

El valor transformador del concepto de Servicio en TI y el Catálogo de Servicios como el principal instrumento

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Global Delivery Framework

La calidad a través de la mejora continua



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MesaDebate

Miércoles, 28 de abril de 2010

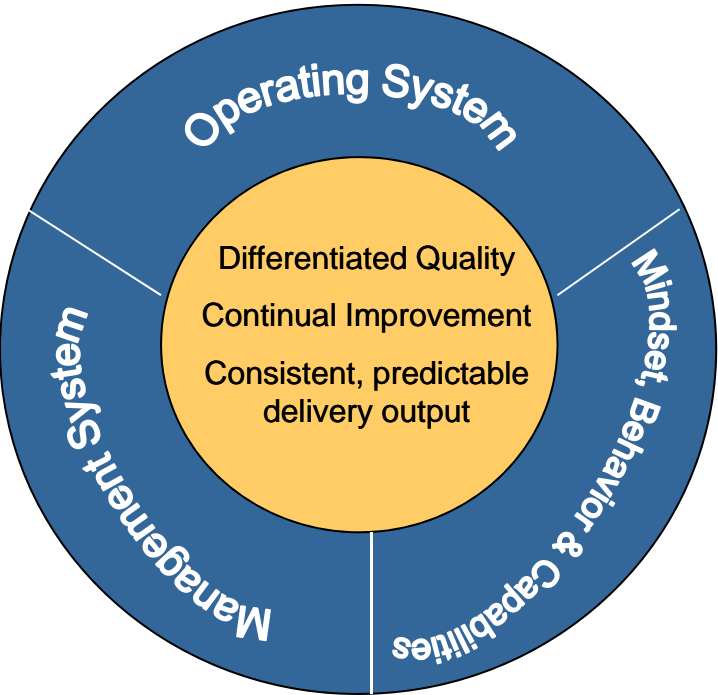
Global Delivery Framework is a delivery methodology that includes a set of best practices and is designed to continuously improve to generate most client value possible

Operating System

- 'Nuts and bolts' processes and infrastructure that define how we do work

Management System

- Measurement and metrics that tell us how we are performing.



Mindset, Behavior & Capabilities

- Changing the management paradigm into a leadership paradigm and allow us to not only change and measure the change, but continually improve.



What is the goal?

The GDF Delivery Catalog component will document all of the individual activities and sub-activities that ITDelivery provides at GDF locations and will align (map) those to the Framework Blue Services Catalog



Global Solutions Architecture Repository (GSAR)

The Global Solutions Architecture Repository (GSAR) houses the Service Designs and other Service Line Component assets which are meant to be used to define “how” the Service Elements that can be sold to the customer are organized and performed by the ITDelivery organization

- Framework Blue is a customer facing service catalog for selling IBM SO services—this allows the selection of a set of products to suit the customer’s needs
- Delivery Catalog content provides a more detailed elaboration of Framework Blue, reflecting actionable activities we execute within ITDelivery
- GSAR definitions and assets are owned and maintained by the ITDelivery Global Competencies and their Service Lines



What does this mean to you?



Consistent, predictable delivery output



- Consistent service delivery enabled by flexible staff for peak times
- Standardization of global processes
- Access to specialized, global talent that is trained for specific tasks, technologies and accounts
- Rigorous problem solving through dynamic and collaborative teaming environment

Differentiated Quality



- Incident prevention through analyzing pervasive patterns across platforms, processes, accounts and pools of accounts
- Best practices deployed rapidly across all delivery centers
- Quality is designed into processes and practices

Continual Improvement



- Increased focus on core service delivery through process maturity and continual improvement
- Common work practices and performance dashboard that allow multi-level views for easy tracking of key quality and service metrics

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