



A DECADE OF CHANGE  
IT SERVICE MANAGEMENT FORUM AUSTRALIA

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# About the Presenter

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

Quality is everyone's responsibility

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



# Managing Applications in a service environment

## Editure

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



# Managing Applications in a service environment

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

Some reasons why it can't be done!

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



# Managing Applications in a service environment

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



# Managing Applications in a service environment

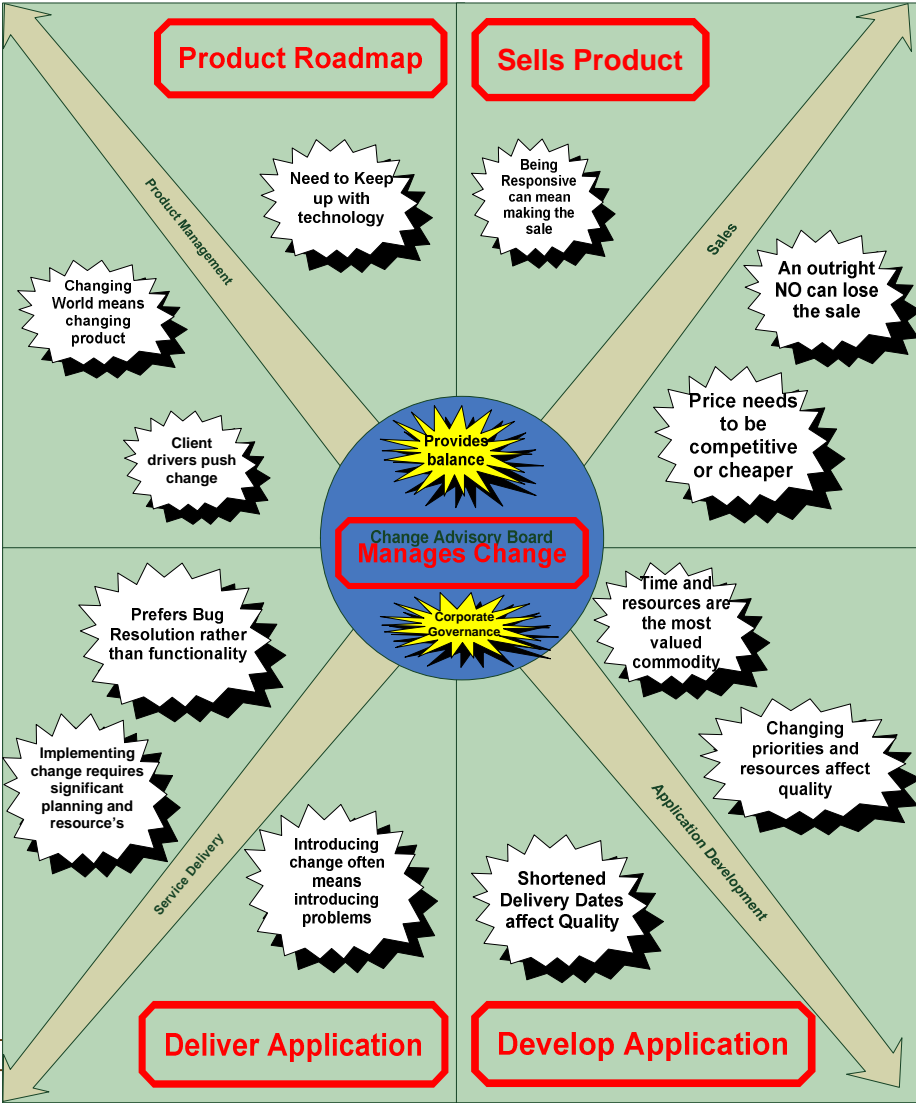
SLA's and KPI's must be specific to Software

- } Response time
  - Standard response time – Measured in minutes
  
- } Incident Resolution
  - Measured in Days not Hours
  
- } Resolution Limit
  - Measured in weeks and months rather than days. This is a catchall for the client.
  - What if an incident is never resolved?



# Managing Applications in a service environment

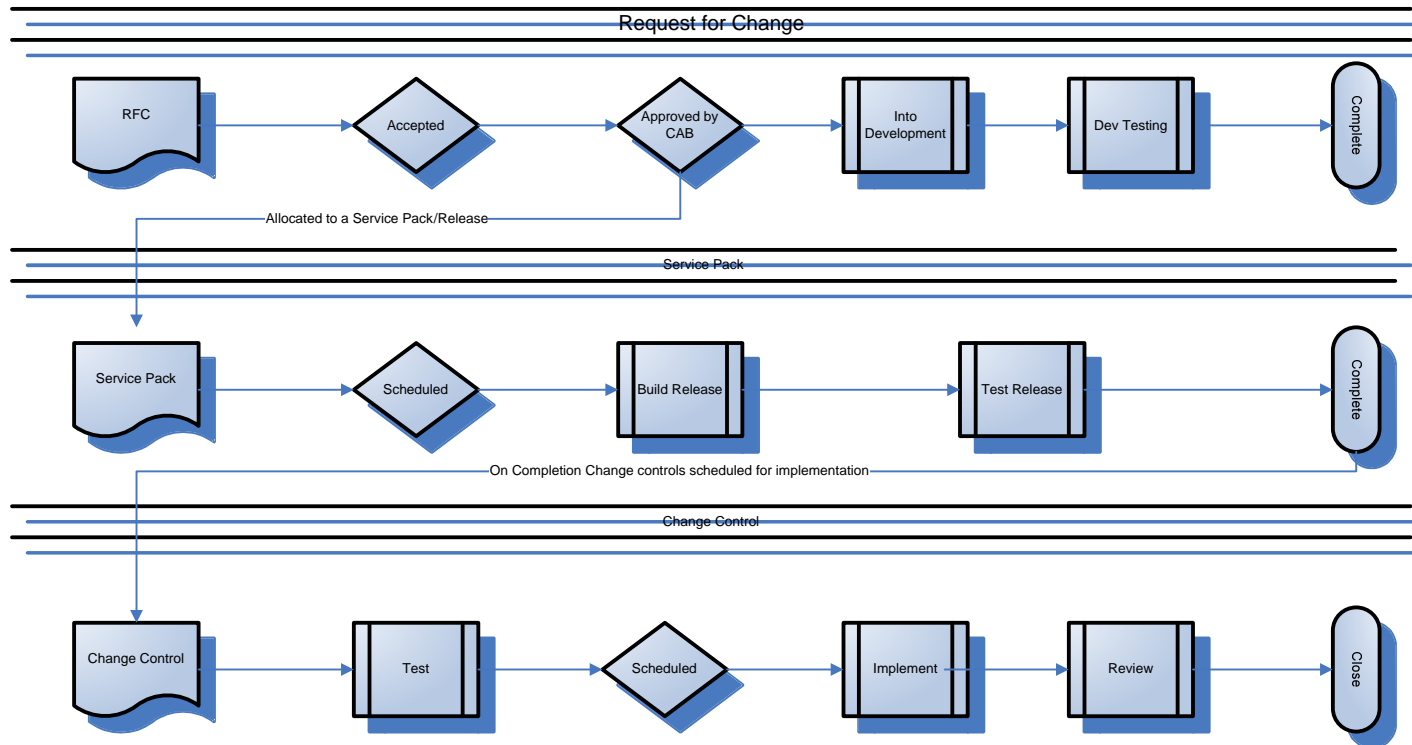
## The Forces on Change





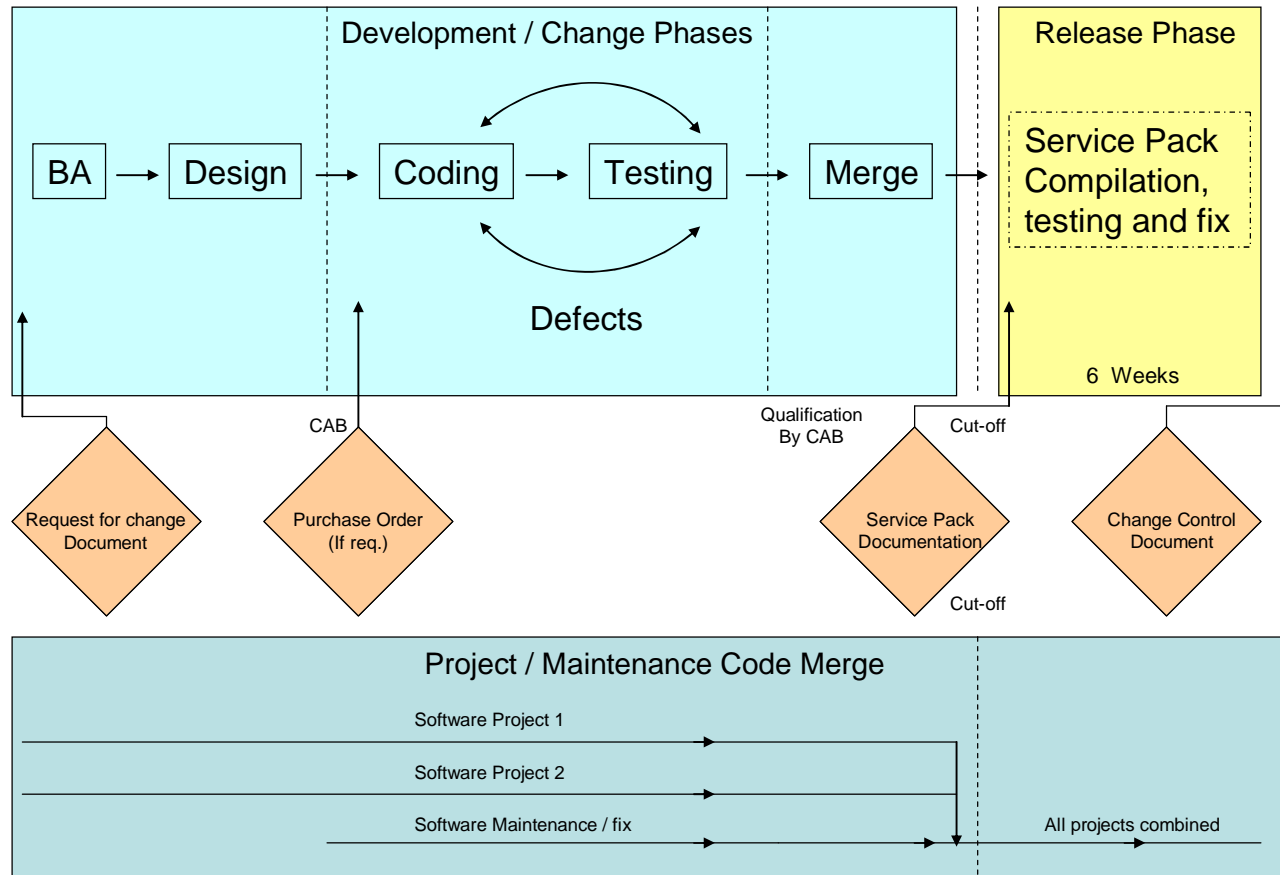
# Managing Applications in a service environment

## Change Management Overview



# Managing Applications in a service environment

## Software Development Life Cycle



# Managing Applications in a service environment

## 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!



# Managing Applications in a service environment

## Some results

The image shows a large, dense table with multiple columns and rows. The table is mostly dark with some green and red highlights. The text is very small and difficult to read, but it appears to be a data table related to application management. There are some red horizontal lines in the table, possibly indicating specific rows of interest.



## Questions?

