

Final Cut Pro File Edit View Map Modify Sequence Effects Tools Window Help Mon 10:50 AM

Introduction

in

HTML

MacBook Pro

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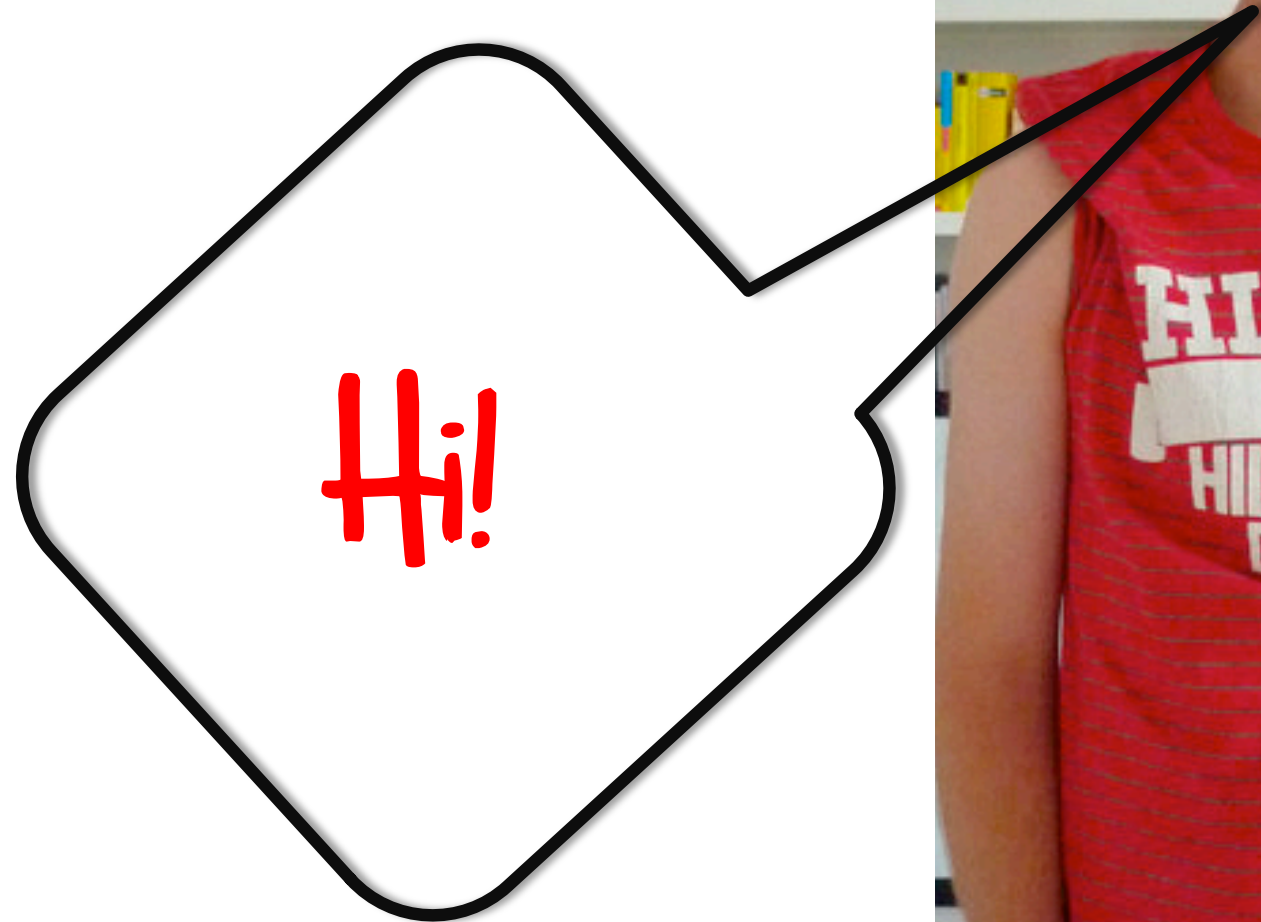
Introduction

in

Stijn

MacBook Pro

Stijn Wijndaele



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Stijn Wijndaele



Cloud Founders

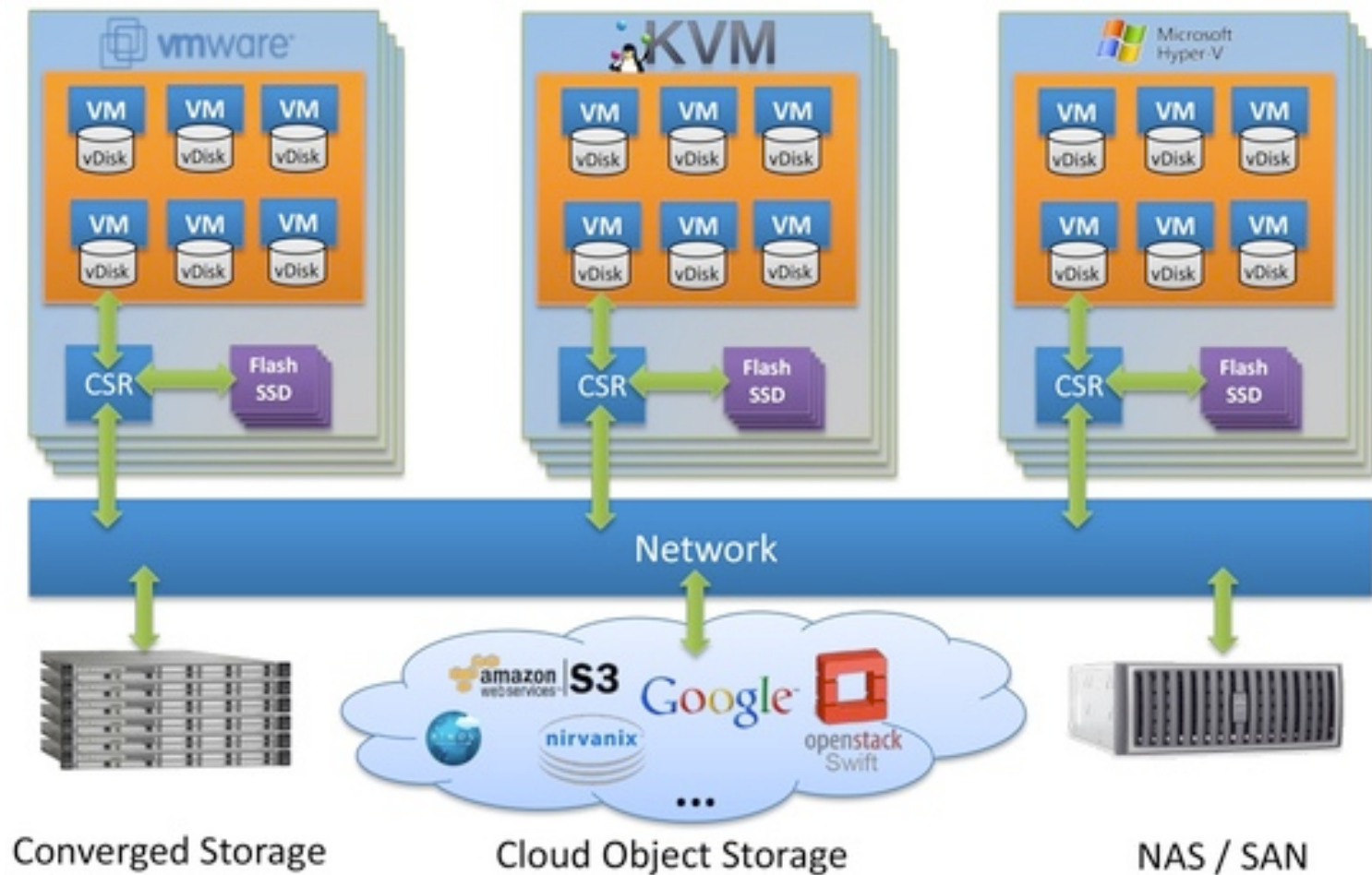
WHERE THE HECK
IS MY DATA?

ITS THERE, UP
IN THE CLOUDS.



Open vStorage

Storage designed for Cloud Computing



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WTF???

ITIL?

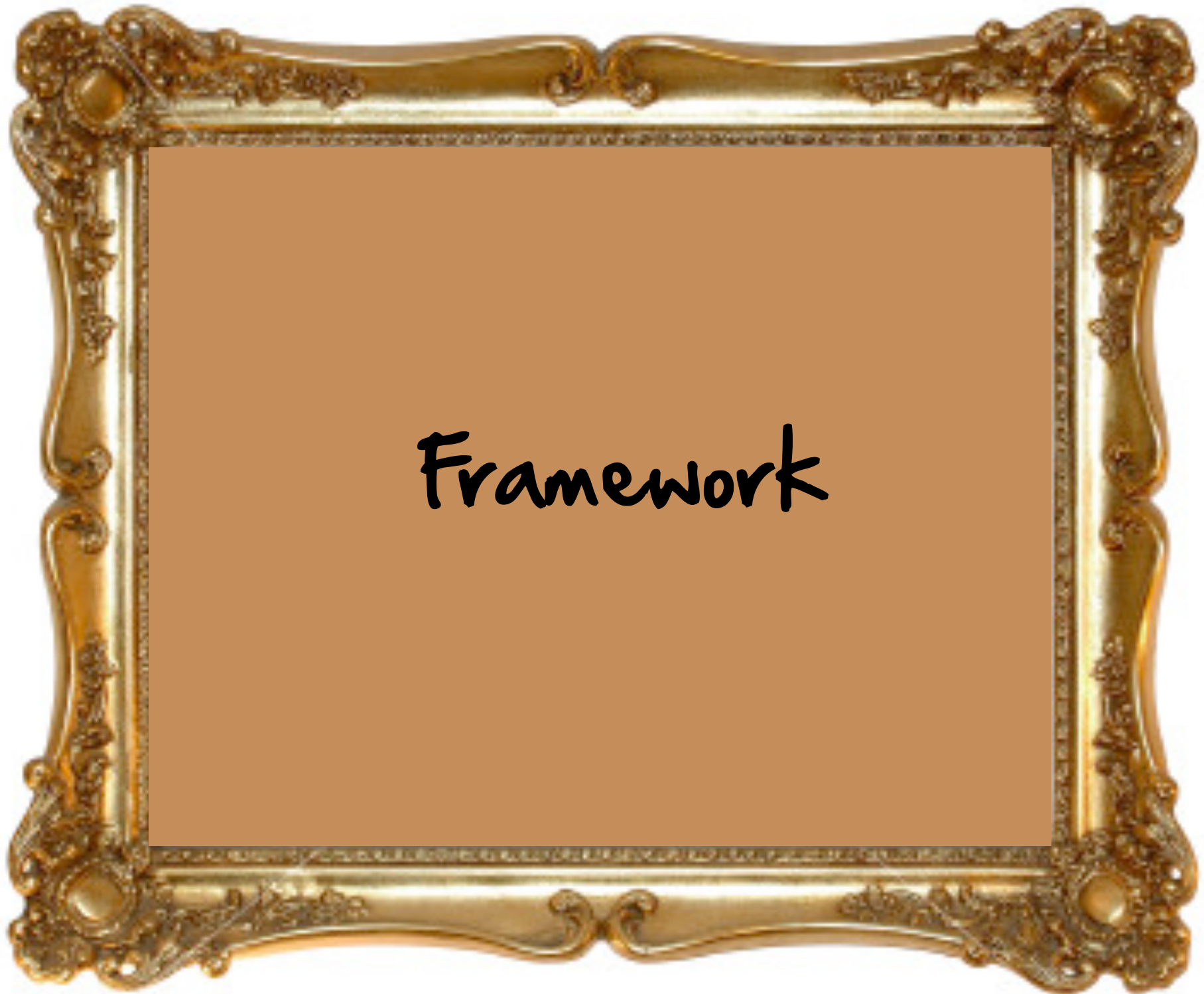


Toolbox



Publiek





Framework

Quality label



ISO 20000

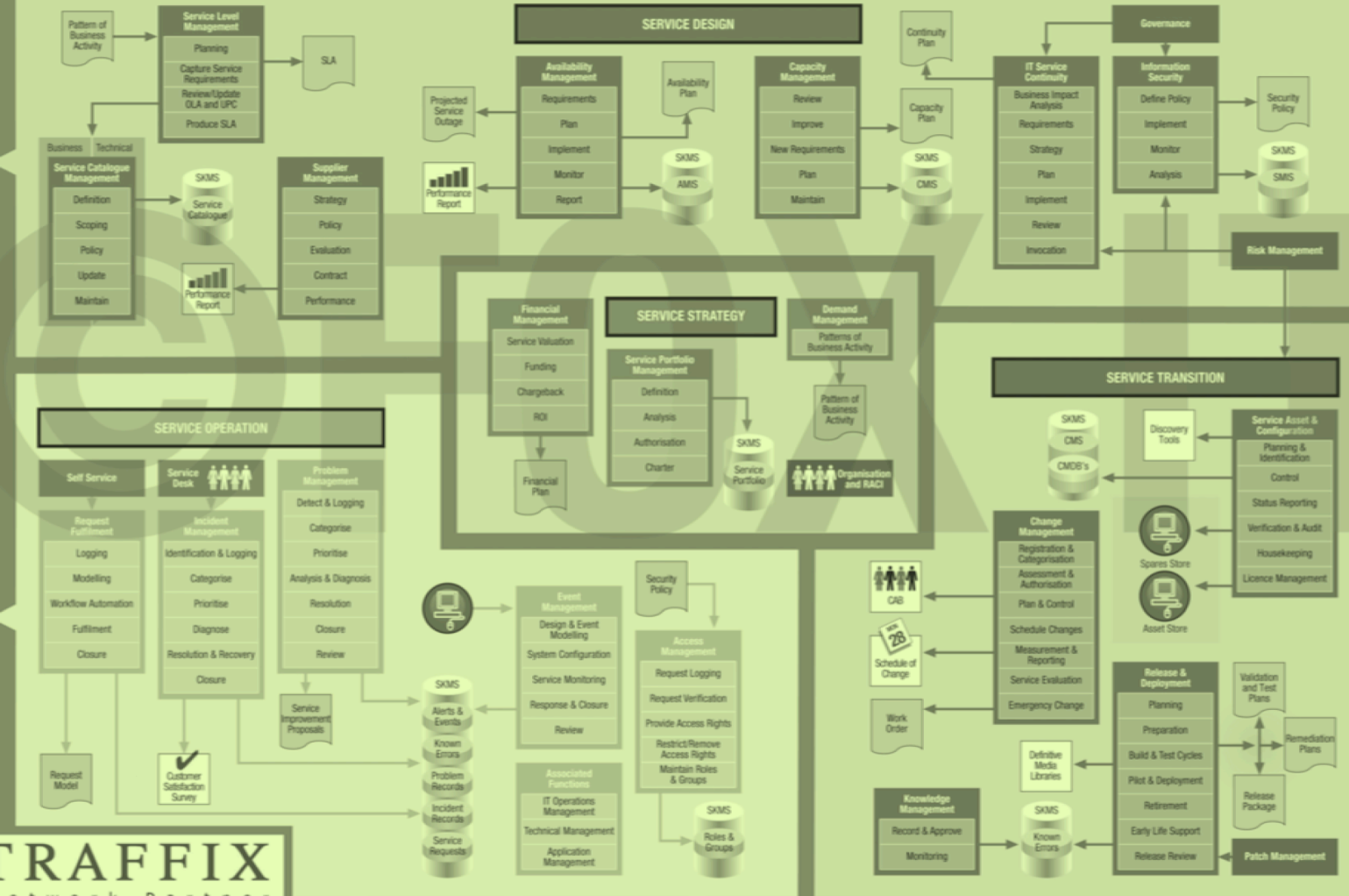


Content today:

Process Review & Maturity Reporting (Compliance)

CONTINUAL SERVICE IMPROVEMENT

ROI & Value Reviews & Building Alignment Planning



TRAFFIX
 Network Partner
 ITIL® V3 on a page
 © Fox IT Version 2.5

Customer Satisfaction Surveys

Service Reviews & Improvement Planning

Management Information Review & Trend Reporting

Service Reporting

Communications Strategy & Plan

ITIL® is a Registered Trademark and Registered Community Trademark of the Office of Government Commerce and is Registered in the U.S. Patent and Trademark Office.

Just kidding...kinda









Better quality
of service



**Customer
satisfaction**



Motivated
people



**Better
communication**



flexibility



View on
profitability



Improved
cycle time



Process



Service delivery



Service support



Service desk

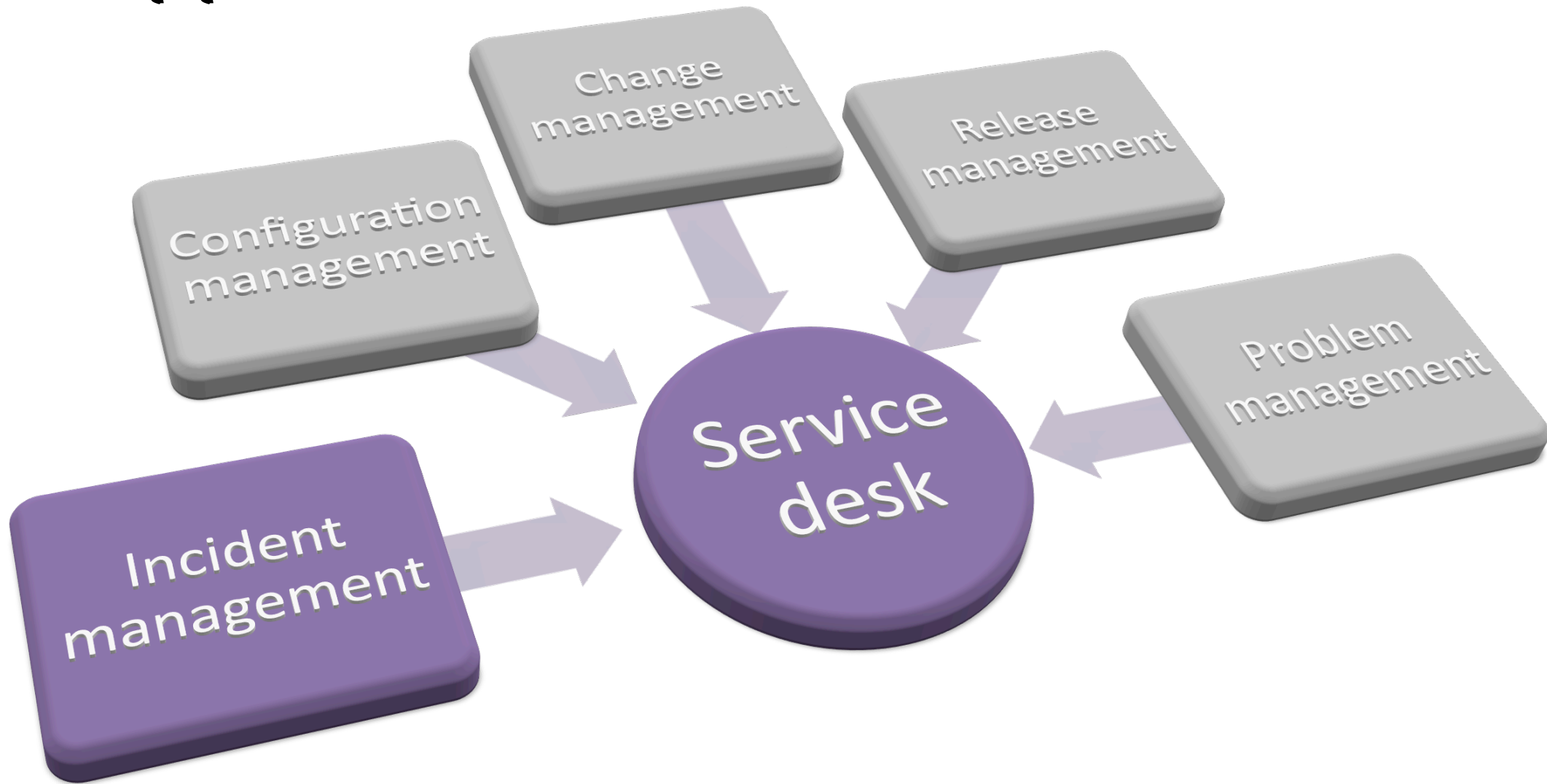


Service desk

Service desk

- Restore service asap
- Manage incident lifecycle
- Support business activity

Service support



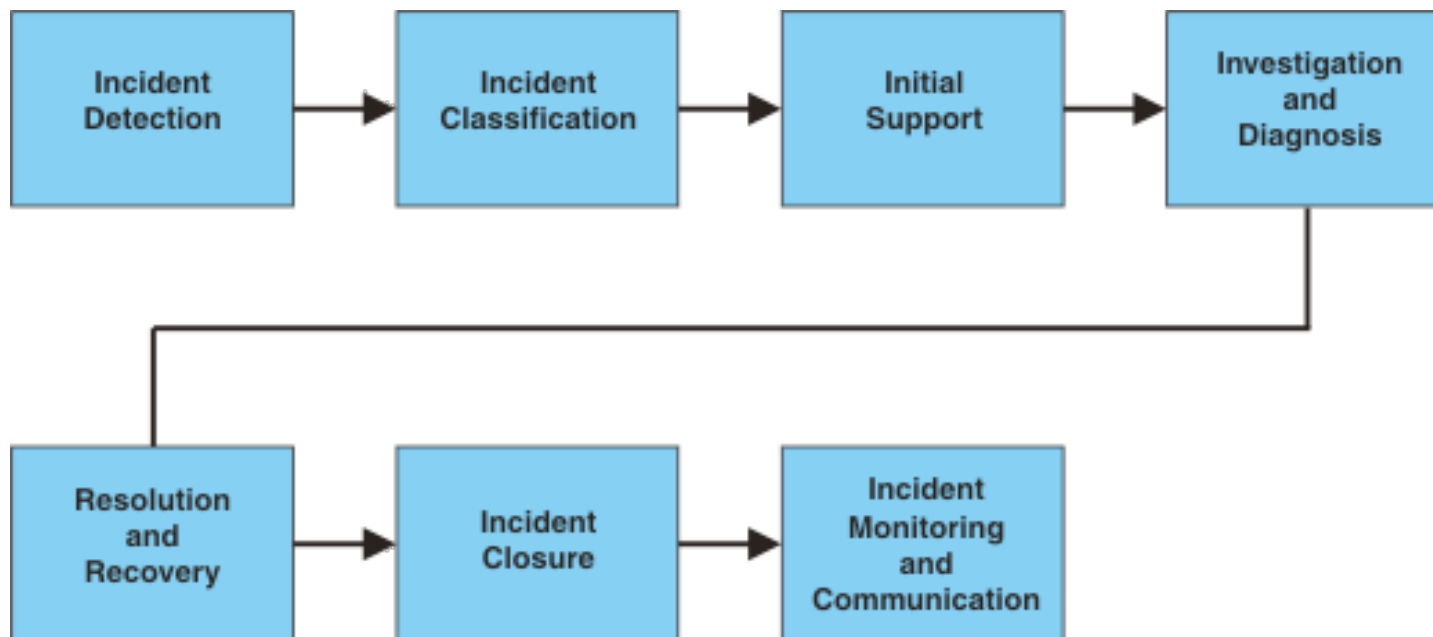
Incident?



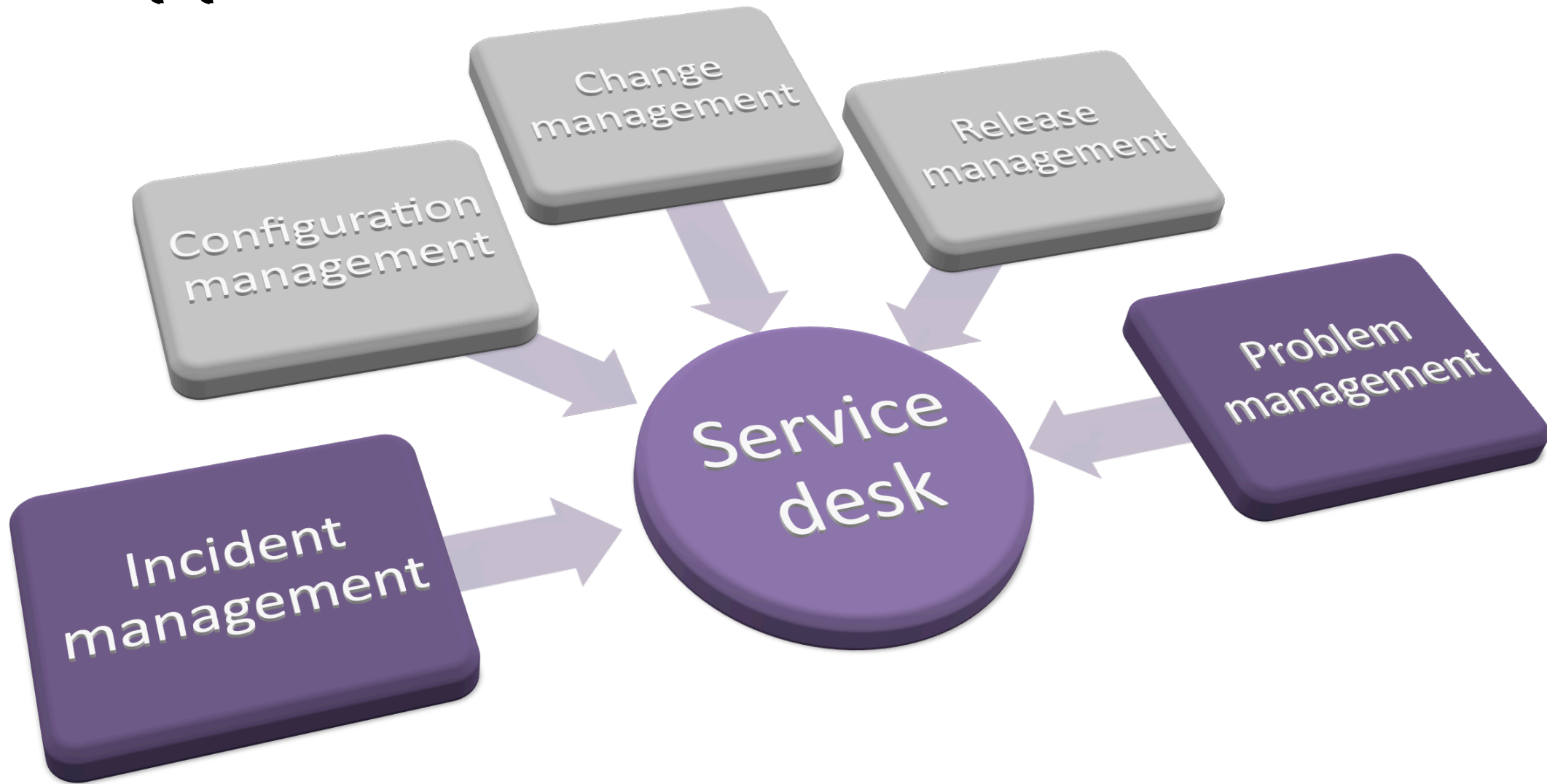
Restore asap!

Minimize impact!

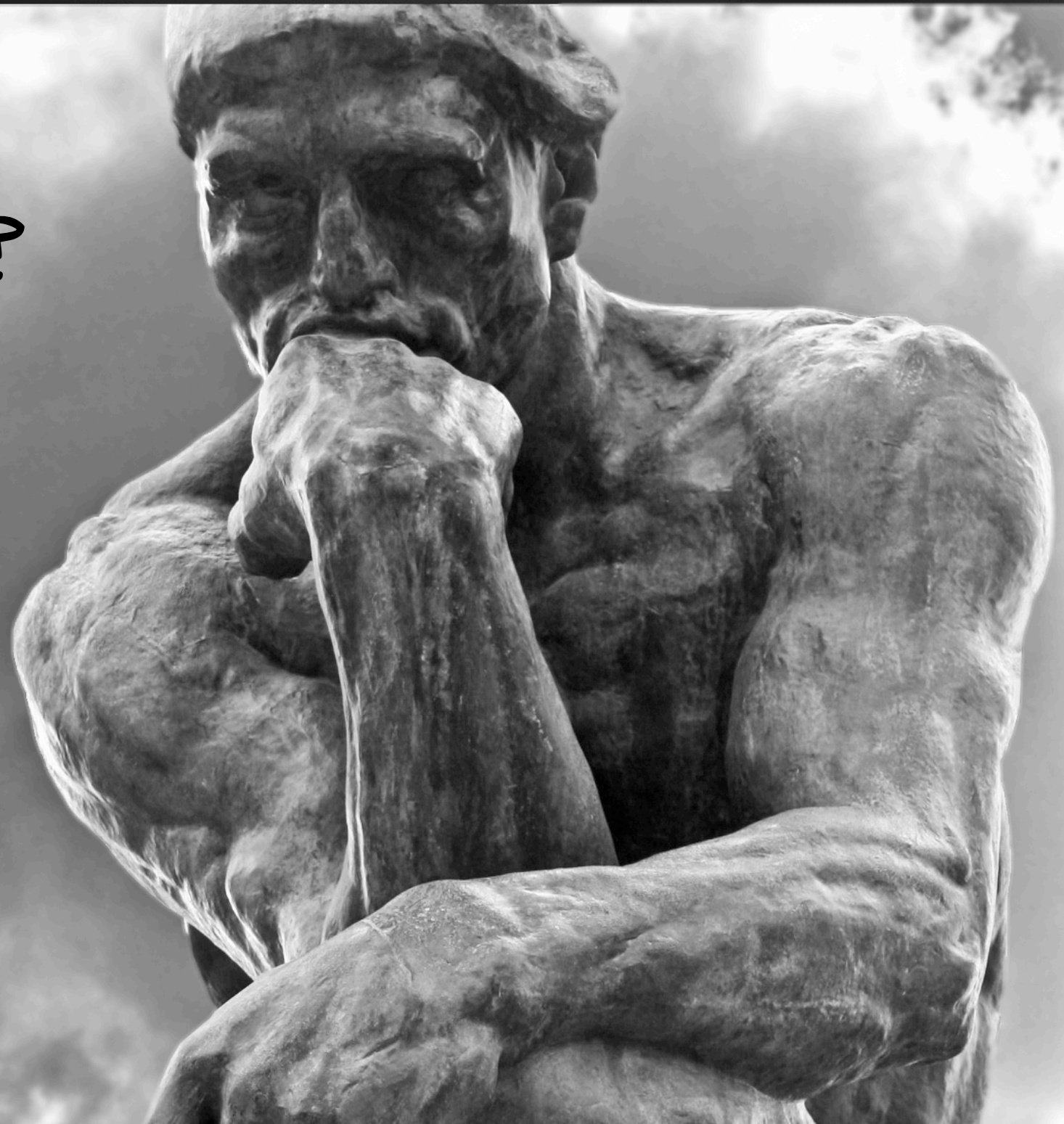




Service support



Problem?



Service support



Change management



Change is good!

Change management



Necessary activities

Change Management



PRIORITIES

BEFORE YOUR WIFE IS FLUNG TO HER DEATH BY KILLER MUTANT
SEAGULLS, MAKE SURE YOU GET ONE LAST PICTURE

Change management

Advisor



Service support





Cycle

Configuration management



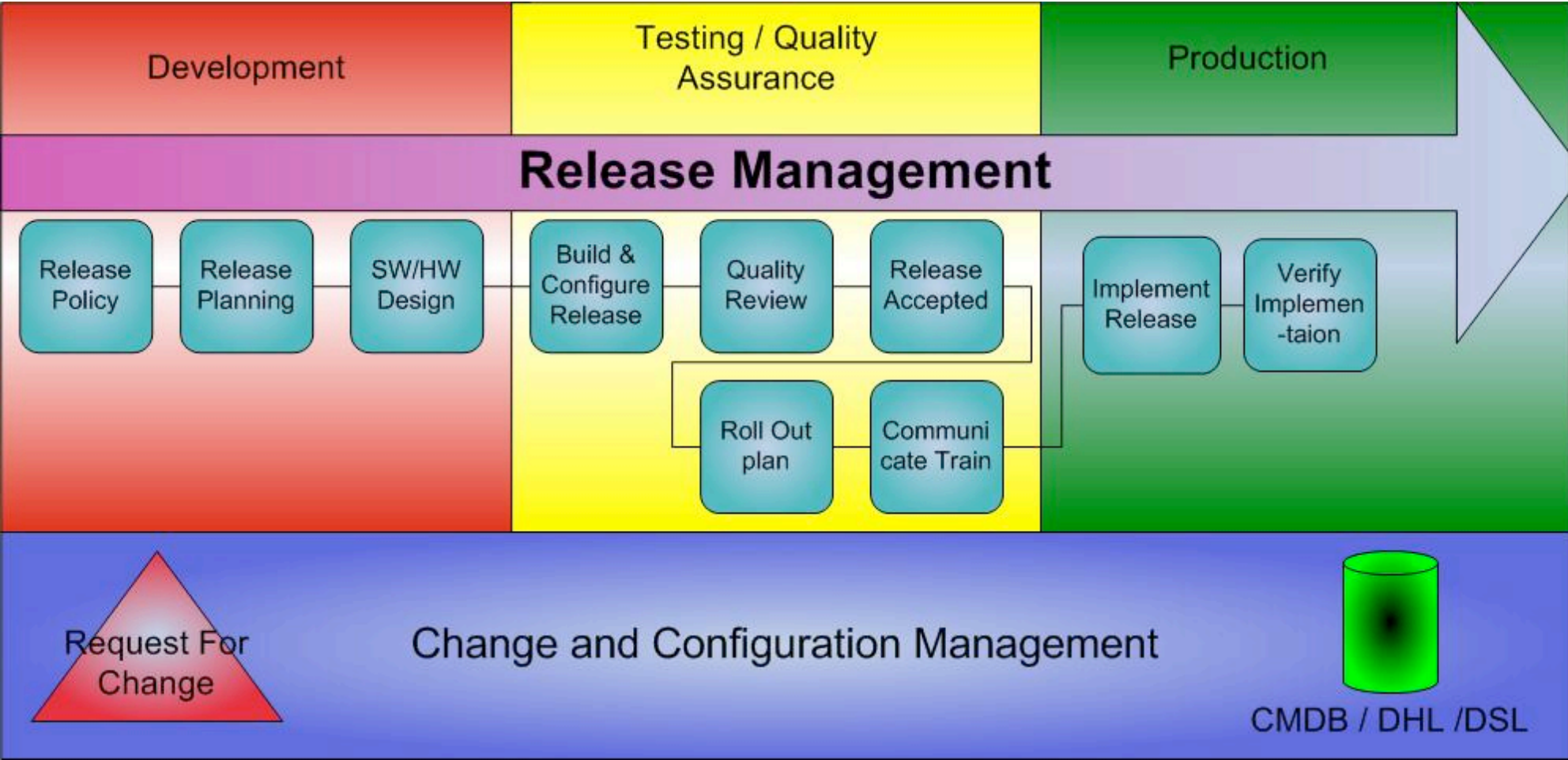
Service support





Release management





Service support



Service delivery



Service desk



Service desk

Service desk

- Restore service asap
- Manage incident lifecycle
- Support business activity

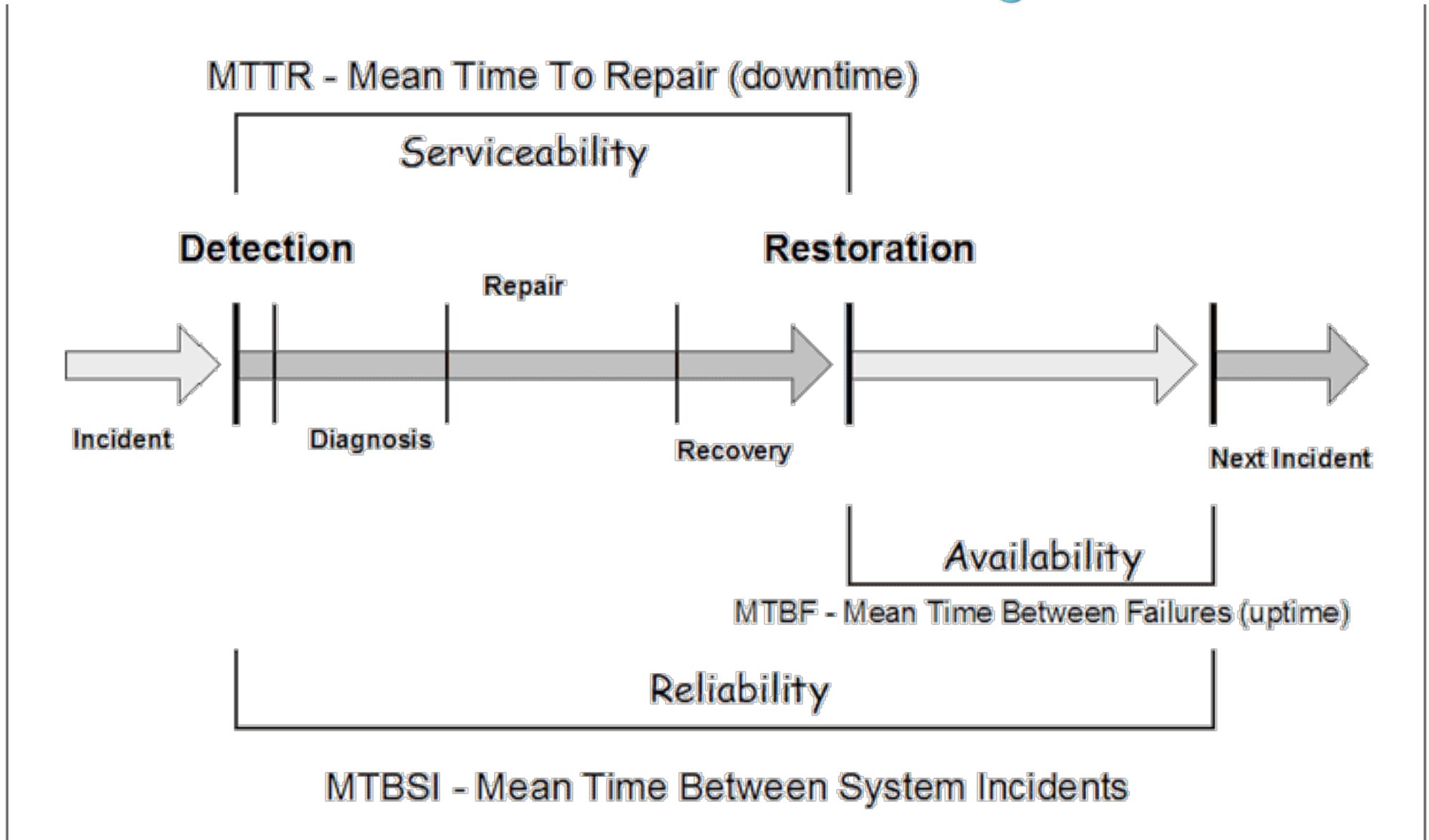
Service delivery



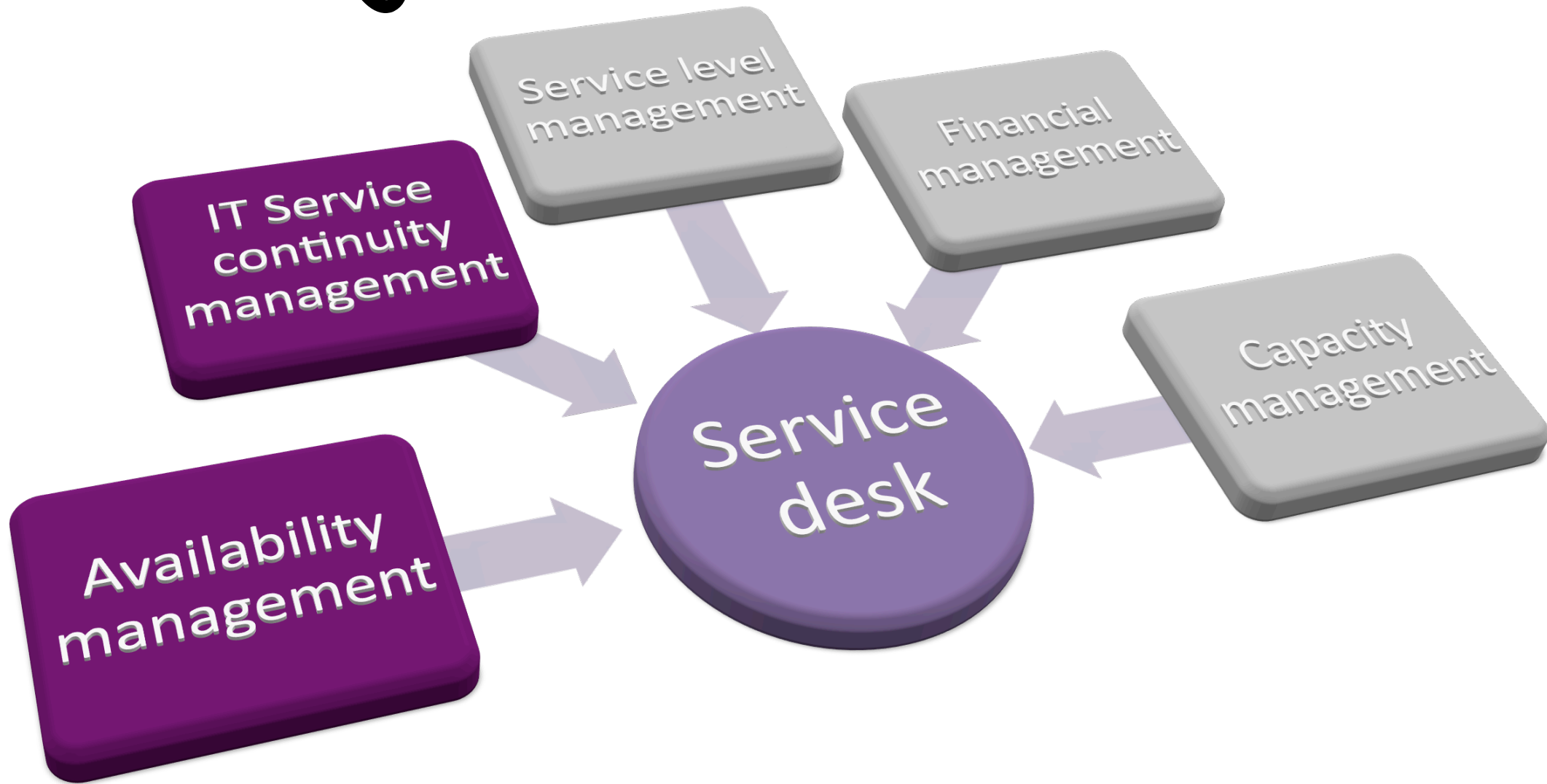
Availability Management

- Predict, plan and manage the availability of services (eg :third parties)
- certain of delivering the levels of availability within the SLA

Incident life cycle



Service delivery



Service Continuity Management

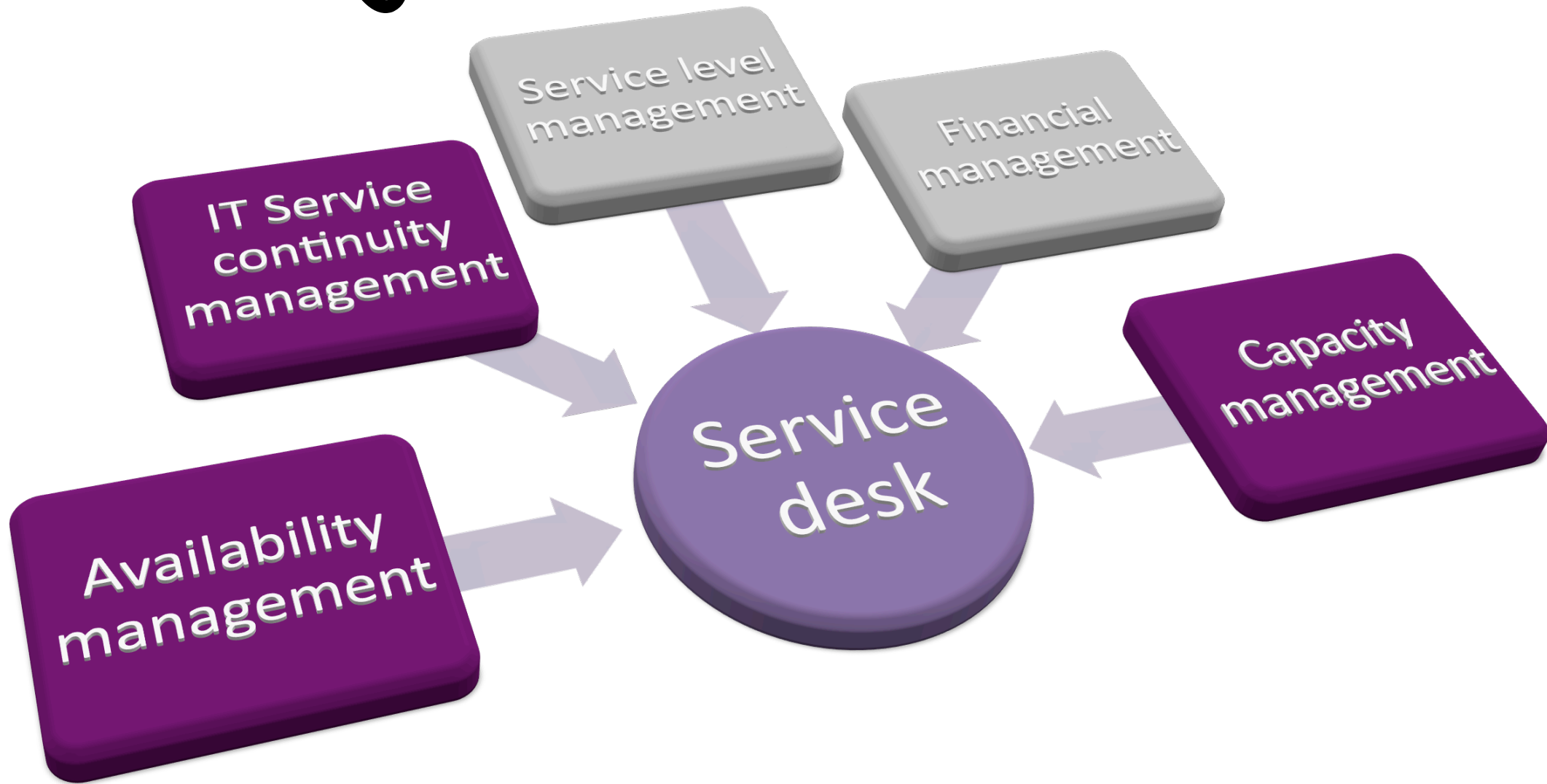
- Many businesses fail
- Reduced cost and time of recovery



Service Continuity Management

- conducting a Business Impact Analysis
- Performing a Risk Assessment
- Evaluating the options for recovery
- Testing, reviewing revising contingency plan

Service delivery



Capacity Management



Capacity Management

A black and white photograph of a crowded train. The train is moving along tracks, and many passengers are hanging off the sides, some holding onto the roof or the sides of the train. The train is packed with people, and the scene illustrates the concept of capacity management in a public transportation system.

Determine

- Right cost
- Cost justifiable
- Capacity

- Right time

Service delivery



Financial Management



Service delivery



Service Level Management



A black and white photograph of four business professionals in an office setting. On the left, a man in a dark suit is shaking hands with a woman in a dark blazer on the right. In the background, another man in a light suit and a woman in a dark blazer are smiling and looking towards the handshake. A bright yellow banner is overlaid across the center of the image.

Service Level Management



Service Level Management

- Improved expectation and understanding
- Greater flexibility and responsiveness
- Balance customer demands and cost of services
- Objective conflict resolution

Who the fuck?



**Where You're
Supposed
to Start**



**Where IT
Tends to Start**

Service support



Service delivery



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