Better – Faster – Cheaper

Current ITSM

Work Smarter Not Harder!

Lean ITSM

MUST GO FASTER

PTT17 Research – Focus Areas

Six Sigma
5%

DevOps
21%

Agile Development Approach
23%

Waterfall Project
Approach
5%

IT Service Management (ITSM)
21%
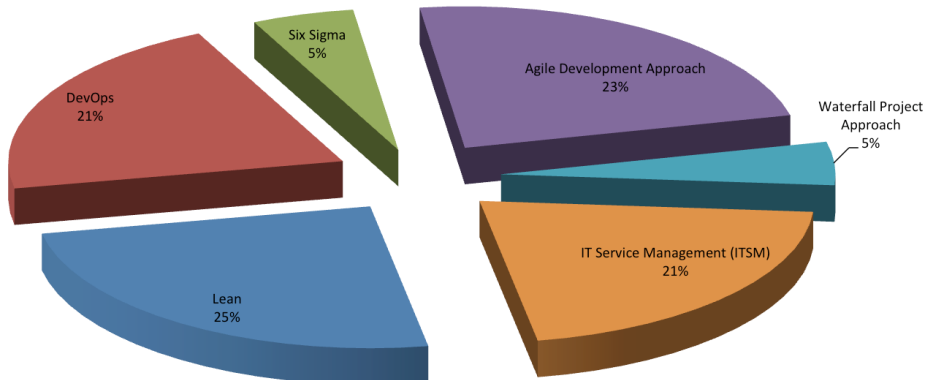
Lean
25%

The Evolution – Accelerators

Lean

Agile

DevOps

IT Service Management/SDLC/Project Management
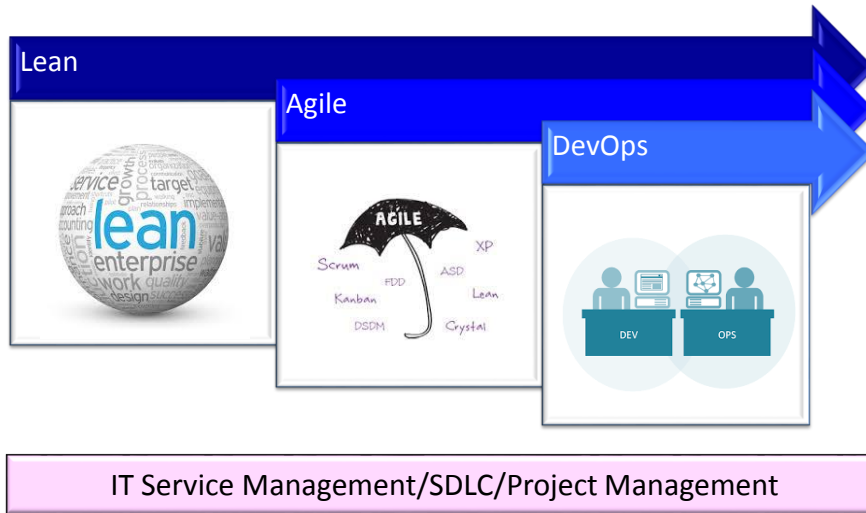
Lean Thinking & CSI

- Voice of Customer & CTQ
- Standardize, Simplify
- Kaizen Mindset
- Visual Management
- Performance Metrics
- Small Batch
- WIP Limits
- Remove Waste

Continuous Flow

JIDOKA

SEEING THE INVISIBLE

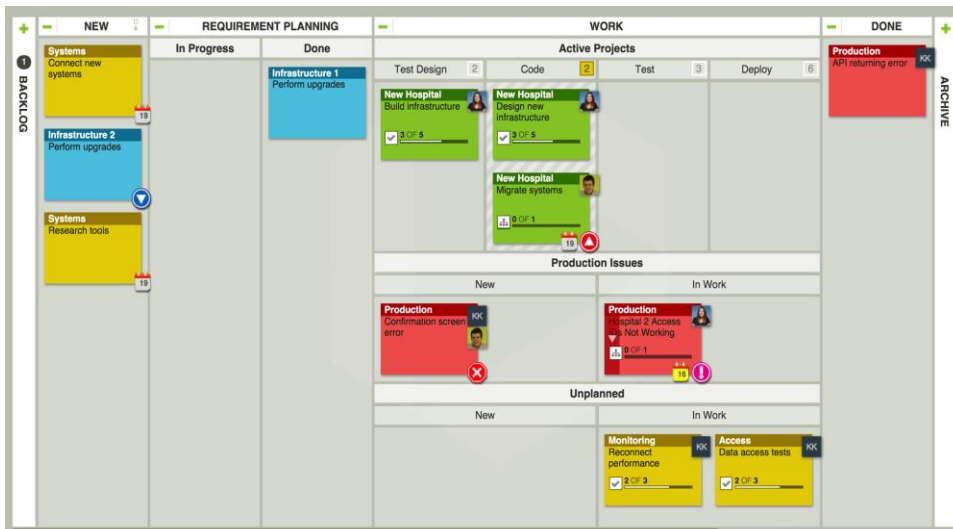# Lean Kanban Systems

Example: leankit.com

Auto Trader Kanban For Small Changes

Systems Engineering AutoTrader Change Management ★ 📢 Org Visible

New Cards ⊙

nfs mount to map the 'log' folder on production sv database

for Simon Gunton: Please build a Windows Server 2008 r2 VM in GTC needs 2 CPU cores and 4gb of RAM and will need to be joined to the domain the same as the DC1 PRTG server. I will then sort out the install and config of PRTG on this server to become a slave.

Create sandbox mongodb environment for the DBAs so that we can decommission the perf mongodb environment.
💬 3

Change DNS for vds-cap-importer-internal from uk.vds-cap-importer-internal.tradermedia.net to uk.vds-glass-importer-internal.tradermedia.net

Quick Win Backlog ⊙

Re-build tcy-nsm as CentOS6.4 and create puppet group to install proftpd service.
💬 4

Add domains we own that are hosted by netnames onto our external dns servers
≡ 🔗 1

SV: Emails Delivery: SendMail logs from SingleVIew into Graphite.

SV: Scheduled Functions: Mount Treatment.log to logster server

Razsor DNS cleanup for Pete Jones
≡

Add a card...

General Backlog ⊙

display advertising website, deploy staging to live.

Edgecast CDN POC.

Create new showcase server for autotrader.co.uk using latest template of embedded jetty, OS = CentOS 6.4, java version "1.7.0_25"
💬 1

Decomm CRM java6 servers

Audit and decommission vmware instances.
💬 3

Go through PCI requirement tasks. - File Integrity / Network Security / Authentication / etc.

work with DBA's to upgrade new

Input (3 LIMIT)

Move devsvn se from PRINT to A

Puppet DC1 new cleanup.

Add a card...

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What Is Agile?

Agile (adjective)

• Able to move quickly and easily; well-coordinated

Agile Enterprise

• A fast moving, flexible and robust company capable of rapid response to unexpected challenges, events and opportunities

Agile Software Development

• A group of software development methods in which requirements and solutions evolve through collaboration between self-organizing, cross-functional teams

Sprint 1   Sprint 2   Sprint 3

Agile software development methods deliver working software in smaller and more frequent increments.

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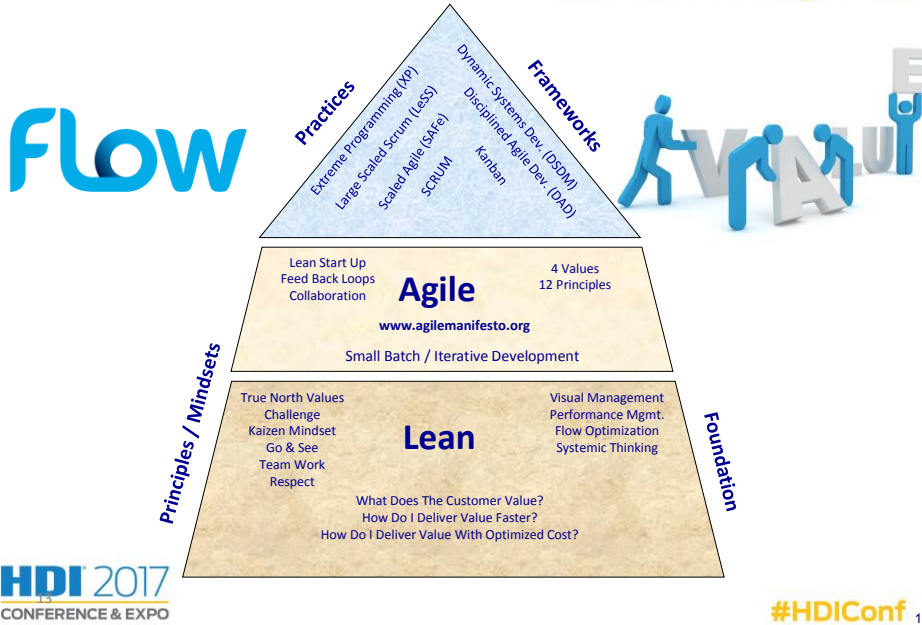
Predictive vs. Adaptive Project Mgmt.

THE WATERFALL PROCESS

'This project has got so big,
I'm not sure I'll be able to deliver it!'

THE AGILE PROCESS

'It's so much better delivering this
project in bite-sized sections'
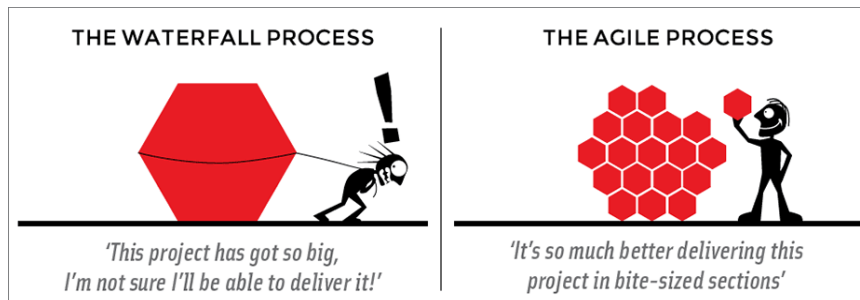
Classic Project Management   **Agile Project Management**

Agile Fits Human Nature

- People really don't know what they want until they see it
  - ✓ Give customers something to see as soon as possible
- Once they see it, they will want to change it
  - ✓ Embrace changes with an iterative and adaptive approach
- Building too much without feedback on design is both risky and wasteful
  - ✓ Create formal and short feedback loops to improve engagement

DevOps Principles – C.A.L.M.S / DASA

Culture
- Focus On People
- Embrace Change & Experimentation

Automation
- Continuous Delivery
- Infrastructure As Code

Lean
- Value (Quality, Delivery, Cost)
- Small Batch/Feedback Loops

Measurement
- Systemic Measurement
- Continual Improvement

Sharing
- Lessons Learned, Information Sharing
- Collaboration & Communication

Principle 1
- Customer-Centric Action

Principle 2
- End-To-End Responsibility

Principle 3
- Continuous Improvement

Principle 4
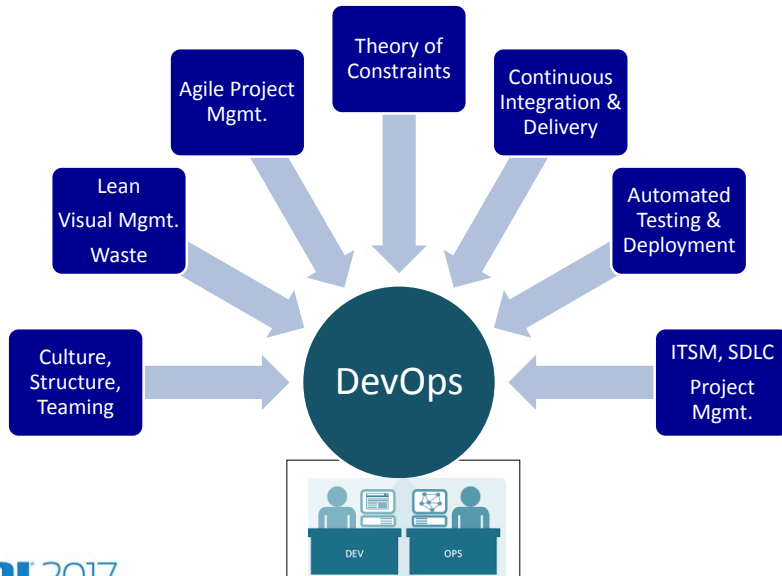- Create With the End-In-Mind (Product / Service Thinking)

Principle 5
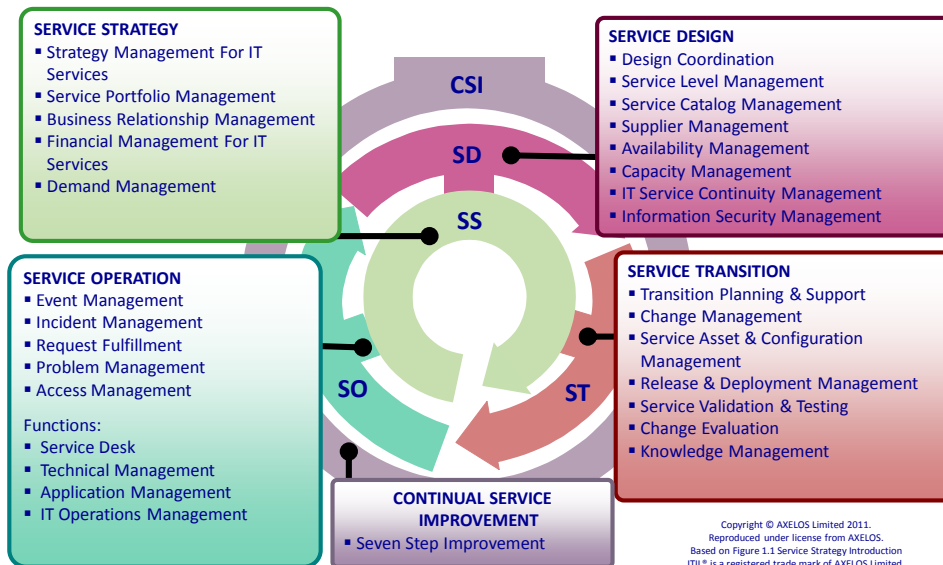- Cross Functional & Autonomous Teams

Principle 6
- Automate Everything You Can

Practices Of DevOps

- Agile Project Mgmt.
- Theory of Constraints
- Continuous Integration & Delivery
- Lean Visual Mgmt. Waste
- Automated Testing & Deployment
- Culture, Structure, Teaming
- ITSM, SDLC Project Mgmt.

DevOps

DEV OPS

ITIL® Service Lifecycle Process

SERVICE STRATEGY
- Strategy Management For IT Services
- Service Portfolio Management
- Business Relationship Management
- Financial Management For IT Services
- Demand Management

SERVICE DESIGN
- Design Coordination
- Service Level Management
- Service Catalog Management
- Supplier Management
- Availability Management
- Capacity Management
- IT Service Continuity Management
- Information Security Management

SERVICE OPERATION
- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management

Functions:
- Service Desk
- Technical Management
- Application Management
- IT Operations Management

SERVICE TRANSITION
- Transition Planning & Support
- Change Management
- Service Asset & Configuration Management
- Release & Deployment Management
- Service Validation & Testing
- Change Evaluation
- Knowledge Management

CSI
SD
SS
SO
ST

CONTINUAL SERVICE IMPROVEMENT
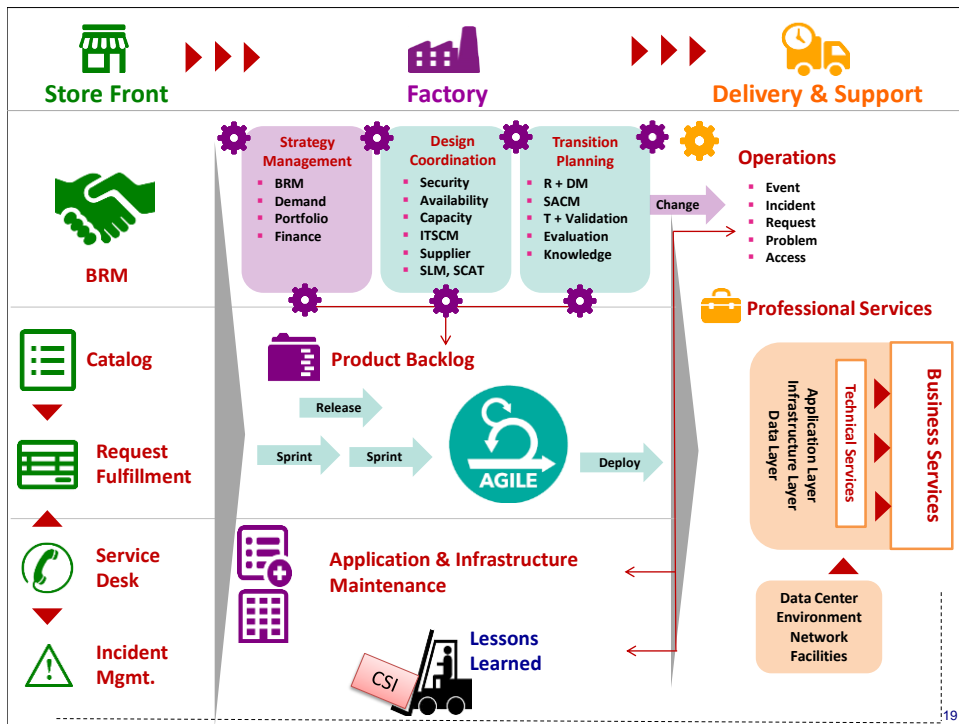- Seven Step Improvement

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Based on Figure 1.1 Service Strategy Introduction
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What Do I Do Tomorrow?

- **Troy's Blog: blogs.pinkelephant.com/troy**
  - PR 71 - Using Kanban for ITSM & Operations
  - PR 70 - Release Management & DevOps Teams
  - PR 69 - Using Lean Kaizen Across The Enterprise
  - PR 68 - DevOps, ITSM Release & Aviation Best Practices
  - PR 67 - The Lean IT Field Guide
  - PR 63 - Using Lean Visual Management For ITSM
  - PR 59 - Lean IT – Gaining Sr. Leadership Buy In
  - PR 18 - TOC, LEAN & Six Sigma The Three CSI Sisters

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