

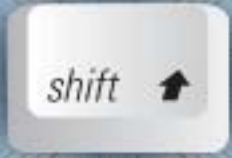


# *Pepperweed Advisors*

CONSULTING SERVICES

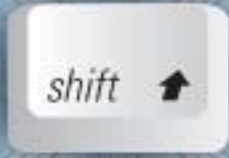
## **Empowering IT Services**





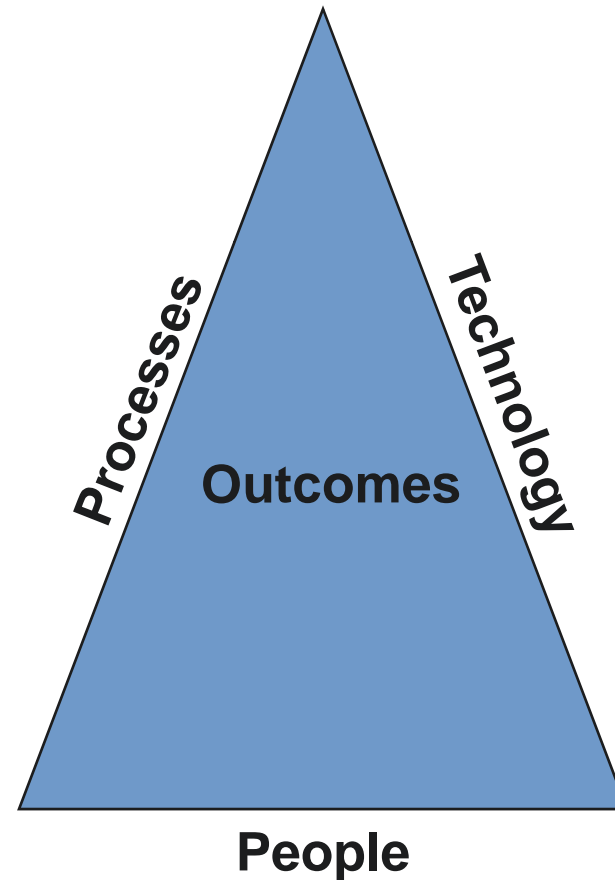
## Healthcare Provider Industry Challenges

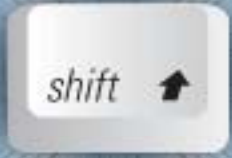
- Reduce costs and improve the bottom line
- Maintain or improve quality of patient care
- Reduce medical error
- Comply with regulatory mandates
- Improve brand reputation



## The Need for Processes

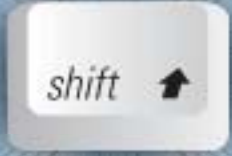
- A process is a course of action with an intended result.
- Technology has been the mainstay of Information Technology.
- The need to find and retain qualified people is known, but not always stressed enough.
- What hasn't received as much attention are the processes.
- Technology can be rendered ineffectual by deficiencies in the other two dimensions





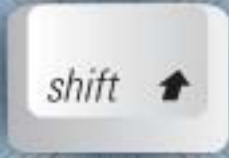
## Agenda

1. **What ITIL Is and Isn't**
2. Determining Where to Start
3. Why Change Management Matters
4. The Pepperweed Implementation Methodology
5. The Pepperweed Process Model



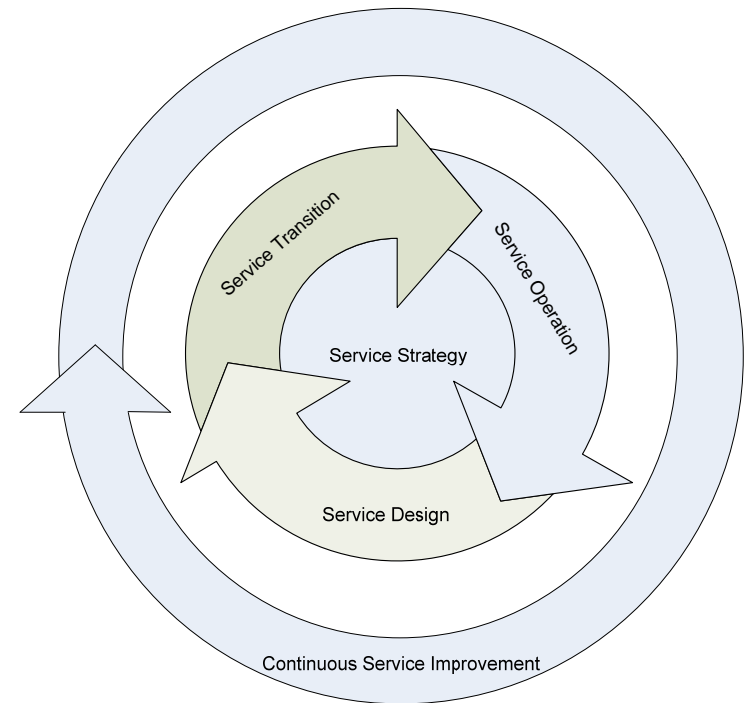
## What ITIL Is

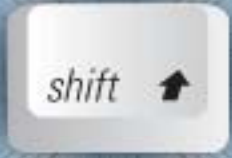
- Originated in the UK in the late 1990s, On Third Version Now
- Contributors and Practitioners Globally
- Formalized approach for IT Service Management (ITSM)
- ITSM is about providing services that meet the needs of the business
- Recognizes the need for quality and processes
- It **is** a quality framework for IT
- Provides a comparison other / reference processes
- Standard Language
- Access to books and training



## ITIL® v3 – A Service Lifecycle Approach

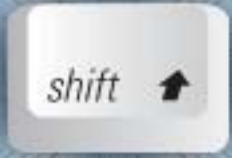
- Providing services that meet the needs of the business
- ITIL® v3 was released on May 30, 2007
- The core principles are the same as v2
- Five core books (11.4 pounds!) arranged as a lifecycle
  - Service Strategy (SS)
  - Service Design (SD)
  - Service Transition (ST)
  - Service Operation (SO)
  - Continuous Service Improvement (CSI)





## What ITIL Is Not

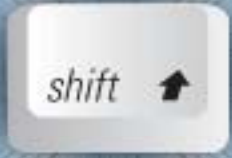
- ITIL is not an official standard
  - It's a *de facto* standard
  - ISO 20000 is the standard
- ITIL is not a silver bullet
- ITIL is not prescriptive
- ITIL is not achieved by installing a tool
- ITIL does not guarantee success
  - The implementation approach matters!!



## Agenda

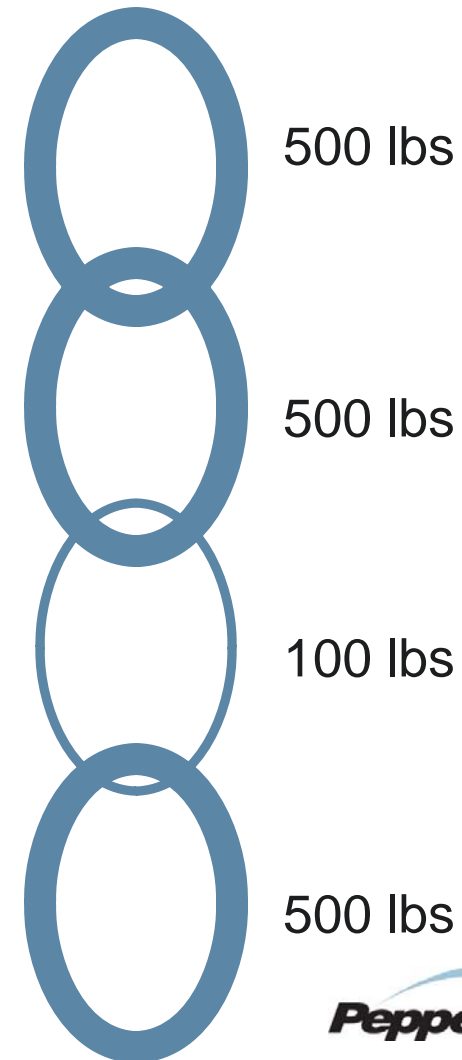
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## An Organization is a System

- Collection of functional areas
- Assembled to achieve a goal
- Think of a length of chain
- How much can the length lift?



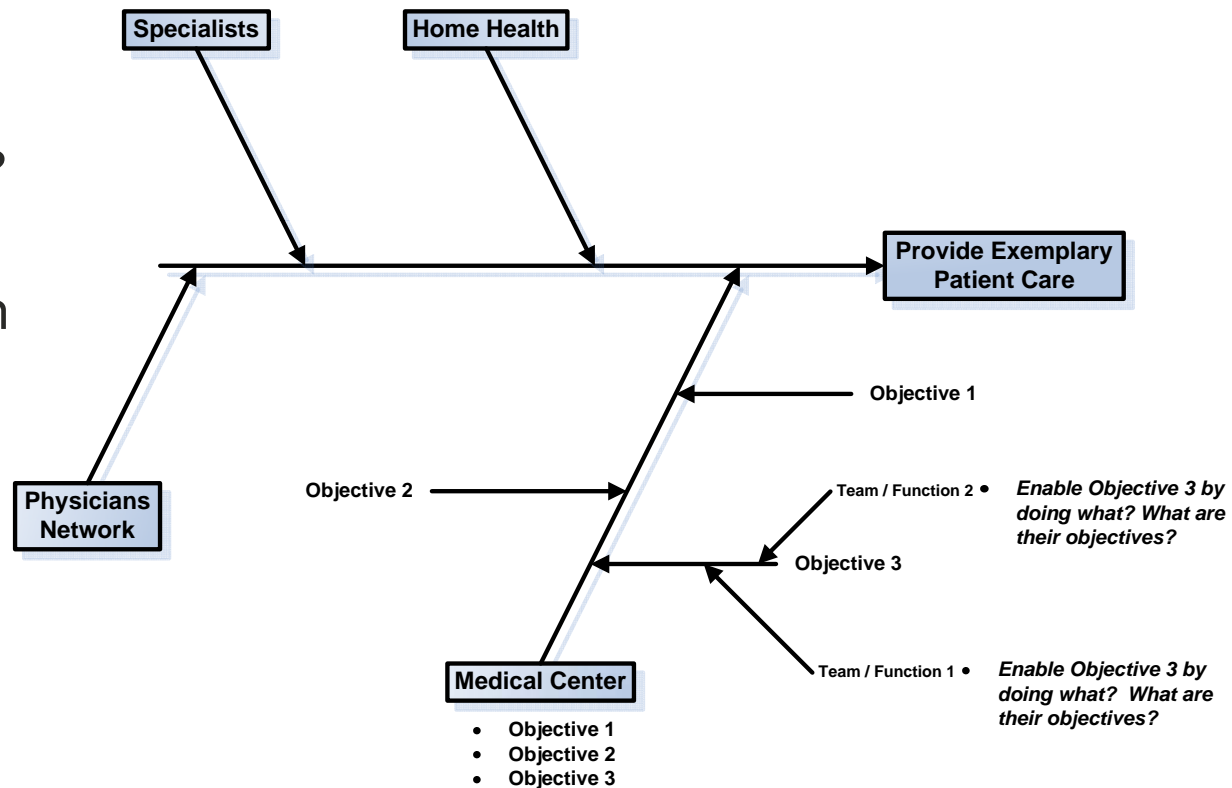


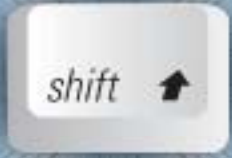
# IT Services In Support of the Goal

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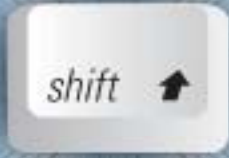
- What is the goal?
- What does IT do?
  - Value Creation
  - Value Protection





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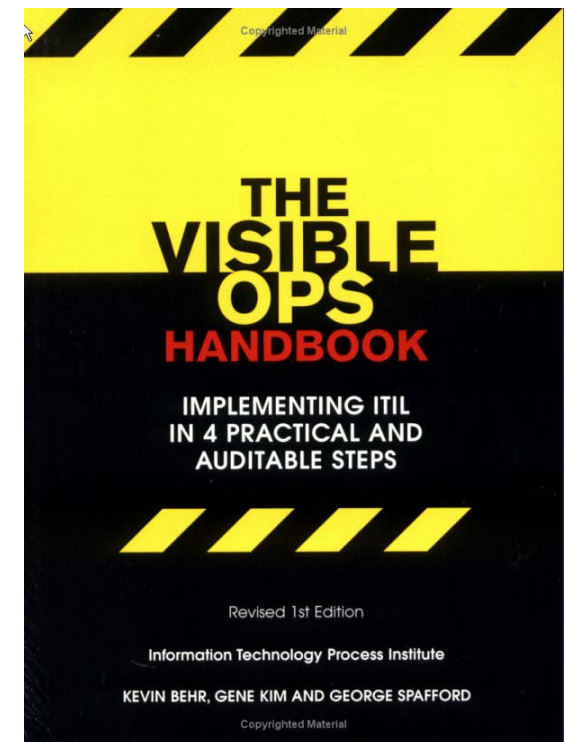
## Human Error

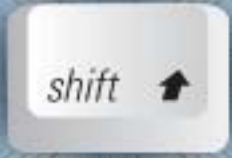
- 78-80% of availability issues
- Can cause as much as 45% of the operating expense budget
- Unplanned Work (Firefighting) vs. Planned Work (Projects)
- A leading cause of security breaches
- A leading cause of continuity events
- Drives the need for Change Management
- Change Management is about managing risk



## Prescriptive Guidance

- The Visible Ops Handbook provides an intuitive example for implementing ITIL Change Management
- A well designed and implemented Change Management program allows organizations to:
  - Manage complexity
  - Scale efficiently and effectively
  - Maintain quality





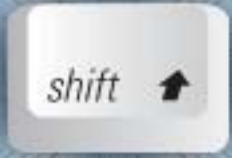
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# Pepperweed Implementation Methodology

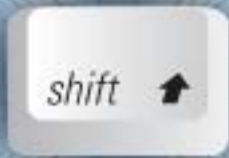




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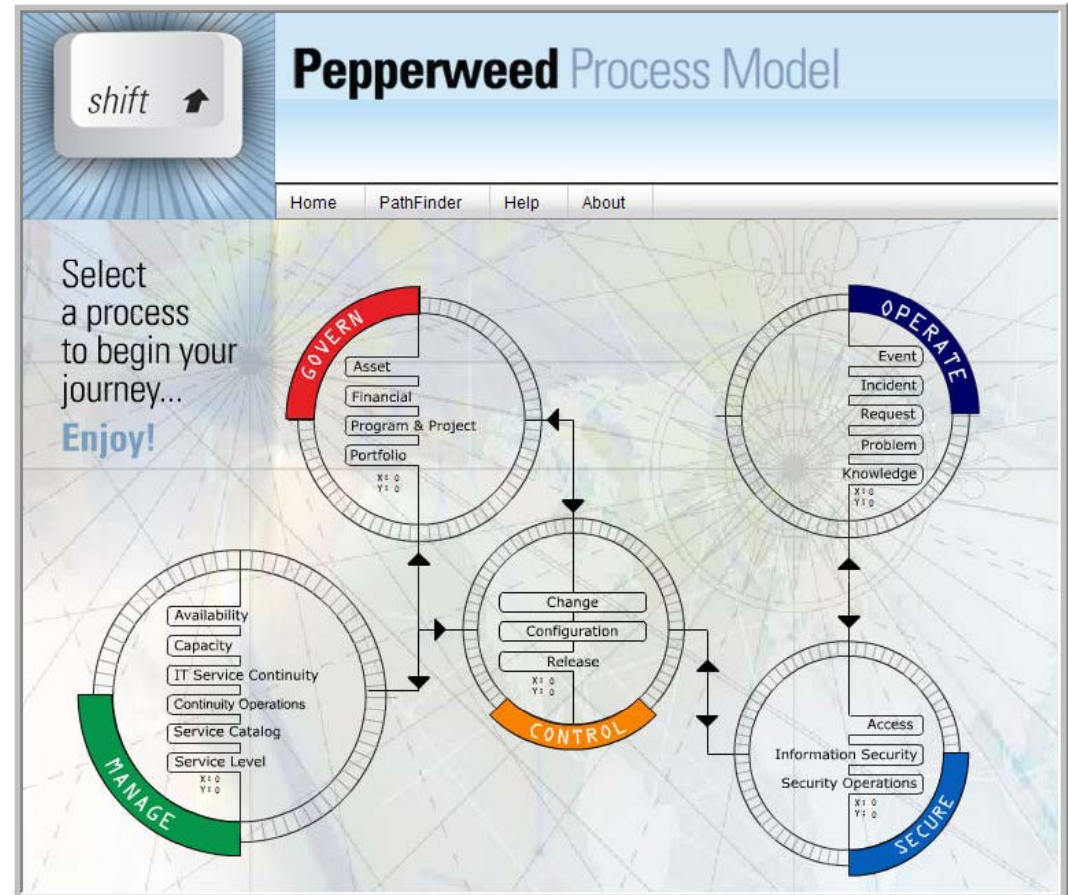
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## Pepperweed Process Model

- Proven
- 100s of Years Combined Experience
- The Delivery Kit
- High Quality Starting Point
- Lower Risk
- Lower Cost
- Enables Objectives



<http://www.pepperweedprocessmodel.com>



*shift* ↑

# *Pepperweed Advisors*

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## **Thank you!**

George Spafford

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