ITSM ACADEMY

...educate & inspire®

A Practitioner's Perspective – *a chat with Mike Weaver*

Michael Weaver

connect with me on
LinkedIn

#askitsm

@ITSMAcademy

info@itsmacademy.com

www.itsmacademy.com
www.itsmprofessor.net

Donna Knapp
@ITSM_Donna

Welcome!

- Full service provider of IT Service Management (ITSM) education and advice
- Accredited and sustainable education and training
  - ✓ ITSM/ITIL®
  - ✓ DevOps
  - ✓ Employee Experience
  - ✓ Process Engineering (CPDE)
  - ✓ Agile Service Management
  - ✓ Lean/Value Stream Mapping
  - ✓ Site Reliability Engineering
  - ✓ Observability (coming soon)
  - ✓ Workplace Service Excellence Skills (coming soon)

...educate & inspire®

ITIL® is a registered trade mark of AXELOS Limited.

Welcome!

Permits:

- **Cobit 5 Foundations**
- **ITIL V2 – Service Manager**
- **IITL V3 – Service Expert**
- **ITIL 4 Managing Professional**
- **ITIL 4 Strategic Leader**
- **ISO/IEC 20000 Managing Professional**
- **Scaled Agile Practice Consultant**
- **ITIL 4 Certified & SAFe 6 Enabled Trainer**
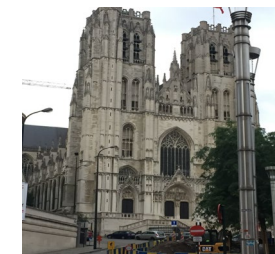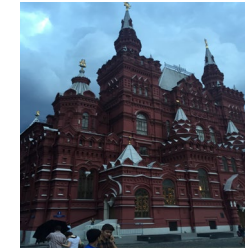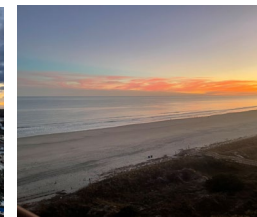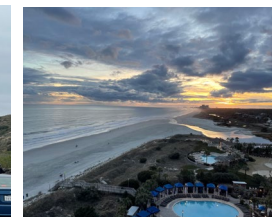- ***Mentor & Big Brother***

Girl Dad!

Family

My ROCK!

ITIL Journey
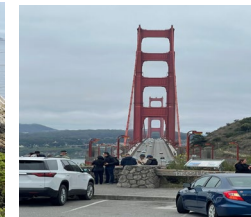
Fun!

Be kind to your future self!

Guiding Principles

ITIL 4	SAFe 6
- Focus on value - Start where you are - Progress iteratively with feedback - Collaborate and promote visibility - Think and work holistically - Keep it simple and practical - Optimize and automate	- Take an economic view - Apply systems thinking - Assume variability, preserve options - Build incrementally with fast, integrated learning cycles - Base milestones on objective evaluation of working systems - Make value flow without interruptions - Apply cadence, synchronize with cross-domain planning - Unlock the intrinsic motivation of knowledge workers - Decentralize decision-making - Organize around value

"The impression that 'our problems are different' is a common disease that afflicts management the world over. They are different, to be sure, but the principles that will help to improve the quality of products and services are universal in nature"
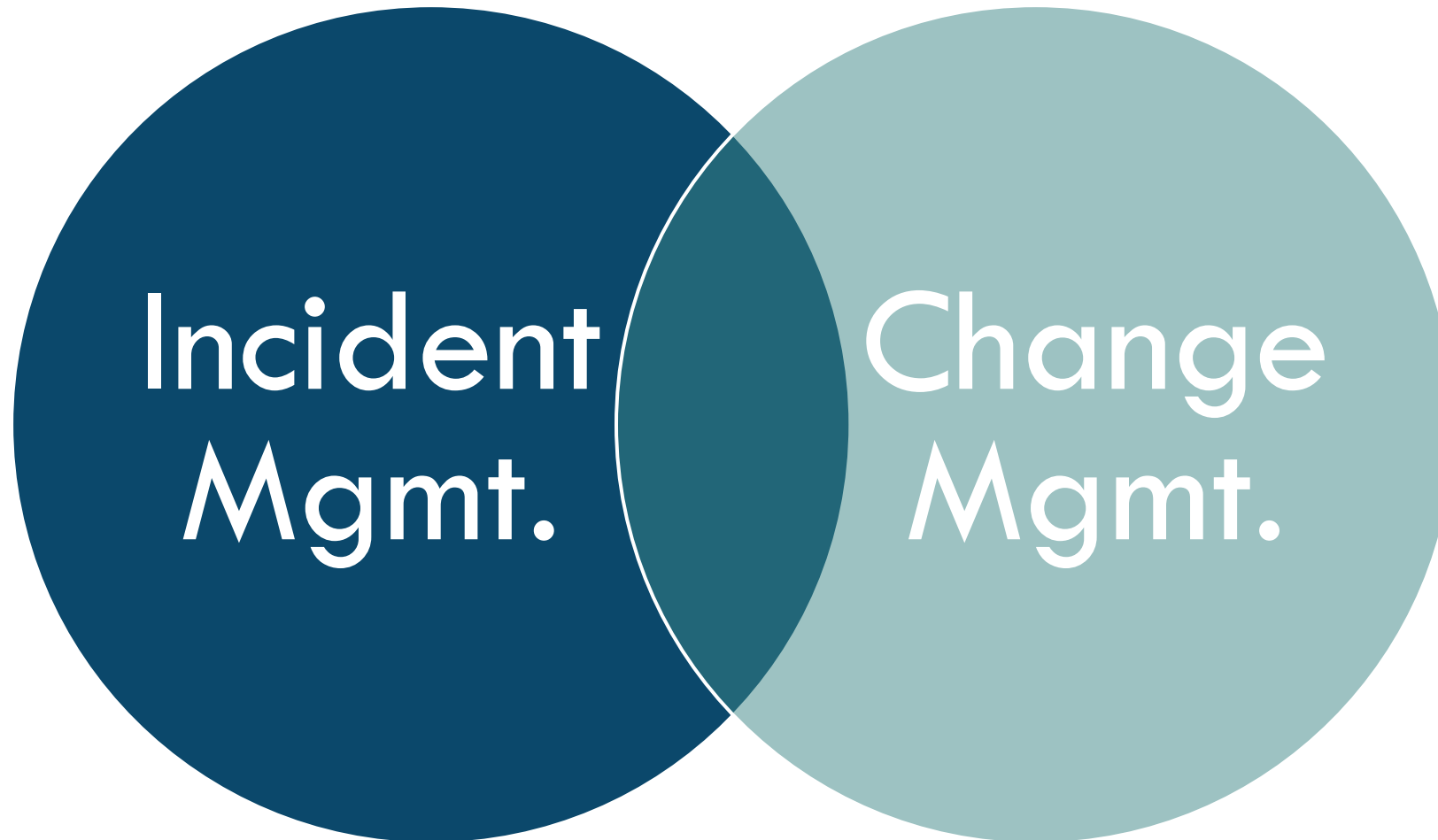
— W. Edwards Deming

Applying Guiding Principles

Quick wins

Quick fixes

Technical debt

Incidents Caused by Change

Incident Mgmt.

Change Mgmt.

The Promise of Change Enablement

Speed – Agility – Risk Control – Reliability – Quality

Correlations Between Speed and Stability

High performers achieve throughput <u>and</u> stability.

Performance metrics	High	Medium	Low
Deployment frequency	On-demand (multiple deploys per day)	Between once per week and once per month	Between once per month and once every six months
Lead time for changes	Between one day and one week	Between one week and one month	Between one month and six months
Mean time to restore service	Less than one day	Between one day and one week	Between one week and one month
Change failure rate	0-15%	16-30%	46-60%

Source: 2022 Accelerate State of DevOps Report

The Benefits of Process Integration
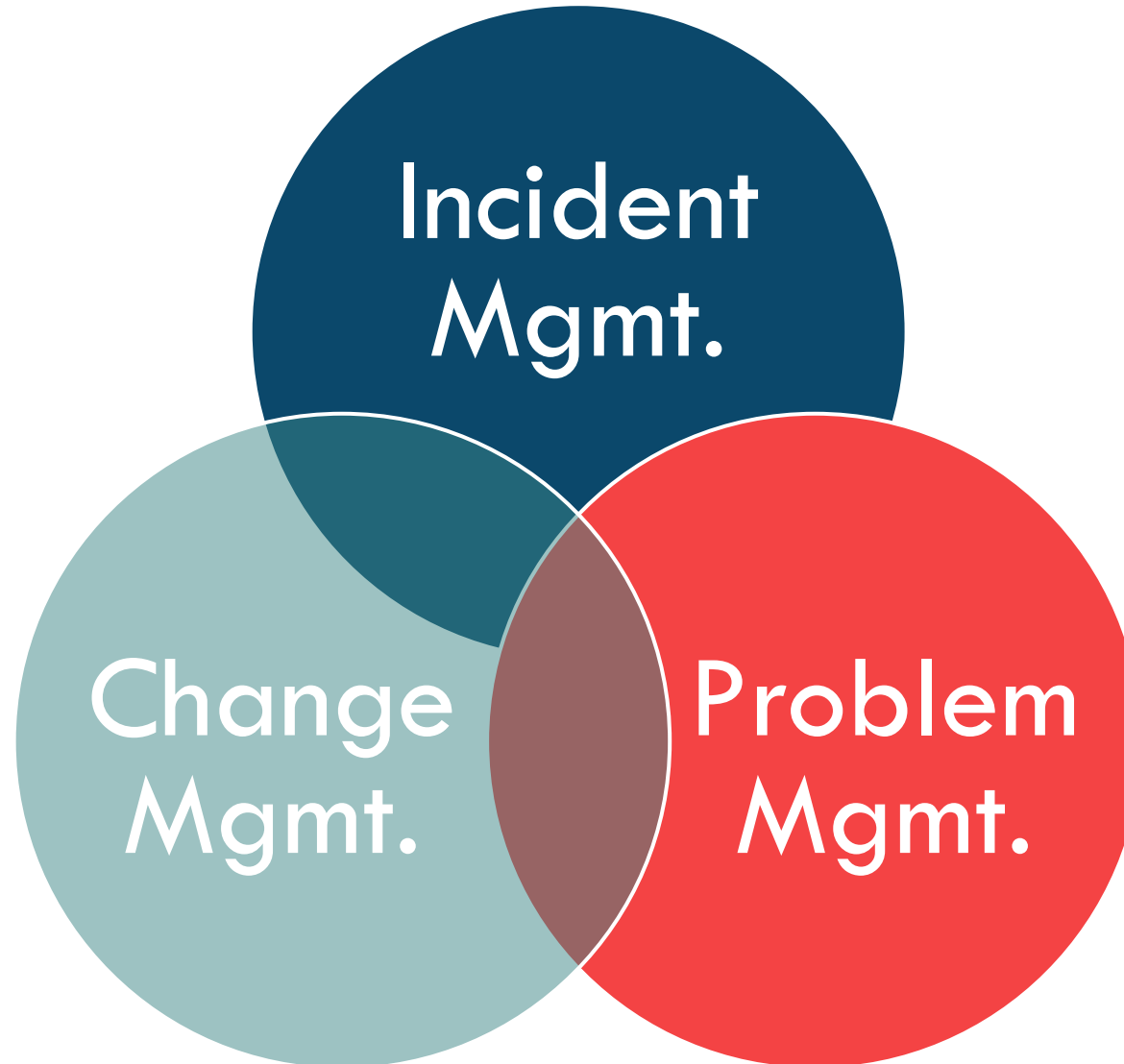
2022 Axelos ITSM Benchmarking Report
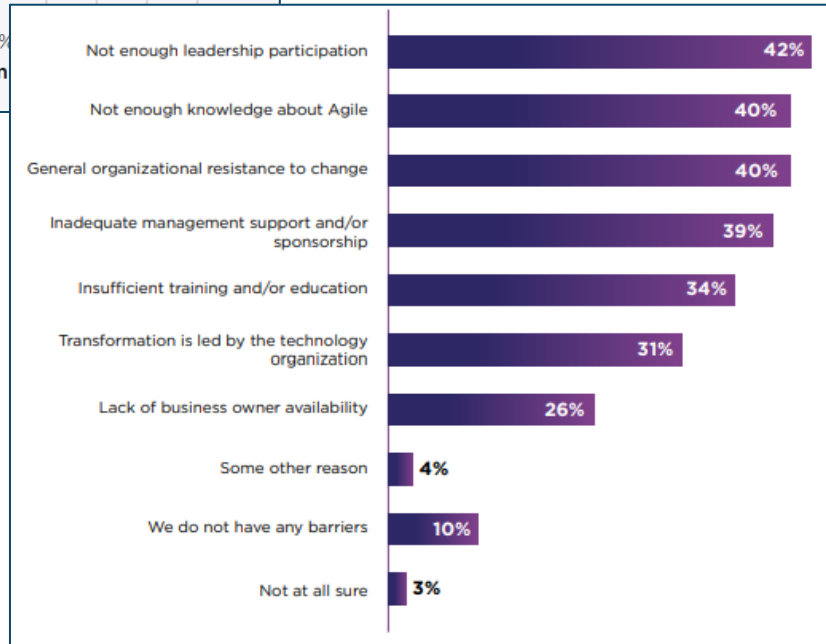
16th Annual State of Agile Report

2022 State of Value Stream Management Report

"Learning is not compulsory; it's voluntary... But to survive, we must learn."

— W. Edwards Deming

Questions?

Want to Learn More?

#askitsm

@ITSMAcademy

info@itsmacademy.com

www.itsmacademy.com
www.itsmprofessor.net

ITIL 4 Qualification Scheme

ITIL Master**

ITIL Practice Manager (PM)*	ITIL Managing Professional (MP)	ITIL Strategic Leader (SL)

Monitor, Support & Fulfil
SD | IM | PM | SRM | MEM

Plan, Implement & Control
CE | RM | SCM | DM | ITAM

Collaborate, Assure & Improve
CI | SLM | RSM | ISM | SM

Direct, Plan & Improve

High Velocity IT

Digital & IT Strategy

Drive Stakeholder Value

Create, Deliver & Support

ITIL Extension modules

ITIL Specialist Acquiring & Managing Cloud Services	ITIL Specialist Sustainability in Digital & IT	ITIL Specialist Business Relationship Management	ITIL Specialist IT Asset Management

NEW

ITIL Foundation

ITIL Overview

* To be awarded the Practice manager designation, a candidate must achieve ITIL MP CDS certificate and ANY five practice-based certifications, either individually or as ONE of the three pre-bundled course. These may include the ITAM and BRM extension modules or any practices from the Practice manager track.

** ITIL4 Master will be awarded to candidates who achieve the Practice Manager (PM), Managing Professional (PM) and Strategic Leader (SL) designations.

ITSM Academy Course Catalog

ITSM
- IT Service Management (ITSM) Essentials
- Key Concepts
- ITIL 4 Foundation
- ITIL 4 Create, Deliver and Support (CDS)
- ITIL 4 Direct, Plan and Improve (DPI)
- ITIL 4 Drive Stakeholder Value (DSV)
- ITIL 4 High Velocity IT (HVIT)
- ITIL 4 Digital and IT Strategy (DITS)
- ITIL 4 Sustainability in Digital & IT

DevOps
- DevOps Key Concepts
- DevOps Foundation
- ITSM for DevOps
- DevOps Leader
- Site Reliability Engineering (SRE) Foundation
- Site Reliability Engineering (SRE) Practitioner
- DevSecOps Foundation
- DevOps Engineering Foundation (DOEF)
- DevOps in Action: The Phoenix Project Simulation

Employee Experience
- The Essence of Experience (XLA)
- Experience (XLA) Foundation
- Organizational Change Management Workshop
- Customer Service Excellence

Process Design
- Certified Process Design Engineer (CPDE)
- Process Engineering Key Concepts
- Service Integration and Management (SIAM) Foundation
- Apollo 13: An ITSM Case Experience Simulation

Agile
- Agile Service Management Key Concepts
- Certified Agile Service Manager (CASM)

Lean/VSM
- Value Stream Mapping Key Concepts
- Value Stream Mapping Fundamentals