Real-life Process Improvement

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Agenda

• Introduction
• Initial approach and project plans
• Project summary and status
• Lessons learned
Background

• Major reorganization in Texas A&M IT in 2015

• Brought culture of improvement, new ideas

• Selected Contract Management process and Customer Service Request process in summer of 2016
Definitions

• IT Infrastructure Library (ITIL)

• Continual Service Improvement (CSI)

• Process
Initial approach and project plans

• Project Documents
  ➢ Project Charter
  ➢ Business Case

• Project team and sponsors.

• Project kickoff

• Team collaboration
Project Charter

Supplier Management

Version of TAC 216 Companion Guide: [Version]
Start: June 13, 2016
Projected End: December 16, 2016

Approval of the Project Charter indicates an understanding of the purpose and content described in this deliverable. By signing this deliverable, each individual agrees work will be initiated on this project and necessary resources are committed as described herein.

Summary
Deliverables
Scope
Assumptions, Constraints and Dependencies
Schedule, Budget and Project Team
Risk and Quality Considerations
Project Deliverables

- Current State Report
- Desired Future State
- RACI Chart
- Gap Analysis
- Implementation
Project summary and current status

• Not completed within timeline
• Contract Management - phase 1 close to production
• Customer Service Request - re-evaluating
Lessons Learned - The Good

- Documented process
- Enlightened participants
- Value in the process
- Biggest need met
Lessons Learned - The Bad

- Limited early success
- Not a priority
- Speed vs quality
Lessons Learned - The Ugly

- Being “too nice”
- Making the tough decisions
- Often a moving target
Getting Started

• ITIL Intermediate Course: Continual Service Improvement

• The Effective Facilitator course: http://www.leadstrat.com

• it.tamu.edu search Project Management to get templates

• Start small and
Questions?

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