

ITSM Process Re-Engineering

Sautter Award Application - 2019

Initiative Title: ITSM Process Re-Engineering

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FOCUS GROUP TEAM:

Names	Department/Team
Danny Haughton	UCPath Applications Manager
Sean Villa- Carlos	UCOP Service Desk Manager
Stephanie Madison	UCPath Quality Manager
Steve Cavalli	UCOP EOC Manager
Joseph Torres	UCPath Quality Manager
Debra Turnage	UCOP Application Manager
Rodney Marquez	UCOP Problem Manager
Pamela Sampson-Smith	UCOP Change Manager
Sarah Mathews	UCOP Configuration Manager
Wendy Rager	UCOP QAPS Director

SUMMARY:

Business opportunities are growing tremendously and to meet the challenges of the hour, having a defined set of repeatable processes and available at one source not only brings consistency but also enhances the capability & productivity of IT staff resulting in customer satisfaction.

Service Management Office team participated in several WIG (Wildly Important Goal) & LEAN initiatives for the year 2017- 2018. One of the initiatives is Process Re-engineering with an objective to simplify the existing processes/ documentation and have a standardized, consolidated **“one process”** at **“one place”** for all the ITS/TDS teams.

JOURNEY:

As part of the initiative, we reached out to senior leaders to identify a Focus Group representing UCPath, Service Desk, EOC, Applications Team and Process Managers. After identifying the focus group, we understood the need for a right” process template” to ensure standardization and consistency. Once after the standard template was finalized, the existing Service Management processes were simplified along with the inclusion of checklists, templates, metrics & work flows in multiple rounds of brainstorming discussions.

TODAY:

We completed re-engineering the ITSM processes and rolled out a centralized process library which impacted 400+ users. We also created a quick video on Process Re-Engineering in an attempt to shift the mindset of the IT staff from “processes are difficult to follow” to “Processes can be fun”

PROCESSES RE-ENGINEERED:

- Incident Management
- Major incident Management
- Problem Management
- Change Management
- Configuration Management.

PROBLEM STATEMENT AND SOLUTION DELIVERED

Before Process Re-engineering	After Process- Reengineering
<ul style="list-style-type: none">• Process documentation consisted of 80+ pages with too much of information and some of it not operational / relevant to UCOP	<ul style="list-style-type: none">• Reduced the process document to 20 pages with an objective of more relatable, precise and operational documentation.
<ul style="list-style-type: none">• Multiple documents for Operational SLAs, KPIs and training requirements.	<ul style="list-style-type: none">• One process document with all the required mandates of the process definition.
<ul style="list-style-type: none">• Approach followed: Isolated operational process practices/documents for different departments	<ul style="list-style-type: none">• Approach followed: “One process” for all the teams.• Created focus group representing UCPath, Application group, Service Desk, EOC and TDS team members to brainstorm existing process and rolled out a “single” process for all the teams while accommodating minor exceptions.
<ul style="list-style-type: none">• Roles and Responsibilities not totally aligned with UCOP environment	<ul style="list-style-type: none">• Re-defined and re-visited the roles and responsibilities to align with UCOP environment
<ul style="list-style-type: none">• Versioning and document guidelines not consistent for all the process documents	<ul style="list-style-type: none">• Rolled out a single template for defining the Service Management processes which can meet the requirements of centralized documents library emphasizing consistent document guidelines.

<ul style="list-style-type: none"> Metrics were not defined as applicable with which the tracking and reporting was challenging 	<ul style="list-style-type: none"> Defined the relevant metrics and reporting mechanisms.
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WHAT IS ACHIEVED?

- ✓ Centralized and more relatable Process library with defined ownerships.
- ✓ Metrics for IT Service Management processes to support continual improvements.
- ✓ Awareness Campaign with innovative & interactive video – Life is a Process

IMPACT AND RESULTS

- ✓ IT staff equipped with relevant processes blue prints supporting day to day job resulting in efficient functional escalations.
- ✓ Senior leadership able to identify the SLA performance patterns and effectively address the underlying root causes.
- ✓ Visible ownership due to clear roles and responsibilities.
- ✓ Ticketing system related Customer satisfaction index consistently around 93% every month.

DELIVERABLES LINK:

- **Process library link – [ITSM Process Repository](#)**
- **The link for the Video – <https://ucop.box.com/v/life-is-a-process>**
- **Sample rolled out communications-**

SMO Team Presents “ Life is a Process” Video

ITSM
Process Re-Engineering

WIG - Wildly Important Goal

The SMO team participated in several WIGs (Wildly Important Goals) & LEAN initiatives. One of the initiatives is Process Re-engineering with an objective to simplify the existing process documentation and have a standardized, consolidated “one process” in “one place” for all ITS/TDS teams.

The Journey

As part of the initiative, we reached out to senior leaders to identify a Focus Group members representing

- UCPATH
- Service Desk
- EOC
- Applications Team
- Process Managers

After establishing the focus group, we understood the need for a suitable “Process Template” for standardization and consistency.

Once after the standard template was finalized, the existing Service Management processes were simplified along with the inclusion of checklists, templates, metrics and work flows in multiple rounds of brainstorming discussions.



Processes Re-engineered:
Incident & Major incident, Problem, Change, Release and Configuration Management.

Focus Group Team

Lead by **Aru Sunku**

- Danny Haughton
- Sean Villa- Carlos
- Stephanie Madison
- Steve Cavalli
- Joseph Torres
- Debra Turnage
- Rodney Marquez
- Pamela Sampson-Smith
- Marc Weisbrod
- Sarah Mathews
