



## IT Service Management

A week in the life of a Service Manager

April 29<sup>th</sup> 2013



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PROFESSIONAL  
DEVELOPMENT  
SUMMIT

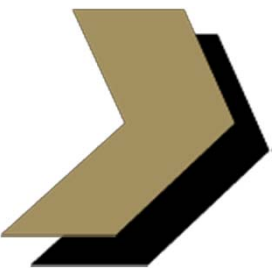


# Introductions

## ➤ Meet JC...

- Name : Jean-Claude (Mr. ITIL) Beaudry
- Company : IT Global Health (fictitious company...)
- Position : Service Manager, **Service Owner** for *Patient Admission Service* (SOPAS) and Interim *Change Management* **Process Owner** (CMPO)
- Responsibilities
  - Ensuring that the clients are happy
  - Ensuring that the services work well, especially for the Patient Admission Service
    - » Ensuring that future design considerations for the Patient Admission Service are in line with clients' current and future needs
    - » Ensuring that changes being applied to the Patient Admission Service have only positive impacts
    - » Ensuring that incidents and problems affecting the Patient Admission Service are dealt with
    - » Overall improvement of the Patient Admission Service
  - Coordinating and improving the Change Management process

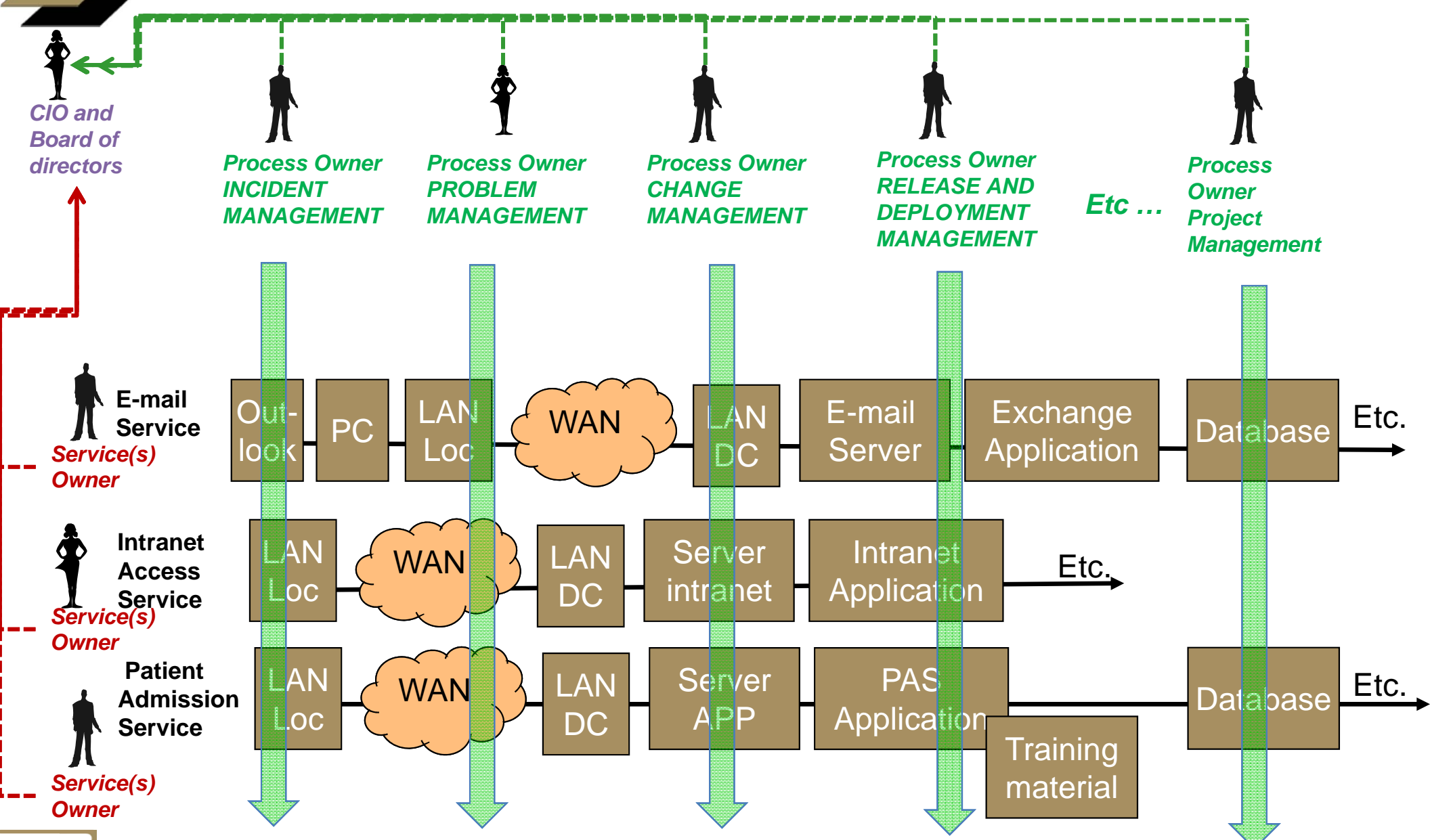




# Business and IT context

- 4 separate Hospitals,
  - Sharing common services
  - each having some specialized units and services
- 1 IT Department serving multiple clients
- IT and Business Organization have adopted ITIL concepts almost 2 years ago.
  - 8 processes have been implemented
    - Incident Management & Problem Management (and we have a Service Desk)
    - Change Management & Asset and Config. Management
    - Service Level Management, Availability Management & Security Management
    - Continual Service Improvement
  - Each process has a Process Owner
  - Each IT Services has a Service Owner

# Service Owners and Process Owners



# That's one of our dashboards...

Round 2      Game Screen      14:00:00      polestar HEALTH

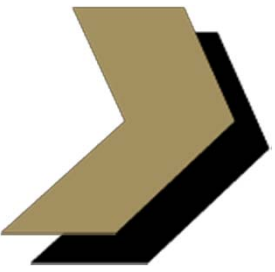
Availability 100%    Impact 0%    SLA Breach Count 0

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Discharges      Admissions

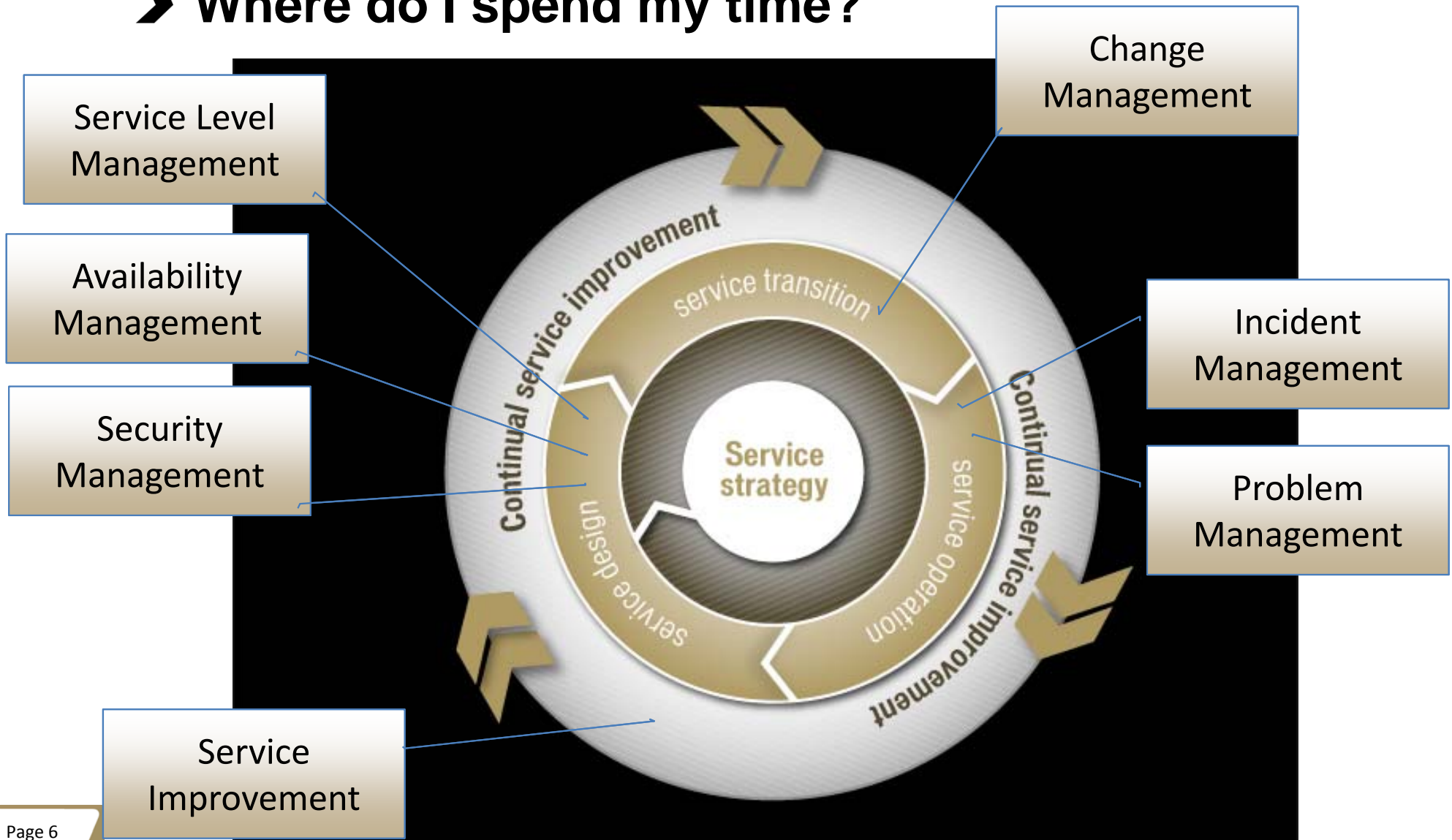
Patient Groups	0/96	Revenue	\$0
Max Revenue	\$18,480,000	Lost Revenue	\$0

MTRS      Show Monitor



# Organization of my work based on ITIL®

## ➤ Where do I spend my time?



## ➤ AM

- **Review the changes** that went on during the week-end (CMPO & SOPAS)
  - *See if any changes were unsuccessful*

## ➤ PM

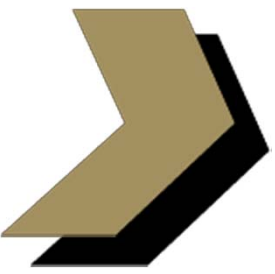
- Ensuring that **change requests** for Patient Admission system **are submitted to CAB** (SOPAS)

- *Make sure they cover the following aspects;*
  - *System availability, capacity, security*
  - *Impact on SLA*
  - *Impact on related infrastructures*
  - *Impact on existing documentation*
  - *Impact on existing supplier contracts*
  - *Training and info needed for Service Desk and Users*

The screenshot shows a web form with several sections:

- Form title test:** Includes fields for email address, credit card number, type, personal name, age, weight, home page, access name, password, and confirmation password. It also has checkboxes for email and phone notifications, and a dropdown for subscription type (Administrator, User, Guest).
- Form CAPTCHA plug-in test:** A CAPTCHA verification section.
- Form Date plug-in test:** A date selection section with a calendar icon and a 'Schedule' button.
- Form encoded password test:** A section for entering an access name and password, with a 'Login' button.
- Form upload file test:** A section for uploading a GIF image file.
- Unlink select plug-in test:** A section for choosing a location, with dropdowns for continent, country, and location.

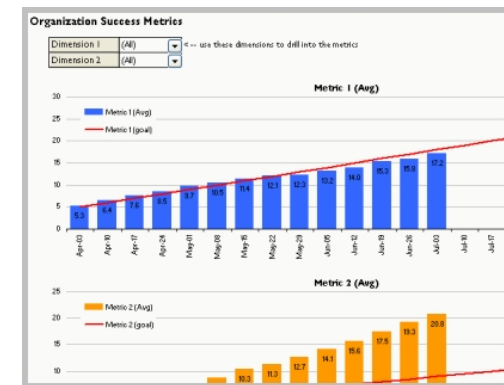




# Tuesday

## ➤ AM

- Meet with Service Desk Manager to see how Monday went and **assess impact of changes** (CMPO)
- Gather and review **Service Level Management metrics** on the Patient and provide to Service Level Manager (SOPAS)
  - *Service availability*
  - *# of incidents and resolution time*
  - *Security events*
  - *# transaction (patients)*
  - *Week 1 = hospit. 1, week 2 = hospit. 2, week 3 = hospit. 3, week 4 = hospit. 4*

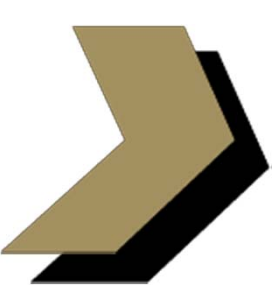


## ➤ PM

- **Change Advisory board** (CMPO & SOPAS)
  - *Facilitate*
  - *Present upcoming changes to the Patient Admission Services*
  - *Approve changes*
  - *Authorize and prioritize*
  - *Review planning and tests and give 'Go ahead' for this week's implementations*







# Almost half way...





# Wednesday

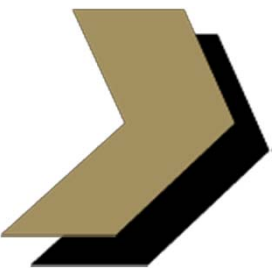
## ➤ AM

- Initiate communication for this week's **implementation of changes** to the Patient Admission Service (every Wednesday evening)
  - Send the communiqué to the Service Desk coordinator for them to send to users (SOPAS)
  - *Ensure Service Desk staff have been informed and trained on the effects of the changes being deployed tonight.*

## ➤ PM

- Finalize the implementation planning of the changes that are going on tonight
  - *Wednesday night is the less busy night of the week for patient admission for the 4 hospital we serve, so we agreed we would try to implement changes that night.*





# Thursday

## ➤ AM

- **Board of Directors** (2<sup>nd</sup> Thursday of the month) - (CMPO & SOPAS )
  - *Present Change Management Process **performance and improvement** requirements*
  - *Present Patient Admission Service **performance and improvement** requirements*

## ➤ PM

- **Team meeting to;**
  - ***Plan the upcoming changes** to the Patient Administration Service (and its underlying infrastructure)*
  - *Help gather information about the **possible impact** of the changes being planned for the next month.*
- **General HR - Team- Schedule issues**

## ➤ AM

- *Review the list of Problems that affect the Patient Admission Service*
- **Support the Service Level Management meeting with Hospital 1 (SOPAS)**  
*(only supporting the Service Level Manager)*
  - *Review last month's service levels*
  - *Discuss new needs for Patient Admission Service*
  - *Week 1 = hospit. 1, week 2 = hospit. 2, week 3 = hospit. 3, week 4 = hospit. 4*



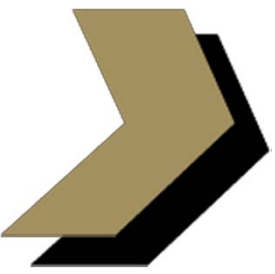
## ➤ PM

- Catch up on any work that did not get completed in the week and get ready for next week.

# Saturday & Sunday

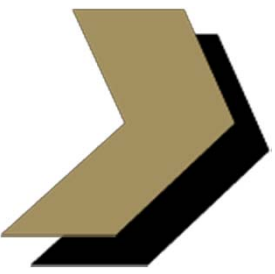
- Being on call for any **issue that need be escalated** to the Service Owner for Patient Admission Service (Incidents, complaints, etc.)
- If there are any emergency change, ensure **Emergency-CAB** is coordinated
- And...





## Other responsibilities

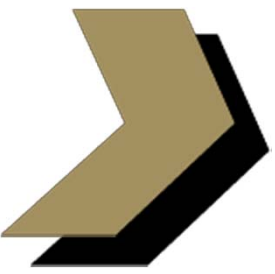
- For Patient Admission Service,
  - review **availability, capacity, security and continuity plans** and forecasts to incorporate them into the improvement plan.
  - **Review and sign SLA** (yearly)
  - Ensure appropriate actions are taken in case of Major Incidents
  - Review existing **problems** and prioritize them
  
- Ensuring that Change Management process is **efficient** (*not too bureaucratic*) and **effective** (*minimum impact of changes on business*)



## Biggest challenges of my job...

- Finding **time** to do it **all**
- Finding **THE RIGHT** time to do it all
- Getting **support from my peers** when I come to see them to **resolve issues with the process or service** I am responsible for. *(It helps greatly that the CIO clearly announced my roles and accountability/authority to all the department...)*
- No real backup for all my roles at this point, but we are working on that...
  
- It is demanding but I like it that way...!!!
- It used to be harder, when all we were looking after was the systems but did not know how to address the real issues...





## But Thank god...!

- There is ITIL to help us **structure our work, objectives and results.**
- The chaos we had 3 years ago is long gone...
- Our roles as Process Owner and Service Owner **truly empower me to improve** the quality of the services and processes
- There are week-ends...







# Thank you!

Come and see us at our sponsor table

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