# ITIL CG Meeting, Educause 2012 Conference

**Agenda:**

**Intro**: **Quick ITIL overview** [5 min]

**Poll: ITIL journey:** Just starting, or on the road?[5 min]

**Group Discussion: Focused questions** [15 min]

**Groups share: Summarize answers** [20 min]

**Topics for the ITIL CG List?** [5 min]

# Summary of Table discussions and group answers to questions

**Questions for those who are thinking about implementing ITIL:**

1. **What is driving your search**?
   1. Senior exec/top-down initiative
      1. New CIO (3)
      2. Finances/cost containment/efficiencies (2)
      3. President (former CIO)
      4. Centralizing IT
      5. Outside audit, change in administration
      6. State system-level initiative
   2. Recognition that things just not working; overwhelmed; too much “seat of the pants” (4)
   3. Improve Predictability and stability with change and config mgmt (weekends back!) (4)
   4. Customer satisfaction survey (3)
   5. Improve operations and organization
      1. Want to be better organized, use best practices (3)
      2. Shared vocabulary to maximize efficiencies (2)
      3. Disjointedness between services and infrastructure
      4. Teams are in silos
      5. Reduce conflict
      6. Want to improve quality
   6. Want better project/service management
   7. Central IT is moving to ITIL; want to leverage their ITIL resources
   8. Using PMBOK; ITIL curiosity. How is it different?
2. **What do you hope to gain?**
   1. Organization; consistent, documented service delivery processes (8)
   2. Better project/service management outcomes, aligned to strategy (4)
   3. Better communication and understanding of responsibility between silos (3)
   4. Improved IT credibility; quit repeating mistakes; avoid “crisis of the day” (2)
   5. Cost effectiveness (2)
   6. Speed and agility
   7. Controls
   8. Continual improvement
   9. Implement SLAs

Questions for those who have some processes in place:

1. **When and how did you start?**
   1. Help Desk, Incident Mgmt processes (6).
   2. Started with ITIL Foundations training. Some schools mandated it for all staff, including CIO (6)
   3. Started with a Service Catalog, defined what IT services are, what the high priority services are. (4)
   4. Change management (4)
   5. Started in one central IT department several years ago. Now merging three central IT department and ITIL is a strategic program.
   6. Requirements gathering
   7. Post-event review
   8. ITIL Assessment: benchmark understanding and adoption of tactics
   9. Hired ITIL expert to drive the change.
   10. IT is decentralized, so the senior IT exec had to sponsor the initiative. 90% are moving forward now.
   11. …and some get-started recommendations:
       1. Be sure you have senior management support if not leadership
       2. Focus on people. Process, people, products, partners, passion.
       3. Bring people to the table to help make changes. This results in their owning the process.
       4. Focus on the benefits to staff, customers
       5. Kotter, Leading Change, 8 steps are important guidelines
       6. Behr, ed.: Visible Ops
2. **What were the benefits**?
   1. IT acting & thinking more as one organization, not as silos (7)
   2. Improved change communication. Improved change management, fewer outages. (4)
   3. Community sees us concerned about service and (mostly) organized (2)
   4. Service catalog: greater transparency and understanding of services. (2)
   5. Centralized and standardized processes; got better organized (2)
   6. Identifying “packages” for outsourcing
   7. Identifying areas that need improvement
   8. Drastic reduction in ticket resolution time
   9. Service transition: better transfer from project to service.
   10. Beginning to use data to determine areas in need of attention
3. **What were your biggest challenges**?
   1. Resistance to change, adoption of new methods (many votes!):
      1. People don’t understand the need for the processes
      2. Groups that don’t think they don’t have any improvements to make.
      3. Getting all IT depts. to use the new ITSM tool
      4. Getting faculty and students to enter incidents and service requests in the ITSM tool, and stop using email or contacting technicians directly
      5. Perception we were increasing bureaucracy (2)
   2. Hero culture. Convincing IT that we’re “roadies” not rock stars. IT is about services. (3)
   3. Project not prioritized high enough, staff and budget not made available (3)
   4. Tradeoff: Less agility vs greater certainty
   5. Processes are disconnected; one doesn’t feed the other
   6. What to do with the service data once you have it
   7. Our change mgmt. start was very painful

**Schools Represented in Today’s Constituent Group Discussion:**

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| A.T. Still University | New Mexico State University | University of Louisville |
| Alabama A&M University | North Dakota State College of Science | University of Maryland University College |
| Australian National University | Oklahoma Christian University | University of Massachusetts – Amherst |
| Bellevue College | Pima Community College | University of Missouri – St Louis |
| Chapman University | St Mary’s College of California | University of Northern Colorado |
| Colorado School of Mines | Susquehanna University | University of Oklahoma |
| Columbia University, Public Health | Tarrant County College District | University of Ottawa |
| Delaware Valley College | Texas A&M – Corpus Christi | University of Oxford |
| Duquesne University | Universidad Anahuac Mayab | University of Puget Sound |
| Eastern Michigan University | University of Alabama | University of South Carolina |
| Franklin& Marshall College | University of Alberta | University of Tennessee – Chattanooga |
| George Washington University | University of Applied Sciences Amsterdam | University of Virginia |
| Georgia Southern University | University of California – Irvine | University of West Georgia |
| Georgia State University | University of Cincinnati | University of West Indies |
| Harvard University | University of Colorado - Boulder | University of Wisconsin – Milwaukee |
| Illinois State University | University of Connecticut | Wake Forest University |
| Ithaca College | University of Denver | Westchester University |
| McMaster University | University of Guelph | Yale University |
| Medgar Evers College – CUNY | University of Indianapolis |  |