



## IT Services and ThinkLite Desks



Elements of interest for Artists and businesses dealing with Art forms / Art & Allied products

## **IT Service Coverage**



**Today a business as an entity and networked system must address the following needs for adept IT Service coverage:**

- 1. Need for an Information Centre (that helps and advocates the creation and maintenance of Website(s), Social media presence - Facebook accounts, Twitter handles, blogspots, publishing of Audio Video content, Books, Documents, White papers, Presentations, Reports)
- 2. Need for a Strategic Services Desk
- 3. Need for Transport Services (the common foundation that enables the breakdown of silos and integration of practices for disparate models & systems)
- 4. Need for Security (security services to help protect the infrastructure, data, and application layers from constantly evolving threats, and also offer access control and identity functions)

- 5. Need for Real-Time Communication Services (offer session and media management capabilities to enrich communications and collaboration in all locations of the SME)

6. Need for Mobility Services (offer access to location information and provide connectivity for wireless devices and sensors)

- 7. Need for Application Delivery Services (help ensure that applications perform to users' expectations whether in the facility, or at a remote site)

- 8. Need for Management Services (offer configuration and reporting capabilities across the infrastructure in all locations of the SME). Also focus on the need for management systems to implement Endpoint management

- 9. Need for Virtualization Services (increase the utilization and efficiency of infrastructure for other SMEs and businesses seeking to optimize their investments and limit space usage)

- The Sustainable Development toolkit includes a set of White papers to help get started on your deployment of adept policies and best practices for IT Service Management.



## ***IT Service Management***

*What is Service Strategy, Service Design, Service Transition & Service Operation?*

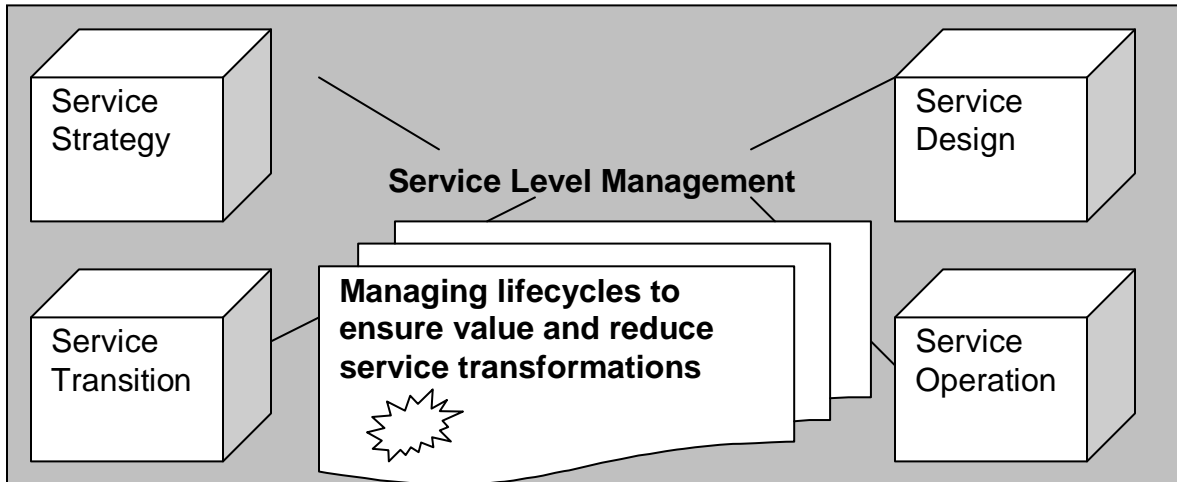
*Service Strategy* is about ensuring that organizations are in a position to handle the costs and risks associated with their Service Portfolios, and are set up not just for operational effectiveness but also for distinctive performance.

*Service Design* covers design principles and methods for converting strategic objectives into portfolios of services and service assets.

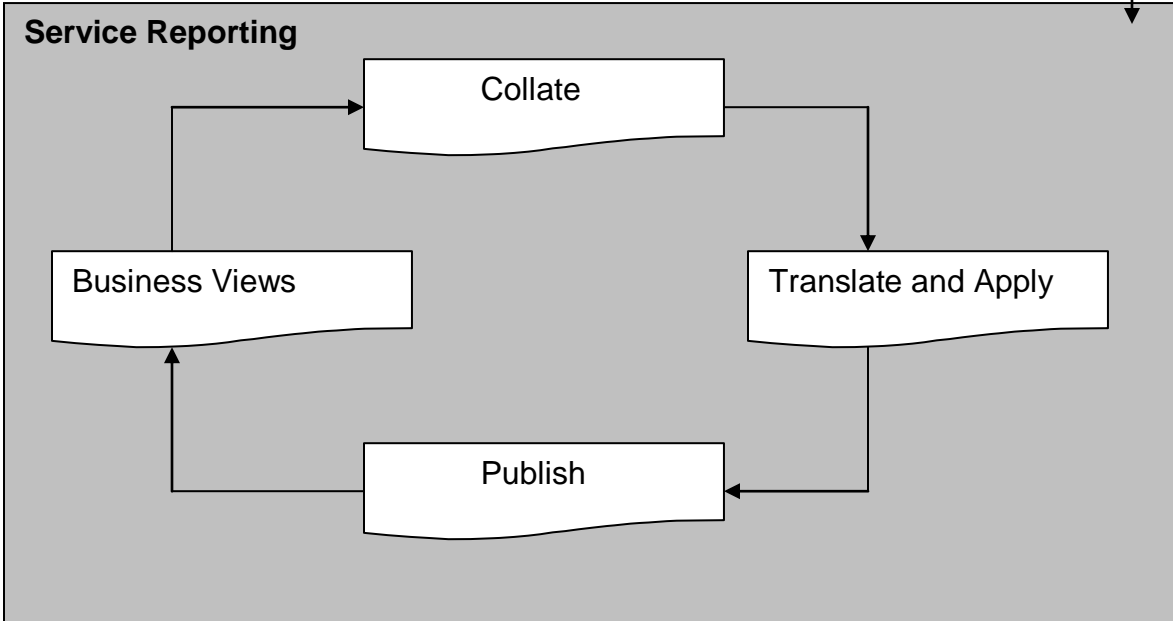
*Service Transition* includes guidance on how the requirements of Service strategy encoded in Service design are effectively realized in Service Operation while controlling the risks of failure and disruption. It combines practices in Release Management, Program Management, and Risk Management and places them in the practical context of service Management.

*Service Operation* embodies practices in the management of service operations. It includes guidance on achieving effectiveness and efficiency in the delivery and support of services so as to ensure value for the customer and the service provider.

## Your Business / Operations



Define Reporting Policies and Rules



## **What is a basic Service Desk?**

According to industry sources,

A Service Desk is a functional unit made up of a dedicated number of staff responsible for dealing with a variety of service events, often made via telephone calls, web interface or automatically reported infrastructure events.

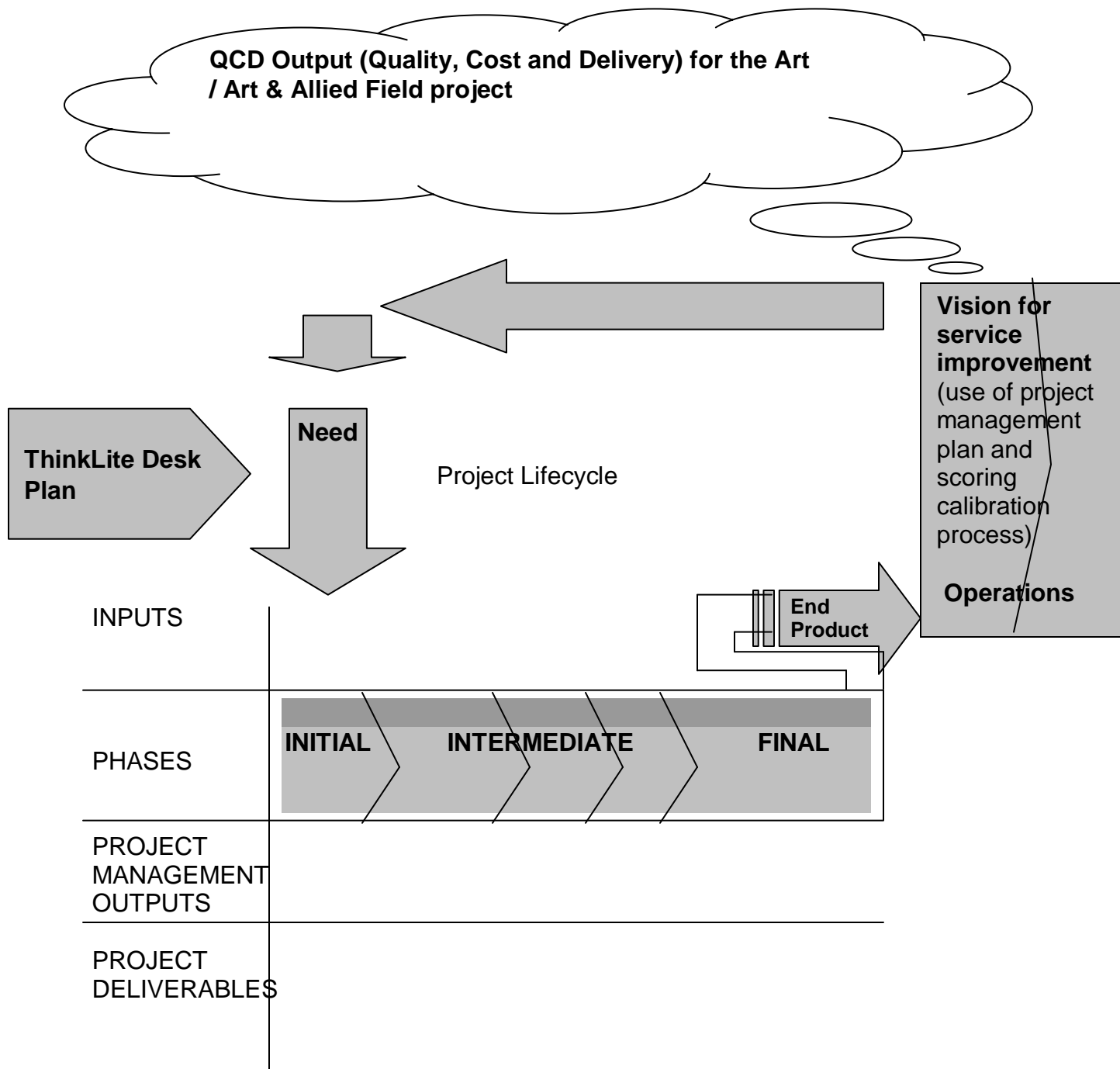
The Service Desk is a vitally important part of an organization's IT department and should be the single point of contact for IT users on a day-by-day basis – and will handle all Incidents and Service Requests, usually using specialist software tools to log and manage all such events.

### **1. Sample scenario**

The deliverable being reviewed is a “basic Service Desk (called as a ThinkLite Desk) that is crucial to the functioning of the business as it helps the organization manage its overall IT environment”.

As the scenario is that of a SME, it is expected that there may or may not be a well-designed foundation to manage projects (i.e. the SME is often known to need a framework, a set of tools, techniques, methodologies, resources and procedures to manage all projects).

The website [www.venkataoec.wixsite.com/resourcecentre](http://www.venkataoec.wixsite.com/resourcecentre) provides resources that can help an organization develop a foundation.



**We start off by reviewing questions to assess any project needing IT services**

<b>Does the project have the following?</b>	<b>Yes/No</b>	<b>Available Framework/ Platform</b>
1. A well-defined description of the techniques, principles, processes, and criteria for the project	Yes	...
2. A well-defined continuous improvement process	No	...
3. Strong organizational leadership and commitment to deliver quality and measure performance	Yes	...
4. A project management plan to implement and support the project	Partial	...

<b>Does the project have the following?</b>	<b>Yes/No</b>	<b>Available Measurement Platform</b>
1. Well-defined quality measures to improve QCD output, support performance indicators and proficiency ratings		...
2. Quality service measures for service improvement		...
3. A combination of monitoring activities that have been implemented		...
4. A self-measurement process, performance related scorecards, a calibration process, and designed management information reports		...
5. A practices based validation process for		...



stakeholders		

Does the project have the following?	Yes/No	Available Management Platform
1. A culture of using performance information to manage the project		...
2. Measures based on the Zero Service Transformation / CCMA outcomes while delivering the project		...
3. Knowledge support for Quality Service Scorecard		...
4. Practice for Continuous Service Improvement		...
		...

### Summary of the scenario

The ThinkLite Desk is crucial to teams that manage enterprise sized projects or deliver end results using IT for a SME.

The ThinkLite Desk helps address the following questions

- a. Does the team focus strictly on quantitative measures and not spending time to improve quality (accuracy, plan, limits, trends, operational level transformations, communications, related management)?
- b. Does the team get the impact they require to cut costs, variance and operational level transformations while using IT services (or in this case the Desk)?
- c. Does the IT services model help the team/staff to learn from their mistakes, and to continuously improve their performance through a project management plan, self-measurement and performance related scorecards?

The ThinkLite Desk provides a Service Improvement Program (SIP) that will help the organization improve its framework by revising the project management plan. The revised plan will help the organization cut costs, variance and operational level transformations in delivering the concept to market experience.

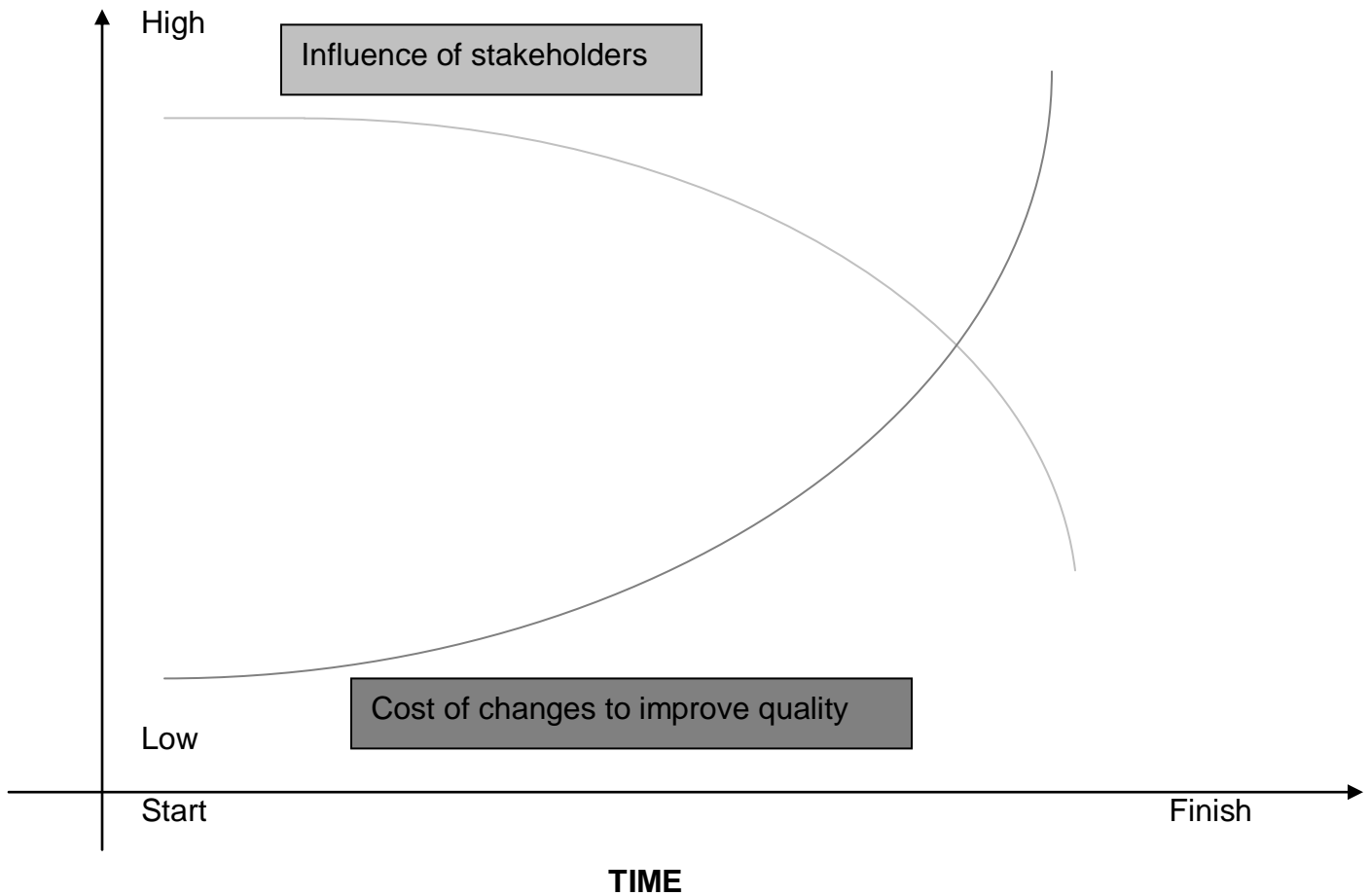
In short, the ThinkLite Desk and the SIP will help the team deliver their concept to market experience with improved conformance, reliability, performance and customization.

The vision is that a team can achieve these objectives in 3 steps

Step 1: The team will be able to project and control the expected trend for “stakeholders influence on the project lifecycle over time” with the expectation of ensuring the real-time trend does not overrun limits.

Step 2: The team will be able to project and control the expected trend for “cost of changes influence on the project lifecycle over time” with the expectation that there will be a controlled reduction in the number of changes to improve quality in operations and post-operations phases.

**Expected trends for “stakeholders influence on the business over time”,  
and “cost of changes influence on the business over time”**

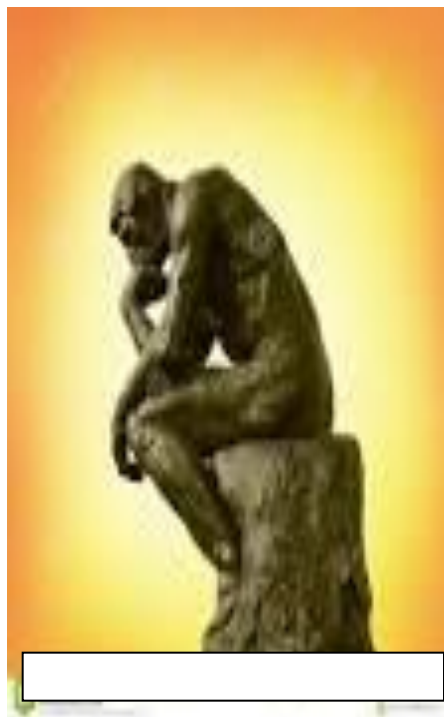


Step 3: To ensure correct alignment,

<div>Organizational Structure</div> <div>Project Characteristics</div>	Current Matrix for the Project	Change(s) needed to manage project better?
ThinkLite Desk	<p>Whether project is being managed using a strong or balanced matrix?</p> <p>Whether an external team is implementing the project?</p> <p>Whether an external team is managing the project?</p>	A SIP Supervisor will help define, implement and support the SIP implementation
What is the nature of the Project Manager's role (Full-time or part-time) in the project?	Full time responsibility	No change required
What are the resources available for the Project Manager to implement and operate?	Dedicated team, and infrastructure	Require improvements in certain processes and structures to ensure that the main objectives are met
What kind of control does the Project Manager have over the current resources?	Full time responsibility, where PM can demand for more resources as and when required	No change required
Who controls the projects budget?	Project Manager	No change required

What is the nature of the Project Manager's (PM) authority in the project?	Full-time responsibility	No change required
Describe availability of Staff in the Project Team (Full-time or part-time)?	Full-time, it is up to the PM to plan for manpower replacements as when necessary.	No change required

### ThinkLite Desk model

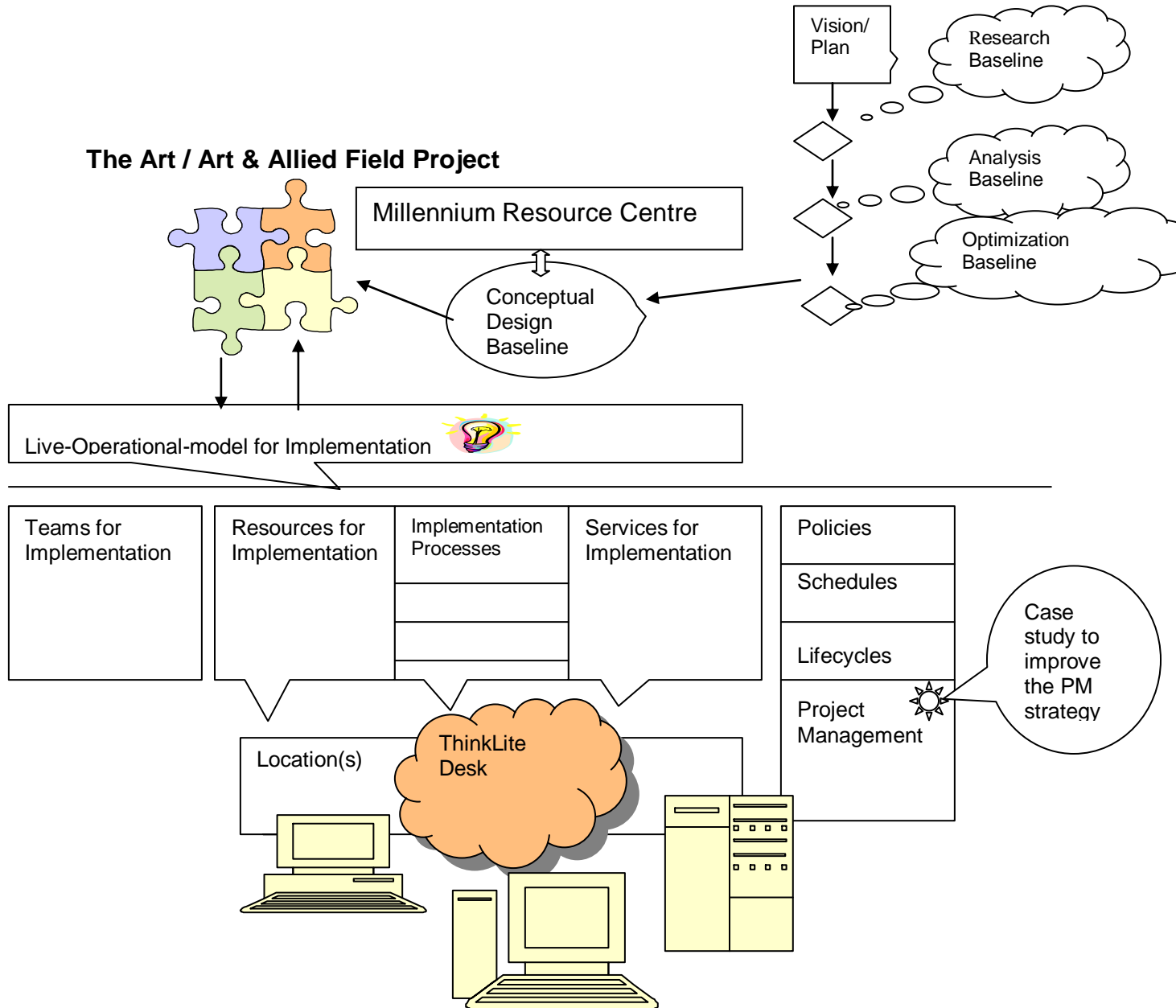


Quality Service Framework

Continuous Service Improvement Framework

Millennium Resource Centre Framework

## 2. What will be done to incorporate the ThinkLite Desk?



**A Continuous Service Improvement Framework will be implemented for an enterprise sized Art / Art & Allied Field project (this can be called a Service SMART framework)**

Step 1: Develop/Improve the IT lifecycle or IT Framework

Step 2: Use a tool called as the ThinkLite Desk to implement

- A new principle called the decisions-based (self-assessment) axis for Service Level Management or Quality, Control & Delivery (QCD) Level Management
- A (Zero Service Transformation/Climate Change Control and Mitigation (CCMA)) strategy called High-end Sensitivity Analysis for the operations lifecycle.
- A new concept called the NTH CONNECTION FACADE for improved Quality Control and service levels (This concept depends on what is called as integrated knowledge support for Demand Management, Quality Control for a Quality Staircase, Critical Path Management,& Risk Management).

Step 3: Envision levels of Autonomic Maturity

Step 4: Identify Zero Service Transformation .CCMA Dimensions or Improved Alignment Dimensions and describe how these will measure the outcomes

Step 5: Create a list of Performance Measures and Performance Indicators that help determine how the dimensions are meeting the Zero Service Transformation /CCMA outcome

Step 6: Assess the feasibility/changes needed for implementation of the Performance Measures

Step 7: Define Performance Measurement Attributes

Step 8: Implement knowledge support through manageable activation packages (i.e. these packages will include knowledge based N-approaches (principles, heuristics, best practices) to deliver Autonomic Quality Control functions

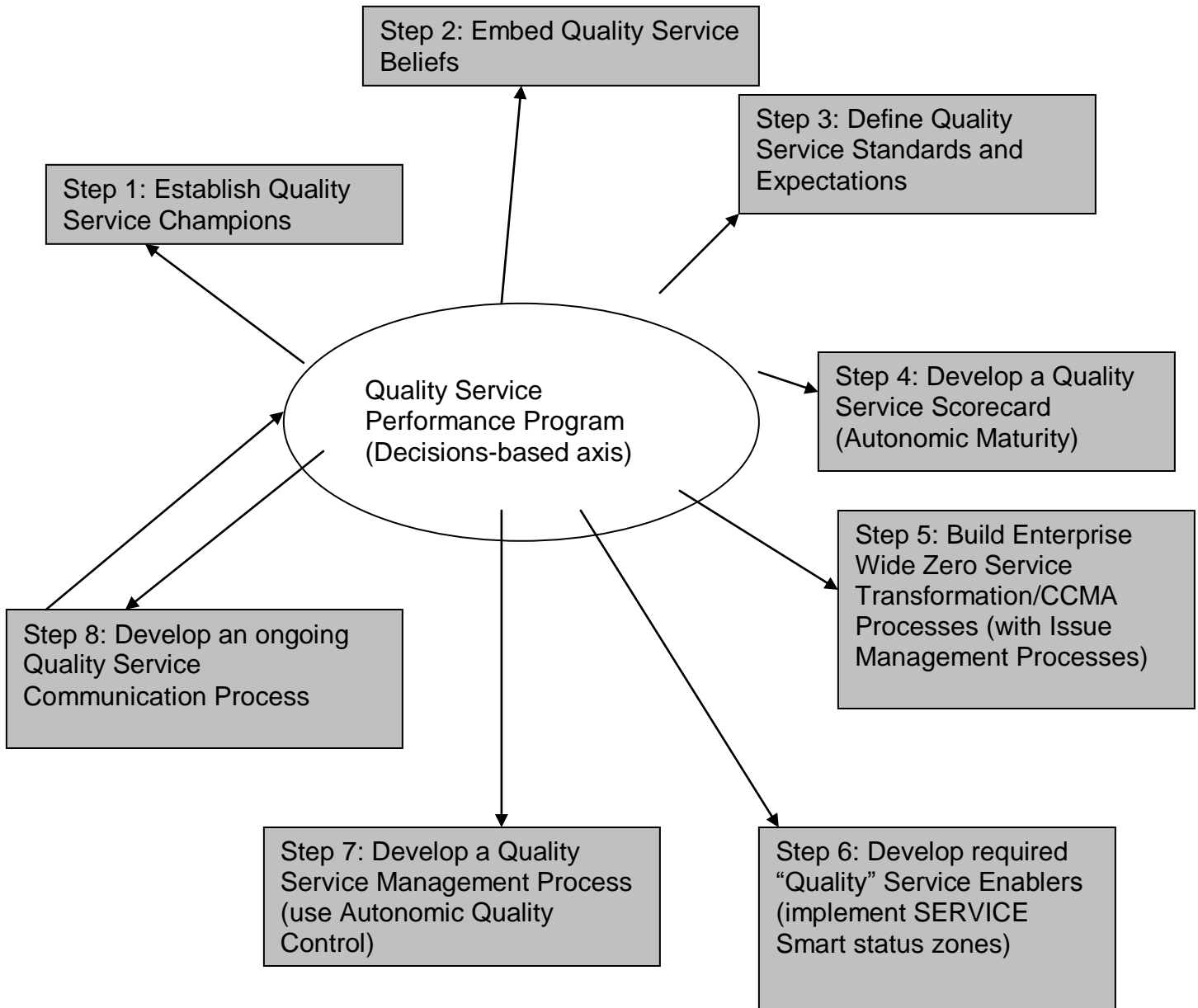
Step 9: Determine the Baseline, Targets, Integrated Service Delivery approaches and Standards for the Performance Measures

Step 10: Define a Regular Reporting Process

Step 11: Take Action / Enable Transitions or Autonomic Quality Control

Step 12: Practice Continuous Service Improvement. Use the Quality Service Performance Program to raise levels of quality.

**A Quality Service Performance Program will be implemented for an enterprise sized project**





You can visit the website [www.venkataoec.wixsite.com/resourcecentre](http://www.venkataoec.wixsite.com/resourcecentre) for blog posts on

1. Endpoint Management theories for enterprise sized projects
2. In-time Support for enterprise sized projects
3. IT Service Coverage and Attainable Operations