

Mature IT Service Management



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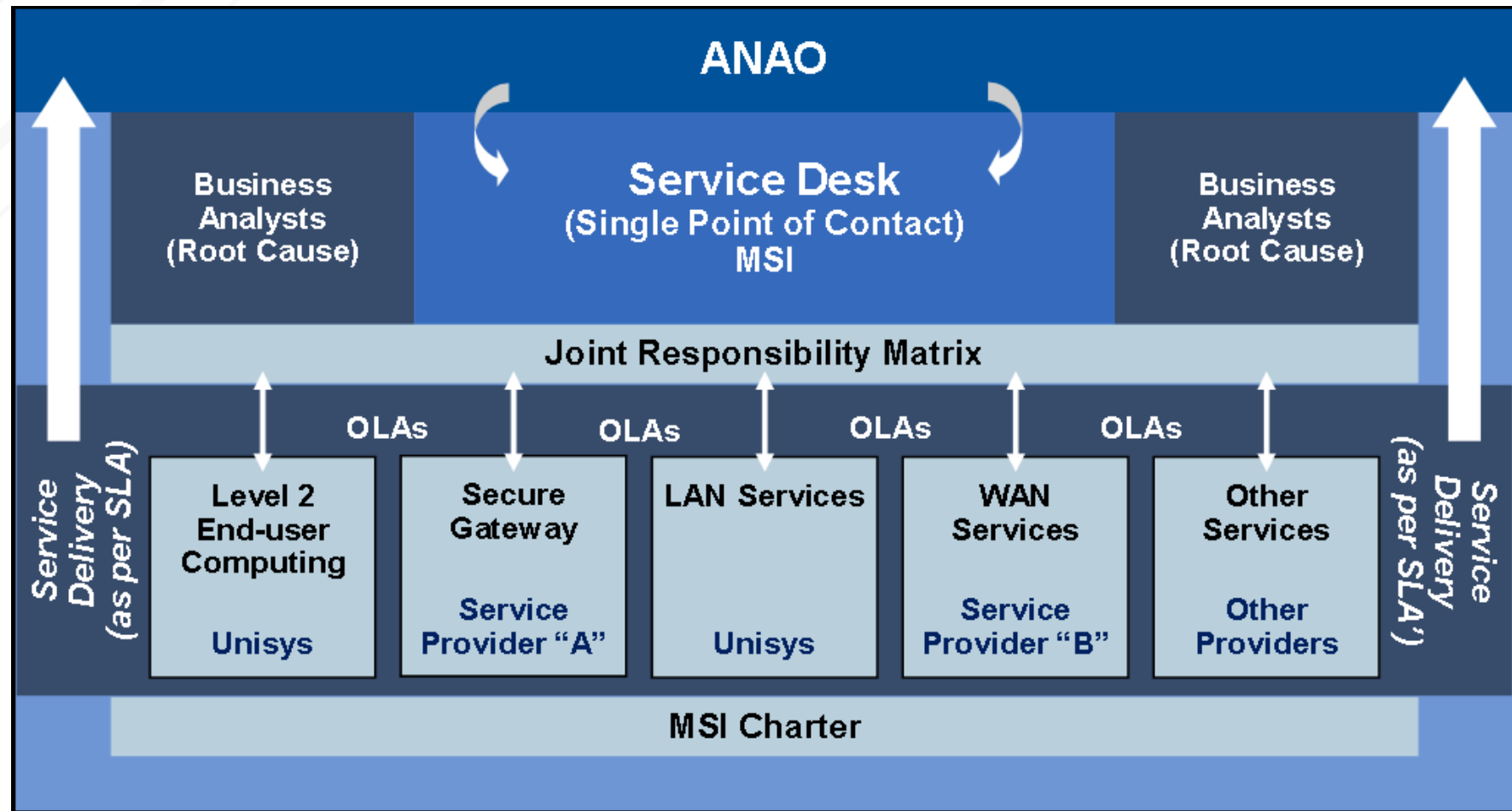
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ANAO – ITSM Initiatives

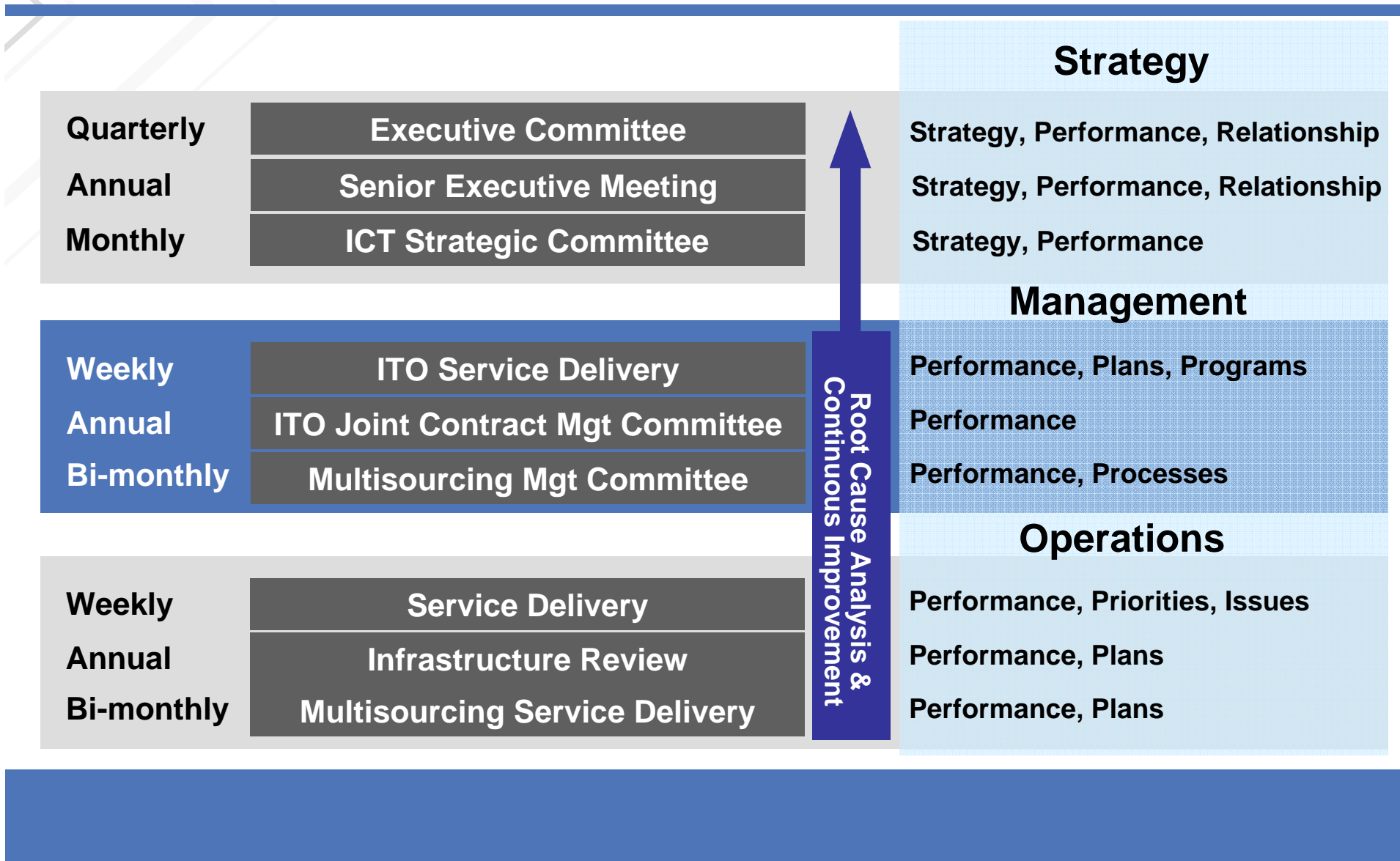


- ITIL-driven Service Delivery Framework
- Integrated Suite of Enterprise Service Management Tools
- Multisourcing Services Integrator Model
- Collaborative Governance Framework

Service Management Framework



Collaborative Governance Framework



IT Governance Toolbox



Sourcing Contract

Strategy

Context
Objectives
Guiding Principles
Responsibilities
Assessment

ANAO & all Service Providers engage via:

Interaction Charter

Management

Objectives
Operating Principles
Relationship Management
Responsibilities
Group Performance Management

All Service Providers deliver to individual:

Service Provider Contracts

Operations

Service Delivery Responsibilities
Individual Performance Measures
SLA Alignment
Cost

Results

- Incident response time 80% -> 98%
- Incident resolution time 85% -> 94%
- 30% reduction in incidents logged monthly
- Problem resolution 28 days -> 8 days
- Network availability monthly average 99.7% -> 99.99%
- Business system availability monthly average 99.7% -> 99.999%
- Clientwise user satisfaction 4.5 -> 5.95 (scale to 7; optimal band 4.5 - 5)

“Be the change you want to see in
the world”

Mahatma Gandhi

