



EGEE 2006

Key elements for building an IT service quality model

Jean-Francois Milhomme

Solution Architect

Sun Microsystems



Agenda

- Introduction
- ITIL approach
- Continuous Service Improvement Programme
- Key success factors

Introduction

- ITIL set of best practices
- Customers / Users oriented
- Delivery of high quality IT services



Gartner



Vrije University



ITIL Approach



How do we keep momentum going ?

What is the vision ?

Where are we now?

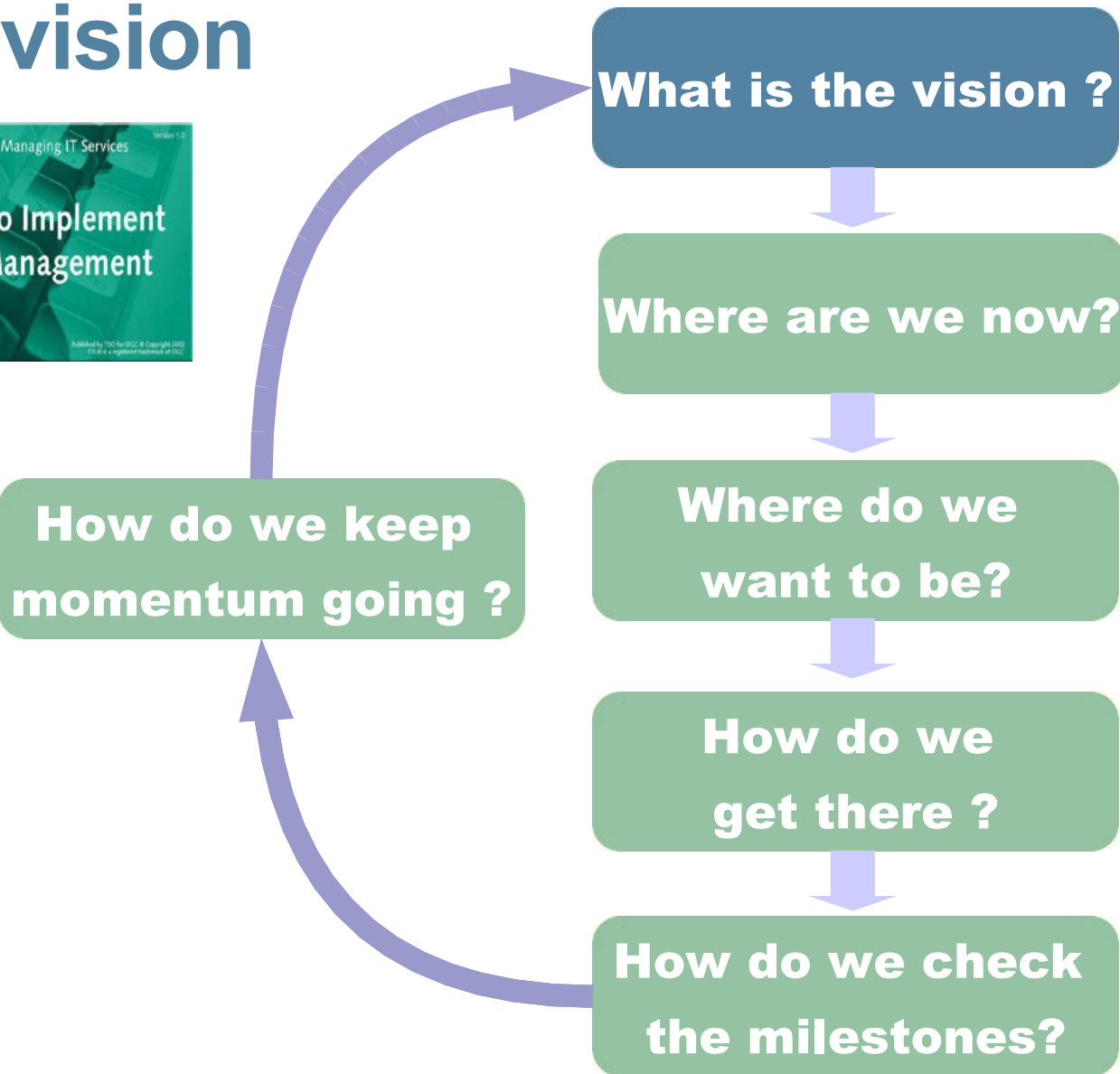
Where do we want to be?

How do we get there ?

How do we check the milestones?

Continuous
Service
Improvement
Programme

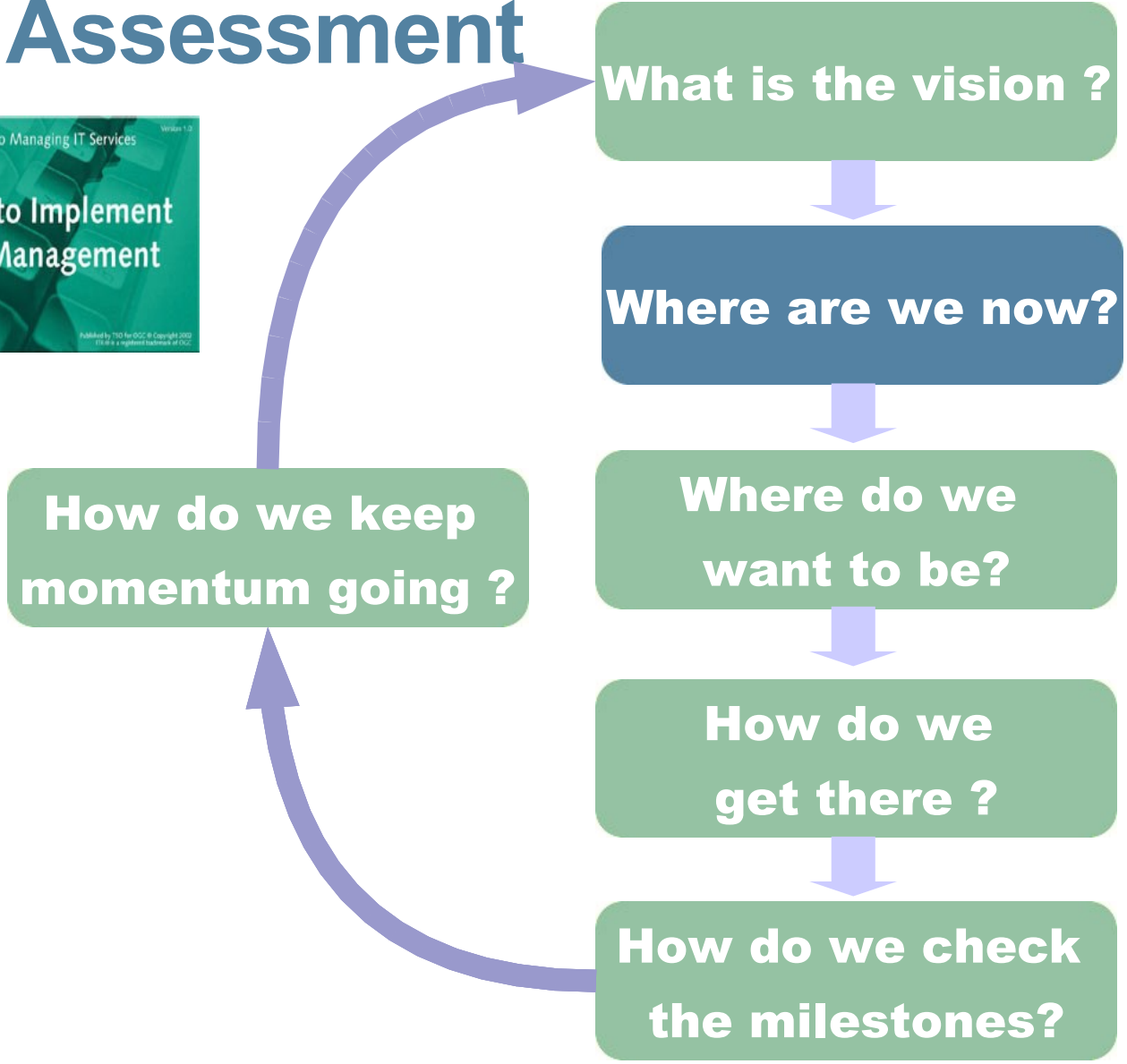
The vision



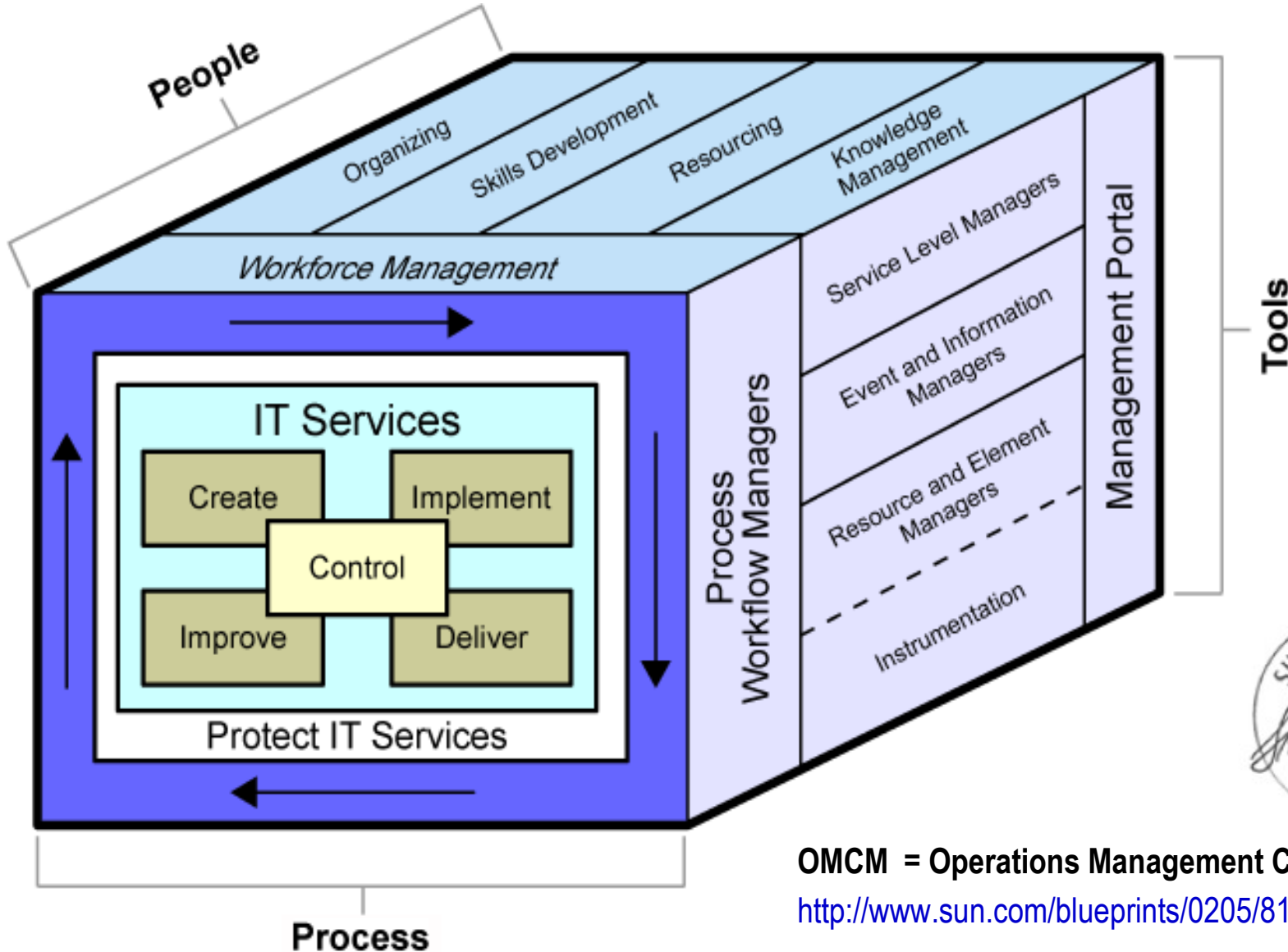
The vision

- High level objectives aligned with the business
- Need to focus on coherence
- 1st step to gain credibility
- Initiate the change

The Assessment



Assessment : Sun OMCM



OMCM = Operations Management Capabilities Model

<http://www.sun.com/blueprints/0205/819-1693.pdf>

What is the current maturity ?

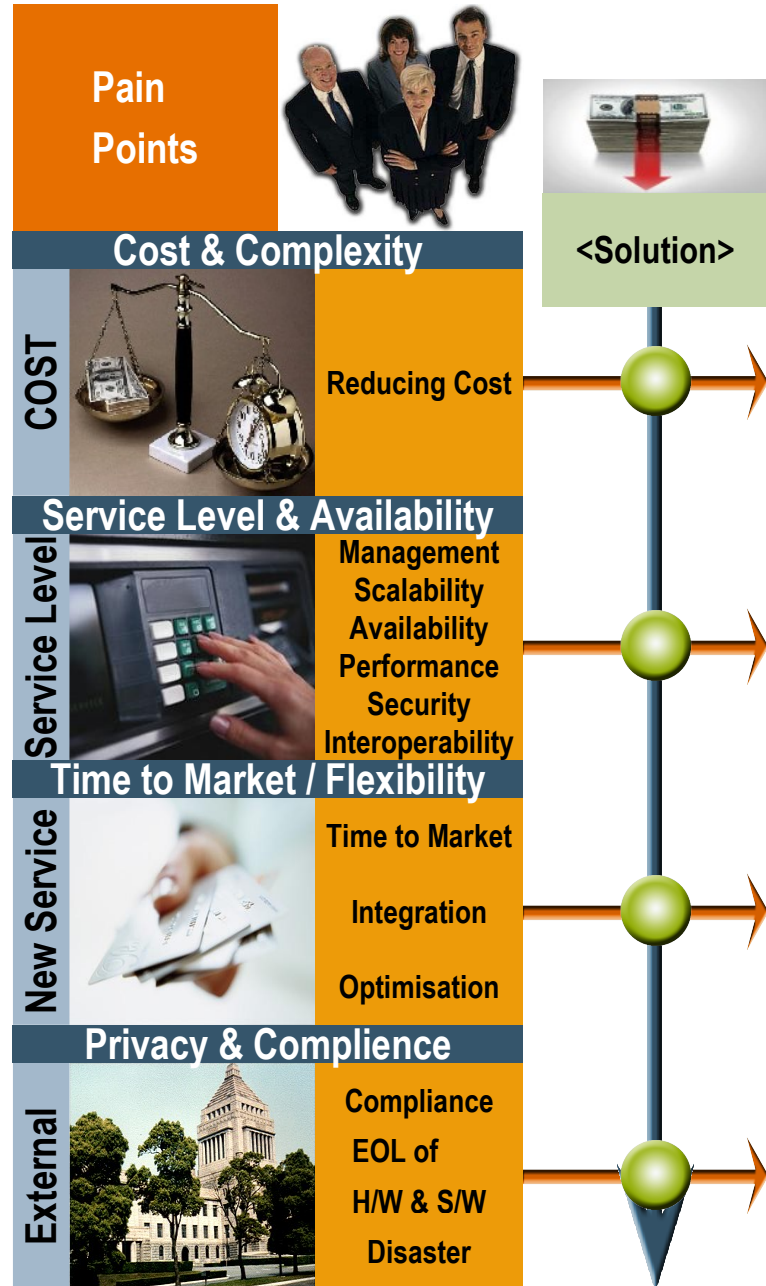
Level	Description	How You Get There
Level 5 Business Value Management	- Continuous process improvement - Adding quantifiable business value - Traceability between business and IT metrics	Continuous improvement methodologies
Level 4 IT Service Management	- Service delivery is predictable and repeatable - IT managed by Service Level Agreements - Predictive technology – Automation	Shift from operations organization to a service organization
Level 3 IT Operations Management	- Focus on operational aspects of the IT - Technology focus on anticipation of problems - Formalization of core processes - Applications categorized and prioritized	A real commitment to change
Level 2 IT Component Management	- Focused on maintaining component status - Some investment - not guided by an overall plan - Inconsistent service delivery due to lack of formal process - Still very reactive	A group of talented people doing the best they can
Level 1 Crises Control	- Minimal Investment in IT Management - Reactive - Users Find Problems - Service maintained by heroics	Show up for work

Objectives

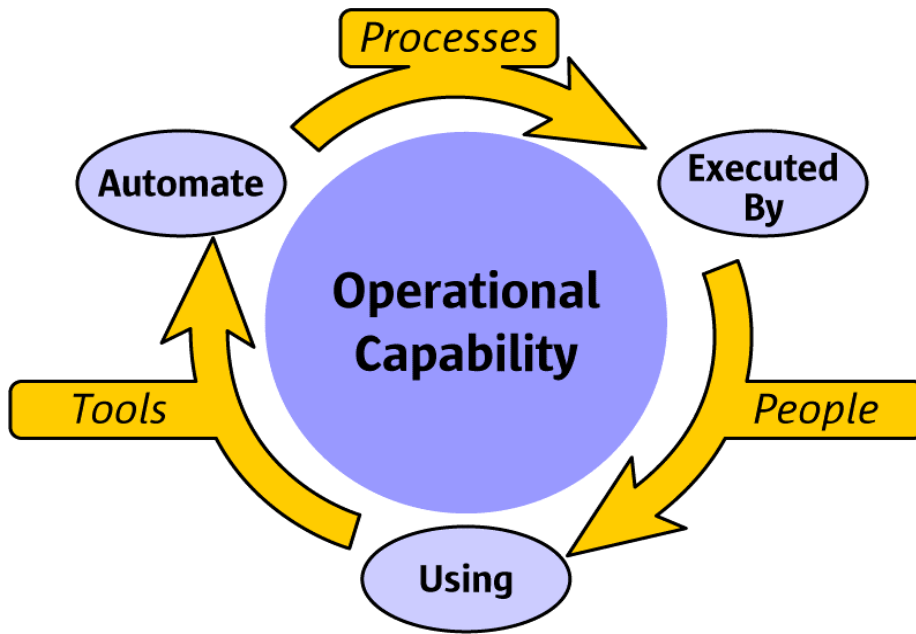


Service Optimised Data Centre

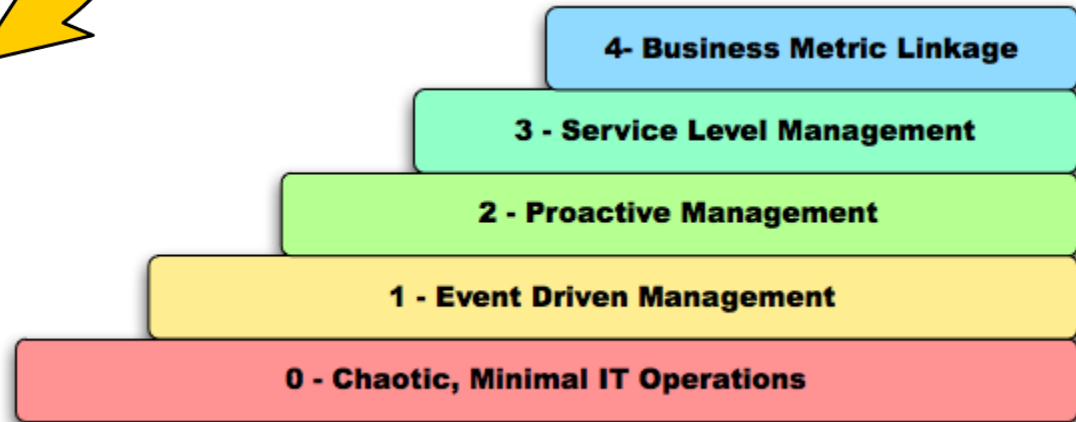
- What's Driving the Service Optimised Data Centre
 - > Lack of responsiveness and scalability
 - > Increasing expectations of availability
 - > Assumptions of security and privacy
 - > Expectations of efficiency and utility



Define the target maturity

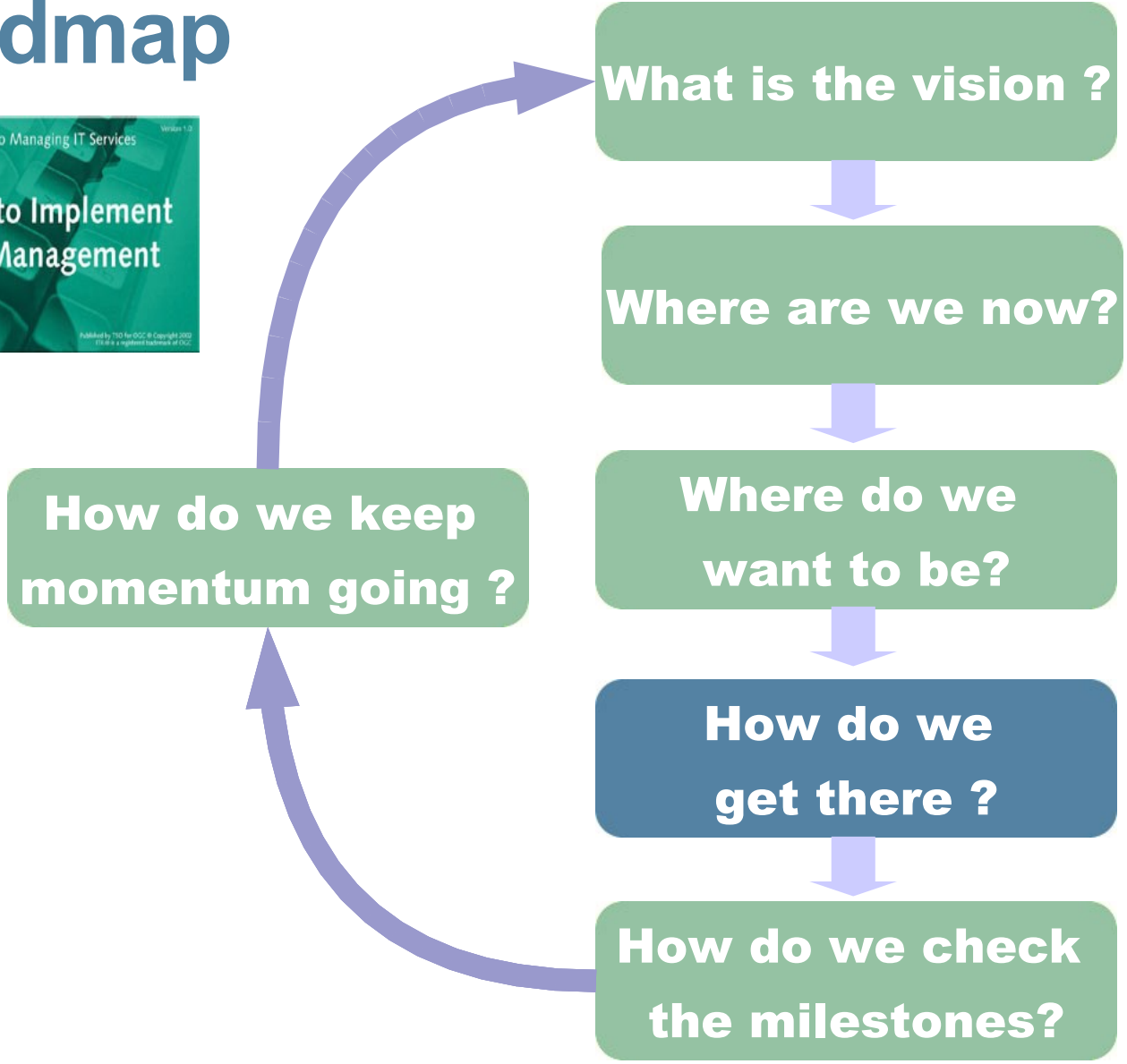


Industry Standard Best Practices

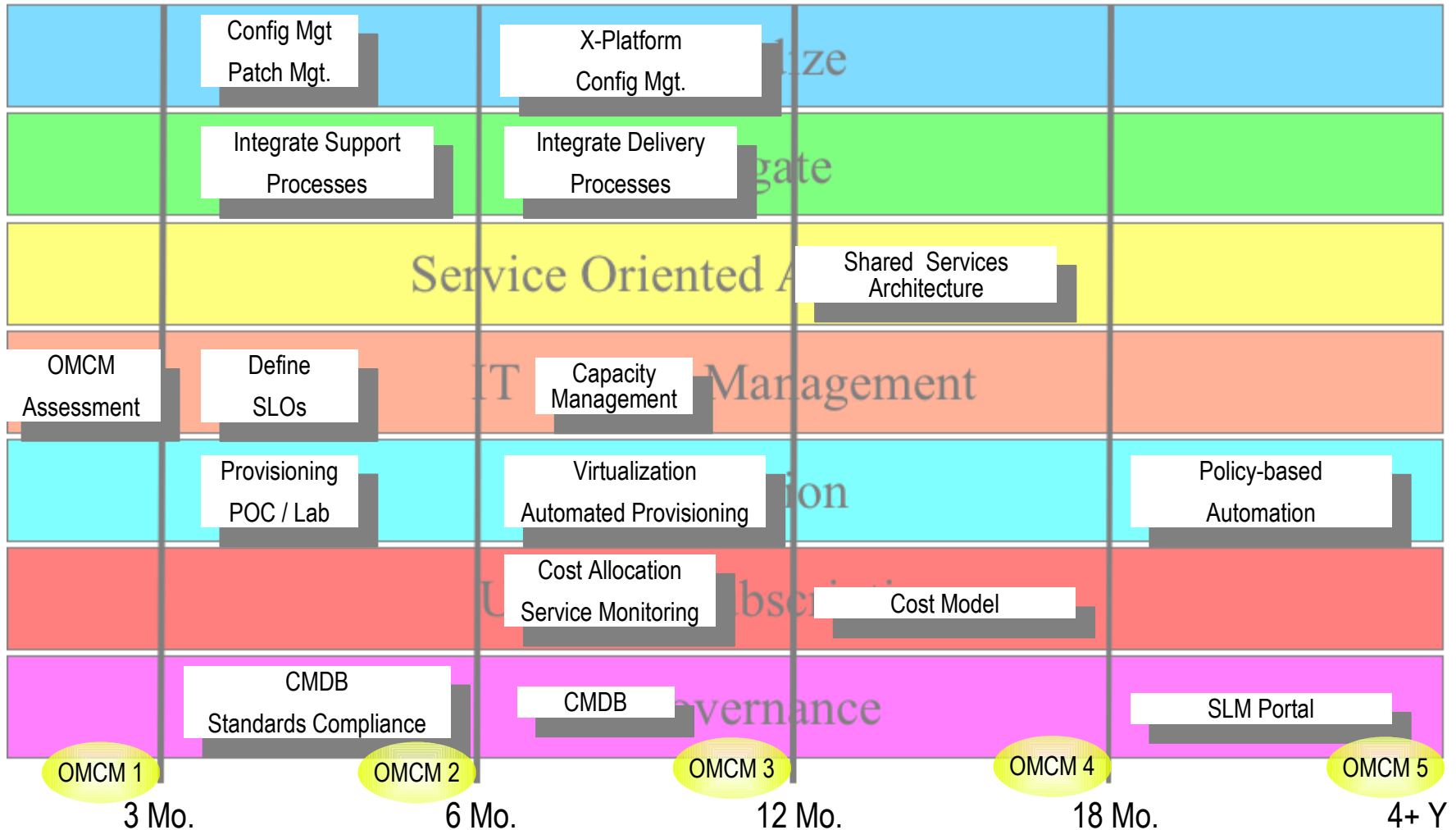


Operations Maturity Model

Roadmap



Communicate a Roadmap

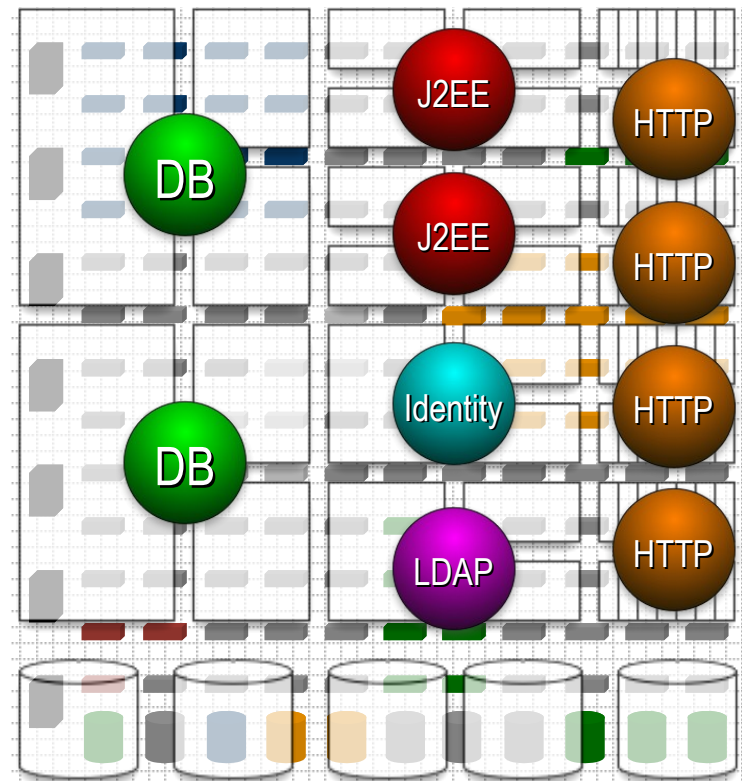


Service oriented approach

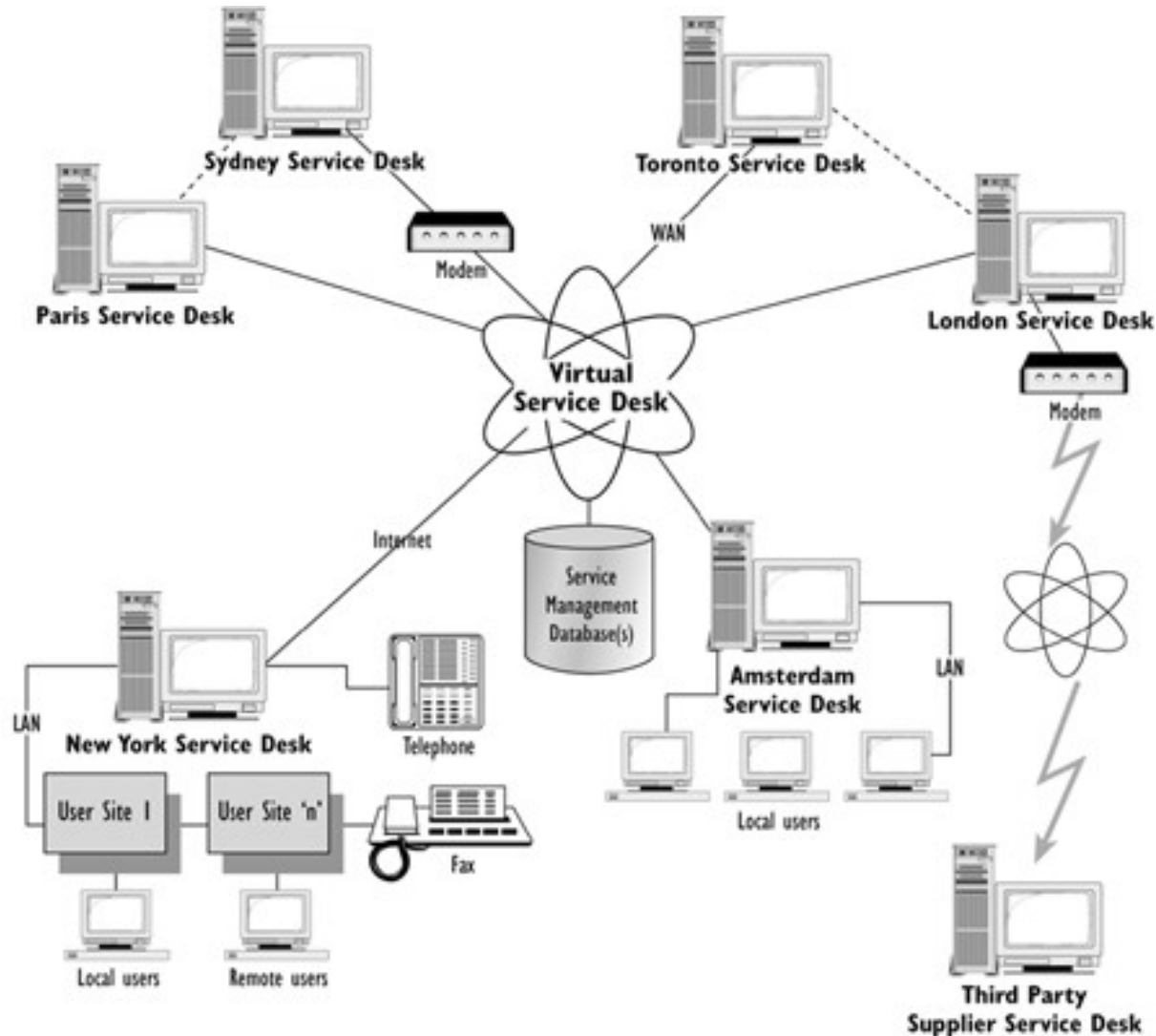
- Understand user / service
 - > What are the users expectations ?
 - > What are we able to deliver ?
- **Satisfaction = Perception - Expectation**
- Build a service catalog
 - > Define the service
 - > The pre-requisites (internal and for users)
- Learn before formal agreement
 - > Measure quality, get a historic
 - > SLA - aligned on the architecture and the solution

Master the configurations

- Get an accurate inventory (automatic)
- Use configuration management tool (CMDB)
- Control and track changes



Service Desk : virtual for EGEE



Source : ITIL book

Cultural Changes



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Key success factors

- Strong Project management
 - > Involve early the people that will run the services
- Manage the cultural change
- Communicate with the internal teams
 - > New type of customers/users
 - > New type of expectations
 - > Define responsibilities
 - > Build a learning organization
- Share the knowledge with users

The momentum



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If EGEE want to go ITIL ?

- Define a vision
- Make an assessment (strengths & weaknesses)
- Define the maturity targets and objectives
- Build a roadmap
- Users need to be the vital concern
 - > Historical informations of users or virtual organizations
 - > Agree on batch success criteria (Measure few but relevant criteria/metrics)
 - > Define responsibilities toward users/ customers
- Use and abuse of quick wins (communication)

Visit our booth

- Come and visit the Sun booth to discuss the latest developments from Sun towards the CERN community:
 - > See the new "Storver" or "Servage" appliance running Scientific Linux - 24TB in 4 rack units
 - > Discover the 8cores/16cpus server - up to 128Gb Ram in 4 rack units