

IT Management for People with no Technical Background

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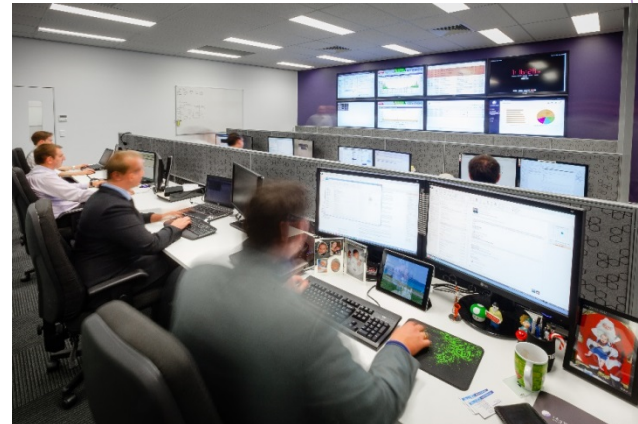


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Putting People Back Into Technology

About R & G Technologies

- ▶ Award winning ICT consultancy with offices in Brisbane, Sydney and Melbourne.
- ▶ ConnectingUp Technology Leadership Academy Joint Presenter
- ▶ Specialisation in not for profit sector, primarily in cloud and managed ICT services



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Agenda

- ▶ How to start an effective relationship with your IT partner.
- ▶ How to manage your IT responsibilities.
- ▶ Introduction to IT Service Management.
- ▶ Industry benchmarks: IT spend, client satisfaction, service delivery.
- ▶ Free toolkit.



Three common problems...

- ▶ Stuck acting as a traffic controller simply passing requests back and forth (no value).
- ▶ Unsure on how to hold the IT provider accountable.
- ▶ Unsure how to build a successful partnership.



How to start an effective relationship with your IT partner



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Set & Understand Expectations

- ▶ Response times
- ▶ System uptime
- ▶ Job turnarounds
- ▶ Service level agreement inclusions
- ▶ Billable hours



Understand partner motives

- ▶ The more problems you have, the less money your IT provider makes.
- ▶ If you are having ongoing IT problems, be honest and give feedback with specific examples.
- ▶ Spend more time working together on win-win outcomes.



Invest in face-to-face

- ▶ Face-to-face meetings every quarter.
- ▶ Discuss your business needs and highlight any specific problem management issues.
- ▶ One meeting per year minimum at **your IT partner's office**.



How to manage your IT responsibilities



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1. Understand the Contracts and Service Level Agreements



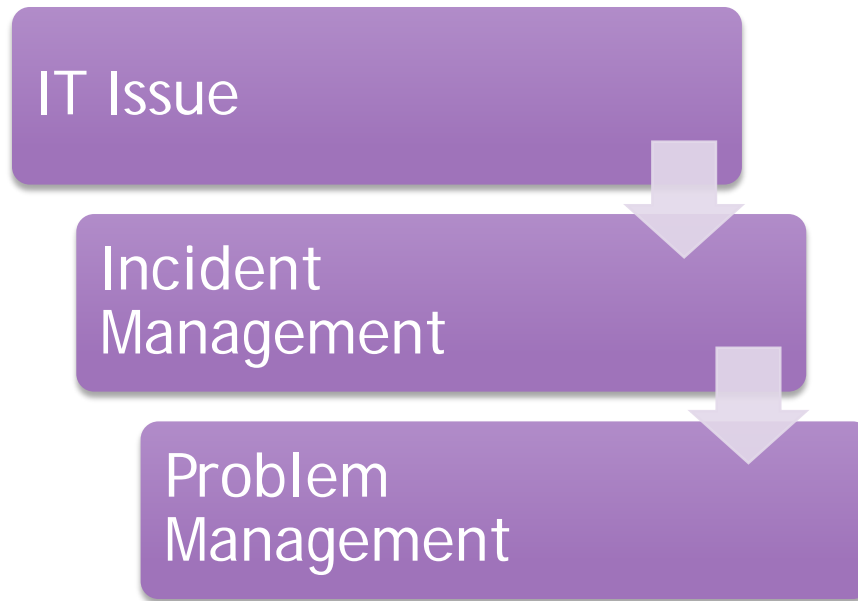
SERVICE
AGREEMENT



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2. Understand and Implement IT Service Management

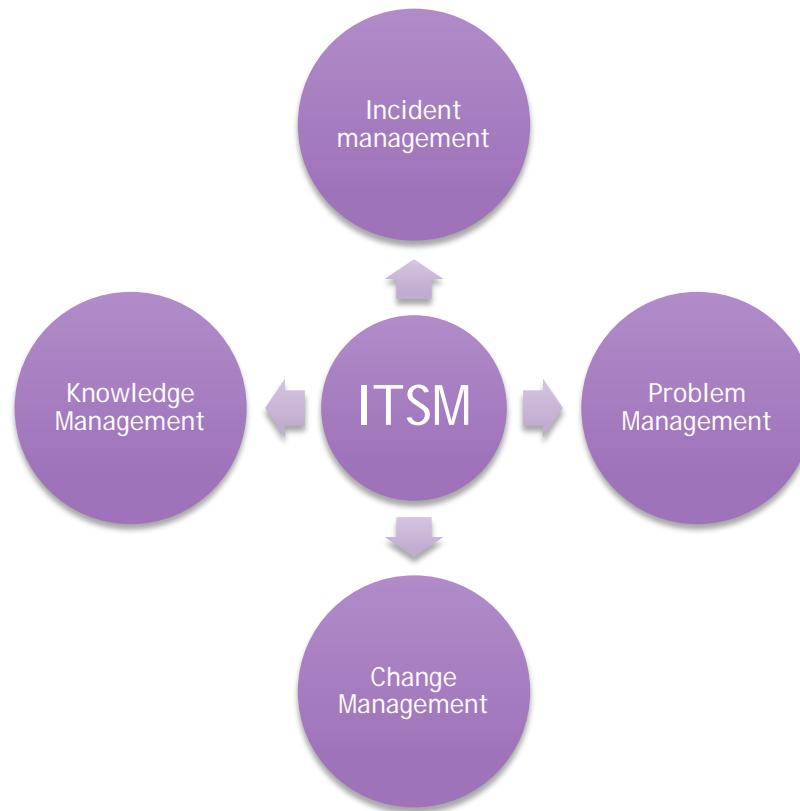


What is IT Service Management?



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IT Service Management



Incident Management

- ▶ Triggered when an isolated IT issue occurs.



One of your colleagues calls the IT help desk about a problem they have with their computer. The quickest solution to get them up and running might be to reboot the computer.



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Problem Management

- ▶ Occurs when an incident happens more than once.
- ▶ In these situations the problem needs to be investigated at a root cause level.



Rebooting the computer didn't fix the problem. The issue has been escalated to a senior engineer who conducts a "root cause" analysis.



Change Management

- Put in place to ensure that whenever a person makes a change to the IT environment, all the potential effects are considered.



Written records are a must. You need to record three things: what's going to change, potential effects, how to revert changes if problem occurs.



Knowledge Management

- ▶ Responsible for providing knowledge to ensure that your IT team can deliver a consistent, reliable IT service.



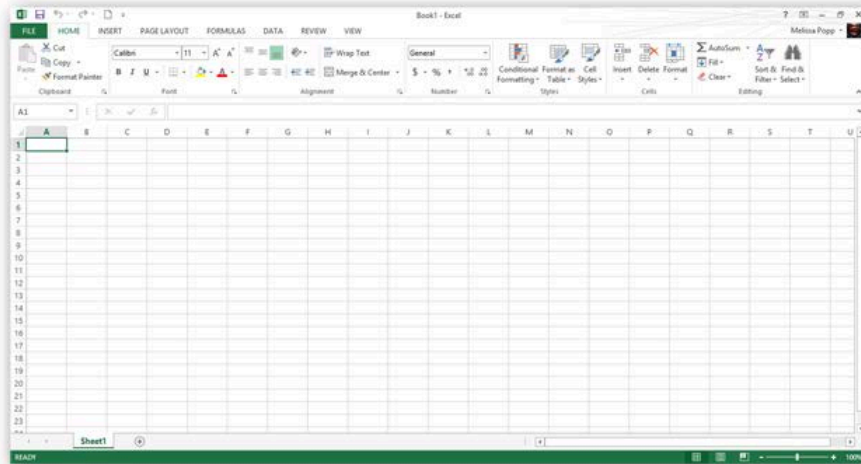
A key staff member in your organisation leaves. Knowledge management ensures that your organisation has the effective documentation, process information and checklists in place to make sure that a reliable level of service continues.



Why ITSM?

- ▶ Communicating in the same language means more efficiency
- ▶ Improve consistency of support
- ▶ Resolve issues faster
- ▶ Reduce the risk for your organisation
 - ▶ Better documentation
 - ▶ Governance

3. Keep a Register of Issues for a Comprehensive Record of Incident and Problem Management



Benefits of Issues Register

- ▶ Effective for use in holding IT accountable
- ▶ Separates jobs that require further work vs. jobs that are purely transactional
- ▶ Ability to circulate to management

4. Request Major Incident Reports



Incident Reports

- ▶ Incident Report should say:
 - ▶ What happened
 - ▶ What was the cause
 - ▶ How it was fixed
 - ▶ What is in place to stop it happening again
- ▶ Formal way of tracking major incidents
- ▶ Circulate to management/department heads
- ▶ Can be reviewed at a later date
- ▶ Enforces a constant improvement process

5. Quarterly Meetings



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Industry benchmarks



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IT Spend

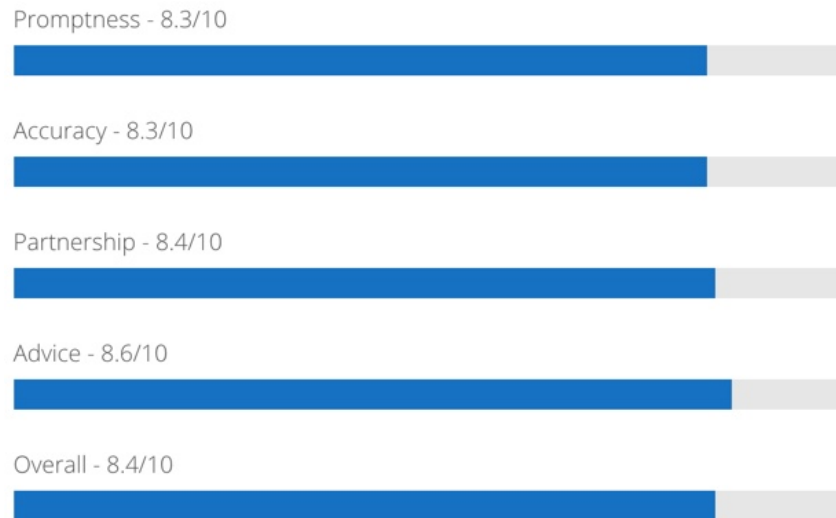
- ▶ Connecting Up report: average IT spend for Australian not-for-profit organisations is 5% of total operating expenditure

11%	AU\$ 478	Infrastructure
11%	AU\$ 482	Personal computers and equipment
16%	AU\$ 671	External IT support services
14%	AU\$ 620	Core applications
1%	AU\$ 59	IT training & staff skills development
4%	AU\$ 175	Internet/network data links
2%	AU\$ 81	Other
41%	AU\$ 1,753	Salaries



Client Satisfaction

- ▶ Client Heartbeat, a customer satisfaction company, surveyed clients of Australian IT providers to determine how happy they were with their IT provider.



Service Delivery

- ▶ The following have been compiled off studies and benchmarking obtained via the internet from multiple sources:
- ▶ **Incident management:** First contact resolution: 74%
- ▶ **Problem management:** Average 0.03 problems per FTE, pm
- ▶ **Average incident response time:** 5 hours, 22 minutes
- ▶ **Average incident response time (critical):** 25 minutes



Managed Services Cost

- Kaseya, a software provider, surveyed 700 managed IT service providers to determine a few benchmarks for pricing.

b. Average hourly rate by region. (US\$)

Region*	Level 1 Tech/Eng	Level 2 Tech/Eng	Level 3 Tech/Eng
North America	\$93	\$110	\$126
EMEA	\$81	\$101	\$110
Asia Pac	\$71	\$92	\$132

* Insufficient responses from Latin America to this question

11. For your most comprehensive managed service offering (most complete bundle) what is your average billing fee per user per month? (% of respondents - US\$)

Survey Results For	Less than \$50	\$51-\$100	\$100-\$150	\$151-\$200	+ \$200
2014	19%	36%	29%	9%	7%



Free tools



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Free Tools

- ▶ Free IT Management Toolkit
 - ▶ Quarterly Meeting Agenda
 - ▶ Incident Report Template
 - ▶ Change Management Template
 - ▶ Issues Register Template
 - ▶ Annual IT Provider Review Checklist
- ▶ Email gordon.tan@rgtech.com.au

Q & A

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