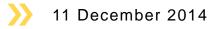
# IT BEST PRACTICES PROJECT CLOSURE

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#### 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: <u>https://uwaterloo.ca/information-systems-</u> <u>technology/projects/it-best-practices-project-itbp</u> <u>http://bit.ly/1ATO02z</u>



## **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

