

Introduction

The last couple of years a lot has been written about the management of large IT systems. Every time again it looks as if the development of new applications has a much higher priority than the development of the day to day operation that goes with the same application. Development of a new application together with the development of the infrastructure and the management of that application at the same time is not seen very often.

The pressure to reduce costs has always been a major attention point. The productivity should raise, the costs minimized and if possible with as less people as possible. Because of new developed applications the impact on the organization becomes bigger and with this the dependency of the ICT. This bigger dependency requires higher demands upon the automation in general. Especially on higher availability, faster response time, faster recovery after failures and faster implementation of new functionality.

Service Management model

A certain structure is needed for the organization and for solving problems of service management. At this moment different structures and more or less standard models are available. In the Netherlands ITIL (in different dialects) is the most current model. Also in the UK it is widely used. In France and the USA the use of ITIL has just started. Most of the current models are specialized in organizing processes. Process descriptions alone are not sufficient for the organization of service management. More attention is needed on what really has to be managed. Which process activities need to be performed by who in the organization, which information is needed to perform the activities and with what kind of tools.





SPORT is a structure that is more than just a process description. It is a structure in which ITIL can be very well used. SPORT stands for Services, Processes, Organisation, Reports and Tools. This structure helps with determining what, how and by whom a service has to be provided.

Tombit services

Tombit B.V. can help you in different ways with a check up, definition and setting up of large IT-systems and organizations. Two types of approach can be chosen; a project approach or an interim management approach.

Check up

The former described service management model is used as a basis to perform a check-up of the IT service organization. In all the five mentioned elements of the model a 'desired' situation can be compared with the 'is' situation. A fixed pattern is used during the investigation with highlights such as: decide on the scope, gathering information by interviews, inquiries and investigation of documentation after which a report will be presented with facts, conclusions and recommendations.

Definition

The description of services-to-deliver is the start for service management. Also the service levels should be part of this service description. The process descriptions contain all the activities that are needed to provide the services at the correct level and according to the agreed costs. Who is performing which activities is decided by grouping the activities in logical groups, the so called roles. These roles can further be assigned to employees.

Set up

During the set up of service management in the organization there is a strong focus on the information and tools that are needed to support the employees. The information need has two sides. One side in which the status of the systems is directly seen so actions can be taken directly and the other side in which the information needs a deeper analysis to recognize trends.

The IT systems of today are so complex that different tools, more or less automatic, are needed to support the activities.

Expertise

Tombit B.V. has been founded in May 2000 by Tom Buijs after 20 years of experience with different large companies as systems programmer, performance analyst, capacity planner, project leader, line manager, senior consultant and interim manager.