

# The 5 ITSM Projects You Should Start Doing Tomorrow Morning

David Ratcliffe  
President  
*Pink Elephant*

# Agenda



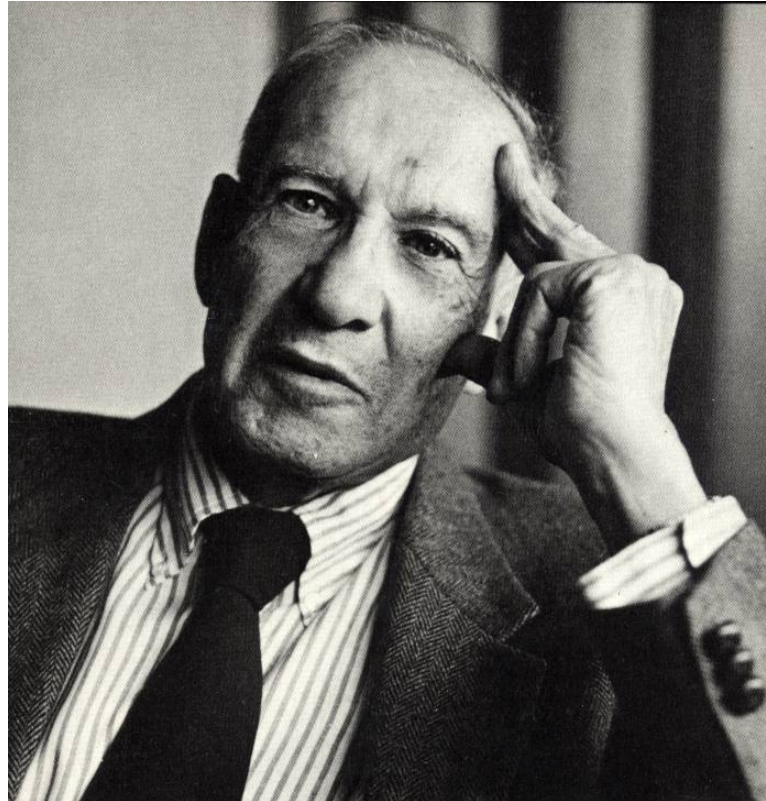
1. Today's Issues For ITSM
2. The 5 ITSM Projects
3. Next Steps

# Today's Issues For ITSM



- We don't ask the question "Why?" enough
- We don't connect the dots enough
- Leadership is lacking
- Failure to link metrics to value
- Time is wasted





*“Management by objective works – if you know your objectives. Ninety percent of the time you don’t.”*

– Peter Drucker

# Project #1:

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Find out your business objectives and priorities.

Talk about them.

Make sure everyone knows and understands.

As things evolve through the year,  
how should priorities change?



*“However beautiful the strategy,  
you should occasionally look at the results.”*

– Sir Winston Churchill

# Project #2:

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Verify the relevancy of your day-to-day activities.

Link ITSM activities and new projects to business goals.

Not just new projects;  
it's not too late to evaluate current projects.

Prioritize on those with the most valuable  
ITSM outcomes.



*“Leadership is all about getting the most out of people. It’s about creating a sense of purpose and conditions of trust while displaying moral and physical courage.”*

– General Colin Powell



# Project #3:

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## Promote self-empowered leadership.

You don't have to be in charge to provide leadership.

It's about influencing others to be successful.

Remember what the word "empower" really means.

# Empowerment

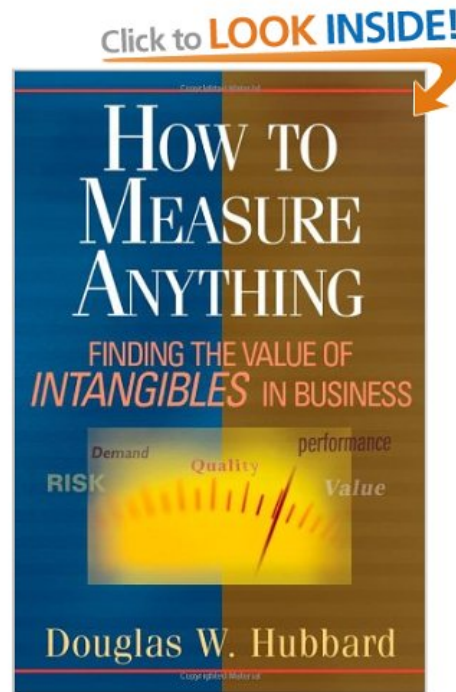
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1. Power comes from access to valuable resources:
  - Knowledge and skills
  - Tools
  - A budget
  - People
  - Time
2. You are showing leadership when you empower your co-workers.
3. We can all be self-empowered leaders.

*“Organization charts and fancy titles count for next to nothing.”*

**– General Colin Powell**



*“If a measurement matters at all, it is because it must have some conceivable effect on decisions and behavior.*

*If we can't identify a decision that could be affected by a measurement, and how it could change decisions, then the measurement simply has no value.”*

– Douglas W. Hubbard

# Project #4:

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## Review your team's performance reports.

Question their value. By asking “Why?”

Do they really drive improvements? How?

What happens after metrics are  
published and distributed?





*“It is not necessary to change.  
Survival is not mandatory.”*

– W. Edwards Deming

# Project #5:

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## Truly embrace continual improvement.

With your newly verified metrics, schedule regular review meetings (weekly).

Identify trends and what needs to be addressed.

Assign an improvement owner for each issue/opportunity.

Set expectations for milestones and review progress at your next meeting.

# What Do I Do Tomorrow?



1. Verify your purpose:
  - Talk with your team about how their activities DIRECTLY support business objectives
  - Make sure you're focusing on the right things
2. Enable yourself and your team:
  - Understand that “empowerment” is within all of us. It's not delegated
  - Help your co-workers to be self-empowered
3. Understand that your metrics drive improvement:
  - Make sure they're relevant
  - Make sure you have an improvement process in place
4. Socialize success:
  - Let me know how it goes!
  - Talk with others about your experiences and what you've learned

# Questions?

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[david.ratcliffe@pinkelephant.com](mailto:david.ratcliffe@pinkelephant.com)

*<http://blogs.pinkelephant.com/president>  
<http://twitter.com/pinkerdavid>*

