

# Using ITIL to Drive IT Improvements & Business Integration

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## GLOBAL PRODUCT DATA INTEROPERABILITY **SUMMIT** 2016



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# What Is ITIL

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## Information Technology Infrastructure Library (ITIL)

- Was created by the UK Government's Central Computer and Telecommunications Agency (CCTA) in the 1980s.
- Is a set of best practices for IT service management that focuses on aligning IT services with the needs of business.
- ITIL is owned by [AXELOS](#)

# ITIL Key Concepts

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- **Core up of IT resources and programs into a single service catalog.**
- **Business can “purchase” only the services they need.**
- **Unneeded effort or programs are eliminated.**
- **ITIL benefits include**
  - **Reduction in cost, rework, cycle time, and duplication of effort**
  - **Efficiency in resources**
  - **Improvements in quality, processes, and competitiveness.**
  - **ITIL also lays the foundation for integration between IT and the business’s objectives.**

# Implementing ITIL

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ITIL is a **Best Practice** not a **Standard**

ITIL should be **Adopted as a framework** not **Implemented as a procedure**

**“Best is the enemy of better!”**

# Product Systems ITIL Timeline

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**2014 – 2015**  
*Transform Organization*

**2016**  
*Focus & Mature*

**Production Operations – Strategic Focus**

Deliver Value to the Business faster through continuous delivery by:

- Reducing the cycle-time to deploy critical and robust Services to the Business
- Championing production operational readiness

**Production Operations Transformation Initiatives**

Services Plan | Continuous Delivery | Reducing Technical Debt

**Product Systems Operations Transformation**

Investing in the Business

- Providing Increased Business Capacity
- Resources aligned to the highest priorities
- New Development work for our Team
- Change focused on Business Value

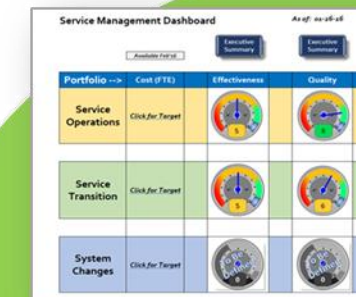
Increased investment in Ourselves

- Reducing Technical Debt
- Continuous Service Improvement

Services Delivery

- Dedicated Team Focused on Delivering Functionally Excellent Services
- Efficiencies through Standard Practices
- Knowledge & Skills Continuously Developed
- System Change constricted to break/fix

Transforming Product Systems Work



**Intensify Focus On Service Delivery**

**IT Strategy**

- Develop People & Leadership
- Run for IT Business
- Protect & Secure the Business
- Drive Business Value

Flawlessly delivering global IT solutions

**IT Run Partnership**



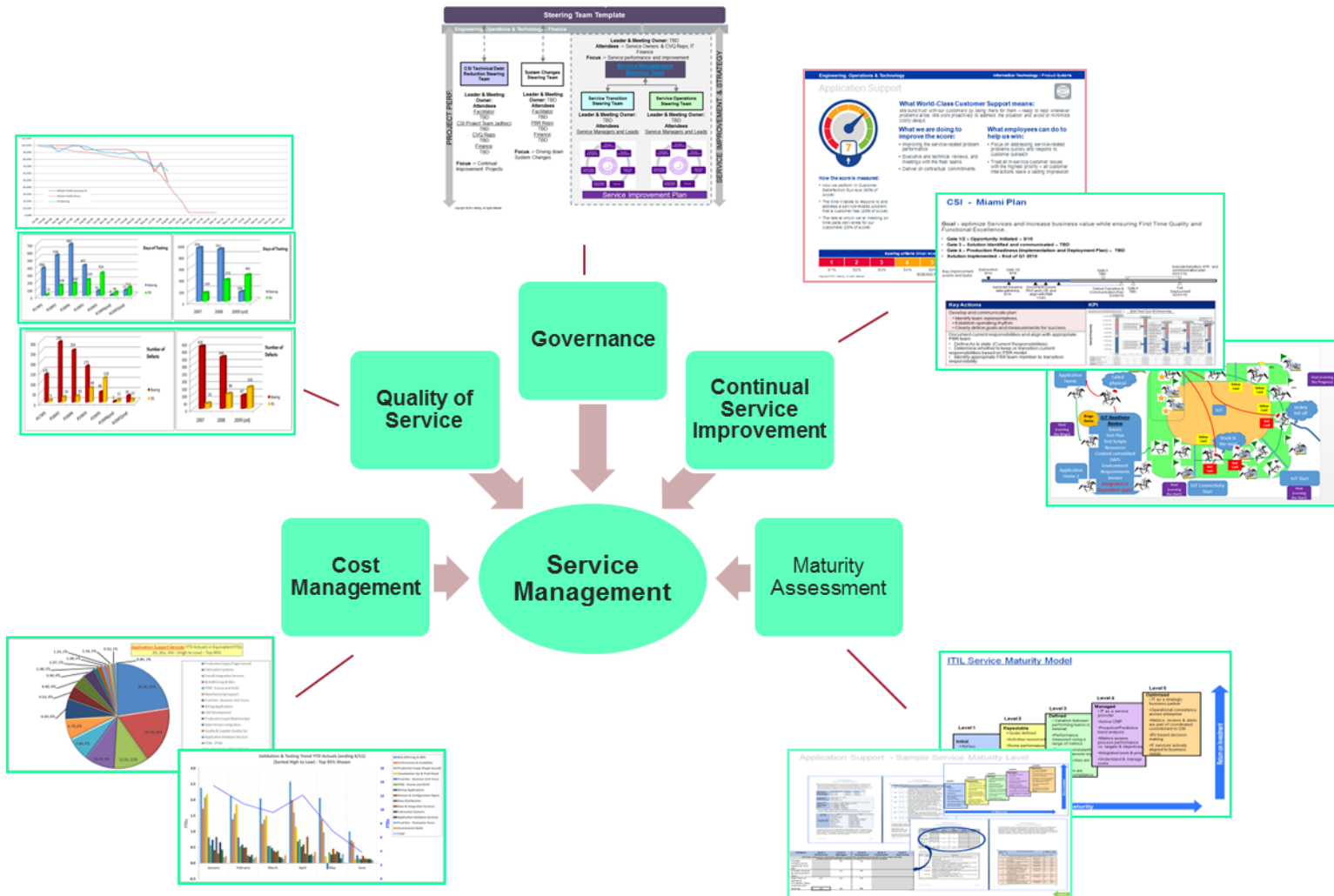
**Continued Investment in Ourselves**



**People Engagement & Alignment**

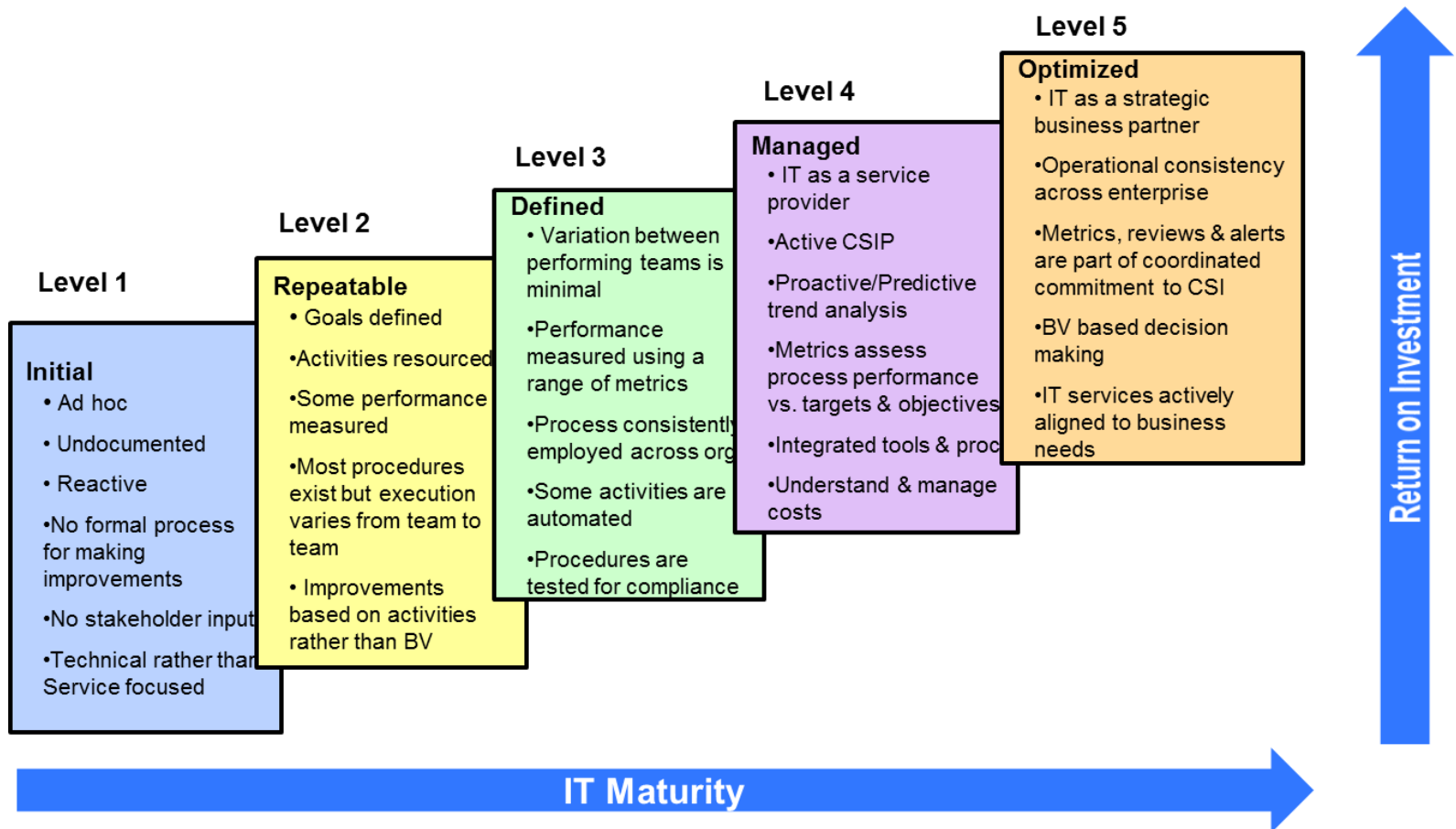
# Service Management Strategy

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# ITIL Service Maturity Model

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# Product Systems ITIL Transformation Results

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## Service Management

### ***"Getting Results!"***

- ❑ 15 IT services defined and operational
- ❑ Order of magnitude reduction in cost of services YTD
- ❑ Significant reduction in resources required to support all services
- ❑ Most Services operating at ITIL Maturity level 3 YTD
- ❑ Current Service Improvement projects project at 14-1 ROI
- ❑ Transitioned IT financials to Service Based reporting structure
- ❑ Dashboard actively utilized for tracking Service Performance



# How to Leverage ITIL Going Forward

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- **Gamification**
- **Dashboard**
- **Workload Management Tool**
- **Business Relationship Management**