



Multiple Considerations of Multi-Sourcing

Back to Basics

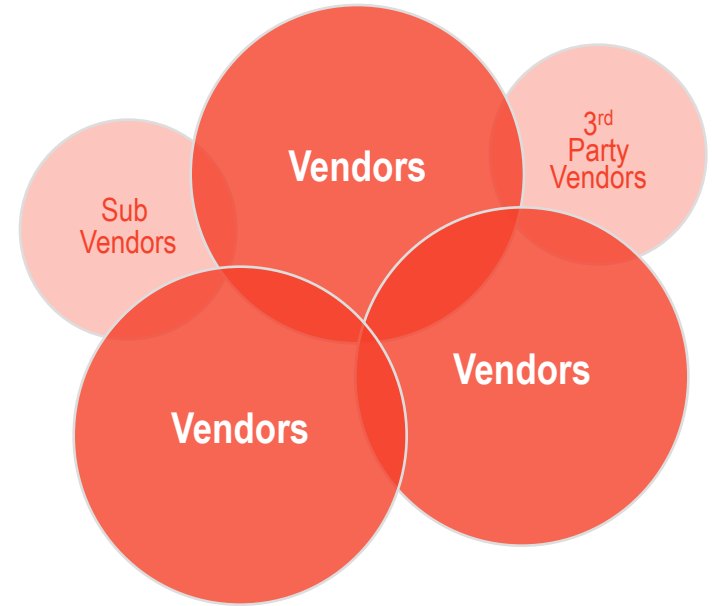
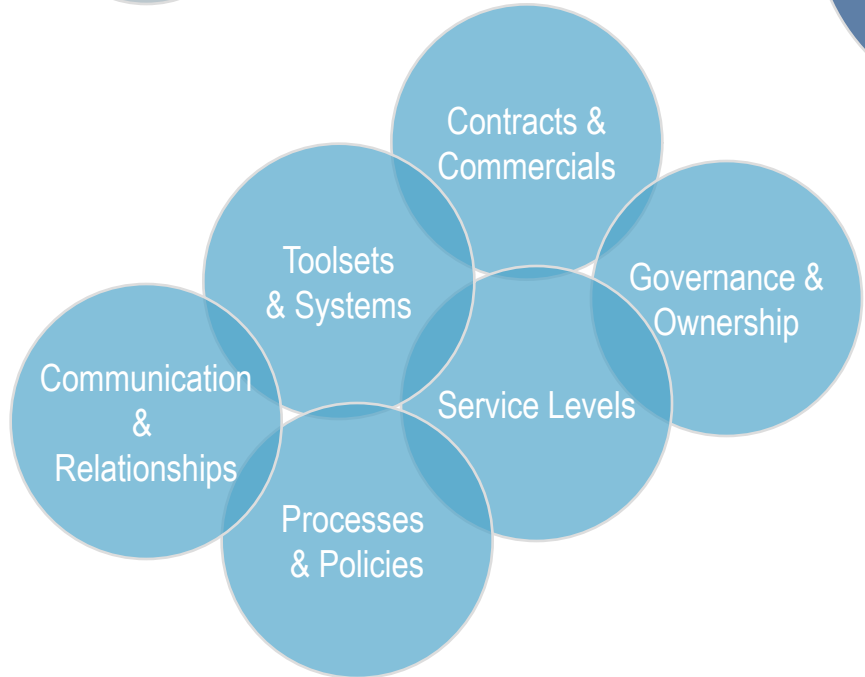
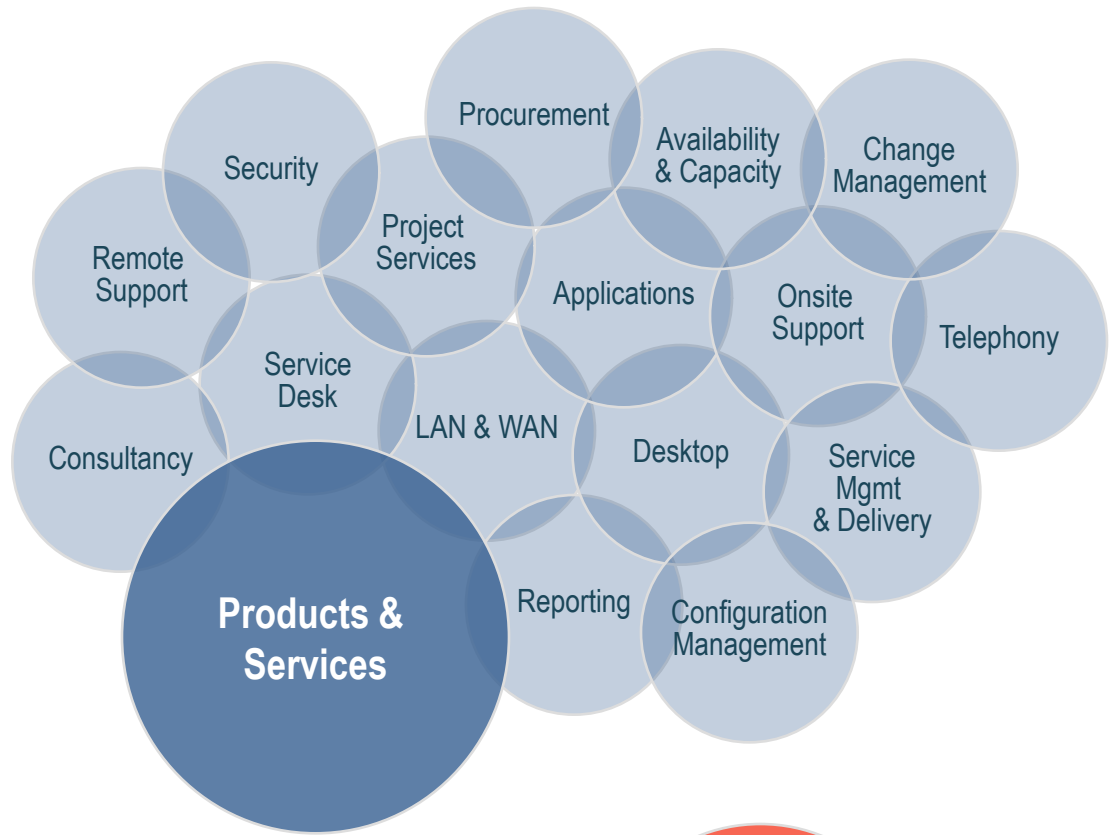
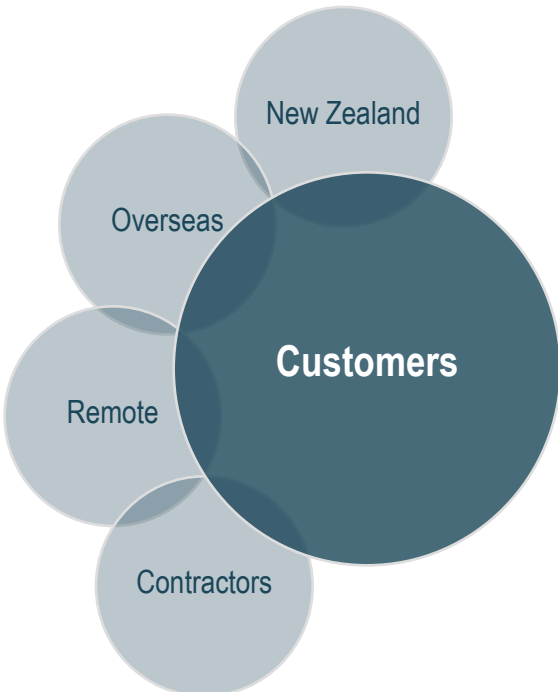
questions you should ask to retain your sanity (and some real life reasons why)

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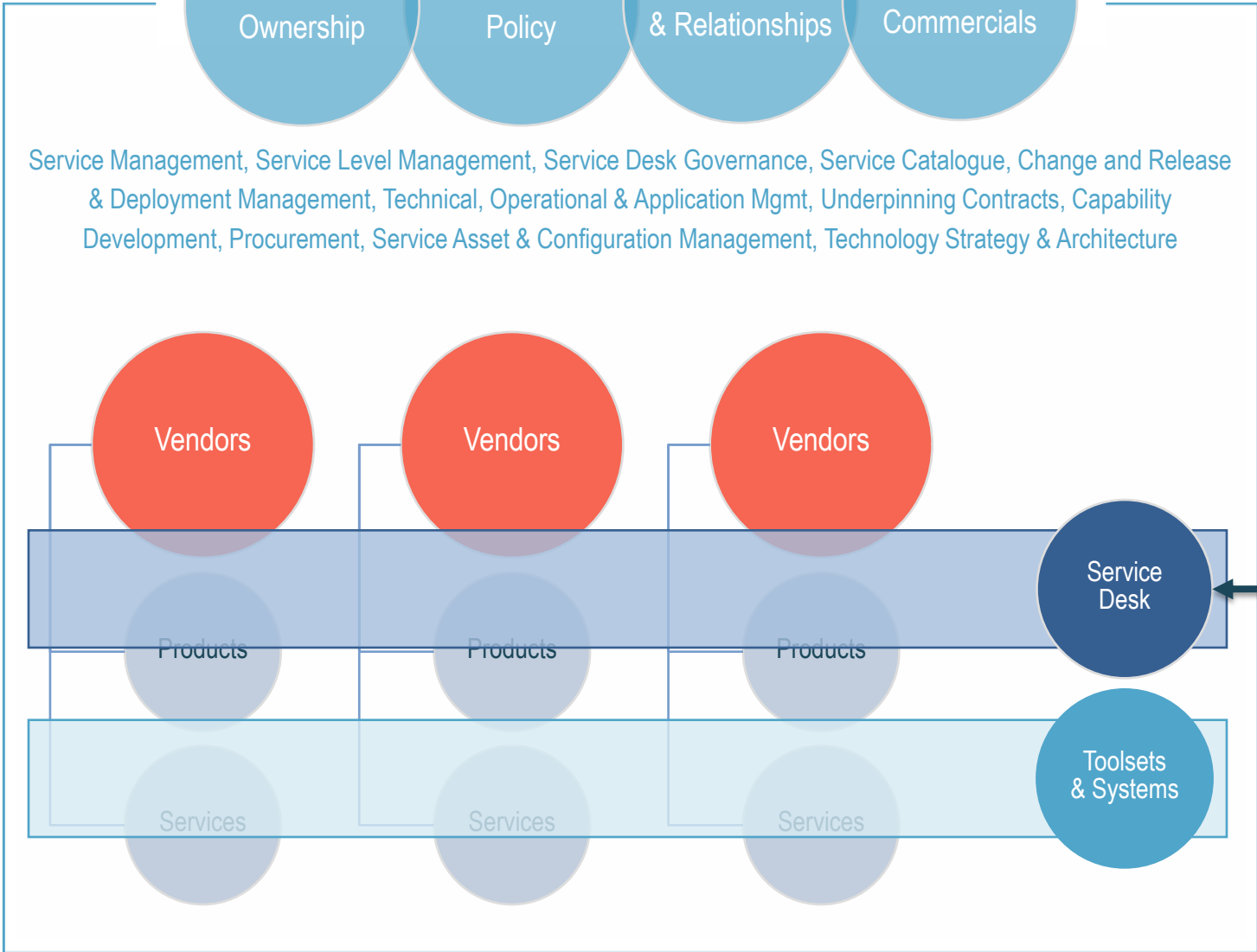
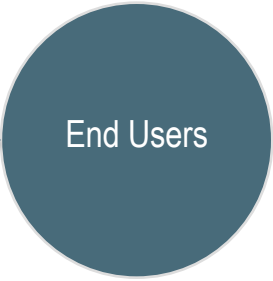
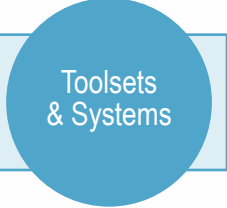
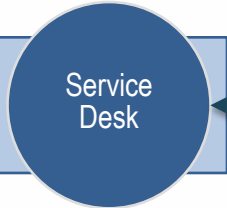
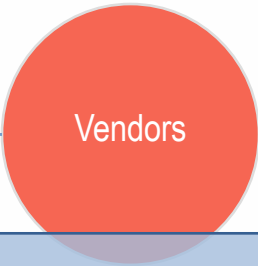
Why a Multi-Source Environment?

- Customer retains or obtains higher visibility of products and services being provided, and the components that comprise these
- Customer desire or requirement to unbundle products, services and costs to identify areas for saving and improvement
- Customer desire for more ownership, governance and control of their architecture, products, services and vendors
- Customer able to more easily remove, replace and reorganise existing products, services and vendors to obtain the best return for investment and delivery of service
- Vendors responsible for the effective and efficient delivery of **their** products and services only, and are not disadvantaged when sub-vendors or contractors do not perform to an acceptable standard





Service Management, Service Level Management, Service Desk Governance, Service Catalogue, Change and Release & Deployment Management, Technical, Operational & Application Mgmt, Underpinning Contracts, Capability Development, Procurement, Service Asset & Configuration Management, Technology Strategy & Architecture



Policy & Procedure ?



"Clear as daylight -
under no circumstances am I to admit
responsibility"

A Cohesive Approach ?



1

Common Terminology & Understanding

Essential to define, align and utilise common terminology, understanding and definitions across all parties

questions to consider ...

- What methodologies are being followed by each party?
 - Service Management, Project Management, Technical, etc
- Are common terms, (eg. “Incident”, “Problem”, “Change”) used in the same manner by all parties?
- What roles and services will be provided by each party and how are these defined?



“What’s important is that we found some common ground. Let’s try not to get bogged down over who found it first.”

2

Single Point of Contact and Ownership

Essential to provide a single point of contact and ownership for the customer across all vendors, services and products, from receipt to resolution

questions to consider ...

- Who will provide the Service Desk?
- Is this an existing Service Desk, or will transition need to be included in our planning?
- What training will be required for the Service Desk Analysts across all vendors, their products and services?
- How will Incidents be assigned to the various support groups?
- What toolset(s) will be used?
- Who will “own” the call through to resolution?
- What does “ownership” mean to the parties involved?

3

Commercial and Contractual

Essential to align all commercial and contractual agreements between all parties
- Service Levels, OLA's, Underpinning Contracts, Service Catalogues.

questions to consider ...

- How are Incident priorities defined? Are these aligned?
- Are Service Level Requirements and Service Level Agreements in alignment where multiple parties are involved, and with the business' needs?
- Have the commercials taken into account the responsibilities and accountabilities (ownership) required of the parties?
- Are the Service Catalogues documented and aligned across all parties?
- What Underpinning Contracts do our vendors have in place and do these correspond with our Service Levels?
- Will we put OLAs in place between our vendors to document and ensure the level of co-operation and co-ordination we require?



"I think the negotiations would improve if you would use the 'F' word a little less."

4

Single Repository of Information

Essential to provide single repositories of information – a “single source of truth” and ensure that all parties have access to this information

questions to consider ...

- What toolsets or systems will be used?
 - Call Management (Incident, Change, Requests, Problem, etc), Known Errors, Knowledge Management, Configuration Management
- Who owns these?
- Who owns the information contained within these?
- Who will provide necessary support and administration?
- Can, and how, will access be provided to all parties?

5

Process and Policy

Essential to ensure a co-ordinated and integrated approach to process and policy across all parties

questions to consider ...

- What are the existing processes and policies? Where are these documented?
- Are there any “hidden” tasks or steps that may not be documented or known by the client?
- What new processes are needed?
- Who will own these processes?
- Where will they be stored / located?
- Standard format?



I believe you wanted a light bulb changed?

6

Co-ordination of Ongoing Support Activities

Essential to ensure a co-ordinated approach to analysis, trending, diagnosis, problem mgmt, project mgmt and continual service improvement across all parties

questions to consider ...

- How will all the parties work together to analyse information across the infrastructure and identify trends?
- How will grey-area diagnosis be undertaken?
- Who will be responsible for co-ordinating Problem Management tasks across the infrastructure?
- How will changes and projects be co-ordinated and managed across all parties?
- How will a cohesive approach to Continual Service Improvement be achieved?

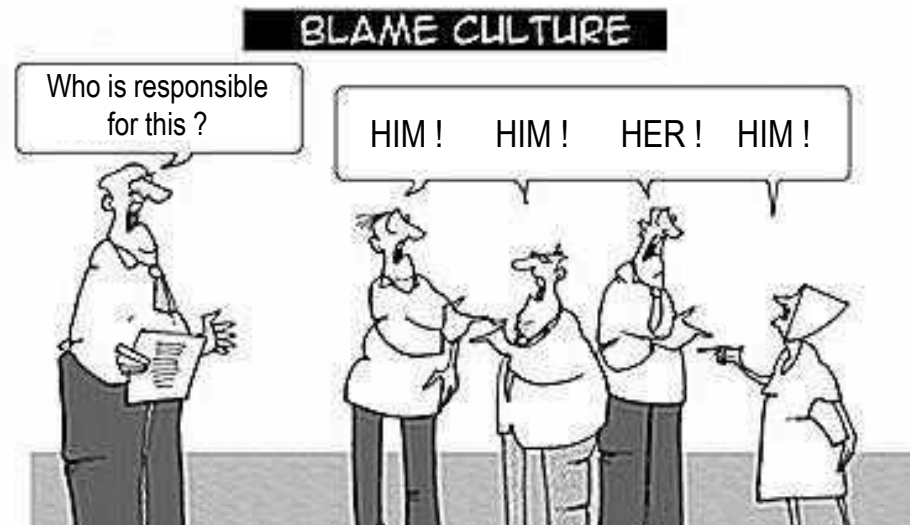
7

Escalation & Notifications

Essential to ensure that agreed escalation paths are put in place, both functional and hierarchical

questions to consider ...

- Who are the escalation points for each party?
- What are the events and timelines that will trigger escalation?
- How will escalations and notifications occur? Who is responsible for ensuring that this happens?
- Does each party have the same process for, and attitude towards escalations?



8

Integrated Reporting

Essential to integrate Service Reporting across all parties

questions to consider ...

- What information is required, how frequently and from which party?
- Will a standard format be applied to assist the customer to compile and analyse information?
- How will Major Incident Reports be compiled across multiple vendors?
- How will the client receive and consolidate this information into a useful resource?

9

Customer Governance & Leadership

Essential to ensure that the customer provides the necessary level of governance and leadership across all parties

questions to consider ...

- What level of governance and leadership is the customer planning to provide?
- Is this adequate?
- Do they have the necessary resources in place or will these need to be implemented?
- Who are the key customer contact points and are they involved in the transition?
- Has a Governance Framework been defined?



10

Communication & Relationships !!!!

Essential to implement effective communication strategies and build strong relationships between all parties

questions to consider ...

- What regular meetings or forums are required?
- What are the preferred methods for communication?
- Who are the appropriate contacts within each organisation?
- Are there any time differences that need to be considered?
- How are communications managed outside the regular forums?
- What is the communication “culture” (open dialogue or) ?



Some final words of advice ...

- Assumption is the cause of many a downfall
- Keep asking questions and don't be afraid to go "back to basics" – remember, not everyone is as smart and as sensible as you are
- As the Service Management expert, be nosy, get involved in everything, make a nuisance of yourself and make your opinions heard.
 - Because you and your team will inherit the ongoing management of whatever is put in place
- Play nicely with the other children in the sandbox – even if this is difficult at times (Wellington IT is a very small industry)
- Keep in mind that everyone is trying to achieve the best results for their organisation – for better or for worse, this is business at the end of the day
- And ... after all this ... **don't forget the end user** ... that's why we're here after all



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