

Managing Applications in a Service Environment

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About the Presenter

- Ø Glenn Schwarz
- Ø Service Management Consultant
- Ø 18 years in the IT industry
- Ø ITIL Foundation 2000
- Ø ITIL Manager 2004
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Quote

Quality is everyone's responsibility

W Edwards Demming
American Consultant, Statistician and educator, 1900 -1993

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Editure

- Ø Services are provided to over 7000 schools, across six countries and five continents
- Ø Editure's Learning Platform software is used by over three million students and teachers worldwide
- Ø Services are provided to over 1/3 of Australian schools
- Ø Over 200 commercial and government clients are supported by infrastructure services
- Ø Significant government and commercial infrastructure contracts are supported, Australia wide

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How do you resolve an incident when it's a bug in a software application?

Some reasons why it can't be done!

- Ø It's a third party application and out of scope
 - Ø ITS YOUR APPLICATION
- Ø You just can't do it
 - Ø BUT THE CLIENT DEMANDS IT
- Ø Not within your control, i.e. Application Development
 - Ø THE CLIENT ONLY SEES ONE COMPANY
- Ø Not enough resources
 - Ø NOT THE CLIENT'S ISSUE

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How do you resolve an incident when it's a bug in a software application?

Conclusions:

- ∅ SLA's and KPI's must be specific to Software
 - ∅ Don't promise what you can't deliver
 - ∅ Understand the forces on change
 - ∅ Processes such as SDLC (including Release Management) and Change Management are crucial to success.
 - ∅ Customer Education.
 - ∅ Communications
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SLA's and KPI's must be specific to Software

- Ø Response time
 - Ø Standard response time – Measured in minutes
 - Ø 30 Mins
- Ø Incident Resolution
 - Ø Measured in Days not Hours

Incident Priority	Target Resolution Time	KPI - applied to closed Incidents
1	1 Core Support Day	90%
2	5 Core Support Days	90%
3	10 Core Support Days	90%
4	15 Core Support Days	90%
5	20 Core Support Days	90%

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SLA's and KPI's must be specific to Software

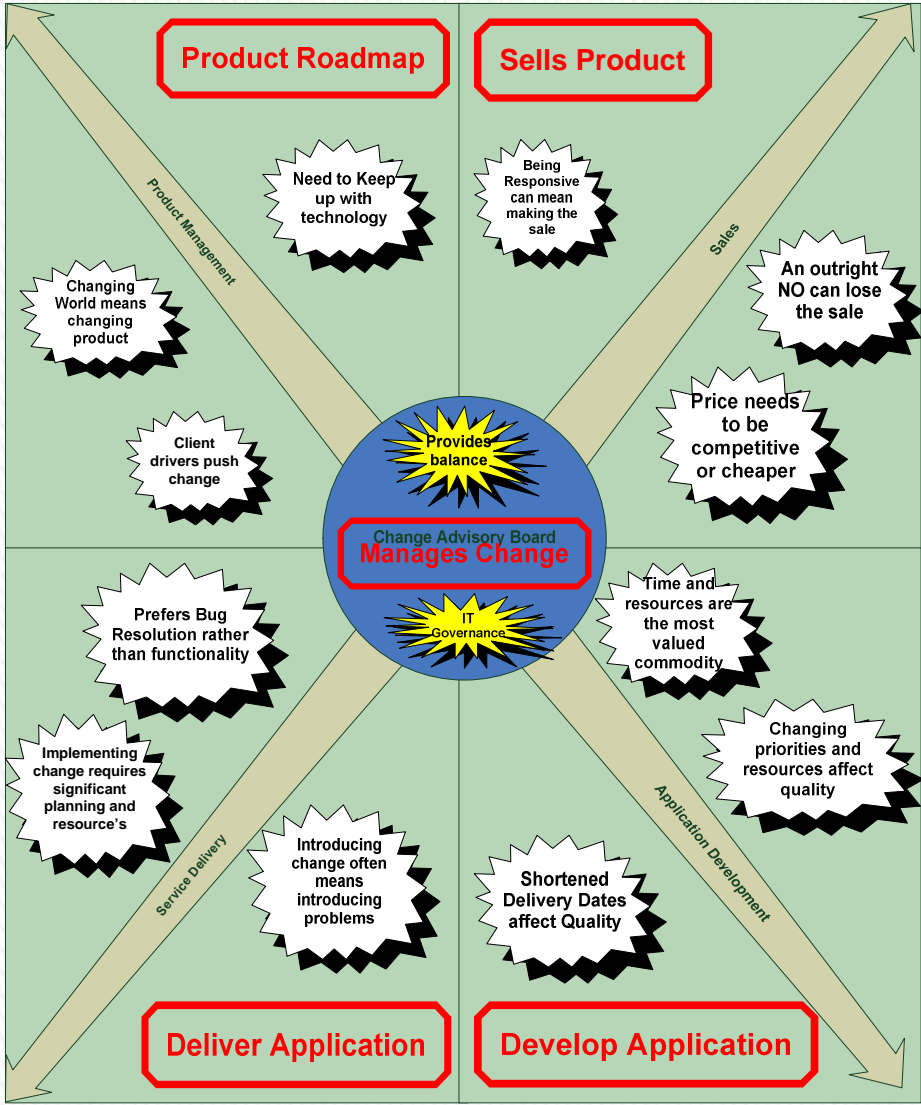
Ø Resolution Limit

- Ø Measured in weeks and months rather than days. This is a catchall for the client.
- Ø What if an incident is never resolved?

Incident Priority	Resolution Limit	KPI - applied to all open Incidents
1	2 Core Support Weeks	100%
2	16 Core Support Weeks	100%
3	24 Core Support Weeks	100%
4	32 Core Support Weeks	100%
5	48 Core Support Weeks	100%

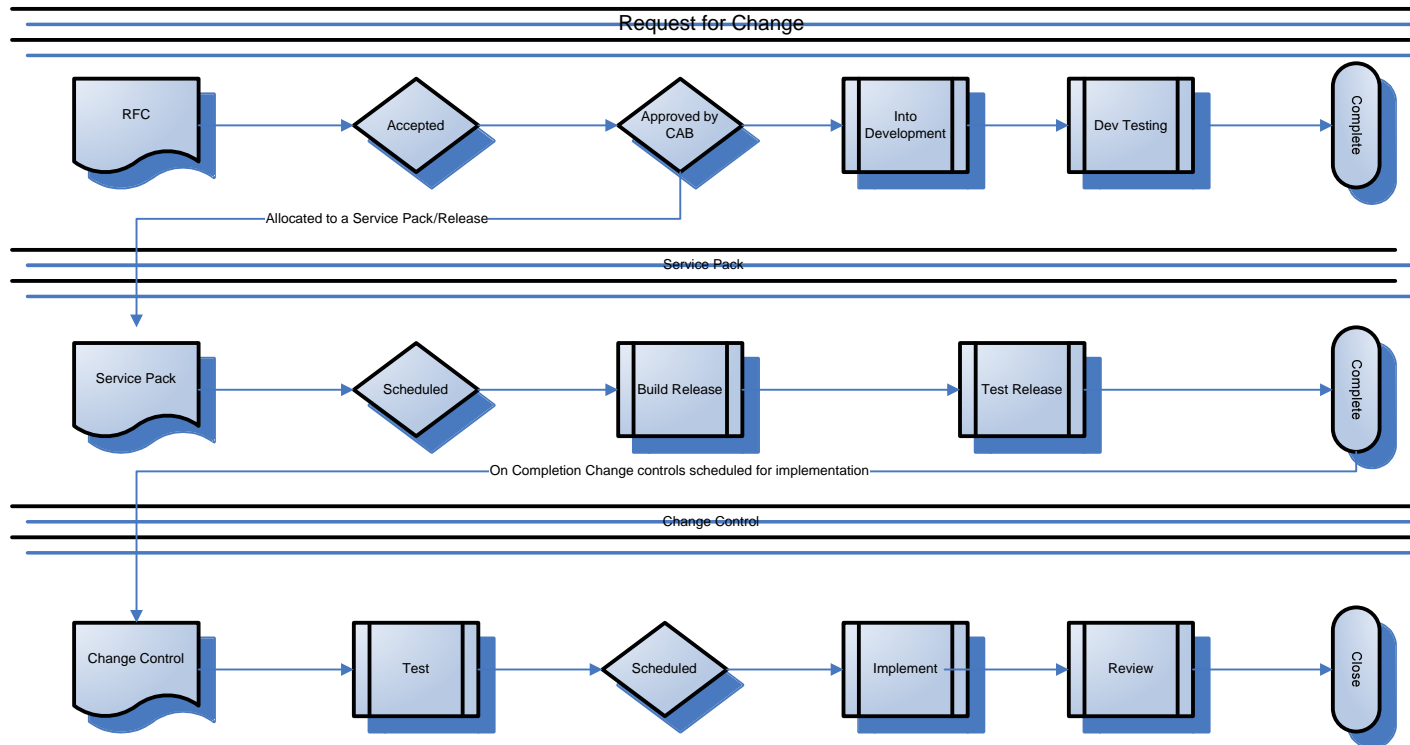
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The Forces on Change



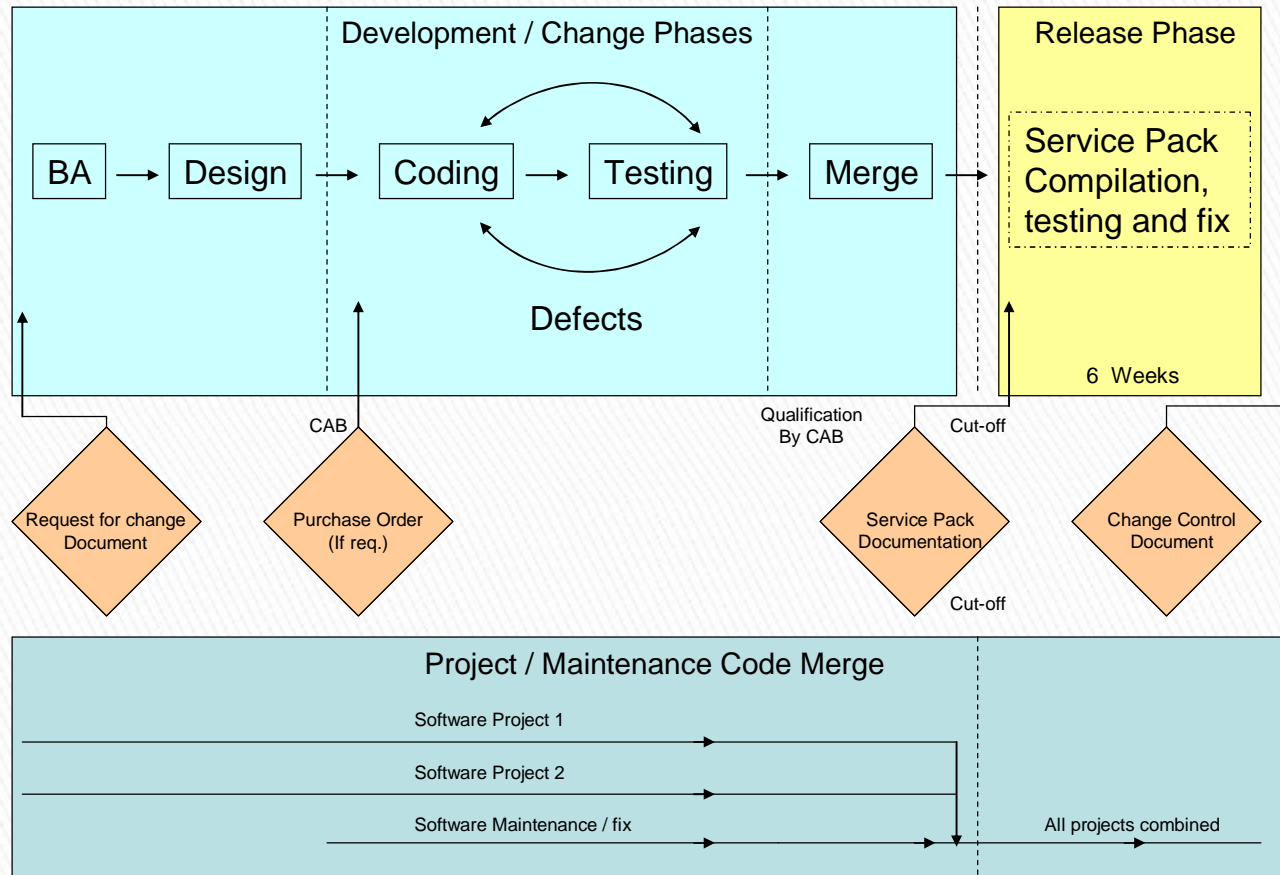
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Change Management Overview



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Software Development Life Cycle



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Educating the Client

- ∅ Quality is everyone's responsibility including the client
- ∅ Quality can take time
- ∅ Emergency (unscheduled) changes or bug fixes are the exception not the rule
- ∅ Short cuts only destabilise and add to issues in the long run. Short term gain for long term pain.
- ∅ Keep the Faith!

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Summary

As we mature business will continue to demand more from its IT service providers/IT business units. To be able to continue to meet the evolving business needs IT must continue to improve its services.

ITIL and other Service Management methodologies are the key to achieving this.

Questions?

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