

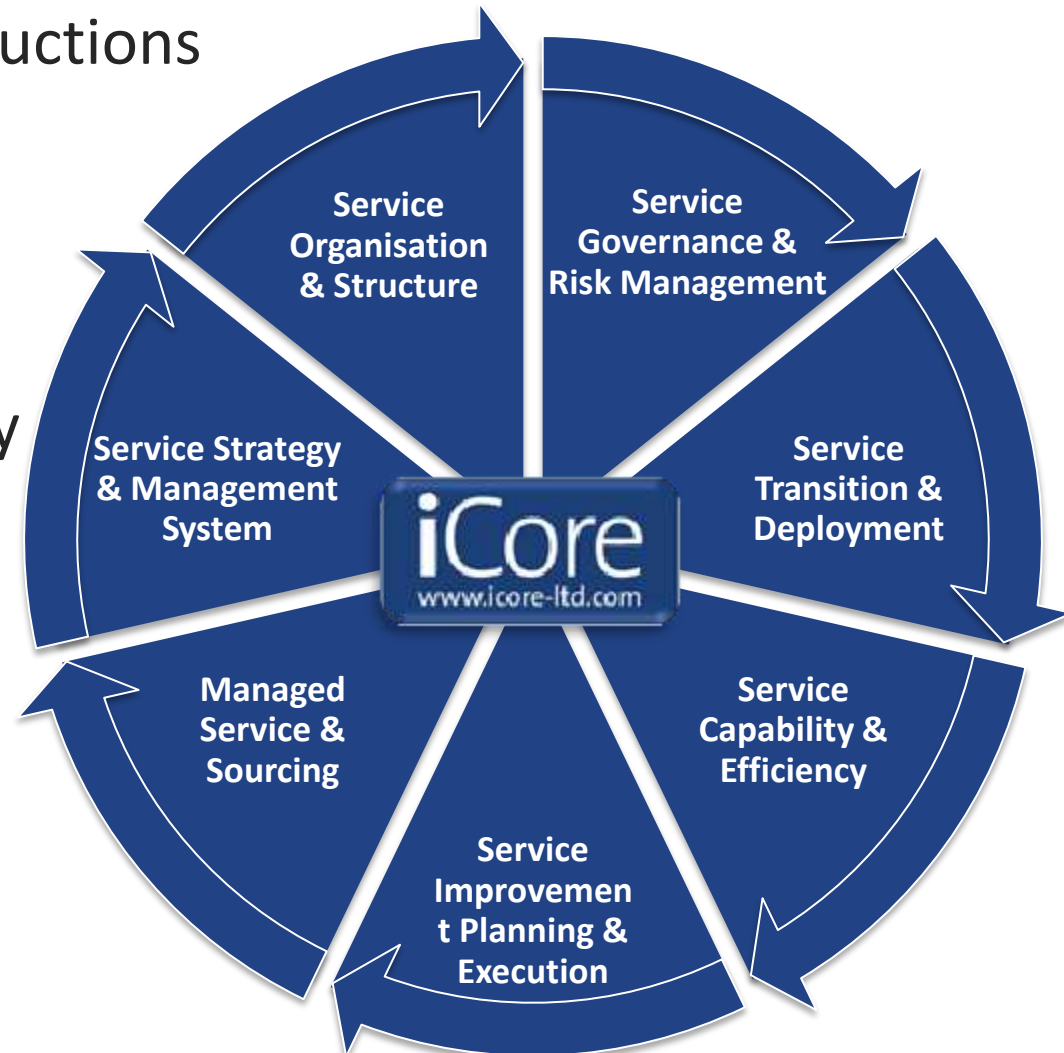


Breakfast Briefing – Q1 2012

ITSM in Difficult Times

9th February 2012

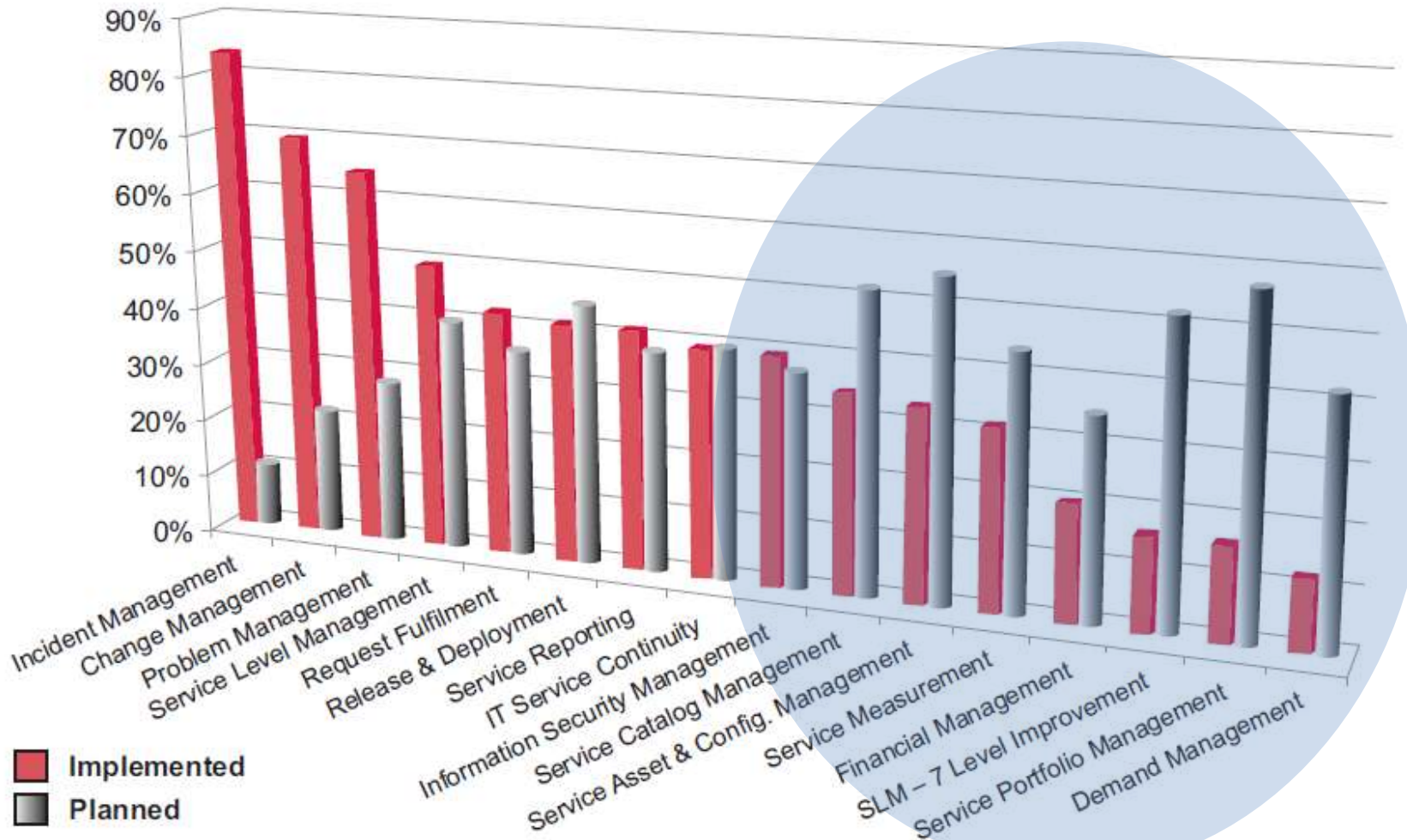
- Welcome and Introductions
- Survey
- Working Miracles?
 - Steve Ingall
- GDF SUEZ Case Study
 - Jerry Bradley
- Perspectives
 - Jim Hennigan
- Close



service management at its best

- iCore is the largest **specialist** IT service management consultancy in the UK
- iCore has a long and impressive track record in delivering and embedding **pragmatic** IT service management processes
- iCore consultants have worked with **blue-chip clients** in the financial services, insurance, technology, construction and energy, and large scale public sector / government departments
- iCore combines strong **leadership**, discipline, outcome and value driven projects that focuses on cost control
- iCore relies on the deep, **real world experience** of mature and determined consultancy team
- iCore consultants are able to call on their knowledge of the various **best practice frameworks and standards** such as ITIL, COBIT, CMMI-SVC, Lean Six Sigma, SFIA, PRINCE2, ISO20000, ISO27001, SAS70

Survey





Working Miracles



Steve Ingall, Head of Service Management

service management at its best

- 85% had not got effective **SLAs**
- 77% stated that IT was not fully **aligned** with the Business
- 74% did not **charge** for their IT services
- 73% did not deliver **projects** on time and to budget
- 70% had no **formal method** for managing projects and changes
- 64% had not got an effective IT **Steering Board**
- 51% stated they were very **constrained** on resource
- 33% stated their IT **investments** were mainly driven by IT

Source: Deloitte 2010 (100 CIOs – UK)



DO THE RIGHT THINGS RIGHT!



GDF SUEZ Service Improvement Case Study



Jerry Bradley, Chris Jones, Neil Moore

service management at its best

Questions?





Perspectives on Service Improvement

Jim Hennigan, Practice Director - Xceed

Xceed Clients

nationalgrid

ICAP

CMC Markets

Bank of America
Merrill Lynch

barclaycard

MARSH

BT

MISYS



THOMSON REUTERS

Chaucer
INSURANCE

Swiss Re

bp



RBS
The Royal Bank of Scotland

TATA
TATA STEEL



Standard Bank

RBS Insurance

BARCLAYS
CAPITAL

scouts
be prepared

LLOYDS
BANKING
GROUP



TEMENOS
The Banking Software Company

RBS™

Global Banking & Markets

John Lewis

Xceed & iCore



Eckoh



XCEED



YOUR M&S

National Rail Enquiries



How Steve Jobs saved Apple



The common themes



Process



Focus



Act when you get it wrong



Customer first

Questions?





Closing Summary

Steve Ingall, Head of Consultancy

“World-Class” Organisations

“Just do the right things right. **RIGHT!**”

- Demonstrate the following characteristics:
 - The organisation's **cultural climate** reflects a commitment to meeting and exceeding customer expectations.
 - Senior leaders **demonstrate by example** the organisation's commitment to exceptional courtesy.
 - Employees are empowered to fully meet the **needs of their customers**.
 - **Service ethic** is practiced by everyone throughout the entire organisation.
 - Specific and ongoing **education** in service management.
 - Formal and informal screening techniques are used to hire employees with **exceptional skills in service management and customer relationships**.
 - The organisation establishes systems to **measure the value** of its services to customers.
 - Services are provided seamlessly from the **customer's perspective**.
 - There is **zero tolerance** for poor service.
 - All the organisations found that **delivering on the service promise improves customer loyalty**.

- iCore will be delighted if you:
 - Complete the feedback form
 - Want to stay for a breakfast roll
 - Want to have a follow-up conversation now with the speakers
 - Want to make arrangements for a follow-up conversation
 - Want us to come and present more detail to your team back at base
 - Want us to come and assess your Service Improvement Strategy
 - Want us to come and review the current organisational structure
 - Want to speak us to us about any Service Management challenge you have at the moment
 - Only came for a breakfast roll but **complete the feedback form**



Thank you for coming

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