

Sound Practice Transformation



Transformation

Bridging the “as is”
to the “as is to be”

- coordinate change and track improvement in Functional Maturity

- Roll out ITIL sound practice process workflow management

Implementing COBIT 4.1 / 5, ValIT and ITIL with Routemail

Agile Strategic Capability Alignment Toolset (ASCATs)™



ASCATs supports COBIT Transformation project design, implementation and employee buy-in by producing a clear understanding of the changes of roles required in order to achieve the desired sound business practice.

The primary aim of implementing COBIT is to bring about change in the way the organisation functions and, in order for the outcome to be sustainable, the changes must be made with respect to the way *individual key employees* carry out their day to day functions.

The ASCATs combination of methodology and technology produces a clear “as is to be” Functional Structure model of those areas of the organisation that the project will impact. This Business Blueprint clearly sets out the connection between the individual day to day activities, currently undertaken by all key employees affected, and the Sound Practice behaviour that the Project seeks to bring about in the I.T. environment.

Functional Maturity Modeling™

Having enabled understanding of the functional business model, ASCATs then supports the creation and implementation of Micro and Macro ITIL Workflow process models.

These models are created by undertaking a Contribution Accountability Mapping intervention focused on identifying the individuals responsible for the key Functions to be carried out in an organisation in order to achieve the qualitative and quantitative outcomes required by COBIT and ValIT.

This “Sound Practice” Contribution Accountability Model can then be used to communicate and agree the collaborative functionality required by the I.T. team and report on change using the Routemail KnowledgeBankASCAT transformation management Web 2.0 technology.

The Routemail workflow technology removes complexity of implementation of Sound Practice ITIL processes by mimicking email “look and feel” thereby maintaining a familiar environment.

4.1.1 Identify Automated Solutions	4.1.2 Acquire & Maintain Technology Infrastructure	4.1.3 Acquire & Maintain Application Software	4.1.4 Enable Operation and Use	4.1.5 Procure IT Resources	4.1.6 Manage Changes	4.1.7 Manage Third Party Services	4.1.8 Manage Performance and Capacity	4.1.9 Ensure Continuous Service
4.2.1 Define and Manage Service Levels	4.2.2 Manage the Configuration	4.2.3 Educate and Train Users	4.2.4 Manage the Configuration	4.2.5 Manage Performance and Capacity	4.2.6 Ensure Continuous Service	4.2.7 Educate and Train Users	4.2.8 Manage the Configuration	4.2.9 Ensure Continuous Service

Overview

Sustainable Solutions

Improving Project Outcomes by:

- Defining the transformation project with the participative collaboration and understanding of all involved.
- Designing project activities and responsibilities based on the changes that need to take place in terms of the COBIT and VALIT Outcomes.
- Formalising “Fundamental”, “Sound Practice” and “Best Practice” elements of Functional Maturity in each Key Function and the activities to put these in place.
- Implementing sound practice ITIL processes workflow management using the Routemail module.

For more information

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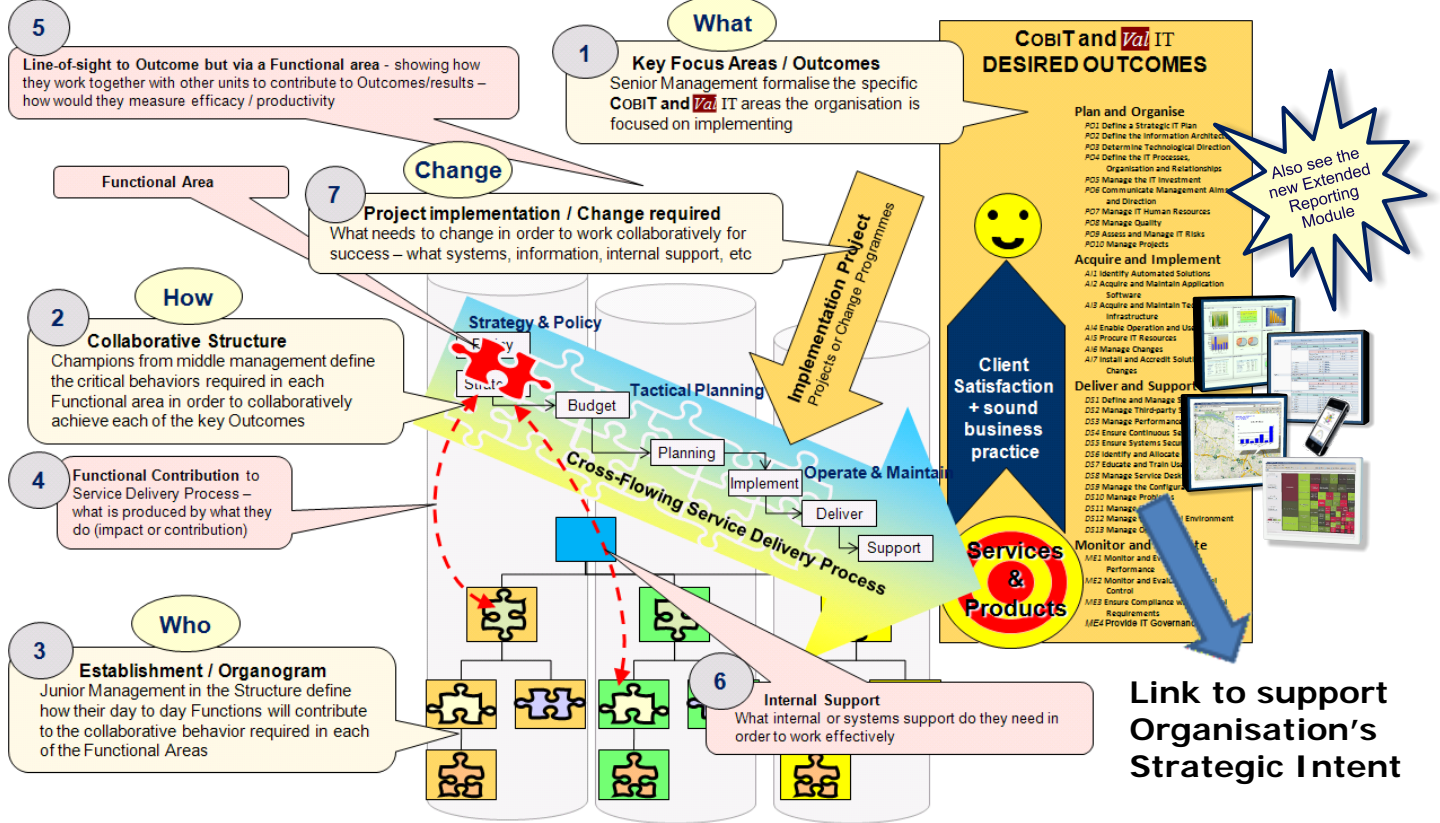
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Cyber workforce (Pty) Ltd is a Multi-disciplined International Consulting Company focused on effective Service Delivery Information System Solutions.

What benefits does the Contribution Accountability Model provide ?

Agile Strategic Capability Alignment Modeling™ uses a simple, practical, 7 question approach (see diagram below) that focuses every person (including support Functions) on how their function contributes to the Collaborative Structure that delivers the I.T. services. This is then reviewed, with the individuals involved, in terms of how that contribution must be modified in order to ensure the sound practice Outcomes required by COBIT and ValIT - this ensures an understanding of purpose and buy in.

The change in paradigm achieves an alignment of effort, giving purpose and meaning to the roles of individuals and from which the change project can be formulated and implemented. The visuality of Functional Maturity progress provided by the web 2.0 software tool enables coordination and alignment and the Routemail Process and Workflow Management features underpin the implementation of ITIL sound practice processes.



COBIT Functional Maturity Progression views

An example of a DS8 Service Desk Function Maturity change progression could be as follows:

The Functional Maturity views shows the Maturity aspects of Functions starting with the basic Fundamentals in place, moving to building aspects of Sound Practice and then finally establishing Best Practice (incremental implementation).

Functional Maturity Progression					
FUNDAMENTALS		SOUND PRACTICE		BEST PRACTICE	
0 Non-existent	1 Initial/Ad Hoc	2 Repeatable but intuitive	3 Defined	4 Managed and Measurable	5 Optimised
There is no support to resolve user questions and issues.	Management recognises that a process is required to respond to user queries and manage incident resolution.	There is organisational awareness of the need for a service desk function and an incident management process.	The need for a service desk function and incident management process is recognised and accepted.	There is a full understanding of the benefits of an incident management process at all levels of the organisation, and the service desk function is established in appropriate organisational units.	The incident management process and service desk function are established and well organised and able on a customer service orientation by being knowledgeable, customer-focused and helpful.
There is a complete lack of an incident management process.	There is, however, no standardised process, and only reactive support is provided.	Assistance is available on an informal basis through a network of knowledgeable individuals.	Procedures have been standardised and documented, and informal training is occurring.	The tools and techniques are automated with a centralised knowledge base.	Extensive, comprehensive FAQs are an integral part of the knowledge base.
The organisation does not recognise that there is an issue to be addressed.	Management does not monitor user queries, incidents or trends.	These individuals have some common tools available to assist incident resolution.	It is, however, left to the individuals to get training and follow the standards.	The service desk staff members closely interact with the program management staff members.	Service are systematically measure and reported.
	There is no escalation process to ensure that problems are resolved.	There is no formal training and communication on standard procedures, and responsibility is on the individual.	Frequently asked questions (FAQs) and user guidelines are developed, and individuals must find them and they do not build them.	Effectiveness is monitored.	Incidents are comprehensively measured and reported.
		Queries and incidents are tracked on a manual basis and individually monitored, but a formal reporting system does not exist.	The timely response to queries and incidents is not measured and	Procedures for communicating, escalating and resolving incidents are established and communicated.	Tools are in place to enable a user to self-diagnose and resolve incidents.
				Service desk personnel are trained and processes are improved through	Incidents are consistent, and incidents are resolved quickly within a structured escalation process. Management utilizes an integrated tool for performance assessment of the

Routemail workflow and process management for ITIL Processes

ITIL Change Management Process example

The Routemail workflow module ensures that the ITIL sound practice process is followed in "the email way".



This module mimics the way that email works, looks and feels. The users are therefore presented with a very familiar environment to pass process documentation from one person to the next, however it is disciplined, secure and can be tracked and managed.

In addition to managing the process, the contents of attachments can be harvested and written into databases.

(see the detailed Routemail Pamphlet)

