



VITIL *Solutions*

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Dale Ott, President
Kathy Seiders, VP/GM
1903 Northgate Blvd
Sarasota, FL 34234
www.vitilsolutions.net



Introduction

- Who Vitol Solutions is:
 - A Local IT Service Company established in 1977
 - Sarasota County business that employs 25 people
- What we do for SCGov
 - Service Desk and on-site Desktop support team
- Typical metrics for the 2000 users at SCGov
 - 2200 incidents / month sent to the Service Desk
 - 60% via email, 40% via ACD
 - 1000 work orders / month (50% of all work orders)
 - Contractually controlled SLA/OLA requirements



Benefits of Local Partnerships

- A Private Business:
 - Is highly motivated and will be flexible to suit your needs
 - Can start as staffing management
 - Provides contractual guarantee of performance w/fiscal controls
 - Enables staff to focus on strategic projects
 - Creates repeatable roles and functions for dependability
 - Provides community relationships
- Our Major Milestones:
 - Enabled SCGov innovation (BC to geography coverage)
 - Evolved from Call Center to Help Desk to Service Desk
 - Performance metrics and balanced scorecard
 - On-line procedures, cross training & job rotation
- Embarking on a Larger Role within SCGov Today



ITIL Implementation Prep List

- Define Parameters
 - Service Catalog (ITIL)
 - Base SLA and OLA (ITIL)
 - Metrics and how to measure them (HDI)
 - CMDB system (ITIL)
- Build up the Service Desk to be the Control Tower
 - Priority matrix (poster)
 - Call routing matrix (handout)
 - Knowledge base with scripts, procedures, tribal knowledge & FCRs (handout)
 - Incident+Problem, Change+Release & CMDB (ITIL)
 - Service Desk software capabilities (Maximo)
 - Survey method (SD software)
- Promote the Service Desk as a single point of contact (PR)
 - Establish daily audit processes for the work order queue

Houston...we have an incident.

In many ways, your experience in IT has already given you the concepts of ITIL. ITIL simply reorganizes these concepts in a more effective sequence. ITIL originated in the UK so some of the process names can be misleading.

ITIL (UK)

■ Incident

■ Problem

■ “I-til”

US

■ Problem

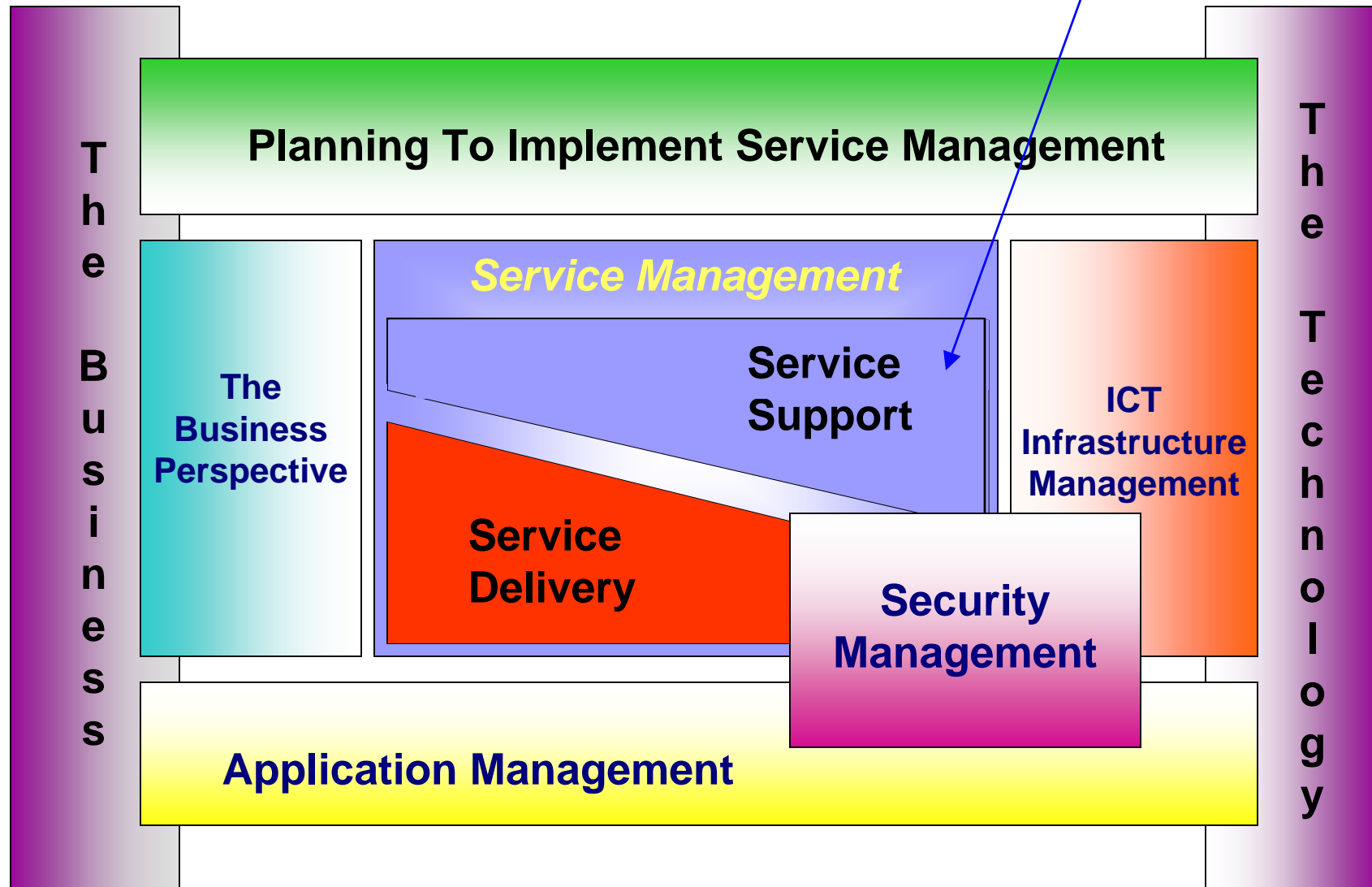
■ Root cause analysis

■ “Idle”

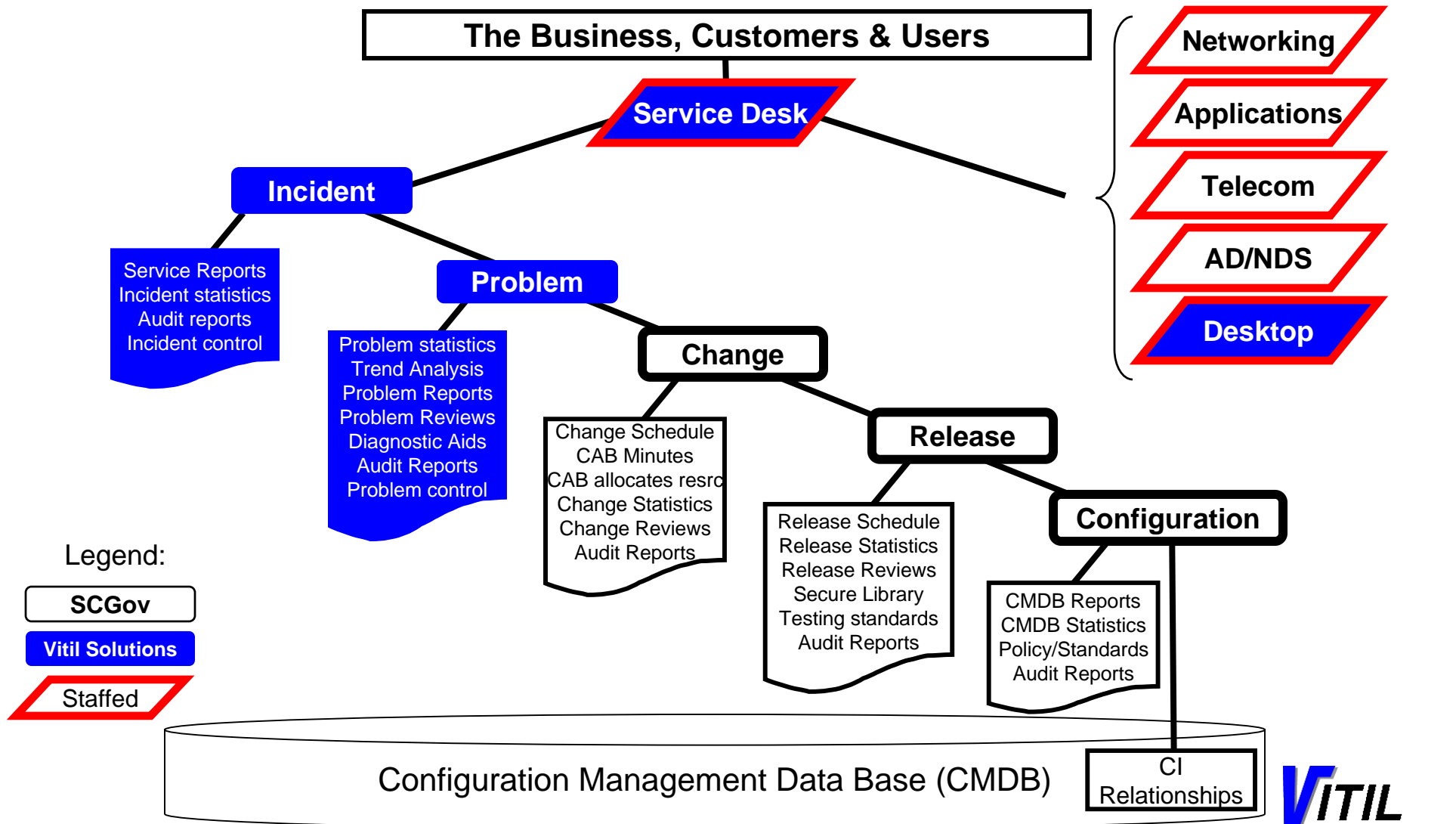
1. Key processes combinations are: Incident+Problem, Change+Release and CMDB
2. Customers call in if they have an incident or service request
3. An incident or service request can have multiple work orders assigned
4. A problem # can be assigned to multiple incidents

ITIL Overview

Vitil Solutions focus area

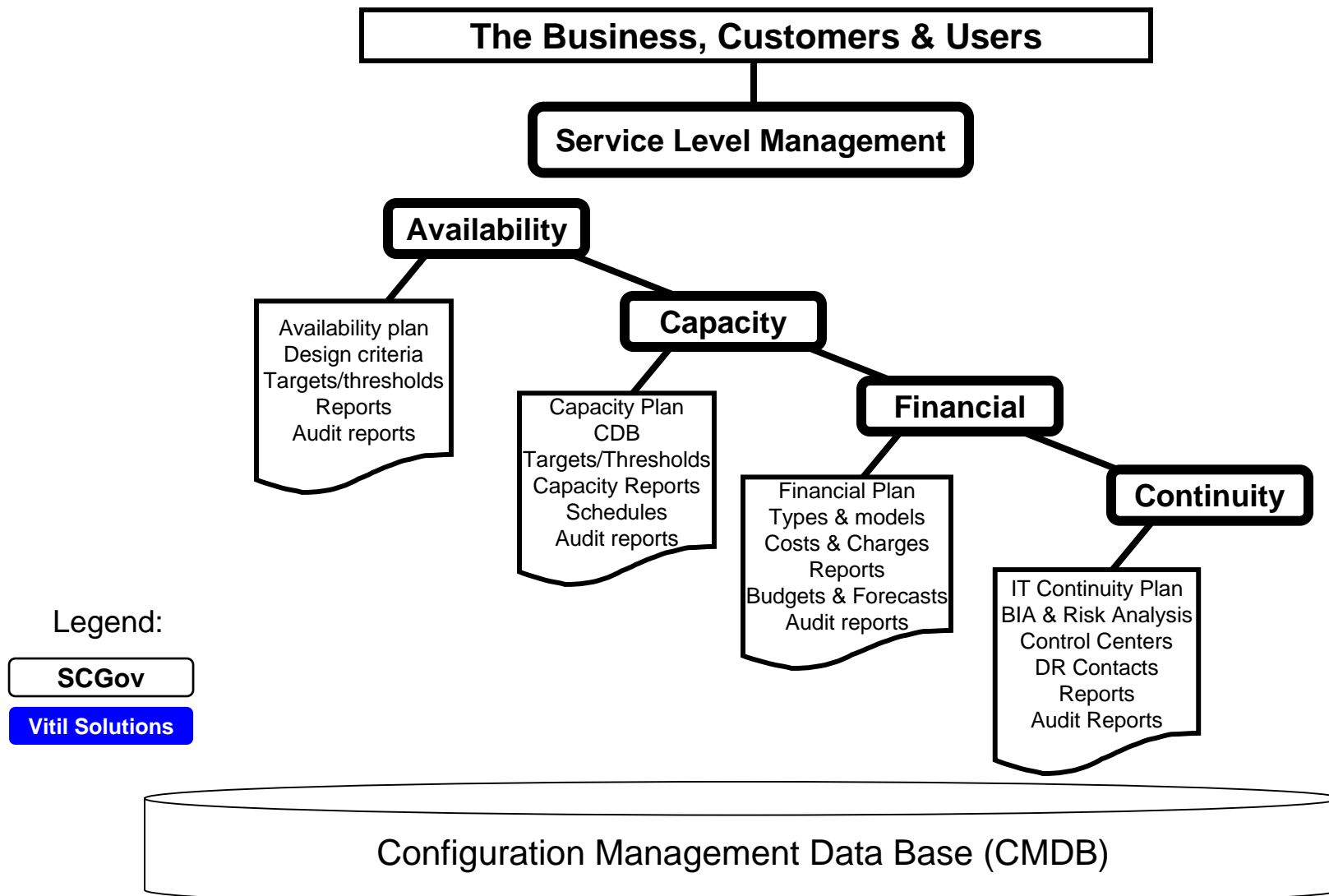


Service Support Processes



Modified version of a diagram created by Pink Elephant

Service Delivery Processes



Legend:

SCGov

Vitil Solutions

Modified version of a diagram created by Pink Elephant



Our Report Card

Wins

- BC to Geo shift in 2002
- Measured service levels
- Documented procedures
- Sharepoint Knowledge Base
- Team Lead + SME on Desk
- Staff cross training

Improvements Needed

- Customer SLA awareness
- Features within new Service Software
- Incident & Problem Mgmt implementation
 - New assignment

Any step towards ITIL will provide some benefit. Don't wait to have a completed system—go now!

Good luck with your ITIL implementation.