

ITIL – From Light to Fight to Bright

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Agenda

- > Introductions and Pigs
- > Company Overview
- > Toying with ITIL
- > Making it real
 - Change Management
 - Configuration Management
 - Service-Now
- > A bright future



Blue Cross Blue Shield of Minnesota By the Numbers...

- > Chartered in 1933 to promote economical/timely availability of health services
- > Largest in MN
 - 2.7 million members
 - > 125,000 government sponsored programs
 - > 184,000 Medicare
 - \$7.8 billion premium income
 - > 91% paid out for health care claims
 - > 0.2% net income
 - > \$106 million paid in taxes/assessments



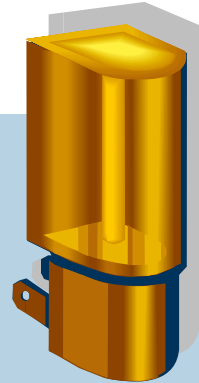
Blue Cross Blue Shield of Minnesota Helping make a healthy difference...

- > Blue Cross Foundation
 - \$20 million in grants to make a healthy difference in MN communities
 - > Early childhood development, housing, social connectedness, the environment
- > Prevention Minnesota
 - \$241 million to tackle root causes of most preventable and costliest diseases
 - > Tobacco use
 - > Physical inactivity
 - > Poor nutrition
- > Disease Management
 - Most extensive program in the United States
 - > 40 chronic conditions (asthma, diabetes, heart disease, low back pain, kidney disease, depression, cancer)
 - > 200,000 members benefit
 - > Save more than \$2 for every \$1 invested



ITIL Light

- > Just for HIPAA
 - Huh?



- > Process teams

- Rapid Results Session (Lean/Six Sigma)

- > Problem – A report

- > Change – A field

- > Incident/Outage - Process, policy, severity level matrix

- > ITIL Training



Fighting - - - and Begging

- > Tivoli Service Desk unsupported
- > Funding... or not
- > Process improvements = tool enhancements
- > Six Sigma process design – Problem Management
- > Six Sigma project – Reduce Service Desk calls
- > Lean event – Outage Management
- > Change process audit findings – Ah Hah!!!
- > Funding... finally!





Making it real

- > Current State Assessment
- > Strategies drafted and agreed
 - IT Service Management
 - Change Management
 - Configuration Management
- > Change Management Design Workshops
- > Configuration Management Design Workshops
- > Service-Now tool “out of box” implementation

Change Management

- > Physical Flow
- > Roles and Responsibilities
- > Procedures
- > Functional Requirements
- > Security
- > Testing
- > Training

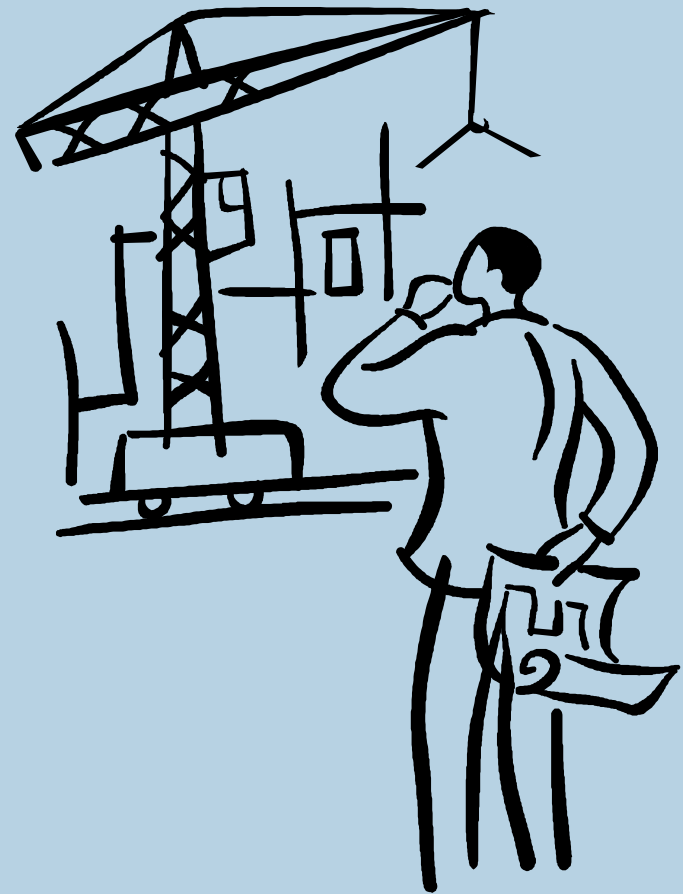


What's new???

- > Trigger to Enter Change – Earlier!
 - Request/Authorization feeds process
 - As soon as it is determined that the infrastructure will change
- > Configuration Item Attributes
 - Maintenance Windows
 - Quality Control Review
 - Resource Group
 - CI Owner
- > Impact Calculator
- > Change Owner
 - Resource Management vs. Change Management
- > Internal Controls
 - Request/Authorize
 - Testing Completed
 - Independent Implementation
 - Review

Configuration Management

- > CMDB Architecture
- > Physical Flow
- > Roles and Responsibilities
- > Procedures
- > Functional Requirements
- > Discovery
- > Testing
- > Training



How will it work?

- > Discovery to populate CI's, attributes, and relationships
 - Update as often as possible (daily/weekly)
 - Not under change control, but may be used for impact analysis via change and incident processes
- > CI's and certain attributes will be identified under change control as informational attributes are populated and they are associated with Business/IT services
 - SLM to feed services
 - Informational attributes include CI Owner, Support Group, Maintenance Windows, Quality Control requirement, Dates/Status
- > Managed CI's and attributes will be under change control and reconciliation processes
 - Discover will compare instead of update
 - Changes will be compared to authorized changes for same period
 - Exceptions reported and addressed

Service Now

> Software as a Service

- Per seat licensing
- No infrastructure required
- Vendor managed upgrades

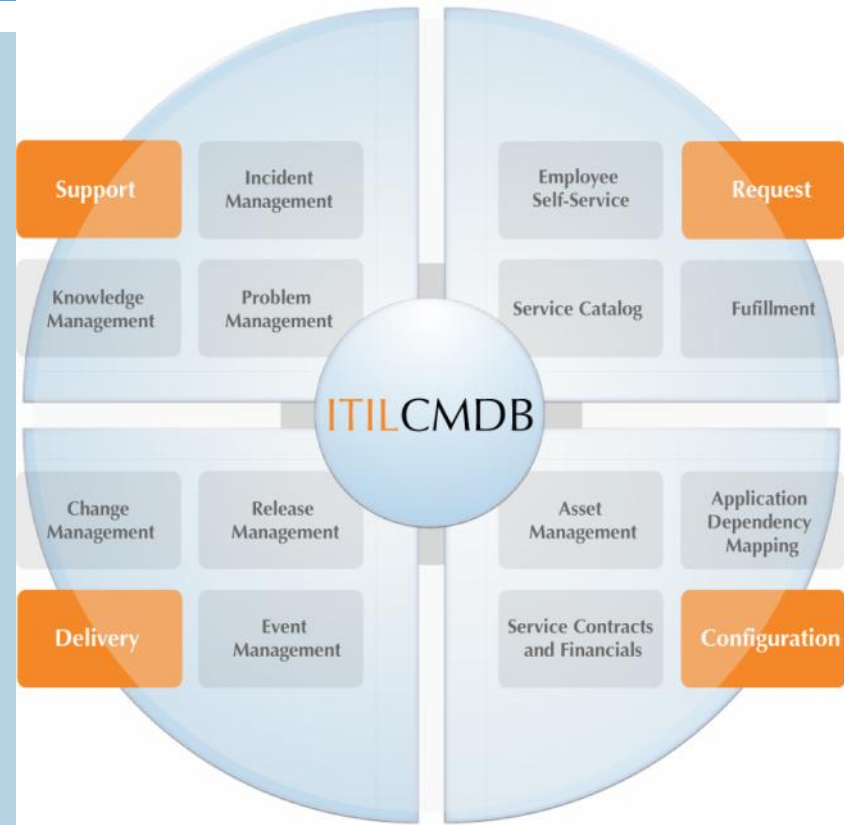
> Discovery

- Layers 2-7 of the OSI model
- Agent or Agent-less
- Relationships discovered
- Loads CMDB

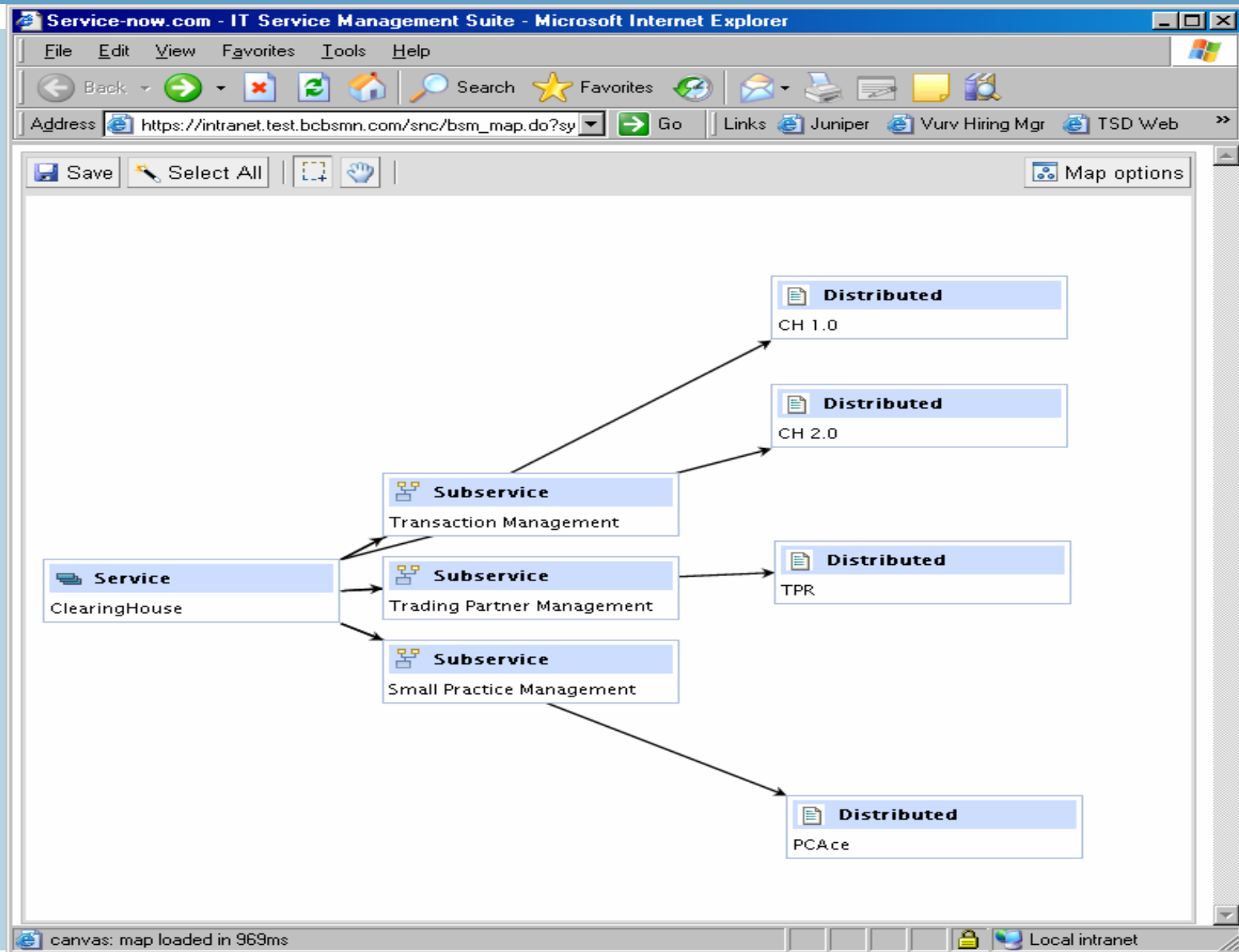


Service Now

- > Change
- > Configuration with Discovery
- > Release
- > Incident
- > Self-Service
- > Knowledge Management/News
- > Problem
- > Service Level Management
- > Service Catalog (Request Management)
- > IT Asset/Contract Management
- > Reporting, Dashboards and Analytics



CMDB Service Map



The Future Looks Bright!

- > Change/Configuration Implement in January
- > Release/Incident Implement in April/May
 - Continue to populate CMDB with undiscovered attributes
- > Problem/Service Level Management next Summer
 - Continue to populate CMDB with undiscovered attributes
- > Enterprise Management Center by Fall
 - Continue to populate CMDB with undiscovered attributes
- > Request Management late 2008
 - Continue to populate CMDB with undiscovered attributes

