

# IT BEST PRACTICES PROJECT CLOSURE

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11 December 2014



# AGENDA

- Overview of the ITBP project
- Process of creating recommendations
- Summary of the three process areas
- Lessons learned
- Next steps, where to go with this



# ABOUT THE ITBP PROJECT

- Growing need to investigate IT best practices recognized among IT staff since 2012
  - » IST Client Services played key role
- Project ran from November 2013 to September 2014
- Intent was to gain experience and identify process-based improvements with greatest impact
- Campus IT involvement from 10 depts/faculties
- Tie in with RT4 project
- Part of BRASS series of related ITSM projects



# ITBP HIGHLIGHTS

- Our collective first kick at the can with IT best practices: ‘structured collaboration’
- Focus on **how** we perform our actions more than the tools we use to manage them
- Raising awareness and gaining experience with ITIL across campus IT
- Implementation was out of scope



# THE PROCESS

1. Ran a workshop with the project team to brainstorm areas where we thought improvements were necessary
2. Selected the top three
3. Split into small working groups to discuss, develop, and document recommendations
4. Came back together as group for reporting
5. Took RT recommendations to committees



# THREE AREAS OF FOCUS

- Service Operations
  - » Incident/Problem Management, Request Fulfillment
- Knowledge Management
  - » Knowledge base, documentation management
- Change Management
  - » Controlling the risk of changes to IT services
- Find the documents here:  
<https://uwaterloo.ca/information-systems-technology/projects/it-best-practices-project-itbp>  
<http://bit.ly/1ATO02z>



# LESSONS LEARNED

- Did a formal post-project exercise
- 40% response rate (from 27 people)
- Overall positive feedback
  - » We achieved what we set out to do, support for our deliverables
- Negatives
  - » Scope defined within project, confusion around roles, time spent reviewing previous meetings
- Concerns about resistance and lack of buy-in



# NEXT STEPS

- What to do with these recommendations?
- ITBP group as advisory/review group for IST's ITSM program?
  - » Need to communicate progress, seek feedback
- How to prioritize process-based work with respect to other ongoing efforts?





# NEXT STEPS

- IST has an officially approved ITSM program: 'IT Service Quality'
- Consists of remaining BRASS activities, plus new ones
  - » Incident, Problem, Change, Release as pilots within IST Enterprise Systems
- Separate update on the program in due course



# QUESTIONS

